



## **Cisco Unified Communications Manager Bulk Administration Guide 7.0(1)**

### **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO

CCDE, CCENT, Cisco Eos, Cisco StadiumVision, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn is a service mark; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0803R)

Cisco Unified Communications Manager Bulk Administration

Copyright © 2008 Cisco Systems, Inc.

All rights reserved.



## CONTENTS

### Preface xix

Purpose	i-xix
Audience	i-xix
Organization	i-xix
Related Documentation	i-xxi
Conventions	i-xxii
Cisco Product Security Overview	i-xxiii
Reporting Security Problems in Cisco Products	i-xxiii
Obtaining Technical Assistance	i-xxiv
Cisco Support Website	i-xxiv
Submitting a Service Request	i-xxv
Definitions of Service Request Severity	i-xxv
Obtaining Additional Publications and Information	i-xxvi

---

## PART I

### Overview

---

## CHAPTER 1

### Overview 1-1

Bulk Administration Installation	1-2
BAT Data Input Files	1-2
BAT Configuration Process	1-3
Using BAT Templates	1-4
Master Phone Templates	1-5
Working with CSV Data Files	1-5
CSV Data Files for Adding New Devices	1-5
CSV Data Files to Update Existing Devices	1-6
Customizing File Formats for CSV Data Files	1-7
Using the BAT Spreadsheet for Gathering Data	1-8
Validating the BAT Data Input File	1-10
Inserting the BAT Data Input File	1-10
Using the BAT Application	1-11
Accessing Cisco Unified Communications Manager Administration and BAT	1-11
Using Online Help	1-11
Finding the Cisco Unified Communications Manager Version	1-12

Related Topics 1-12

---

**PART 1**

---

**Upload/Download Files**

---

**CHAPTER 2**

**Uploading and Downloading Files 2-1**

Finding a File 2-1

Downloading a File 2-2

Uploading a File 2-3

Deleting a File 2-3

Related Topics 2-4

---

**PART 1**

---

**Phones**

---

**CHAPTER 3**

**Phone Template 3-1**

Adding Phones 3-1

Using BAT Phone Templates 3-2

Finding a BAT Phone Template 3-2

Creating a New BAT Phone Template 3-4

Adding or Updating Lines in a BAT Template 3-4

Adding or Updating IP Services in a BAT Template 3-5

Adding or Updating Speed Dials in a BAT Template 3-6

Adding or Updating Busy Lamp Field in a BAT Template 3-7

Adding or Updating Intercom Template in a BAT Template 3-7

Modifying BAT Phone Templates 3-8

Copying a BAT Phone Template 3-9

Deleting Templates 3-10

Field Descriptions for a BAT Phone Template 3-10

Field Descriptions for Adding a Line to a BAT Template 3-29

Field Descriptions for Adding an Intercom Template to a BAT Template 3-44

Using the BAT Spreadsheet to Create a CSV Data File for Phones 3-46

Field Descriptions for Phones in the BAT Spreadsheet 3-49

Related Topics 3-68

---

**CHAPTER 4**

**Phone File Format 4-1**

Using a Text Editor to Create the CSV Data File for Phones 4-1

Finding a Phone File Format 4-2

Configuring a Phone File Format 4-2

Creating a File Format 4-2

Copying a File Format	4-3
Modifying a File Format	4-4
Deleting a File Format	4-5
Associating the File Format with the CSV Data File	4-5
Related Topics	4-6

**CHAPTER 5**

<b>Validating Phone Records</b>	<b>5-1</b>
Validating CSV Data File Phone Records	5-1
Related Topics	5-2

**CHAPTER 6**

<b>Inserting Phones</b>	<b>6-1</b>
Inserting Phones into Cisco Unified Communications Manager	6-1
Related Topics	6-2

**CHAPTER 7**

<b>Updating Phones</b>	<b>7-1</b>
Using Query to Update Phones	7-1
Using a Custom File to Update Phones	7-2
Choosing the Update Parameters	7-3
Field Descriptions for Updating Phones	7-4
Related Topics	7-17

**CHAPTER 8**

<b>Deleting Phones</b>	<b>8-1</b>
Using Query to Delete Phones	8-1
Using a Custom File to Delete Phones	8-3
Related Topics	8-4

**CHAPTER 9**

<b>Exporting Phones</b>	<b>9-1</b>
Using Phone Export	9-1
Exporting Phone Records	9-3
Exporting and Importing Phones with More Than One User	9-5
Related Topics	9-5

**CHAPTER 10**

<b>Adding and Updating Lines for Phones</b>	<b>10-1</b>
Using Query to Update Lines	10-1
Field Descriptions for Updating Lines	10-3
Adding Lines to Existing Phones and UDPs	10-7
Using the BAT Spreadsheet to Add Lines to Existing phones	10-8

Field Descriptions for Adding Lines by Using the BAT Spreadsheet	10-9
Related Topics	10-11

---

**CHAPTER 11**

**Resetting or Restarting Phones 11-1**

Using Query to Reset or Restart Phones	11-1
Using a Custom File to Reset or Restart Phones	11-2
Related Topics	11-3

---

**CHAPTER 12**

**Generating Phone Reports 12-1**

Generating Reports for Phones	12-1
Reports for Phones and IP Telephony Devices	12-3
Producing a List of Phones with Dummy MAC Addresses	12-5
Viewing Report Log Files	12-6
Related Topics	12-6

---

**CHAPTER 13**

**Migrating Phones 13-1**

Migrating Phones	13-1
Related Topics	13-3

---

**CHAPTER 14**

**Add/Update Intercom 14-1**

Update Intercom DNs	14-1
Add Intercom DNs	14-2
Field Descriptions for Updating Intercom DNs	14-3
Related Topics	14-4

---

**PART 1**

---

**Users**

---

**CHAPTER 15**

**Adding Users 15-1**

Adding Users	15-1
Using the BAT Spreadsheet to Create the CSV Data File for Users	15-2
Related Topics	15-5

---

**CHAPTER 16**

**User Template 16-1**

Finding a BAT User Template	16-1
Creating a New BAT User Template	16-2
Modifying BAT User Templates	16-3
Copying a BAT User Template	16-3

Deleting Templates	16-3
Field Descriptions for a BAT User Template	16-4
Related Topics	16-6

---

**CHAPTER 17**

<b>Inserting Users</b>	17-1
Inserting Users to Cisco Unified Communications Manager	17-1
Related Topics	17-2

---

**CHAPTER 18**

<b>Updating Users</b>	18-1
Updating Users	18-1
Retaining Stored Values	18-2
Using the BAT Spreadsheet to Create a CSV Data File for Updating Users	18-2
Updating Users in Cisco Unified Communications Manager	18-5
Related Topics	18-5

---

**CHAPTER 19**

<b>Delete Users</b>	19-1
Using Query to Delete Users	19-1
Using a Custom File to Delete Users	19-2
Related Topics	19-3

---

**CHAPTER 20**

<b>Exporting Users</b>	20-1
Exporting User Records	20-1
Related Topics	20-2

---

**CHAPTER 21**

<b>Resetting Passwords and PINs</b>	21-1
Resetting Passwords and PINs	21-1
Using Query to Reset User Password and PIN	21-1
Using a Custom File to Reset User Password and PIN	21-3
Related Topics	21-4

---

**CHAPTER 22**

<b>Generating User Reports</b>	22-1
Generating Reports for Users	22-1
Viewing Report Log Files	22-2
Related Topics	22-2

---

**CHAPTER 23**

<b>Line Appearance</b>	23-1
Viewing Line Appearances	23-1

Exporting Line Appearances	23-2
Updating Line Appearances	23-3
Related Topics	23-4

---

**PART 1**

---

**Phones and Users**

---

**CHAPTER 24**

**Phones with Users** 24-1

Adding New Phones with Users	24-1
Using the BAT Spreadsheet to Add Phones with Users	24-1
Related Topics	24-2

---

**CHAPTER 25**

**Phones and Users File Format** 25-1

Adding Phones/Users File Format	25-1
Related Topics	25-2

---

**CHAPTER 26**

**Validating Phones and Users** 26-1

Validating Phones and Users Records	26-1
Related Topics	26-2

---

**CHAPTER 27**

**Inserting Phones and Users** 27-1

Inserting Phones with Users to Cisco Unified Communications Manager	27-1
Related Topics	27-2

---

**PART 1**

---

**Managers and Assistants**

---

**CHAPTER 28**

**Working with Cisco Unified Communications Manager Assistant** 28-1

Overview of Phones and Lines for Use with Cisco Unified Communications Manager Assistant	28-1
Configuring Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant	28-2
Default Settings for Cisco Unified Communications Manager Assistant Manager and Assistant Phone Templates	28-3
Manager and Assistant Proxy Line Configurations	28-3
Setting Up New Phones for Cisco Unified Communications Manager Assistant Managers and Assistants with Proxy Lines	28-6
Setting Up Cisco Unified Communications Manager Assistant Proxy Lines on Existing Phones	28-6
Configuring Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant	28-7
Manager Phones in Shared Line Mode	28-7



Assistant Phones in Shared Line Mode	28-8
Manager and Assistant Shared Line Configurations	28-8
Creating the CSV Data File for Manager-Assistant Associations	28-9
Using the BAT Spreadsheet to Add or Update Manager-Assistants Associations	28-9
Creating Default Manager-Assistant CSV Data Files	28-10
Creating Custom Manager-Assistant CSV Data Files	28-11
Related Topics	28-12

**CHAPTER 29****Inserting Managers/Assistants** 29-1

Inserting Manager-Assistant Associations to Cisco Unified Communications Manager	29-1
Related Topics	29-2

**CHAPTER 30****Deleting Managers/Assistants** 30-1

Deleting Manager-Assistant Associations from Cisco Unified Communications Manager	30-1
Related Topics	30-2

**CHAPTER 31****Deleting Managers** 31-1

Deleting Managers from Cisco Unified Communications Manager	31-1
Using Query to Delete Manager Associations	31-1
Using a Custom File to Delete Manager Associations	31-2
Related Topics	31-3

**CHAPTER 32****Deleting Assistants** 32-1

Deleting Assistants from Cisco Unified Communications Manager	32-1
Using Query to Delete Assistants Associations	32-1
Using a Custom File to Delete Assistant Associations	32-2
Related Topics	32-3

**CHAPTER 33****Generating Reports for Managers/Assistants** 33-1

Generating Reports for Cisco Unified Communications Manager Assistant Managers and Assistants	33-1
Viewing Report Log Files	33-2
Related Topics	33-3

**PART 1****User Device Profiles**

## CHAPTER 34

### User Device Profiles 34-1

Adding User Device Profiles 34-1

Using the BAT Spreadsheet to Create User Device Profile CSV Data Files 34-2

Field Descriptions for User Device Profile Fields in the BAT Spreadsheet 34-4

Related Topics 34-10

## CHAPTER 35

### User Device Profile Template 35-1

Finding a User Device Profile Template 35-1

Creating a Cisco Unified Communications Manager Bulk Administration (BAT) Template for User Device Profiles 35-2

Modifying a Template 35-4

Copying a Template 35-4

Deleting Templates 35-5

Related Topics 35-6

## CHAPTER 36

### User Device Profile File Format 36-1

Configuring User Device Profile File Formats 36-1

Finding a UDP File Format 36-1

Creating a UDP File Format 36-2

Copying a File Format 36-3

Modifying a File Format 36-4

Deleting a File Format 36-4

Related Topics 36-5

## CHAPTER 37

### Adding User Device Profile File Format 37-1

Adding a File Format 37-1

Related Topics 37-1

## CHAPTER 38

### Validating User Device Profiles 38-1

Validating User Device Profiles 38-1

Related Topics 38-2

## CHAPTER 39

### Generating UDPs 39-1

Inserting User Device Profiles for User Devices 39-1

Related Topics 39-2

---

**CHAPTER 40****Deleting User Device Profiles 40-1**

- Using Query to Delete UDP 40-1
- Using a Custom File to Delete UDPs 40-2
- Related Topics 40-3

---

**CHAPTER 41****Using User Device Profile Export 41-1**

- All User Device Profile Details Format 41-1
- Specific User Device Profile Format 41-2
- Exporting User Device Profile Records 41-3
- Related Topics 41-4

---

**CHAPTER 42****Updating Lines for User Device Profiles 42-1**

- Updating Lines for User Device Profiles 42-1
- Using Query to Update Lines 42-1
- Field Descriptions for Updating Lines 42-3
- Related Topics 42-10

---

**CHAPTER 43****Adding Lines in UDP 43-1**

- Adding Lines to Existing UDPs 43-1
- Using the BAT Spreadsheet to Add Lines to Existing UDPs 43-2
- Field Descriptions for Adding Lines By Using the BAT Spreadsheet 43-3
- Related Topics 43-4

---

**CHAPTER 44****Generating Reports for UDPs 44-1**

- Generating Reports for User Device Profiles 44-1
- Related Topics 44-3

---

**CHAPTER 45****Add/Update Intercom DNs 45-1**

- Update Intercom DNs 45-1
- Add Intercom DNs 45-2
- Field Descriptions for Updating Intercom DNs 45-3
- Related Topics 45-4

---

**PART 1****Gateways**

---

## CHAPTER 46

### Gateway Template 46-1

- Adding Cisco Gateways 46-1
- Finding a Gateway Template 46-3
- Adding or Editing a Gateway Template 46-4
  - Creating a Cisco VG200 Gateway Template 46-4
  - Adding Ports to a VG200 Gateway Template 46-6
    - Adding FXS Ports to a VG200 Gateway Template 46-6
    - Adding FXO Ports to a VG200 Gateway Template 46-7
    - Adding Digital Access T1 (T1-CAS) Ports to an VG200 Gateway Template 46-8
    - Adding a T1 PRI or E1 PRI Device to an VG200 Gateway Template 46-8
  - Creating a Cisco Catalyst 6000 (FXS) Gateway Template 46-8
  - Creating a Cisco VG224 Gateway Template 46-9
  - Adding FXS Ports to a VG224 Gateway Template 46-10
- Gateway Configuration Settings 46-11
  - Field Descriptions for VG200 Gateway Template 46-11
  - Field Descriptions for VG224 Gateway Template 46-13
  - Field Descriptions for Cisco Catalyst 24 Port FXS Gateway Template 46-13
  - Field descriptions for FXS/FXO Port Configuration 46-16
  - Field Descriptions for Digital Access T1 Trunks on a Cisco VG200 Gateway Template 46-19
  - Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway Template 46-22
- Port Configuration Settings 46-35
  - POTS Port Configuration Settings 46-36
  - Field Descriptions for E & M Ports for Digital Access T1 46-37
- Related Topics 46-39

## CHAPTER 47

### Gateway File Format 47-1

- Finding a Gateway File Format 47-1
- Configuring a Gateway File Format 47-2
  - Creating a File Format 47-2
  - Copying a File Format 47-3
  - Modifying a File Format 47-3
  - Deleting a File Format 47-4
- Associating the File Format with the CSV Data File 47-5
- Related Topics 47-5

## CHAPTER 48

### Deleting Cisco Gateways 48-1

- Deleting Cisco Gateways 48-1
- Related Topics 48-2

**CHAPTER 49****Inserting Gateways 49-1**

Creating CSV Data Files for Cisco VG200 Gateways 49-1

Using the BAT Spreadsheet for CSV Data Files for Cisco VG200 T1 CAS, T1 PRI, E1 PRI, FXS, or FXO Gateways and Ports 49-1

Creating the CSV Data File for Cisco Catalyst 6000 (FXS) Ports 49-3

Creating CSV Data Files for Cisco VG224 Gateways 49-4

Using the BAT Spreadsheet for CSV Data Files for Cisco VG224 FXS Gateways and Ports 49-4

Inserting Gateways to Cisco Unified Communications Manager 49-6

Related Topics 49-7

**CHAPTER 50****Generating Reports for Cisco Gateways 50-1**

Generating Reports for Cisco Gateways 50-1

Viewing Report Log Files 50-2

Related Topics 50-3

**PART 1****Forced Authorization Codes and Client Matter Codes****CHAPTER 51****Working with Client Matter Codes and Forced Authorization Codes 51-1**

CMC and FAC Configuration Checklist 51-1

Important BAT Considerations 51-2

Creating a CSV File by Using BAT.xlt 51-3

Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes 51-4

Editing an Existing CMC or FAC CSV File 51-4

CMC and FAC CSV File Settings 51-5

Using BAT to Update the Cisco Unified Communications Manager Database 51-6

BAT Settings for Updating the Cisco Unified Communications Manager Database 51-7

Related Topics 51-7

**CHAPTER 52****Deleting Forced Authorization Codes and Client Matter Codes 52-1**

Deleting Code Settings 52-1

Deleting Forced Authorization Codes and Client Matter Codes 52-2

Related Topics 52-3

**PART 1****Call Pickup Groups**

---

**CHAPTER 53**

**Working With Call Pickup Groups 53-1**

- Important BAT Considerations 53-1
- Creating a CSV File by Using BAT.xlt 53-2
- Using a Text Editor to Create the CSV Data File for Call Pickup Groups 53-3
- Editing an Existing Call Pickup Group CSV File 53-3
- Call Pickup Group CSV File Settings 53-4
- Using BAT to Update the Cisco Unified Communications Manager Database 53-4
- BAT Settings for Updating the Cisco Unified Communications Manager Database 53-5
- Related Topics 53-6

---

**CHAPTER 54**

**Deleting Call Pickup Groups 54-1**

- Deleting Call Pickup Groups 54-1
- Related Topics 54-2

---

**PART 1**

**Mobility**

---

**CHAPTER 55**

**Access List 55-1**

- Inserting Access Lists 55-1
- Deleting Access Lists 55-2
- Exporting Access Lists 55-2
- Related Topics 55-4

---

**CHAPTER 57**

**Time of Day Access 57-1**

- Inserting Time of Day Access 57-1
- Deleting Time of Day Access 57-2
- Exporting Time of Day Access 57-3
- Related Topics 57-4

---

**CHAPTER 56**

**Remote Destination 56-1**

- Inserting Remote Destination 56-1
- Deleting Remote Destination 56-2
- Exporting Remote Destination 56-3
- Related Topics 56-4

---

**CHAPTER 58**

**Remote Destination Profile 58-1**

- Remote Destination Profile Templates 58-1

Finding a Remote Destination Profile Template	58-1
Creating a Remote Destination Profile Template	58-2
Adding or Updating lines in a Remote Destination Profile Template	58-3
Deleting a Remote Destination Profile Template	58-3
Field Descriptions for Remote Destination Profile Template	58-4
Field Descriptions for Adding a Line to Remote Destination Profile Template	58-6
Remote Destination Profile File Format	58-15
Using a Text Editor to Create the CSV Data File for Remote Destination	58-16
Finding a Remote Destination File Format	58-16
Configuring a Remote Destination Profile File Format	58-17
Creating a File Format	58-17
Copying a File Format	58-18
Modifying a File Format	58-19
Deleting a File Format	58-19
Associating the File Format with the CSV Data File	58-20
Inserting Remote Destination Profile	58-20
Inserting Remote Destination Profiles into Cisco Unified CallManager	58-21
Deleting Remote Destination Profile	58-21
Using Custom File to Delete Remote Destination Profiles	58-21
Exporting Remote Destination Profile	58-22
Using Remote Destination Profile Export	58-23
Default Remote Destination Profile File Format	58-24
Related Topics	58-25

**PART 1****Region Matrix****CHAPTER 59****Updating the Region Matrix** 59-1

    Populating and Depopulating the Region Matrix 59-1

**PART 1****Import/Export****CHAPTER 60****Import/ Export** 60-1

    Exporting Configuration 60-1

        Log Files 60-5

    Editing the .tar File 60-5

    Related Topics 60-6

---

**CHAPTER 61**

**Importing Configuration 61-1**

- Log Files 61-2
- Cyclic Dependency 61-2
- Override Only 61-2
- Related Topics 61-3

---

**CHAPTER 62**

**Validate Import File 62-1**

- Log Files 62-1
- Related Topics 62-2

---

**PART 1**

**CUP**

---

**CHAPTER 63**

**Working with Licenses 63-1**

- Using the CUP Menu 63-1
- Update CUP/CUPC Users 63-1
- Export CUP/CUPC Users 63-2

---

**PART 1**

**Tool for Auto-Registered Phones Support**

---

**CHAPTER 64**

**Working with the Tool for Auto-Registered Phones Support (TAPS) 64-1**

- Introducing TAPS 64-1
  - Auto-registration Options for TAPS 64-2
    - Using TAPS with New Phones 64-2
    - Using TAPS for Reloading Configurations 64-3
  - Secured Directory Numbers 64-3
  - Language Prompts for TAPS Users 64-4
- Installing TAPS 64-4
- Configuring the TAPS Application in CRS Applications Server 64-5
- Uninstalling TAPS 64-5
- Activating TAPS Service 64-6
- Starting/Stopping/Restarting TAPS 64-6
- Setting TAPS Options 64-7
- Configuring Auto-Registration Options for TAPS 64-7
- Setting Secure Directory Numbers 64-8
  - Finding Secure Directory Numbers 64-8
  - Restricting Directory Numbers 64-9
  - Lifting Restriction on a Directory Number 64-9



Viewing TAPS Log Files 64-10

Related Topics 64-10

---

## CHAPTER 65

### User Locales for Tool for Auto-Registered Phones Support 65-1

Setting the User Locales for Tool for Auto-Registered Phones Support 65-1

Adding Languages for Tool for Auto-Registered Phones Support Prompts 65-1

Removing Languages for Tool for Auto-Registered Phones Support Prompts 65-2

Tool for Auto-Registered Phones Support Information for End Users 65-2

Related Topics 65-3

---

## PART 1

### Scheduling Jobs

---

## CHAPTER 66

### Scheduling Jobs 66-1

Activating Bulk Provisioning Service 66-1

Starting/Stopping/Restarting BPS 66-2

Deactivating BPS 66-2

Finding a Job 66-3

Scheduling Jobs 66-4

Related Topics 66-6

---

## PART 1

### Troubleshooting BAT and TAPS

---

## CHAPTER 66

### Troubleshooting BAT and TAPS 66-1

Viewing Trace Configuration Files 66-1

BAT Log Files 66-3

Troubleshooting BAT 66-3

Troubleshooting BAT Performance 66-6

Troubleshooting BAT and TAPS 66-7

Viewing Tool for Auto-Registered Phones Support Log Files 66-7

Tool for Auto-Registered Phones Support Error Messages 66-7

Related Topics 66-8

---

## PART 1

### Appendix

---

## APPENDIX A

### Text-Based CSV Files A-1

Creating a Text-Based CSV File for Phones A-1

Phone CSV Data File Formats A-2

Phones With Users Combinations File Format	A-2
CTI Ports/H.323 Clients File Format	A-3
CTI Ports-Users and H.323 Client-Users Combinations File Format	A-3
Export File Fields for All Phone Details Option	A-4
Phone CSV File Examples	A-5
Creating a Text-Based CSV File for Users	A-6
Users File Format	A-7
Updating Users File Format	A-8
Creating a Text-Based CSV File for User Device Profile	A-9
User Device Profiles File Format	A-9
User Device Profile with Two Lines and Two Speed Dials	A-10
Export File Fields for User Device Profile with All Details Option	A-11
Creating a Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations	A-12
Managers and Assistants File Formats	A-12
Default Manager-Assistant Association	A-12
Default Assistant-Manager Association	A-13
Custom Manager-Assistant Association	A-13
Creating a Text-Based CSV File for Cisco VG200 Gateways	A-13
FXO or FXS Trunks CSV File Format	A-14
T1 CAS, T1 PRI, or E1 PRI Trunks File Format	A-14
Creating a Text-Based CSV File for Cisco VG224 Gateways	A-15
FXS Trunks CSV File Format for VG224	A-16
Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports	A-16
Cisco Catalyst 6000 (FXS) Ports File Format	A-17
Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes	A-18
CMC File Format	A-19
Updating CMC File Format	A-19
FAC File Format	A-20
Updating FAC File Format	A-20
Creating a Text-Based CSV File for Call Pickup Groups	A-20
CPG File Format	A-21
Updating CPG File Format	A-22
Creating a Text-Based CSV File for Remote Destination Profile	A-22
Creating a Text-Based CSV File for Time of Day Access	A-23
Time of Day Access File Format	A-23
Related Topics	A-23

APPENDIX B

BAT Performance B-1

INDEX





## Preface

---

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

The preface covers these topics:

- [Purpose, page xix](#)
- [Audience, page xix](#)
- [Organization, page xix](#)
- [Related Documentation, page xxi](#)
- [Conventions, page xxii](#)
- [Obtaining Documentation and Submitting a Service Request, page xxiii](#)
- [Cisco Product Security Overview, page xxiii](#)
- [Obtaining Technical Assistance, page xxiv](#)
- [Obtaining Additional Publications and Information, page xxvi](#)

## Purpose

The *Cisco Unified Communications Manager Bulk Administration Guide* provides instructions for using the Bulk Administration menu of Cisco Unified Communications Manager Administration.

## Audience

This document provides information for network administrators and engineers who are responsible for managing the Cisco Unified Communications Manager system. Administering Cisco Unified Communications Manager Bulk Administration (BAT) requires knowledge of telephony and IP networking technology.

## Organization

[Table 1](#) provides the organization of this guide.

**Table 1**      **Layout of BAT Tool User Guide**

Chapter	Description
Part 1	Cisco Unified Communications Manager Bulk Administration Overview Provides an overview of BAT.
Part 2	Upload/Download Files Describes how to upload and download files.
Part 3	Phones Describes how to add phones, phones and users, computer telephony integration (CTI) ports, and CTI ports and users in batches rather than adding each device or combination individually. Also describes how to add or update lines, phone services, and speed dials and how to update and delete phones.
Part 4	Users Describes how to add, update, and delete batches of users.
Part 5	Phones and Users
Part 6	Managers and Assistants Describes how to add, update, or delete Manager Assistant Associations.
Part 7	User Device Profiles Describes how to add, update, or delete User Device Profiles.
Part 8	Gateways Describes how to add, update, or delete Cisco VG200 gateways and ports, and how to add or delete Foreign Exchange Station (FXS) ports for Cisco Catalyst 6000 analog interface modules. Also describes how to create a gateway directory number template for use with FXS ports.
Part 9	Forced Authorization Codes and Client Matter Codes Describes how to add, update, or delete Client Matter Codes and Forced Authorization Codes.
Part 10	Pickup Groups Describes how to add, update, or delete call pickup groups.
Part 11	Mobility Describes how to insert, delete, and export access lists, remotes destinations and remote destination profiles.
Part 12	Region Matrix Describes how to populate and depopulate the region matrix.

**Table 1**      **Layout of BAT Tool User Guide (continued)**

Part 13	<b>Import/Export</b> Describes how to import or export Cisco Unified Communications Manager database to another server, or to the same server with modifications.
Part 14	<b>CUPS</b> Describes the CUPS menu in BAT and details its use to update and export the CUPS and CUPC users.
Part 15	<b>Tool for Auto-Registered Phones Support (TAPS).</b> Describes how to install, configure, and use TAPS.
Part 16	<b>Scheduling Jobs</b> Describes how to schedule and activate jobs.
Part 17	<b>Troubleshooting BAT and Unified CM Auto-Register Phone Tool</b> Describes some common scenarios for bulk transaction log files and provides an explanation and resolution for various error messages that you may encounter while working with BAT or Unified CM Auto-Register Phone Tool. <b>Remote Destination</b> Describes how to insert, delete, and export remote destination details.
Part 18	<b>Appendix</b> Describes how to create text-based files for the devices and users for bulk transactions. Also provides example of file formats for different scenarios.

## Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

- *Cisco Unified Communications Manager Administration Guide*
- *Cisco Unified Communications Manager System Guide*
- *Release Notes for Cisco Unified Communications Manager*
- *Installing Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Serviceability Administration Guide*
- *Cisco Unified Communications Manager Security Guide*
- *Hardware Configuration Guide for the Cisco VG200*
- *Software Configuration Guide for the Cisco VG200*
- *Cisco VG248 Analog Phone Gateway Software Configuration Guide*
- *Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Features and Services Guide*

- *Troubleshooting Guide for Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Assistant User Guide*

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface</b> font	Commands and keywords are in <b>boldface</b> .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface screen</b> font	Information you must enter is in <b>boldface screen</b> font.

Notes use the following conventions:



### Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



### Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



### Tip

Means *the information contains useful tips*.

Cautions use the following conventions:



### Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



### Warning

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.**



# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — [security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies — [psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

### Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/en/US/support/index.html>

Access to all tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

**Tip**

#### Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page

by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

---

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

**Severity 3 (S3)**—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

**Severity 4 (S4)**—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

# Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Internet Protocol Journal* is a quarterly journal published by Cisco for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>



## **PART 2**

### **Overview**





# CHAPTER 1

## Overview

---

The Cisco Unified Communications Manager Bulk Administration (BAT), a web-based application, performs bulk transactions to the Cisco Unified Communications Manager database. BAT lets you add, update, or delete a large number of similar phones, users, or ports at the same time. When you use Cisco Unified Communications Manager Administration, each database transaction requires an individual manual operation, while BAT automates the process and achieves faster add, update, and delete operations.



### Note

---

Be aware that the Bulk Administration menu is visible only on the first node of Cisco Unified Communications Manager server.

---

Bulk Provision Service (BPS) administers and maintains all jobs that are submitted through Bulk Administration menu of Cisco Unified Communications Manager administration. You can start this service from Cisco Unified Communications Manager Serviceability.

The BPS Server service parameter determines whether the service is activated on a particular server. You need to activate BPS only on the first node of Cisco Unified Communications Manager.

You can use BAT to work with the following types of devices and records:

- Add, update, and delete Cisco Unified IP Phones including voice gateway (VG) phones, computer telephony interface (CTI) ports, and H.323 clients, and migrate phones from Skinny Client Control Protocol (SCCP) to Session Initiation Protocol (SIP)
- Add, update, and delete users
- Add, update, and delete User Device Profiles
- Add, update, and delete Cisco Unified Communications Manager Assistant and Managers associations
- Add, update, and delete ports on a Cisco Catalyst 6000 FXS Analog Interface Module
- Add or delete Cisco VG200 and Cisco VG224 analog gateways and ports
- Add or delete Forced Authorization Codes
- Add or delete Client Matter Codes
- Add or delete Call Pickup Groups
- Update or export CUP/CUPC users
- Populate or depopulate the Region Matrix
- Insert, delete, or export the Access List
- Export or import configuration

- Insert, delete, or export Remote Destination and Remote Destination Profile

**Note**

Cisco recommends that you limit the number of records when you perform a bulk transaction in Cisco Unified CallManager Bulk Administration to a maximum of 12,000 records. This applies when you insert, update, delete, or query any records using BAT.

You can also work with these devices in combination with the user information. For example, when you add CTI ports and users, BAT allows you to “Enable CTI Application Use.” This saves time when you are adding users who have applications that require a CTI port, such as Cisco IP SoftPhone.

An optional component of BAT, the Cisco Unified Communications Manager Auto-Register Phone Tool, further reduces the time and effort that is involved in administering a large system. When you need to add a large block of new phones, you can use BAT to add the devices with dummy media access control (MAC) addresses instead of entering each MAC address in the data input file. After the phones are installed, the phone users or the administrator can call the Unified CM Auto-Register phone Tool directory number, follow the voice prompts, and download the correct user device profiles for their phones. For more information about the Unified CM Auto-Register Phone Tool tool, see [Chapter 64, “Working with the Tool for Auto-Registered Phones Support \(TAPS\).”](#)

Use the following topics to understand how to use BAT:

- [Bulk Administration Installation, page 1-2](#)
- [BAT Data Input Files, page 1-2](#)
- [BAT Configuration Process, page 1-3](#)
- [Using the BAT Application, page 1-11](#)

## Bulk Administration Installation

BAT is installed as part of the Cisco Unified Communications Manager Administration. Refer to *Cisco Unified CallManager Administration Guide* for more details.

### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## BAT Data Input Files

Every device includes a multitude of individual attributes, settings, and information fields that enable the device to function in the network and provide its telephony features. Many devices have the same attributes and settings in common, while other values, such as the directory number, are unique to a user or to a device. To condense the BAT data input file contents, BAT uses templates for settings that devices usually have in common.

For bulk configuration transactions on the Cisco Unified Communications Manager database, the BAT process uses two components: a template for the device type and a data file in comma separated value (CSV) format that contains the unique values for configuring a new device or updating an existing record in the database. The CSV data file works in conjunction with the device template.



For instance, when you create a bulk transaction for a group of Cisco IP Phones, you set up the CSV data file that contains the unique information for each phone, such as the directory number and MAC address. In addition, you set up or choose the BAT template that contains the common settings for all phones in the transaction, such as a Cisco IP Phone 7960 template.

#### Additional Topics

See the [“Related Topics” section on page 1-12](#).

## BAT Configuration Process

BAT uses a multistep process to prepare the bulk configuration transaction. BAT uses Bulk Administration menu options to guide you through the configuration tasks. The BAT process includes these tasks:

1. Set up the template for data input.
2. Define a format for the CSV data file.
3. Collect the data for each device in the bulk transaction.
4. Upload the data files choosing the relevant target and function for the transaction.
5. Validate the data input files with the Cisco Unified Communications Manager database.
6. Submit jobs for execution.
7. Schedule jobs.
8. Execute jobs to insert the devices into the Cisco Unified Communications Manager database.

#### Using the BAT Menu

From the Bulk Administration menu, you can choose one of these device or configuration options:

- Upload/Download Files
- Phones
- Users
- Phones and Users
- Manager/Assistants
- User Device Profiles
- Gateways
- Forced Authorization Codes
- Client Matter Codes
- Call Pickup Group
- Mobility
- Region Matrix
- Import/Export
- CUP
- TAPS
- Job Scheduler

When you choose an option, the corresponding menu items display. For example, when you choose phones, the following list of menu items displays:

- Validate Phones—Validate phones records.
- Insert Phones—Add new phones.
- Update Phones—Locate and modify existing phones.
- Delete Phones—Locate and delete phones.
- Export Phones—Locate and export specific phone records or all phone records.
- Add/Update Lines—Add new lines to existing phones, and locate and modify lines on existing phones.
- Reset/Restart Phones—Locate and reset or restart phones.
- Generate Phone Reports—Generate customized reports for phones.
- Migrate Phones—Migrate phones from SCCP to SIP.

When you choose a menu option from the Bulk Administration menu, the corresponding window opens, such as the phone Template Configuration window. The configuration window provides the entry fields for defining a template.

#### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## Using BAT Templates

As the first task in the BAT configuration process, you set up a template for the devices that you are configuring. You specify the type of phone or device that you want to add or modify, and then you create a BAT template that has features that are common to all the phones or devices in that bulk transaction.

You can create BAT templates for the following types of device options:

- Phones: All Cisco Unified IP Phones and Cisco ATA 186, Cisco VGC phones, CTI ports, and H.323 clients
- Gateways: Cisco VG200 and Cisco Catalyst 6000 FXS Analog Interface Module
- User Device Profiles: Cisco Unified IP Phone 7900 series and Cisco Softphone

Define a BAT template by specifying values in the template fields that will be common to all the devices in the bulk transaction. The BAT template fields require similar values to those that you enter when you are adding a device in Cisco Unified Communications Manager Administration.

Prior to creating the BAT template, make sure settings such as device pools, locations, calling search spaces, button templates, and softkey templates have already been configured in Cisco Unified Communications Manager Administration.

After you create a BAT template, you save it with a name. Later in the configuration process, you associate the template name with the CSV data file. The system stores the templates, so they are reusable for future bulk transactions. For example, you can configure a Cisco IP Phone 7960 template with a specific button template and calling search space and then configure another Cisco IP Phone 7960 template with a different button template and the Extension Mobility feature enabled. When you need to add a large number of phones with the same configuration, you can reuse the existing BAT template.

## Master Phone Templates

When you are adding a group of phones that have multiple lines, you can create a master phone template that provides multiple lines and the most common values for a specific phone model. You can use the master template to add phones that have differing number of lines, but do not exceed the number of lines in the master phone template. For example, you can create a master phone template for a Cisco Unified IP Phone 7960 that has eight lines. You can use this template to add phones that have one line, two lines, or up to eight lines.

### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## Working with CSV Data Files

The CSV data file contains the unique settings and information for each individual device, such as its directory number, MAC address, and description. Make sure that all phones and devices in a CSV data file are the same phone or device model and match the BAT template. The CSV data file can contain duplicates of some values from the BAT template. Values in the CSV data file override any values that were set in the BAT template. You can use the override feature for special configuration cases.

### Overriding Template Values Example

If you want most of the phones in the bulk transaction to be redirected to a voice-messaging system, you can set the Call Forward Busy (Internal/External) (CFB) and Call Forward No Answer (Internal/External) (CFNA) fields to the voice-messaging number. However, if a few phones in the bulk transaction need to be redirected to a secretary instead of to a voice messaging system, you can specify the secretary directory number in the Call CFB and CFNA fields in the CSV data file. Most of the phones will use the CFB and CFNA values from the BAT phone template, but certain phones will use the secretary directory number as specified in the CSV data file.

The CSV data file for phones can contain multiple directory numbers. Keep in mind that the number of directory numbers that are entered in the CSV data file must not exceed—but can be less than—the number of lines that are configured in the BAT phone template, or an error will result.

Use the following topics to understand the different types of CSV data files:

- [CSV Data Files for Adding New Devices, page 1-5](#)
- [CSV Data Files to Update Existing Devices, page 1-6](#)
- [Customizing File Formats for CSV Data Files, page 1-7](#)

## CSV Data Files for Adding New Devices

When you are adding new devices to the system, you can use the Microsoft Excel spreadsheet that was designed to use with BAT. The BAT spreadsheet assists you with the following features:

- Data file templates with macros for the different devices
- Customized file format definition
- Support for multiple phone lines
- Record error checking
- File conversion to CSV format

When you are creating new records, use the BAT spreadsheet, which is named BAT.xlt, because the data gets validated automatically when you export to the CSV format. For more information about using the BAT spreadsheet, see [“Using the BAT Spreadsheet for Gathering Data” section on page 1-8](#).

**Note**

BAT.xlt validates data only for valid characters, data types, and field length for particular fields. For more information see the [“Validating CSV Data File Phone Records” section on page 5-1](#).

For experienced BAT users who are comfortable with working in a CSV formatted file, you can use a text editor to create a CSV data file by following the sample text file that is provided on the device insert task window. For more information about text-based CSV data files, see [Appendix A, “Text-Based CSV Files.”](#)

**Additional Topics**

See the [“Related Topics” section on page 1-12](#).

## CSV Data Files to Update Existing Devices

To modify or update existing phones and devices, you need to locate the records for these devices. BAT provides two methods for locating phones, gateways, and device profiles. You can search by using a customized query or by using a custom file.

**Customized Queries**

BAT provides a window for defining your query criteria. You can choose the specific device model and/or choose criteria from a list of device details and a list of line details. To locate all devices of a specific device model, such as Cisco IP Phone 7912, you choose the model but add no other criteria for the search. You get the records for all the Cisco Unified IP Phones 7912 that are configured in the database.

**Custom Files**

When no common attribute to use for a query exists, BAT provides the custom file option. A custom file includes device names or directory numbers. You can build a custom text file by putting each record on a separate line. The search gives you all the records that match the criteria.

**Exported Files**

When you need to move a group of phones, you can use the export utility. You use the export utility to extract existing records from the Cisco Unified Communications Manager database to move them into a CSV data file. When you move phones, use the option, Export Phones with the All Phone Details. This option generates an export file that contains records with all the information, including the device attributes, line attributes, and services, that is associated with that phone. You can also export phone records with specific details when phones have similar line configurations and you want to use a template. For more information about using the export utility to update devices, see [Using Phone Export, page 9-1](#)

**Additional Topics**

See the [“Related Topics” section on page 1-12](#).

## Customizing File Formats for CSV Data Files

CSV data files comprise a string of device attributes and information in a comma separated value (CSV) format. To insert data records into the Cisco Unified Communications Manager database, ensure that each data file is in the CSV format. In earlier releases of BAT, the CSV file had a fixed format with two options:

- Default format—CSV files that have a fixed and limited number of attributes and settings for each device.
- All details format—CSV files that are created by using the export utility and include all attributes and settings for each device.

The first row of every CSV data file shows the file format by displaying the name of each field that the CSV file includes. The file format information makes it easier to locate the entry for a specific field in the CSV data file. For instance, in the following sample CSV file, USER ID represents the fifth field in the header, and the fifth field in the CSV file for the phone shows “johns.”

### Sample CSV Data File with the Default File Format:

```
MAC ADDRESS,DESCRIPTION,LOCATION,USER ID,DIRECTORY NUMBER 1,DISPLAY 1,LINE TEXT LABEL
1,FORWARD BUSY EXTERNAL 1,FORWARD NO ANSWER EXTERNAL 1,FORWARD NO COVERAGE EXTERNAL
1,FORWARD BUSY INTERNAL 1,FORWARD NO ANSWER INTERNAL 1,FORWARD NO COVERAGE INTERNAL 1,CALL
PICKUP GROUP 1,SPEED DIAL NUMBER 1, SPEED DIAL LABEL 1
1231123245AB,SEP1231123245AB,Dallas,johns,9728437154,9728437154,Mike,9728437172,9728437196
,9728437127,9728437154,9728437178,9728437189,9728437121/TollByPass,1230000000,Helpdesk
9728437127,9728437154,9728437178,9728437189,Marketing,1230000000,Helpdesk
```

Now, you can customize the file format for the CSV data file by using the Create Phone File Format Configuration window. You can add attributes to your file format that are also in the BAT template. This allows you to override the template entry with a specific attribute for a device. For instance, you can choose the route partition attribute for your file format and enter different partitions for each phone in the CSV data file.

From this window, you can choose specific attributes from Device fields and Line fields

The following device attributes always remain in each file format:

- MAC Address
- Description

The File Format Configuration dialog box makes it easy to choose the device attribute in the Device Field box and click an arrow to move the attribute into the Selected Device Field box. You can select multiple attributes at the same time by holding down the Ctrl key.

You can rearrange the order of the device attribute fields and line attribute fields in the file format by using the Up and Down arrows. You can select an attribute and then click the Up arrow to move the item closer to the first record or click the down arrow to move the item further away from the first record. You cannot move line attributes before device attributes or change the order of speed dials.



#### Tip

You can customize a CSV file format, so it matches the arrangement of your employee phone information that is stored in another database. This method simplifies exporting data between a company database and the Cisco Unified Communications Manager database.

### Sample CSV Data File with the Customized File Format:

**Device fields**—MAC Address, Description, Device Pool, Calling Search Space

**Line fields**—Directory number, Partition, Line Text Label (moved to position after directory number in file)

The File Format does not include speed-dial codes. Choose speed-dials by selecting the Include Speed Dials in the CSV Format check box.

```
MAC ADDRESS,DESCRIPTION,DEVICE POOL,CSS,DIRECTORY NUMBER,LINE TEXT LABEL,PARTITION,  
2234900AEF01,SEP2234900AEF01,DP_1,CSS_Restricted,  
9725098827,Lobby Phone,Part1
```

## Associating the File Format with the CSV Data File

When you are using a text editor to create a CSV data file, you can create a customized file format and then enter values in the same order as specified by that file format. Before inserting the text-based CSV data file that uses the customized file format, you must associate the file format name with the CSV data file. You can associate only one file format with a CSV data file.

Use the Add File Format window to choose the name of the CSV data file <CSVfilename>.txt from the File Name drop-down list. Next, you choose your file format from the File Format Name drop-down list. The data in the CSV data file must match the custom file format that you have chosen.

### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## Using the BAT Spreadsheet for Gathering Data

The BAT spreadsheet simplifies the creation of CSV data files. You can add multiple devices and view the records for each device in a spreadsheet format. It allows you to customize the file format within the spreadsheet and provides validation and error checking automatically to help reduce configuration errors. The BAT spreadsheet includes tabs along the bottom of the spreadsheet for access to the required data input fields for the various devices and user combinations in BAT.



### Note

BAT.xlt validates data only for valid characters, data types, and field length for particular fields. For more information, see the [“Validating CSV Data File Phone Records”](#) section on page 5-1.

The CSV data file works in combination with the BAT template. For example, when you choose the Phone tab in the BAT spreadsheet, you can leave Location, Forward Busy Destination, or Call Pickup Group blank. The values from the BAT phone template get used for these fields; however, if you specify values for Forward Busy Destination or Call Pickup Group, those values override the values for these fields that were set in the BAT phone template.



### Tip

When Cisco Unified Communications Manager is installed, the Microsoft Excel file for the BAT spreadsheet gets placed on the first node database server; however, you probably do not have Microsoft Excel running on the first node database server. You must download the file from the first node database server to the local machine on which you plan to work.

To download the file to a local machine, see [Chapter 2, “Uploading and Downloading Files.”](#) Download the file **BAT.xlt** file to a local machine where Microsoft Excel is installed.

To use the BAT.xlt spreadsheet to create a CSV data file, locate and double-click the BAT.xlt file. You must choose to “enable macros” when you open the BAT spreadsheet.

The spreadsheet displays a set of columns with attribute headings that specify the BAT field names, whether the field is a required or optional, and the maximum number of characters that are allowed in the field.

Tabs for every device display along the bottom of the spreadsheet. When you click the tab for the type of device with which you want to work, the columns adjust to display all relevant fields for the chosen device. For example, to add phones and users all at once, click the tab that is marked **Phones-Users**.

**Tip**

If the "enable macros" option does not display while you are opening the spreadsheet, a possibility exists that macro security on the Excel program is set to high. Ensure that Macro security is medium or low for the macros to run. To set the Macro security to medium, do the following task: choose Tools>Macro>Security from Excel menu. Set the security level to medium. Close the Excel program and open it again. This action should give you the "enable macros" option when you open the spreadsheet the next time.

Next, define the file format for the CSV data file by clicking the **Create File Format** button. You can use the Field Selection dialog box to choose items and their order in your CSV data file. When you click **Create**, the columns in the spreadsheet adjust to your new file format.

In the first row, enter data for a device in all mandatory fields and any relevant optional fields. You enter data in a new row for each device.

**Note**

The system treats blank rows in the spreadsheet as "end of file" markers and discards subsequent records.

After all device records are completed, you export the BAT spreadsheet data to the CSV file format that BAT must use to perform the bulk transaction with the Cisco Unified Communications Manager first node database.

**Note**

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.

The system saves the CSV formatted file as a text file to the a folder that you choose. The file name format follows:

<tabname><timestamp>.txt

where <tabname> represents the type of device input file that you created (such as phones, user device profiles), and <timestamp> represents the precise date and time that the file was created.

Next, you must upload the converted CSV data file (CSV format version) back to the Cisco Unified Communications Manager database server by using Upload/Download Files option in the Bulk Administration of Cisco Unified Communications Manager Administration. For more information, refer to [Chapter 2, "Uploading and Downloading Files."](#)

**Additional Topics**

See the ["Related Topics" section on page 1-12.](#)

## Validating the BAT Data Input File

In the next task, you use the Validate File option. In this task, you choose the name of the CSV data file and the BAT template for the device or the model when you have a CSV data file with all details. You have these options for how records are validated:

**Specific Details**—For validating records that follow the Default or Custom file format.

**All Details**—For validating records from a file that was generated with the export utility by using the All Details option.

When you choose Validate, the system runs a validation routine to check for errors against the first node database. These checks include the following items:

- Fields, such as description, display text, and speed-dial label that do not have a dependency on a database table, use valid characters.
- BAT Validate transaction only validates data type, length and relational dependency.

Consider the following example:

MAC ADDRESS,DESCRIPTION,PARTITION

AABBCC112233,Lab Phone,Dallas

If the Partition does not exist, Validate displays an error saying "Dallas is not an existing PARTITION."

- Number of lines that are configured on a device matches the device template. (Only for Specific Details)

Validation does not check for the existence of a user or for mandatory/optional fields that are BAT defined, such as the dummy MAC address.

After the transaction completes, click the **Log File Name** link in the Job configuration window to see a log file that displays the devices that could not be validated successfully and the error code. For more information on log files, see [Chapter 66, “Troubleshooting BAT and TAPS.”](#)

### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## Inserting the BAT Data Input File

When the data input file has passed validation, you are ready to use the Insert window to add the device records into the Cisco Unified Communications Manager first node database. During this task, you choose the name of the data input file, the BAT template for the device, and the model, if applicable. You have these options for how records are validated:

**Specific Details**—For inserting records that use a customized file format.

**All Details**—For inserting records from a file that was generated with the export utility by using the All Details option.

Enter Job Information details and click submit. This creates a job that can be accessed by using the Job Scheduler Option in the Bulk Administration menu. Use the Job Configuration window to view the status and to schedule and activate the job.



### Note

If any line information for a phone record fails, BAT does not insert that phone record.



After the transaction completes, click the **Log File Name** link in the Job Configuration window to see a log file that displays the number of records that were added and the number of records that failed, including an error code. For more information on log files, see [Chapter 66, “Troubleshooting BAT and TAPS.”](#)

#### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## Using the BAT Application

The following topics provide information about the BAT application and how to start and use it:

- [Accessing Cisco Unified Communications Manager Administration and BAT, page 1-11](#)
- [Using Online Help, page 1-11](#)
- [BAT Configuration Process, page 1-3](#)
- [BAT Data Input Files, page 1-2](#)

A web browser, a resource-intensive application, can consume large amounts of system memory and CPU cycles. When the web browser takes resources away from Cisco Unified Communications Manager, it adversely affects call processing. Possible consequences of using the browser on the same machine as the web server and Cisco Unified Communications Manager include delayed dial tone and dropped calls.

## Accessing Cisco Unified Communications Manager Administration and BAT

BAT, a web-based application, requires the use of a web browser. For more details and specifications, refer to *Cisco Unified CallManager Administration Guide*.

#### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## Using Online Help

To access BAT online help, choose the **Help** menu. The Help menu provides two help features:

- **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 window 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.

#### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## Finding the Cisco Unified Communications Manager Version

To find the current version of Cisco Unified Communications Manager, choose **Help > About**.

### Additional Topics

See the [“Related Topics”](#) section on page 1-12.

## Related Topics

- [BAT Data Input Files, page 1-2](#)
- [BAT Configuration Process, page 1-3](#)
- [Using BAT Templates, page 1-4](#)
- [Working with CSV Data Files, page 1-5](#)
- [CSV Data Files for Adding New Devices, page 1-5](#)
- [CSV Data Files to Update Existing Devices, page 1-6](#)
- [Customizing File Formats for CSV Data Files, page 1-7](#)
- [Using the BAT Spreadsheet for Gathering Data, page 1-8](#)
- [Validating the BAT Data Input File, page 1-10](#)
- [Inserting the BAT Data Input File, page 1-10](#)
- [Using the BAT Application, page 1-11](#)
- [Accessing Cisco Unified Communications Manager Administration and BAT, page 1-11](#)
- [Using Online Help, page 1-11](#)
- [Finding the Cisco Unified Communications Manager Version, page 1-12](#)



## **PART 3**

### **Upload/Download Files**





## CHAPTER 2

# Uploading and Downloading Files

---

This chapter describes the procedures to upload files to Cisco Unified Communications Manager first node and download files to a local machine.

Use the following procedures:

- [Finding a File, page 2-1](#)
- [Downloading a File, page 2-2](#)
- [Uploading a File, page 2-3](#)
- [Deleting a File, page 2-3](#)

## Finding a File

Use the following procedure to find files that you can download from the Cisco Unified Communications Manager server.

### Procedure

---

- Step 1** Choose **Bulk Administration > Upload/Download Files**. The Find and List Files window displays.
- Step 2** From the first Find File where drop-down list box, choose one of the following options:
- Name
  - Type
- Step 3** From the second Find Job where drop-down list box, choose one of the following options:
- If you chose Name in [Step 2](#), choose one of the following options and continue with [Step 4](#):
    - begins with
    - contains
    - is exactly
    - ends with
    - is empty
    - is not empty
  - If you chose Type in [Step 2](#), continue with [Step 4](#).
- Step 4** Specify the appropriate search text, if applicable.



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

- Step 5** To further define your query and to add multiple filters, check the Search Within Results check box, choose AND or OR from the drop-down box, and repeat steps 2 through 4.
- Step 6** If you chose Type in [Step 2](#), from the Select item or enter search text drop-down list box, choose one of the following options:

- Insert Files
- Export Files
- Report Files
- Custom Files
- Log Files
- BAT Excel Template

- Step 7** Click **Find**.

A list of discovered files displays by

- File Name
- Function Type

If you chose Type in [Step 2](#), the list of discovered files displays by

- File Name
- Launch Date and Time

To download a file(s) that you chose, see [“Downloading a File” section on page 2-2](#).

### Additional Topics

See the [“Related Topics” section on page 2-4](#).

## Downloading a File

Use the following procedure to download a file from the Cisco Unified Communications Manager server.

### Procedure

- Step 1** Find the files that you want to download by using the [“Finding a File” section on page 2-1](#).
- Step 2** Check the check boxes corresponding to the files that you want to download and click **Download Selected**.



**Note** You can download all the files by clicking **Select All** and then clicking **Download Selected**.



**Note** If you select more than one file to download at a time, the files will be downloaded to a common zip file.

- Step 3** The File Download pop-up window displays. Click **Save**.
  - Step 4** In the Save As pop-up window, choose the location where you want to save the file and click Save.
  - Step 5** The Download Complete pop-up window displays. To open the downloaded file, click Open, or click **Close** to open it at a later time.
- 

#### Additional Topics

See the [“Related Topics” section on page 2-4](#).

## Uploading a File

Use the following procedure to upload a file to the Cisco Unified Communications Manager server.

#### Procedure

- Step 1** Choose **Bulk Administration > Upload/Download Files**. The Find and List Files window displays.
  - Step 2** Click **Add New**. The File Upload Configuration window displays.
  - Step 3** In the File text box, enter the full path of the file that you want to upload or click Browse and locate the file.
  - Step 4** From the Select the Target drop-down list box, choose the target for which you want to use the file for.
  - Step 5** From the Transaction Type drop-down list box, choose the transaction type that the file defines.
  - Step 6** If you want to overwrite an existing file with the same name, check the Overwrite File if it Exists check box.
  - Step 7** Click **Save**. The status displays that the upload is successful.
- 

#### Additional Topics

See the [“Related Topics” section on page 2-4](#).

## Deleting a File

Use the following procedure to delete files.

#### Procedure

- Step 1** Find the files that you want to delete by using the [“Finding a File” section on page 2-1](#).
- Step 2** In the Search Results area, check the check box that corresponds to the files that you want to delete.
- Step 3** Click **Delete Selected**.



#### Note

To delete all files that display in the Search Results area, click **Select All** and **Delete Selected**.

**Step 4** To continue, click **OK**.

**Step 5** The files are now deleted from the server.



**Note** If any files that you chose for deletion are being used to execute any jobs, these file will not get deleted.



**Note** Do not delete the BAT.xlt file.

### Additional Topics

See the [“Related Topics”](#) section on page 2-4.

## Related Topics

- [Finding a File, page 2-1](#)
- [Downloading a File, page 2-2](#)
- [Uploading a File, page 2-3](#)
- [Deleting a File, page 2-3](#)





## **PART 3**

### **Phones**





## CHAPTER 3

# Phone Template

---

Cisco Unified Communications Manager Bulk Administration (BAT) gives the administrator a fast and efficient way to add, update, or delete large numbers of phones in batches, rather than performing individual updates through Cisco Unified Communications Manager Administration. You can use BAT to work with the following types of phones:

- Cisco Unified IP Phones (all models)
- CTI ports
- H.323 clients

The following topics provide information about how to use BAT to work with phone templates and other IP telephony devices:

- [Adding Phones, page 3-1](#)
- [Using BAT Phone Templates, page 3-2](#)

## Adding Phones

When you use BAT to add phones and other IP telephony devices to the Cisco Unified Communications Manager database, you can add multiple lines, services, and speed dials for each phone. You can also add CTI ports and H.323 clients.

You have two options for creating a CSV data file for phones:

- Use the BAT spreadsheet (BAT.xlt) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

Use the following steps to add phones and IP telephony devices in bulk.

---

**Step 1** Choose **Bulk Administration > Phones > Phone Template**.

The Find and List Phone Templates window displays. See the [“Using BAT Phone Templates” section on page 3-2](#) for information about configuring phone templates.

**Step 2** To create a CSV data file for inserting phone templates by using the BAT spreadsheet, see [“Using the BAT Spreadsheet to Create a CSV Data File for Phones” section on page 3-46](#)

**Text Editor to Create the CSV Data File**

- a. Choose **Bulk Administration > Phones > Phone File Format > Create File Format**.

The Find and List Phone File Formats window displays. See [“Finding a Phone File Format” section on page 4-2](#) for information about configuring file formats for CSV data file.

- b. Use a text editor and create the CSV data file for phones that follows the file format that you want to use. For more information about creating a text-based CSV file, see the [“Creating a Text-Based CSV File for Phones” section on page A-1](#).

- c. Choose **Bulk Administration > Phones > Phone File Format > Add File Format**.

The Add File to Format window displays. See the [“Associating the File Format with the CSV Data File” section on page 4-5](#) for information about associating file formats.

- Step 3** Choose **Bulk Administration > Phones > Validate Phones**.

The Validate Phones window displays. See [Chapter 5, “Validating Phone Records,”](#) for information about validating phone records.

- Step 4** Choose **Bulk Administration > phones > Insert phones**.

The Insert phones window displays. See the [“Inserting Phones into Cisco Unified Communications Manager” section on page 6-1](#) for information about inserting phone records into the Cisco Unified Communications Manager database.

---

#### Additional Topics

See the [“Related Topics” section on page 3-68](#).

## Using BAT Phone Templates

Use BAT phone templates to define the common phone attributes to add a group of new phones. Prior to creating the template, make sure phone settings such as device pool, location, calling search space, button template and softkey templates have already been configured in Cisco Unified Communications Manager Administration. You cannot create new settings in BAT.

Use these topics to work with BAT phone templates:

- [Finding a BAT Phone Template, page 3-2](#)
- [Creating a New BAT Phone Template, page 3-4](#)
- [Adding or Updating Lines in a BAT Template, page 3-4](#)
- [Copying a BAT Phone Template, page 3-9](#)
- [Deleting Templates, page 3-10](#)
- [Field Descriptions for a BAT Phone Template, page 3-10](#)
- [Using the BAT Spreadsheet to Create a CSV Data File for Phones, page 3-46](#)

## Finding a BAT Phone Template

Because you might have several phone templates, Cisco Unified Communications Manager lets you locate specific phone template on the basis of specific criteria. Use the following procedure to locate templates.

**Note**

During your work in a browser session, your find/list search preferences are stored in the cookies on the client machine. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, your Cisco Unified Communications Manager search preferences are retained until you modify your search.

**Procedure**

**Step 1** Choose **Bulk Administration > Phones > Phone Template**.

The Find and List Phone Templates window displays. Use the two drop-down list boxes to search for a template.

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

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Device Type
- Call Pickup Group
- LSC Status
- Authentication String
- Device Protocol
- Security Profile
- Common Device Configuration

From the second Find Phone Template where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable, and click **Find**.

**Tip**

To find all Phone Templates that are registered in the database, click **Find** without entering any search text.

A list of discovered templates displays.

**Step 4** From the list of records, click the device name that matches your search criteria.

The window displays the phone template that you choose.

**Additional Information**

See the [“Related Topics”](#) section on page 3-68.

## Creating a New BAT Phone Template

Use this procedure to create the phone template. After you create a phone template, you can add lines, services, and speed dials. Use the following procedure to create a phone template.

**Procedure**

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; Phones &gt; Phone Template</b> .<br>The Find and List Phone Templates window displays.   |
| <b>Step 2</b> | Click <b>Add New</b> . The Add a New Phone Template window displays.  |
| <b>Step 3</b> | From the Phone Type drop-down list box choose the phone model for which you are creating the template. Click <b>Next</b> .  |
| <b>Step 4</b> | From the Select the Device Protocol drop-down list box, choose the device protocol. Click <b>Next</b> .<br>The Phone Template Configuration window displays with fields and default entries for the chosen device type.               |
| <b>Step 5</b> | In the Phone Template Name field, enter a name for the template. The name can contain up to 50 alphanumeric characters. Example: Sales_7960.  |
| <b>Step 6</b> | In the Device Information area, enter the phone settings that this batch has in common. See <a href="#">Table 3-1</a> for field descriptions. Some phone models and device types do not have all the attributes that the table lists. |
| <b>Step 7</b> | After you have entered all the settings for this BAT phone template, click <b>Save</b> .  |
| <b>Step 8</b> | When the status indicates that the transaction has completed, you can add line attributes.  |
- 

**Additional Information**

See the [“Related Topics”](#) section on page 3-68.

## Adding or Updating Lines in a BAT Template

To add one or more lines to the BAT template or to update existing lines, follow this procedure. The button template in use for this BAT template determines the number of lines that you can add or update. You can create a master phone template that has multiple lines. Then, you can use the master template to add phones with a single line or up to the number of lines in the master template. See the [“Master Phone Templates”](#) section on page 1-5 for more information.

**Procedure**

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Find the Phone Template to which you want to add line, by using the procedure in <a href="#">“Finding a BAT Phone Template”</a> section on page 3-2. |
| <b>Step 2</b> | In the Phone Template Configuration window, click <b>Line [1] Add a new DN</b> , in the Associated Information area.                                 |

The Line Template Configuration window displays.



**Note** The maximum number of lines that display for a BAT template depends on model and button template that you chose when you created the BAT phone template.

**Step 3** Enter or choose the appropriate values for the line settings that are described in [Table 3-2](#). Keep in mind that all phones or user device profiles in this batch will use the settings that you choose for this line. Treat all fields as optional.

**Step 4** Click **Save**.

BAT adds the line to the phone template configuration.

**Step 5** To add settings for any additional lines, repeat [Step 2](#) through [Step 4](#).



**Note** If you choose **Back to Find/List** from the Related Links drop-down list box in the upper, right, corner of the Line Template Configuration window, the Find and List Line Template window displays. To find existing line template, enter the appropriate search criteria and click **Find**. To add a new line template, click **Add New** on Find and List Line Template window.

Cisco recommends that you use alphanumeric characters for Line Template, so if numbers are given, a chance exists of this conflicting with an actual directory number. This would also avoid conflicts with features such as Call Pickup group number, Call Park number, and so on.



**Note** For some Cisco Unified IP Phone models, you can add Cisco Unified IP Phone services and speed dials to the template. For more information, see [Adding or Updating IP Services in a BAT Template, page 3-5](#), and [Adding or Updating Speed Dials in a BAT Template, page 3-6](#).

#### Additional Information

See the [“Related Topics” section on page 3-68](#).

## Adding or Updating IP Services in a BAT Template

You can subscribe Cisco Unified IP Phone services to the Cisco Unified IP Phone models that include this feature.



**Note** You can bulk subscribe users or phones to IP services with common service parameters but not to IP services with unique service parameters. This proves valid only for services that are subscribed through a phone template. For services with unique parameters, you can specify values through CSV file.

#### Procedure

**Step 1** Find the phone template to which you want add an IP Service, by using the procedure in [“Finding a BAT Phone Template” section on page 3-2](#).

- Step 2** In the Phone Template Configuration window, click **Add a new SURL** in the Associated Information area.
- A popup window displays. In this window, you can subscribe to Cisco Unified IP Phone services that are available.
- Step 3** In the Select a Service drop-down list box, choose a service to which you want all phones to be subscribed. The Service Description box displays details about the service that you choose.
- Step 4** Click **Next**.
- Step 5** In the Service Name field, modify the name of the service, if required.
- Step 6** To associate these phone services to the phone template, click **Subscribe**.
- Step 7** To add more services, repeat [Step 3](#) through [Step 6](#).
- Step 8** To add all the services to the template, click **Update**.
- Step 9** Close the popup window.
- Step 10** You can add speed dials to the template by continuing to the [“Adding or Updating Speed Dials in a BAT Template”](#) section on page 3-6.
- 

#### Additional Information

See the [“Related Topics”](#) section on page 3-68.

## Adding or Updating Speed Dials in a BAT Template

You can add and update speed dials in the BAT template.

You can designate speed dials for phones and Cisco VGC phones if the Phone Button Template provides speed-dial buttons.

#### Procedure

- 
- Step 1** Find the Phone Template to which you want to add speed dials, by using the procedure in [“Finding a BAT Phone Template”](#) section on page 3-2
- Step 2** In the Phone Template Configuration window, click **Add a new SD** in the Associated Information area or choose **Add/Update Speed Dials** from the Related Links drop-down list box in the upper, right-hand corner of the window.
- A popup window displays. In this window, you can designate speed-dial buttons for Cisco Unified IP Phones and expansion modules. The phone button template in use for this BAT template determines the number of available speed-dial buttons.
- Step 3** In the Speed Dial Settings area, enter the phone number, including any access or long-distance codes, in the Number field.
- Step 4** In the Label field, enter a label that corresponds to the speed-dial number.
- Step 5** In the ASCII Label field, enter the corresponding ASCII label for the speed-dial number.
- Step 6** In the Abbreviated Dial Settings area, you can set abbreviated speed dials for applicable IP phone models by repeating [Step 3](#) and [Step 5](#).
- Step 7** Click **Save**.



BAT inserts the speed-dial settings in the template, and the popup window closes.

---

#### Additional Topics

See the [“Related Topics” section on page 3-68](#).

## Adding or Updating Busy Lamp Field in a BAT Template

You can add and update busy lamp filed speed dials in the BAT template.

You can designate busy lamp field speed dials for phones and Cisco VGC phones if the Phone Button Template provides speed-dial buttons.

#### Procedure

---

- Step 1** Find the Phone Template you want to add speed dials to, using the procedure in [“Finding a BAT Phone Template” section on page 3-2](#)
- Step 2** In the Phone Template Configuration window, click **Add a new BLF SD** in the Associated Information area or choose **Add/Update Busy Lamp Field Speed Dials** from the Related Links drop-down list box in the upper, right-hand corner of the window.
- A popup window displays. In this window, you can designate busy lamp field speed-dial (BLF SD) buttons for Cisco Unified IP Phones and expansion modules. The phone button template in use for this BAT template determines the number of available BLF SD buttons.
- Step 3** In the Speed Dial Settings area, enter the destination, including any access or long-distance codes, in the Destination field.
- Step 4** Choose the directory number from the drop-down list box. You can click **Find** to search for directory numbers.
- Step 5** In the Label field, enter a label that corresponds to the BLF SD number.
- Step 6** In the ASCII Label field, enter the corresponding ASCII label for the BLF SD number.
- Step 7** Click **Save**.

BAT inserts the BLF SD settings in the template, and the popup window closes.

---

## Adding or Updating Intercom Template in a BAT Template

To add one or more Intercom templates to the BAT template or to update existing ones, follow this procedure. The button template in use for this BAT template determines the number of lines that you can add or update. You can create a master phone template that has multiple lines. Then, you can use the master template to add phones with a single line or up to the number of lines in the master template. See the [“Master Phone Templates” section on page 1-5](#) for more information.

#### Procedure

---

- Step 1** Find the Phone Template to which you want to add the intercom template, by using the procedure in [“Finding a BAT Phone Template” section on page 3-2](#).

- Step 2** In the Phone Template Configuration window, click **Intercom [1] - Add a new Intercom**, in the Associated Information area.

The Intercom Template Configuration window displays.



**Note** The maximum number of lines that display for a BAT template depends on model and button template that you chose when you created the BAT phone template.

- Step 3** Enter or choose the appropriate values for the intercom template settings that are described in [Table 3-3](#). Keep in mind that all phones or user device profiles in this batch will use the settings that you choose for this intercom template.

- Step 4** Click **Save**.

BAT adds the intercom template to the phone template configuration.

- Step 5** To add settings for any additional intercom templates, repeat [Step 2](#) through [Step 4](#).



**Note** If you choose **Back to Find/List** from the Related Links drop-down list box in the upper, right, corner of the Intercom Template Configuration window, the Find and List Intercom Directory Number window displays. To find existing Intercom directory numbers, enter the appropriate search criteria and click **Find**. To add a new intercom directory number, click **Add New** on Find and List Intercom Directory Number window.

Cisco recommends that you use alphanumeric characters for intercom template, so if numbers are given, a chance exists of this conflicting with an actual directory number. This would also avoid conflicts with features such as Call Pickup group number, Call Park number, and so on.



**Note** For some Cisco Unified IP Phone models, you can add Cisco Unified IP Phone services and speed dials to the template. For more information, see [Adding or Updating IP Services in a BAT Template, page 3-5](#), [Adding or Updating Lines in a BAT Template, page 3-4](#), and [Adding or Updating Speed Dials in a BAT Template, page 3-6](#).

### Additional Topics

See the [“Related Topics” section on page 3-68](#).

## Modifying BAT Phone Templates

Use this procedure to view or modify an existing phone or user device profile template. You can add or update lines, services, and speed dials.

### Procedure

- Step 1** Find the Phone Template that you want to modify, by using the procedure in [“Finding a BAT Phone Template” section on page 3-2](#)
- Step 2** In the phone Template Configuration window, add, change, or remove settings in the template. See [“Field Descriptions for a Phone Template” section on page 3-10](#) for more information.

- Step 3** After you have modified the settings to update the template, click **Save**.
- Step 4** If you want to update other attributes, choose one of the following procedures:
- [Adding or Updating Lines in a BAT Template, page 3-4](#)
  - [Adding or Updating IP Services in a BAT Template, page 3-5](#)
  - [Adding or Updating Speed Dials in a BAT Template, page 3-6](#)
- 

#### Additional Information

See the [“Related Topics” section on page 3-68](#).

## Copying a BAT Phone Template

You can copy the properties of a phone template into a new phone template when you want to change only a few fields.



#### Note

Ensure that the new template that you create is the same device type as the original template, such as Cisco IP Phone 7960.

---

Use the following procedure to copy an existing BAT phone template.

#### Procedure

- Step 1** Find the Phone Template that you want to copy, by using the procedure in [“Finding a BAT Phone Template” section on page 3-2](#)
- Step 2** In the Phone Template Configuration window, verify that this is the template that you want to copy and click **Copy**.



#### Note

You can also copy the phone template from the Find and List Phone Templates window. Click the icon in the Copy or Copy with Lines column that corresponds to the phone template that you want to copy.

---

The template reproduces and creates a copy. The copy duplicates all the values that were specified in the original template. If you click the icon in the Copy with Lines column in the Find and List Phone Templates window, all the lines that are associated with the template also get copied.

- Step 3** In the Phone Template Name field, enter a name for the template. The name can contain up to 50 alphanumeric characters. Example: Sales\_7960.
- Step 4** Update the fields as needed for the new template. See [“Field Descriptions for a Phone Template” section on page 3-10](#) for information.
- Step 5** Click **Save**. The template that is added to BAT displays in the Phone Templates column on the left.
- Step 6** For more information on adding lines to the phone template, see the [“Adding or Updating Lines in a BAT Template” section on page 3-4](#). You can also define services and speed-dial buttons.
-

**Additional Topics**

See the [“Related Topics” section on page 3-68](#).

## Deleting Templates

You can delete BAT templates when you no longer require them. Use this procedure to delete a template.

**Procedure**

- 
- Step 1** Find the Phone Template that you want to delete, by using the procedure in [“Finding a BAT Phone Template” section on page 3-2](#).
- Step 2** In the Phone Template Configuration window, verify that this is the template that you want to delete and click **Delete**.



---

**Note** You can also delete the phone template from the Find and List Phone Templates window. check the check box next to the template that you want to delete and click **Delete Selected**

---

A message displays that asks you to confirm the delete operation.

- Step 3** To delete the template, click **OK**. The template name disappears from the list of phone templates list on the Find and List Phone Templates window.

**Caution**

---

If you submit a job that uses a particulate phone template and if you delete the phone template, the job also gets deleted.

---

**Additional Topics**

See the [“Related Topics” section on page 3-68](#).

## Field Descriptions for a BAT Phone Template

[Table 3-1](#) provides descriptions of all possible fields that display when you are adding a BAT phone template for all IP telephony devices. Some device types do not require all the phone settings.

Some fields display the values that were configured in Cisco Unified Communications Manager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Treat fields that do not have an asterisk as optional.

For related procedures, see the [“Related Topics” section on page 3-68](#).

**Table 3-1** *Field Descriptions for a Phone Template*

Field	Description
<b>Device Information</b>	
Template Name	Enter the name for the template.

**Table 3-1** *Field Descriptions for a Phone Template (continued)*

Field	Description
Description	Enter a description for the phone template that you want to create.
Device Pool	Choose the device pool for this group of phones/ports.  For devices, a device pool defines sets of common characteristics, such as region, date/time group, Cisco Unified Communications Manager group, and calling search space for auto-registration.
Common Device Configuration	Choose the common device configuration to which you want this phone assigned. The common device configuration includes the attributes (services or features) that are associated with a particular user. You configure the Common device configurations in the Common Device Configuration window. See Common Device Configuration for more information.  To see the common device configuration settings, click the View Details link.
Phone Button Template	Choose the button template for all phones in this group. Button templates determine the button identity (line, speed dial) and the button location on the phone. Button templates include the expansion modules.
Softkey Template	Choose the softkey template to be used for all phones in this group.
Common Phone Profile	From the drop-down list box, choose a common phone profile from the list of available common phone profiles.
Calling Search Space	Choose the calling search space for this group of phones/ports.  A calling search space specifies the collection of Route Partitions that are searched to determine how a dialed number should be routed.
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Media Resource Group List	Choose the media resource group list (MRGL) for this group of phones/ports.  An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from the available ones according to the order that is defined in the MRGL.
User Hold MOH Audio Source	Choose the user hold audio source for this group of phones/ports.  The user hold audio source identifies the audio source from which music is played when a user places a call on hold.
Network Hold MOH Audio Source	Choose the network hold audio source for this group of IP phones or ports.  The network hold audio source identifies the audio source from which music is played when the system places a call on hold, such as when the user transfers or parks a call.

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Location	<p>Choose the appropriate location for this group of IP phones or ports.</p> <p>The location specifies the total bandwidth that is available for calls to and from this location. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth that this Cisco IP Phone consumes.</p>
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to &lt;None&gt; to prevent rerouting blocked calls.</p>
User Locale	<p>Choose the country and language set that you want to associate with this group of IP phones.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco Unified Communications Manager user windows and phones.</p>
Network Locale	<p>Choose the network locale that you want to associate with this group of phones.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when they communicate with the PSTN and other networks in a specific geographical area.</p>
Built In Bridge	<p>Enable or disable the built-in conference bridge for the barge feature by using the Built In Bridge drop-down list box (choose <i>On</i>, <i>Off</i>, or <i>Default</i>).</p> <p>For more configuration information, refer to the Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Privacy	<p>For each phone that wants Privacy, choose <i>On</i> in the Privacy drop-down list box.</p> <p>For more configuration information, refer to Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Device Mobility Mode	<p>From the drop-down list box, turn the device mobility feature on or off for this device or choose Default to use the default device mobility mode.</p> <p>Click View Current Device Mobility Settings to display the current values of these device mobility parameters:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager Group</li> <li>• Roaming Device Pool</li> <li>• Location</li> <li>• Region</li> <li>• Network Locale</li> <li>• AAR Group</li> <li>• AAR Calling Search Space</li> <li>• Device Calling Search Space</li> <li>• Media Resource Group List</li> <li>• SRST</li> </ul> <p><b>Tip</b> For more configuration information, refer to Device Mobility in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Owner User ID	Enter a user ID for the primary phone user.
Phone Personalization	<p>From the drop-down list box, enable or disable the personalization settings on the phone, or choose Default to use the phone personalization that is set in the Common Phone Profile. You can choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Disabled—None of the the personalization settings on the phone get activated.</li> <li>• Enabled—This setting accepts a personalized background image file, which is used for the phone screen; it accepts a preview image file for temporary display; and it accepts a personalized tone file, so the default ring tone can be personalized.</li> <li>• Default—Use the phone personalization setting that is in the Common Phone Profile.</li> </ul>

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Services Provisioning	<p>From the drop-down list box, choose the Services Provisioning setting that you want to use from the following values:</p> <ul style="list-style-type: none"> <li>• Internal</li> <li>• External URLs</li> <li>• Both</li> <li>• Default: Internal</li> </ul> <p>This parameter controls whether the phone uses the services provisioned from the configuration file (Internal), services received from the Services URLs (External URLs), or both. The External URLs option provides backward compatibility with third party provisioning servers. The Both option allows users to subscribe to the services specified in the configuration file while also appending services from an external provisioning server.</p> <p>This is a required field.</p>
Phone Load Name	<p>Enter the custom phone load, if applicable.</p> <p><b>Note</b> Any value that is entered in this field overrides the default value for the chosen model.</p> <p>For more information about Cisco IP Phone software and configuration, refer to the <i>Cisco IP Phone Administration Guide</i> for Cisco Unified Communications Manager 5.0, which is specific to the phone model.</p>
Single Button Barge	<p>From the drop-down list box, enable or disable the Single Button Barge/cBarge feature for this device or choose Default to use the service parameter setting.</p> <ul style="list-style-type: none"> <li>• Off—This setting disables the Single Button Barge/cBarge feature; however, the regular Barge or cBarge features will still work.</li> <li>• Barge—This setting enables the Single Button Barge feature.</li> <li>• cBarge—This setting enables the Single Button cBarge feature.</li> <li>• Default—This setting uses the Single Button Barge/cBarge setting that is in the service parameter.</li> </ul> <p><b>Tip</b> For more configuration information, refer to Barge and Privacy in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Join Across Lines	<p>From the drop-down list box, enable or disable the Join Across Lines feature for this device or choose Default to use the service parameter setting.</p> <ul style="list-style-type: none"> <li>• Off—This setting disables the Join Across Lines feature.</li> <li>• On—This setting enables the Join Across Lines feature.</li> <li>• Default—Uses the Join Across Lines setting that is in the service parameter.</li> </ul>



**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Use Trusted Relay Point	<p>From the drop-down list box, enable or disable whether Cisco Unified Communications Manager inserts a trusted relay point (TRP) device with this media endpoint. Choose one of the following values:</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—If you choose this value, the device uses the Use Trusted Relay Point setting from the common device configuration with which this device associates.</li> <li>• <b>Off</b>—Choose this value to disable the use of a TRP with this device. This setting overrides the Use Trusted Relay Point setting in the common device configuration with which this device associates.</li> <li>• <b>On</b>—Choose this value to enable the use of a TRP with this device. This setting overrides the Use Trusted Relay Point setting in the common device configuration with which this device associates.</li> </ul> <p>A Trusted Relay Point (TRP) device designates an MTP or transcoder device that is labeled as Trusted Relay Point.</p> <p>Cisco Unified Communications Manager places the TRP closest to the associated endpoint device if more than one resource is needed for the endpoint (for example, a transcoder or RSVPAgent).</p> <p>If both TRP and MTP are required for the endpoint, TRP gets used as the required MTP.</p> <p><b>Tip</b>      See TRP Insertion Requirements in the <i>Cisco Unified Communications Manager System Guide</i> for details of call behavior.</p>
BLF Audible Alert Setting (Phone Idle)	<p>From the drop-down list box, choose the BLF Audible Alert setting that you want to use from the following values:</p> <ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> <li>• Default</li> </ul> <p>This parameter provides an audible alert in addition to a visual alert on a phone that is currently idle when a call comes in to one of the lines that is monitored by way of a busy line field (BLF) button.</p> <p>This is a required field.</p>

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
BLF Audible Alert Setting (Phone Busy)	<p>This parameter provides an audible alert in addition to a visual alert on a phone that is currently in use when a call comes in to one of the lines that is monitored by way of a busy line field (BLF) button.</p> <p>From the drop-down list box, choose the BLF Audible Alert setting that you want to use from the following values:</p> <ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> <li>• Default</li> </ul> <p>This is a required field.</p>
Calling Party Transformation CSS	<p>This setting allows you to localize the calling party number on the device. Make sure that the Calling Party Transformation CSS that you choose contains the calling party transformation pattern that you want to assign to this device.</p> <p>The device takes on the attributes of the Calling Party Transformation Pattern when you assign the pattern to a partition where the Calling Party Transformation CSS exists.</p> <p><b>Tip</b> For more configuration information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Use Device Pool Calling Party Transformation CSS	<p>To use the Calling Party Transformation CSS that is configured in the device pool that is assigned to this device, check this check box. If you do not check this check box, the device uses the Calling Party Transformation CSS that you configured in the device configuration window.</p>
Device Security Mode	<p>From the drop-down list box, choose the mode that you want to set for the device:</p> <p>Use System Default—The phone uses the value that you specified for the enterprise parameter, Device Security Mode.</p> <p>Non-secure—No security features exist for the phone. A TCP connection opens to Cisco Unified Communications Manager.</p> <p>Authenticated—Cisco Unified Communications Manager provides integrity and authentication for the phone. A TLS connection using NULL/SHA opens.</p> <p>Encrypted—Cisco Unified Communications Manager provides integrity, authentication, and encryption for the phone. A TLS connection using AES128/SHA opens.</p> <p>This field displays only if the phone model supports authentication or encryption.</p>

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Retry Video Call as Audio	<p>This check box applies only to video endpoints that receive a call. If this phone receives a call that does not connect as video, the call tries to connect as an audio call.</p> <p>By default, the system checks this check box to specify that this device should immediately retry a video call as an audio call (if it cannot connect as a video call) prior to sending the call to call control for rerouting.</p> <p>If you uncheck this check box, a video call that fails to connect as video does not try to establish as an audio call. The call then fails to call control, and call control routes the call via Automatic Alternate Routing (AAR) and/or route/hunt list.</p>
Ignore Presentation Indicators (Internal Calls Only)	<p>Check this check box to configure call display restrictions on a call-by-call basis. When this check box is checked, Cisco Unified Communications Manager ignores any presentation restriction that is received for internal calls.</p>
Allow Control of Device from CTI	<p>Check this check box to allow control of all CTI controllable devices from CTI.</p> <p>You can enable or disable this check box based on CTI Controllable Device Type and Device Protocol. For example, a 7960 with SIP protocol does not get supported by CTI; therefore, the check box should be disabled. A 7960 with SCCP protocol does get supported by CTI; hence check box should be enabled.</p>
Logged into Hunt Group	<p>This check box, which gets checked by default for all phones, indicates that the phone is currently logged in to a hunt list (group). When the phone gets added to a hunt list, the administrator can log the user in or out by checking (and unchecking) this check box.</p> <p>Users use the softkey on the phone to log their phone in or out of the hunt list.</p>
Remote Device	<p>If you are experiencing delayed connect times over SCCP to remote sites, check the Remote Device check box in the Phone Configuration window. Checking this check box tells Cisco Unified Communications Manager to allocate a buffer for the phone device when it registers and to bundle SCCP messages to the phone.</p> <p>Because this feature consumes resources, be sure to check this check box only when you are experiencing signaling delays for phones that are running SCCP. Most users do not require this option.</p>
Protected Device	<p>Check this check box to designate a phone as "protected." This enables the phone to play a two-second tone notifying the user when a call is both encrypted and both phones are configured as protected devices. The tone plays for both parties when the call is answered. The tone does not play unless both phones are "protected" and the call occurs over encrypted media.</p> <p><b>Tip</b> For a detailed description of the secure-tone feature and the configuration requirements, see the <i>Cisco Unity Connection System Administration Guide</i>.</p>

**Table 3-1** *Field Descriptions for a Phone Template (continued)*

Field	Description
<b>Associated Mobility Identity</b> —These mobility fields are available only for Nokia S60 device. Click the Add New Mobile Identity link to display the Mobile Identity Configuration page.	
Name	Enter a name that identifies the mobile identity.
Destination Number	Enter the telephone number for the identity. Include the area code and any additional digits that are required to obtain an outside line. Maximum field length equals 24 characters; individual characters can take the values 0-9, *, and #. Cisco recommends that you configure the caller ID of the smart phone destination.  Add the necessary translation pattern or route patterns to route the destination number.
Answer Too Soon Timer	Enter the minimum time in milliseconds that must pass before the mobile phone can be answered.  Range: 0 - 10,000 milliseconds Default: 1,500 milliseconds
Answer Too Late Timer	Enter the maximum time in milliseconds that can pass before the mobile phone must be answered.  Range: 10,000 - 300,000 milliseconds Default: 19,000 milliseconds
Delay Before Ringing Timer	Enter the time that elapses before the mobile phone rings when a call is transferred from the desktop phone.  Range: 0 - 30,000 milliseconds Default: 4,000 milliseconds
Time of Day Access	From the drop-down list box, choose a time-of-day access record to associate with this destination.
Time Zone	From the drop-down list box, choose a time zone to use for this remote destination.  <b>Note</b> The time zone that you use for this remote destination is used by the time-of-day access feature to allow or block calls to this destination.
Mobile Phone	Check the check box if you want calls that are answered by the desktop phone to be sent to your mobile phone as the remote destination.  <b>Note</b> You must check this check box for Mobile Connect to work with this remote destination.
Enable Mobile Connect	Check the check box to allow an incoming call to ring your desktop phone and remote destination at the same time.
<b>Associated Remote Destinations</b> —Click the Add a New Remote Destination link to display the Remote Destination Configuration page	
Name	Enter a name that identifies the remote destination.

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Destination Number	<p>Enter the telephone number for the destination. Include the area code and any additional digits that are required to obtain an outside line. Maximum field length equals 24 characters; individual characters can take the values 0-9, *, and #. Cisco recommends that you configure the caller ID of the remote destination.</p> <p>Add the necessary translation pattern or route patterns to route the destination number.</p>
Answer Too Soon Timer	<p>Enter the minimum time in milliseconds that must pass before the mobile phone can be answered.</p> <p>Range: 0 - 10,000 milliseconds</p> <p>Default: 1,500 milliseconds</p>
Answer Too Late Timer	<p>Enter the maximum time in milliseconds that can pass before the mobile phone must be answered.</p> <p>Range: 10,000 - 300,000 milliseconds</p> <p>Default: 19,000 milliseconds</p>
Delay Before Ringing Timer	<p>Enter the time that elapses before the mobile phone rings when a call is transferred from the desktop phone.</p> <p>Range: 0 - 30,000 milliseconds</p> <p>Default: 4,000 milliseconds</p>
Time of Day Access	From the drop-down list box, choose a time-of-day access record to associate with this remote destination.
Time Zone	<p>From the drop-down list box, choose a time zone to use for this remote destination.</p> <p><b>Note</b> The time zone that you use for this remote destination is used by the time-of-day access feature to allow or block calls to this remote destination.</p>
Mobile Phone	<p>Check the check box if you want calls that are answered by the desktop phone to be sent to your mobile phone as the remote destination.</p> <p><b>Note</b> You must check this check box for Mobile Connect to work with this remote destination.</p>
Enable Mobile Connect	Check the check box to allow an incoming call to ring your desktop phone and remote destination at the same time.
<b>Protocol Specific Information</b>	
Packet Capture Mode	<p>From the drop-down list box, choose the mode that you want to set for signal packet capture:</p> <ul style="list-style-type: none"> <li>• None—Choose None if you do not want to specify a mode.</li> <li>• Real-Time Mode—Use this mode for real-time signal packet capture.</li> <li>• Batch Processing Mode—Use this mode for batch processing signal packet capture mode.</li> </ul>

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Packet Capture Duration	Enter the time for packet capture in minutes. You can enter a maximum duration of 300 minutes. The default duration specifies 60 minutes.
Presence Group	<p>Used with the Presence feature, the phone that is running SIP or SCCP serves as a watcher because it requests status about the presence entity; for example, directory number, that is configured as a BLF speed dial button on the phone.</p> <p>If you want the phone to receive the status of the presence entity, choose a Presence group that is allowed to view the status of the Presence group that is applied to the directory number, as indicated in the Presence Group Configuration window.</p> <p><b>Tip</b> For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
SIP Dial Rules	<p>If required, choose the appropriate SIP dial rule. SIP dial rules provide local dial plans for Cisco IP phones 7905, 7912, 7940, and 7960 that are running SIP, so users do not have to press a key or wait for a timer before the call gets processed.</p> <p>Leave the SIP Dial Rules field set to &lt;None&gt; if you do not want dial rules applied to the IP phone that is running SIP. This means the user will have to use the Dial softkey or wait for the timer to expire before the call gets processed.</p>
Device Security Profile	<p>For phones that are running SCCP or SIP, choose the security profile that you want to apply to the device.</p> <p>All phones require that you apply a security profile. If the phone does not support security, choose a nonsecure profile.</p>
MTP Preferred Originating Codec	From the drop-down list box, choose the codec to use if a media termination point is required for SIP calls.
Rerouting Calling Search Space	<p>From the drop-down list box, choose a calling search space to use for rerouting.</p> <p>The rerouting calling search space of the referrer gets used to find the route to the refer-to target. When the Refer fails due to the rerouting calling search space, the Refer Primitive rejects the request with the “405 Method Not Allowed” message.</p> <p>The redirection (3xx) primitive and transfer feature also uses the rerouting calling search space to find the redirect-to or transfer-to target.</p>

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Out-of-Dialog Refer Calling Search Space	<p>From the drop-down list box, choose an out-of-dialog refer calling search space.</p> <p>Cisco Unified Communications Manager uses the out-of-dialog (OOD) Refer Authorization calling search space (CSS) to authorize the SIP out-of-dialog Refer. The administrator can restrict the use of out-of-dialog Refer by configuring the OOD CSS of the Referrer. Refer Primitive rejects the OOD Refer request with a “403 Forbidden” message.</p>
SUBSCRIBE Calling Search Space	<p>Used with the Presence feature, the SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager routes the subscription requests that come from the phone. From the drop-down list box, choose the calling search space that you want to use for this purpose.</p> <p><b>Tip</b> For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
SIP Profile	<p>Choose the default SIP profile or a specific profile that was previously created. SIP profiles provide specific SIP information for the phone such as default telephony event payload type, registration and keepalive timers, media ports, Iris, and dynamic DNS server addresses.</p>
Digest User	<p>Used with digest authentication (SIP security), choose an end user that you want to associate with the phone.</p> <p>Ensure that you configured digest credentials for the user that you choose, as specified in the End User Configuration window.</p> <p>After you save the phone configuration and reset the phone, the digest credentials for the user get added to the phone configuration file.</p> <p>For more information on digest authentication, refer to the <i>Cisco Unified Communications Manager Security Guide</i>.</p>
Media Termination Point Required	<p>Use this field to indicate whether a media termination point is used to implement features that H.323 does not support (such as hold and transfer).</p> <p>Check the Media Termination Point Required check box if you want to use an MTP to implement features. Uncheck the Media Termination Point Required check box if you do not want to use an MTP to implement features.</p> <p>Use this check box only for H.323 clients and those H.323 devices that do not support the H.245 empty capabilities set or if you want media streaming to terminate through a single source.</p>
Unattended Port	<p>Check this check box to indicate an unattended port on this device.</p>
Require DTMF Reception	<p>For phones that are running SIP and SCCP, check this check box to require DTMF reception for this phone.</p>

**Table 3-1** *Field Descriptions for a Phone Template (continued)*

Field	Description
RFC2833 Disabled	For phones that are running SCCP, check this check box to disable RFC2833 support.
<b>Certification Authority Proxy Function (CAPF) Information</b> (These parameters display only for devices with the capability to support authentication or encryption.)	
Certificate Operation	<p>From the drop-down list box, choose the Certification Operation that you want to perform from the following options:</p> <ul style="list-style-type: none"> <li>• No Pending Operation—No pending Certification Operation lists exist for this device. Choosing this option disables the remaining CAPF fields.</li> <li>• Install/Upgrade—Install or upgrade a Certification Operation.</li> <li>• Delete—Delete a Certification Operation.</li> <li>• Troubleshoot—Troubleshoot a Certification Operation.</li> </ul>
Authentication Mode	<p>From the drop-down list box, choose the Authentication Mode by which you want the phone to authenticate with CAPF during the certificate operation from the following options:</p> <ul style="list-style-type: none"> <li>• By Null String—Install/upgrade, delete, or troubleshoot a locally significant certificate without user intervention.</li> <li>• &lt;None&gt;</li> </ul> <p><b>Note</b> This option prompts you to specify a value for the Authentication Mode.</p> <ul style="list-style-type: none"> <li>• By Authentication String—Installs/upgrades, deletes, or troubleshoots a locally significant certificate only when the user enters the CAPF authentication string on the phone.</li> <li>• By Existing Certificate (precedence to LSC)—Installs/upgrades, deletes, or troubleshoots a locally significant certificate if a manufacture-installed certificate (MIC) or locally significant certificate (LSC) exists in the phone.</li> </ul> <p><b>Note</b> Before you choose this option, verify that a certificate exists in the phone. If you choose this option and no certificate exists in the phone, the operation fails.</p> <ul style="list-style-type: none"> <li>• By Existing Certificate (precedence to MIC)—Installs/upgrades, deletes, or troubleshoots a locally significant certificate if a LSC or MIC exists in the phone.</li> </ul> <p><b>Note</b> Before you choose this option, verify that a certificate exists in the phone. If you choose this option and no certificate exists in the phone, the operation fails.</p>



**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Authentication String	If you chose the By Authentication String option from the Authentication Mode drop-down list box in the security profile, this setting applies. Manually enter a numeric string that contains 4 to 10 digits. To install, upgrade, or troubleshoot a locally significant certificate, the phone user or administrator must enter the authentication string on the phone.
Key Size (Bits)	<p>From the drop-down list box, choose the Key Size that you want for the certificate from the following options:</p> <ul style="list-style-type: none"> <li>1024—This is the default option.</li> <li>&lt;None&gt;</li> </ul> <p><b>Note</b> This option prompts you to specify a value for the Key Size for the certificate.</p> <ul style="list-style-type: none"> <li>2048</li> <li>512</li> </ul> <p><b>Note</b> If you choose a higher key size than the default setting, the phones take longer to generate the entropy that is required to generate the keys. Key generation, which is set at low priority, allows the phone to function while the action occurs. Depending on the phone model, you may notice that key generation takes up to 30 or more minutes to complete.</p>
Operation Completes By	This field, which supports the Install/Upgrade, Delete, and Troubleshoot Certificate Operation options, specifies the date and time in which you must complete the operation.
Certificate Operation Status	This field displays the progress of the certificate operation; for example, <operation type> pending, failed, or successful, where operating type equals the Install/Upgrade, Delete, or Troubleshoot Certificate Operation options. You cannot change the information that displays in this field.
<b>Expansion Module Information</b>	
Module 1	Choose the expansion module if it is installed in the phone.
Module 1 Load Name	Enter the firmware load for the first Cisco Unified IP Phone Expansion Module, if applicable. Leave this field blank to use the default load.
Module 2	Choose the expansion module if it is installed in the phone.
Module 2 Load Name	Enter the firmware load for the second Cisco Unified IP Phone Expansion Module, if applicable. Leave this field blank to use the default load.
<b>Cisco Unified IP Phone - External Data Locations</b>	
Information	Enter the help text URL for the information button for Cisco Unified IP Phones.
Directory	Enter the URL of the directory server for Cisco Unified IP Phones.

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
Messages	Enter the voice-messaging access pilot number for Cisco Unified IP Phones.
Services	Enter the URL for the services menu for Cisco Unified IP Phones.
Authentication Server	<p>Enter the URL that the phone uses to validate requests that are made to the phones web server. If you do not provide an authentication URL, the advanced features on the Cisco Unified IP Phone models that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco Unified IP Phone User Options window that was configured during installation.</p>
Proxy Server	<p>Enter the host and port (for example, proxy.cisco.com:80) that are used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>Leave this field blank to accept the default setting.</p>
Idle	Enter the URL of the XML service that will appear as the idle display on the Cisco Unified IP Phone LCD screen when the Phone has not been used for the time that is specified in the Idle Timer field. For example, you can display a logo on the LCD screen when the phone has not been used for 5 minutes. Leave this field blank to use the default value.
Idle Timer	Enter the seconds that you want to elapse before the phone displays the URL that is specified in the Idle field. Leave this field blank to use the default value.
<b>Extension Mobility (Device Profile) Information</b>	
Enable Extension Mobility	Check this check box to enable the extension mobility feature. Extension mobility allows a user to log in and out of a Cisco IP Phone. Refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> for more information about extension mobility.
Log Out Profile	<p>Choose the profile that a phone should load when an extension mobility user logs out. You must configure logout profiles in Cisco Unified Communications Manager Administration.</p> <p>Use Current Device Setting—This choice creates an autogenerated device profile as the default device profile.</p> <p>Select a User Device Profile—This choice assigns a user device profile, which has already been defined, that becomes the default device profile for this device.</p> <p>The chosen user device profile gets loaded onto the device when no user is logged in.</p>

**Table 3-1**      **Field Descriptions for a Phone Template (continued)**

Field	Description
<b>MultiLevel Precedence and Preemption (MLPP) Information</b>	
MLPP Indication	<p>If available, this setting specifies whether a device that is capable of playing precedence tones will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—This device inherits its MLPP indication setting from its device pool.</li> <li>• <b>Off</b>—This device does not send indication of an MLPP precedence call.</li> <li>• <b>On</b>—This device does send indication of an MLPP precedence call.</li> </ul> <p><b>Note</b> Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>
MLPP Preemption	<p>If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—This device inherits its MLPP preemption setting from its device pool.</li> <li>• <b>Disabled</b>—This device does not preempt calls in progress when it places an MLPP precedence call.</li> <li>• <b>Forceful</b>—This device preempts calls in progress when it places an MLPP precedence call.</li> </ul> <p><b>Note</b> Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>
MLPP Domain (e.g., "0000FF")	Enter a hexadecimal value for the MLPP domain that is associated with this device. Ensure that this field is blank or a value between 0 and FFFFFFFF.
<b>H.323 Device Information</b>	
Signaling Port	<p>The value designates the H.225 signaling port that this device uses.</p> <p>The default value specifies 1720. Valid values include 1 through 65535.</p>

**Table 3-1** *Field Descriptions for a Phone Template (continued)*

Field	Description
Retry Video Call as Audio	<p>This check box applies only to video endpoints that receive a call. If this phone receives a call that does not connect as video, the call tries to connect as an audio call.</p> <p>By default, the system checks this check box to specify that the sending device should immediately retry a video call that does not connect as an audio call prior to sending the call to call control for rerouting.</p> <p>If you uncheck this check box, a video call that fails to connect as video fails to call control. At this point, call control reroutes the call within the route list. If Automatic Alternate Routing (AAR) is configured and enabled, call control also reroutes the call between route lists.</p>
Wait for Far End H.245 Terminal Capability Set	<p>By default, the system keeps this check box checked to specify that Cisco Unified Communications Manager should initiate capabilities exchange. This check box specifies that the Cisco Unified Communications Manager needs to receive the far-end H.245 Terminal Capability Set before it sends its H.245 Terminal Capability Set.</p>
<b>H.323 Protocol Specific Information</b>	
SRTP Allowed	<p>When this check box is checked, ensure that IPSec is configured in the network to provide end-to-end security. Failure to do so will expose keys and other information.</p>
MTP Preferred Originating Codec	<p>From the drop-down list box, choose the codec to use if a media termination point is required for SIP calls.</p>
Media Termination Point Required	<p>Use this field to indicate whether a media termination point (MTP) is used to implement features that H.323 does not support (such as hold and transfer).</p> <p>Check the Media Termination Point Required check box if you want to use a media termination point to implement features. Uncheck the Media Termination Point Required check box if you do not want to use a media termination point to implement features.</p> <p>Use this check box only for H.323 clients and those H.323 devices that do not support the H.245 empty capabilities set or if you want media streaming to terminate through a single source.</p> <p>If you check this check box to require an MTP and this device becomes the endpoint of a video call, the call works as audio only.</p>
<b>H.323 Information</b>	
Outgoing Caller ID Pattern	<p>For incoming calls to the phone, enter the pattern, from 0 to 24 digits, that you want to use for caller ID.</p>

**Table 3-1** *Field Descriptions for a Phone Template (continued)*

Field	Description
Calling Party Selection	<p>Choose one of the following options to specify which directory number is sent:</p> <ul style="list-style-type: none"> <li>• Originator—Send the directory number of the calling device.</li> <li>• First Redirect Number—Send the directory number of the redirecting device.</li> <li>• Last Redirect Number—Send the directory number of the last device to redirect the call.</li> <li>• First Redirect Number(external)—Send the directory number of the redirecting device.</li> <li>• Last Redirect Number(external)—Send the directory number of the last device to redirect the call.</li> </ul>
Calling Party Presentation	<p>Choose whether the central office transmits or blocks caller ID:</p> <ul style="list-style-type: none"> <li>• Choose Allowed if you want the central office to send caller ID.</li> <li>• Choose Restricted if you do not want the central office to send caller ID.</li> <li>• Default displays the caller ID unless the caller ID was restricted in a previous level in the call stream.</li> </ul>
Display IE Delivery	<p>Check the check box to deliver the display information element (IE) in SETUP and CONNECT messages for the calling and called party name delivery service.</p>
Redirecting Number IE Delivery—Outbound	<p>Check this check box to include the Redirecting Number IE in the outgoing SETUP message from the Cisco Unified Communications Manager to indicate the first redirecting number and the redirecting reason of the call when the call is forwarded.</p> <p>Uncheck the check box to exclude the first redirecting number and the redirecting reason from the outgoing SETUP message.</p> <p>Use Redirecting Number IE for voice-messaging integration only. If your configured voice-messaging system supports Redirecting Number IE, check the check box.</p>
Redirecting Number IE delivery—Inbound	<p>Use Redirecting Number IE when you are integrating a voice-messaging system that supports Redirecting Number IE.</p> <p>Check this check box to accept the Redirecting Number IE in the incoming SETUP message to the Cisco Unified Communications Manager.</p> <p>Uncheck the check box to exclude the Redirecting Number IE in the incoming SETUP message to the Cisco Unified Communications Manager.</p>
<b>Gatekeeper Information</b>	

**Table 3-1** *Field Descriptions for a Phone Template (continued)*

Field	Description
Gatekeeper Name	<p>Choose the gatekeeper for the gatekeeper-controlled H.323 device from the drop-down list box.</p> <p><b>Note</b> If you do not choose the device, the system disables the E.164, Technology Prefix, and Zone fields.</p> <p><b>Note</b> You cannot change the device to a gatekeeper-controlled phone if more than one directory number is configured for the device.</p>
E.164	<p>Choose the E.164 address that is registered with the gatekeeper.</p> <p><b>Note</b> Ensure the H.323 client is configured as a gatekeeper-controlled device.</p> <p><b>Note</b> You must enter a value in this field for a gatekeeper-controlled H.323 client. You can enter only numbers (0-9) and special characters # and * in this field.</p>
Technology Prefix	<p>Enter the technology prefix to eliminate the need for entering the IP address for every Cisco Unified Communications Manager system when the <b>gw-type-prefix</b> command is configured. For example, you can enter 1#* in this field if you can use the following gw-type-prefix command on the gatekeeper:</p> <p><b>gw-type-prefix 1#* default-technology.</b></p> <p><b>Note</b> You must enter a value in this field for a gatekeeper-controlled H.323 client. You can enter only numbers (0-9) and special characters # and * in this field.</p>
Zone	<p>On the gatekeeper, enter the specific zone with which Cisco Unified Communications Manager will register. The zone specifies the total bandwidth that is available for calls between this zone and another zone.</p> <p><b>Note</b> You must enter a value in this field for a gatekeeper-controlled phone. You can enter only letters, numbers, spaces, dashes, dots, and underscores in this field.</p>
Gatekeeper Controlled H.323 Client	Check this check box to configure the H.323 client gatekeeper as a controlled gatekeeper.
<b>Do Not Disturb (DND)</b>	
Do Not Disturb	Check this check box if you want DND to be enabled.
DND Option	<p>From the drop-down list box, choose a DND option from the following options:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Ringer Off</li> </ul>

**Table 3-1** *Field Descriptions for a Phone Template (continued)*

Field	Description
DND Incoming Call Alert	From the drop-down list box, choose one of the following options: <ul style="list-style-type: none"> <li>• None</li> <li>• Disable</li> <li>• Flash Only</li> <li>• Beep Only</li> </ul>
<b>Secure Shell Information</b>	
Secure Shell User	Enter a user ID for the secure shell user. If the that phone you are configuring does not support secure shell access, this field does not display. Cisco Technical Assistance Center (TAC) uses secure shell for troubleshooting. Contact TAC for further assistance.
Secure Shell Password	Enter the password for a secure shell user. If the phone you are configuring does not support secure shell access, this field does not display. Contact TAC for further assistance.
<b>Product-Specific Configuration</b>	
Model-specific configuration fields defined by the device manufacturers	<p>The device manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice.</p> <p>To view field descriptions and help for product-specific configuration items, click the “?” information icon to the right of the Product Specific Configuration heading to display help in a popup dialog box.</p> <p>If you need more information, refer to the documentation for the specific device that you are configuring or contact the manufacturer.</p>

**Note**

To continue configuring the BAT phone template, go to the [“Creating a New BAT Phone Template” section on page 3-4](#)

## Field Descriptions for Adding a Line to a BAT Template

[Table 3-2](#) provides descriptions of all possible fields that display when you are adding a line in a BAT phone, gateway, or UDP template. Some device types do not require all the phone settings.

Some fields display the values that were configured in Cisco Unified Communications Manager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Treat fields that do not have asterisk as optional.

For related procedures, see the [“Related Topics” section on page 3-68](#).

**Table 3-2**      **Field Descriptions for Adding a Line to a BAT Template**

Field	Description
<b>Directory Number Information</b>	
Line Template Name	Enter a unique name for the line template.
Route Partition	Choose a route partition to which the directory number belongs.  <b>Note</b> The directory number can appear in more than one partition.
Description	Enter description for the line template
Alerting Name	This name represents the name that displays during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name that is entered in the Display field.
Alerting Name ASCII	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
Active	Checking this check box allows calls to this DN to be forwarded (if forwarding is configured). If check box is not checked, Cisco Unified Communications Manager ignores the DN.
<b>Directory Number Settings</b>	
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server that is configured for this phone.
Calling Search Space	Choose partitions that are searched for numbers that are called from this directory number.  <b>Note</b> Changes cause an update of Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
Presence Group	Used with the Presence feature, the directory number serves as the presence entity; that is, watchers request the status of the directory number, so the real-time status of the directory number displays on the device.  If you want the phone to receive the status of the presence entity, make sure that the Presence group of the watcher is allowed to view the status of the Presence group that is applied to the directory number, as indicated in the Presence Group Configuration window.  For information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> .
User Hold MOH Audio Source	Choose the music on hold audio source to be played when the user presses HOLD to place a call on hold.



**Table 3-2**      **Field Descriptions for Adding a Line to a BAT Template (continued)**

Field	Description
Network Hold MOH Audio Source	Choose the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.
Auto Answer	<p>Choose one of the following options to activate the Auto Answer feature for this directory number:</p> <ul style="list-style-type: none"> <li>• Auto Answer Off &lt;Default&gt;</li> <li>• Auto Answer with Headset</li> <li>• Auto Answer with Speakerphone</li> </ul> <p><b>Note</b> Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with headset or Auto Answer with speakerphone.</p> <p>Do not configure Auto Answer for devices that have shared lines.</p>
<b>AAR Settings</b> —The settings in this row of fields specify treatment of calls for which insufficient bandwidth exists to reach the destination. Automated alternate routing (AAR) handles these calls that are routed to the AAR Destination Mask or Voice Mail.	
AAR Voice Mail	<p>Check this check box to use settings in the Voice Mail Profile Configuration window.</p> <p><b>Note</b> When this check box is checked, Cisco Unified CallManager ignores the settings in the Coverage/Destination box and Calling Search Space.</p>
AAR Destination Mask	Use this setting instead of the external phone number mask to determine the AAR Destination to be dialed.
AAR CSS	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to &lt;None&gt; to prevent rerouting blocked calls.</p>
Retain this destination in the call forwarding history	Checking this check box allows the AAR leg of the call to be present in the Call History.

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Visual Message Waiting Indicator Policy	<p>Use this field to configure the handset lamp illumination policy. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use System Policy (The directory number refers to the service parameter "Message Waiting Lamp Policy" setting.)</li> <li>• Light and Prompt</li> <li>• Prompt Only</li> <li>• Light Only</li> <li>• None</li> </ul> <p>Setting applies only to the current device unless you check the Update Shared Device Settings check box and click the Propagate Selected button. (The check box displays only if other devices share this directory number.)</p>
Audible Message Waiting Indicator Policy	<p>Use this field to configure an audible message waiting indicator policy. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Off</li> <li>• On-When you select this option, you will receive a stutter dial tone when you take the handset off hook.</li> <li>• Default-When you select this option, the phone uses the default that was set at the system level.</li> </ul>
Call Pickup Group Audio Alert Setting (Phone Idle)	<p>This field determines the type of notification an incoming call sends to members of a call pickup group. If the called phone does not answer, the phones in the call pickup group that are idle will either hear a short ring (ring once) or hear nothing (disabled).</p> <ul style="list-style-type: none"> <li>• Use System Default-The value of this field gets determined by the setting of the Cisco CallManager service parameter Call Pickup Group Audio Alert Setting of Idle Station.</li> <li>• Disable-No alert is sent to members of the call pickup group.</li> <li>• Ring Once-A short ring is sent to members of the call pickup group.</li> </ul>

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Call Pickup Group Audio Alert Setting (Phone Active)	<p>This field determines the type of notification an incoming call sends to members of a call pickup group. If the called phone does not answer, the phones in the call pickup group that are busy will either hear a beep (beep beep) or hear nothing (disabled).</p> <ul style="list-style-type: none"> <li>• Use System Default-The value of this field gets determined by the setting of the Cisco CallManager service parameter Call Pickup Group Audio Alert Setting of Busy Station.</li> <li>• Disable-No alert is sent to member of the call pickup group.</li> <li>• Beep Only-A beep beep is sent to members of the call pickup group.</li> </ul>
Recording Option	<p>This field determines the recording option on the line appearance of an agent. By default, the recording option specifies Call Recording Disabled.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Call Recording Disabled-The calls that the agent makes on this line appearance are not recorded.</li> <li>• Automatic Call Recording Enabled-The calls that the agent makes on this line appearance are automatically recorded.</li> <li>• Application Invoked Call Recording Enabled-The calls that the agent makes on this line appearance are recorded if an application invokes calling recording.</li> </ul> <p>When the recording option is set to either Automatic Call Recording Enabled or Application Invoked Call Recording Enabled, the line appearance can be associated with a recording profile.</p> <p>When automatic recording is enabled, the application's recording requests get rejected.</p>
Recording Profile	<p>This field determines the recording profile on the line appearance of an agent.</p>
Monitoring CSS	<p>The monitoring calling search space of the supervisor line appearance must include the agent line or device partition to allow monitoring the agent.</p> <p>Set the monitoring calling search space on the supervisor line appearance window. Choose an existing calling search space from the drop-down list box.</p> <p>The default value specifies None.</p>
<b>Call Forward and Pickup Settings</b>	

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Forward All Voice Mail	<p>Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward All Destination field and Forward All Calling Search Space check box not relevant.</p>
Forward All Destination	<p>Enter the directory number to which all calls are forwarded.</p> <p><b>Note</b> The setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward All Calling Search Space	<p>Choose the calling search space to use when calls are forwarded to the specified destination.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Secondary Calling Search Space for Forward All	<p>Choose the secondary calling search space (CSS) from the drop-down list box.</p> <p>Because Call Forwarding is a line-based feature, in cases where the device calling search space is unknown, the system uses only the line calling search space to forward the call. If the line calling search space is restrictive and not routable, the forward attempt fails.</p> <p>Addition of a secondary calling search space for Call Forward All provides a solution to enable forwarding. The primary calling search space for Call Forward All and secondary calling search space for Call Forward All get concatenated (Primary CFA CSS + Secondary CFA CSS) when Call Forward All is processed. Cisco Unified Communications Manager uses this combination to validate the CFA destination and to forward the call.</p>
Forward Busy Internal Voice Mail	<p>Check this check box if you want calls from an internal number to be forwarded to a number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward Busy Internal Destination field and Calling Search Space check box not relevant.</p>
Forward Busy Internal Destination	<p>Enter the directory number to which an internal call is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>
Forward Busy Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarded to the specified destination.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Forward Busy External Voice Mail	<p>Check this check box if you want calls from an external number to be forwarded to a number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward Busy External Destination field and Calling Search Space check box not relevant.</p>
Forward Busy External Destination	<p>Enter the directory number to which an external call is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable external phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarded to the specified destination.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Answer Internal Voice Mail	<p>Check this check box if you want calls from an internal number forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Internal Destination field and Calling Search Space check box not relevant.</p>
Forward No Answer Internal Destination	<p>Enter a directory number to which an internal call is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>
Forward No Answer Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Answer External Voice Mail	<p>Check this check box if you want calls to forward to an external number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Externally Destination field and External Calling Search Space check box not relevant.</p>
Forward No Answer External Destination	<p>Enter a directory number to which an external call is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any external, dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Forward No Answer External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Coverage Internal Voice Mail	<p>Check this check box if you want calls from an internal number forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Destination field and Calling Search Space check box not relevant.</p>
Forward No Coverage Internal Destination	<p>Enter an directory number to which an internal call is forwarded when the phone has no coverage.</p> <p><b>Note</b> This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>
Forward No Coverage Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Coverage External Voice Mail	<p>Check this check box if you want calls from an external number to be forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Destination field and Calling Search Space check box not relevant.</p>
Forward No Coverage External Destination	<p>Enter a directory number to which an external call is forwarded when the phone has no coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, which includes an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Forward on CTI Failure Voice Mail	<p>The Forward on CTI Failure field applies only to CTI route points and CTI ports. The settings in this row specify the forwarding treatment for external calls to this CTI route point or CTI port if the CTI route point or CTI port fails.</p> <p>Check this check box to use settings in the Voice Mail Profile Configuration window.</p> <p>When this check box is checked, Cisco Unified Communications Manager ignores the settings in the Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>
Forward on CTI Failure Destination	<p>This setting specifies the directory number to which an internal, nonconnected call is forwarded when an application that controls that directory number fails. Use any dialable phone number, including an outside destination.</p> <p>When you enter a destination value for internal calls, the system automatically copies this value to the Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Destination field for external calls.</p>
Forward on CTI Failure Calling Search Space	<p>This setting applies to all devices that are using this directory number.</p> <p>When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
No Answer Ring Duration	<p>Enter the number of seconds to allow the call to ring before the system forwards the call to the Forward No Answer Destination.</p>
Call Pickup Group	<p>Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.</p>
Forward Unregistered Internal Voice Mail	<p>This field applies to unregistered internal DN calls. The calls are rerouted to a specified Destination Number or Voice Mail.</p> <p>Check this check box if you want calls from an unregistered internal number to be forwarded to a number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward Unregistered Internal Destination field and Calling Search Space drop-down list box not relevant.</p>

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Forward Unregistered Internal Destination	<p>Enter the directory number to which an unregistered internal call is forwarded when the line is in use.</p> <p>This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>
Forward Unregistered Internal CSS	<p>Choose the calling search space to use when unregistered internal calls are forwarded to the specified destination.</p> <p>This setting applies to all devices that are using this directory number.</p>
Forward Unregistered External Voice Mail	<p>This field applies to unregistered external DN calls. The calls are rerouted to a specified Destination Number or Voice Mail.</p> <p><b>Note</b> You must also specify the maximum number of forwards in the Service Parameters Configuration window for a Directory Number.</p>
Forward Unregistered External Destination	<p>Enter the directory number to which an external call is forwarded when the line is in use.</p> <p>This setting applies to any dialable external phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Unregistered External CSS	<p>Choose the calling search space to use when external calls are forwarded to the specified destination.</p> <p>This setting applies to all devices that are using this directory number.</p>
<b>Multilevel Precedence and Preemption Alternate Party Settings</b>	
Target (Destination)	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound (#), and asterisk (*).</p>
MLPP Calling Search Space	<p>From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.</p>
MLPP No Answer Ring Duration (Seconds)	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will get directed to the alternate party of this directory number if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.</p>



**Table 3-2**      **Field Descriptions for Adding a Line to a BAT Template (continued)**

Field	Description
<b>Line Settings for This Phone</b>	
Display (Internal Caller ID)	<p>Use this field only if you do not want the directory number to show on the line appearance. Enter text that identifies this directory number for a line/phone combination.</p> <p>Suggested entries include name of the boss, department, or other appropriate information to identify multiple directory numbers to secretary/assistant who monitors multiple directory numbers.</p>
ASCII Display (Internal Caller ID)	<p>This field provides the same information as the <i>Display (Internal Caller ID)</i> field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the <i>ASCII Display (Internal Caller ID)</i> field.</p> <p>Setting applies only to the current device unless you check the check box at right (Update Shared Device Settings) and click the <b>Propagate Selected</b> button. (The check box at right displays only if other devices share this directory number.)</p>
Line Text Label	<p>Enter text that identifies this directory number for a line/phone combination.</p> <p><b>Note</b>    The default language specifies English</p>
ASCII Line Text Label	<p>This field provides the same information as the <i>Line Text Label</i> field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the <i>ASCII Line Text Label</i> field.</p> <p>Setting applies only to the current device unless you check the check box at right (Update Shared Device Settings) and click the <b>Propagate Selected</b> button. (The check box at right displays only if other devices share this directory number.)</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 24 numbers and “X” characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Visual Message Waiting Indicator Policy	<p>Use this field to configure the handset lamp illumination policy. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use System Policy (The directory number refers to the service parameter "Message Waiting Lamp Policy" setting.)</li> <li>• Light and Prompt</li> <li>• Prompt Only</li> <li>• Light Only</li> <li>• None</li> </ul> <p>Setting applies only to the current device unless you check the Update Shared Device Settings check box and click the Propagate Selected button. (The check box displays only if other devices share this directory number.)</p>
Audible Message Waiting Indicator Policy	<p>Use this field to configure an audible message waiting indicator policy. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Off</li> <li>• On-When you select this option, you will receive a stutter dial tone when you take the handset off hook.</li> <li>• Default-When you select this option, the phone uses the default that was set at the system level.</li> </ul>
Ring Setting (Phone Idle)	<p>Choose the ring setting for the line appearance when an incoming call is received and no other active calls exist on that device. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use system default</li> <li>• Disable</li> <li>• Flash only</li> <li>• Ring once</li> <li>• Ring</li> </ul>
Ring Setting (Phone Active)	<p>Choose the ring setting that is used when this phone has another active call on a different line. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use system default</li> <li>• Disable</li> <li>• Flash only</li> <li>• Ring once</li> <li>• Ring</li> <li>• Beep only</li> </ul>

**Table 3-2**      **Field Descriptions for Adding a Line to a BAT Template (continued)**

Field	Description
Call Pickup Group Audio Alert Setting (Phone Idle)	<p>This field determines the type of notification an incoming call sends to members of a call pickup group. If the called phone does not answer, the phones in the call pickup group that are idle will either hear a short ring (ring once) or hear nothing (disabled).</p> <ul style="list-style-type: none"> <li>• Use System Default—The value of this field gets determined by the setting of the Cisco CallManager service parameter Call Pickup Group Audio Alert Setting of Idle Station.</li> <li>• Disable—No alert is sent to members of the call pickup group.</li> <li>• Ring Once—A short ring is sent to members of the call pickup group.</li> </ul>
Call Pickup Group Audio Alert Setting (Phone Active)	<p>This field determines the type of notification an incoming call sends to members of a call pickup group. If the called phone does not answer, the phones in the call pickup group that are busy will either hear a beep (beep beep) or hear nothing (disabled).</p> <ul style="list-style-type: none"> <li>• Use System Default—The value of this field gets determined by the setting of the Cisco CallManager service parameter Call Pickup Group Audio Alert Setting of Busy Station.</li> <li>• Disable—No alert is sent to member of the call pickup group.</li> <li>• Beep Only—A beep beep is sent to members of the call pickup group.</li> </ul>
Recording Option	<p>This field determines the recording option on the line appearance of an agent. By default, the recording option specifies <i>Call Recording Disabled</i>.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Call Recording Disabled—The calls that the agent makes on this line appearance are not recorded.</li> <li>• Automatic Call Recording Enabled—The calls that the agent makes on this line appearance are automatically recorded.</li> <li>• Application Invoked Call Recording Enabled—The calls that the agent makes on this line appearance are recorded if an application invokes calling recording.</li> </ul> <p>When the recording option is set to either Automatic Call Recording Enabled or Application Invoked Call Recording Enabled, the line appearance can be associated with a recording profile.</p> <p>When automatic recording is enabled, the application's recording requests get rejected.</p>

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Recording Profile	<p>This field determines the recording profile on the line appearance of an agent. Choose an existing recording profile from the drop-down list box. To create a recording profile, use the <b>Device &gt; Device Settings &gt; Recording Profile</b> menu option.</p> <p>The default value specifies None.</p>
Monitoring Calling Search Space	<p>The monitoring calling search space of the supervisor line appearance must include the agent line or device partition to allow monitoring the agent.</p> <p>Set the monitoring calling search space on the supervisor line appearance window. Choose an existing calling search space from the drop-down list box.</p> <p>The default value specifies None.</p>
Forward All CSS Activation Policy	<p>Choose one of the following options from the drop-down list box:</p> <ul style="list-style-type: none"> <li>• Use System Default</li> <li>• With Configured CSS</li> <li>• With Activating Device/Line CSS</li> </ul> <p>If you select the <b>With Configured CSS</b> option, the Forward All Calling Search Space that is explicitly configured in the Directory Number Configuration window controls the forward all activation and call forwarding. If the Forward All Calling Search Space is set to None, no CSS gets configured for Forward All. A forward all activation attempt to any directory number with a partition will fail. No change in the Forward All Calling Search Space and Secondary Calling Search Space for Forward All occurs during the forward all activation.</p> <p>If you prefer to utilize the combination of the Directory Number Calling Search Space and Device Calling Search Space without explicitly configuring a Forward All Calling Search Space, select <b>With Activating Device/Line CSS</b> for the Calling Search Space Activation Policy. With this option, when Forward All is activated from the phone, the Forward All Calling Search Space and Secondary Calling Search Space for Forward All automatically gets populated with the Directory Number Calling Search Space and Device Calling Search Space for the activating device.</p>
Hold Reversion Ring Duration (seconds)	<p>Enter a number from 0 to 1200 (inclusive) to specify the wait time in seconds before issuing a reverted call alert to the holding party phone.</p> <p>If you enter a value of 0, Cisco Unified Communications Manager does not invoke the reverted call feature for a held call.</p>

**Table 3-2** *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Hold Reversion Notification Interval (seconds)	<p>Enter a number from 0 to 1200 (inclusive) to specify the interval time in seconds for sending periodic reminder alerts to the holding party phone.</p> <p>If you enter a value of 0, Cisco Unified Communications Manager does not send reminder alerts.</p>
<b>Multiple Call/Call Waiting Settings</b>	
Maximum Number of Calls	<p>You can configure up to 184 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls that are available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls.</p> <p>Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, be aware that all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>
<b>Forwarded Call Information Display for this Device</b>	
Caller Name	Check this check box to include the caller name in the display when a forwarded call is received. Default leaves this check box checked.
Caller Number	Check this check box to include the caller number in the display when a forwarded call is received.
Redirected Number	Check this check box to include the redirected number in the display when a forwarded call is received.
Dialed Number	Check this check box to include the dialed number in the display when a forwarded call is received. The default setting leaves this check box checked.

**Note**

To complete the procedure for phones and UDPs, go to the [“Adding or Updating Lines in a BAT Template”](#) section on page 3-4. To complete the updates for gateways, see [Chapter 46, “Gateway Template.”](#)

**Note**

You can edit the device or line by choosing device name in the Associated Devices list box and clicking **Edit Device** or **Edit Line Appearance**.

## Field Descriptions for Adding an Intercom Template to a BAT Template

provides descriptions of all possible fields that display when you are adding a line in a BAT phone, gateway, or UDP template. Some device types do not require all the phone settings.

Some fields display the values that were configured in Cisco Unified Communications Manager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Treat fields that do not have asterisk as optional.

For related procedures, see the [“Related Topics” section on page 3-68](#).

**Table 3-3** *Field Descriptions for Adding an Intercom Template to a BAT Template*

Field	Description
<b>Intercom Directory Number Information</b>	
Intercom Template Name	Enter a unique name for the intercom template.
Route Partition	Choose a route partition to which the directory number belongs.  <b>Note</b> The directory number can appear in more than one partition.
Description	Enter a description of the directory number and route partition.
Display (Internal Caller ID)	Use this field only if you do not want the directory number to show on the line appearance. Enter text that identifies this directory number for a line/phone combination.  Suggested entries include name of the boss, department, or other appropriate information to identify multiple directory numbers to secretary/assistant who monitors multiple directory numbers.
ASCII Display (Internal Caller ID)	This field provides the same information as the <i>Display (Internal Caller ID)</i> field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the <i>ASCII Display (Internal Caller ID)</i> field.  Setting applies only to the current device unless you check the check box at right (Update Shared Device Settings) and click the <b>Propagate Selected</b> button. (The check box at right displays only if other devices share this directory number.)
Line Text Label	Enter text that identifies this directory number for a line/phone combination.  <b>Note</b> The default language specifies English

**Table 3-3**      **Field Descriptions for Adding an Intercom Template to a BAT Template (continued)**

Field	Description
ASCII Line Text Label	<p>This field provides the same information as the <i>Line Text Label</i> field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the <i>ASCII Line Text Label</i> field.</p> <p>Setting applies only to the current device unless you check the check box at right (Update Shared Device Settings) and click the <b>Propagate Selected</b> button. (The check box at right displays only if other devices share this directory number.)</p>
Alerting Name	This name represents the name that displays during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name that is entered in the Display field.
Alerting Name ASCII	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
Speed Dial	Enter the number that you want the system to dial when the user presses the speed-dial button. You can enter digits 0 through 9, *, #, and +, which is the international escape character.
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 24 numbers and “X” characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>
<b>Intercom Directory Number Settings</b>	
Calling Search Space	From the drop-down list box, choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that are called from this directory number. The value that you choose applies to all devices that are using this directory number.
Presence Group	<p>Configure this field with the presence feature.</p> <p>From the drop-down list box, choose a Presence Group for this directory number. The selected group specifies the devices, end users, and application users that can monitor this directory number.</p>

**Table 3-3** *Field Descriptions for Adding an Intercom Template to a BAT Template (continued)*

Field	Description
Auto Answer	<p>Choose one of the following options to activate the auto answer feature for this directory number:</p> <ul style="list-style-type: none"> <li>• Auto Answer Off &lt;Default&gt;</li> <li>• Auto Answer with Headset</li> <li>• Auto Answer with Speakerphone</li> </ul> <p><b>Note</b> Do not configure auto answer for devices that have shared lines.</p>
Default Activated Device	<p>From the drop-down list box, choose a default activated device for this directory number. The selected device specifies the phone on which this directory number is activated by default. The drop-down list box lists only devices that support intercom.</p> <p><b>Note</b> You must specify a default activated device for this intercom directory number to be active as an intercom line.</p> <p><b>Note</b> If an intercom DN is specified in a device profile that is configured for Cisco Extension Mobility, that intercom DN will display as an intercom line only when a user logs in to the specified default activated device by using that device profile, as long as the device supports the intercom feature.</p>

**Additional Topics**

See the [“Related Topics”](#) section on page 3-68.

## Using the BAT Spreadsheet to Create a CSV Data File for Phones

When you are adding new phones or IP telephony devices to the system, you can use the Microsoft Excel spreadsheet that was designed to use with BAT. The spreadsheet includes macros that automatically adjust the options for the selected devices. You can define the file format within the spreadsheet, and the BAT spreadsheet uses the data file formats to display the fields for the CSV data file.

Use the following procedure to create the CSV data file by using the BAT spreadsheet for adding new phones and other IP telephony devices.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-8.

**Procedure**

- 
- Step 1** To open the BAT spreadsheet, locate and double-click the **BAT.xls** file
  - Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
  - Step 3** To display the phones options, click the **Phones** tab at the bottom of the spreadsheet.
  - Step 4** Choose a radio button for one of the following device types:



- Phones
- CTI Port
- H.323 Client
- VGC Phones
- VGC Virtual Phones
- Cisco IP Communicator Phone

The spreadsheet displays options that are available for the chosen device. For example, when you choose phones, fields for the number of phone lines and the number of speed dials display.



**Note** The device type that you select determines the validation criteria for data in the BAT spreadsheet.

**Step 5** To choose the device and line fields that you can define for each phone, click **Create File Format**. The Field Selection popup window displays.

**Step 6** To choose the device fields, click a device field name in the Device Field box and then click the arrow to move the field to the Selected Device Fields box.

A CSV data file must include MAC Address/Device Name and Description; therefore, these fields always remain selected.



**Tip** You can select a range of items in the list by holding down the Shift key. To select random field names, hold down the Ctrl key and click field names.

**Step 7** Click a line field name in the Line Field box and click the arrow to move the field to the Selected Line Fields box.



**Tip** You can change the order of the items in the Selected Line and Device boxes. Choose an item and use the up arrow to move the field closer to the beginning of the list, or use the down arrow to move the item to the end of the list.

**Step 8** A message asks whether you want to overwrite the existing CSV format, click **Create** to modify the CSV data file format.

**Step 9** Click **OK**. New columns for the selected fields display in the BAT spreadsheet in the order that you specified.

**Step 10** Scroll to the right to locate the Number of Phone Lines box. The number of lines that you specify here must not exceed the number of lines that are configured in the BAT template.



**Note** When you insert a CSV data file, the number of lines on phones must not exceed the number of lines in the BAT phone template, or you receive an error.

**Step 11** For phones, you must enter the number of speed-dial buttons in the Maximum Number of Speed Dials box. After you enter the number, columns display for each speed-dial number.

**Note**

When you insert the data records, do not exceed the number of speed dials that are configured in the BAT template, or an error will result when the CSV data file and BAT phone template are inserted.

**Step 12** Enter the number of Busy Lamp Field (BLF) speed-dial buttons in the Maximum Number of BLF Speed Dials box. After you enter the number, columns display for each BLF speed-dial number.

**Step 13** Enter data for an individual phone on each line in the spreadsheet. 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. [Table 3-4](#) describes all the phone fields in the BAT spreadsheet.

**Step 14** If you did not enter the MAC address for each phone, check the **Create Dummy MAC Address** check box.

When you choose the dummy MAC address option, you can update the phones later with the correct MAC address by manually entering this information into Cisco Unified Communications Manager Administration or by using the Unified CM Auto-Register phone Tool tool. See the [“Introducing TAPS” section on page 64-1](#) for more information about Unified CM Auto-Register Phone Tool.

**Note**

If you are adding CTI ports, the dummy MAC address option gives a unique device name to each CTI port in the form of the dummy MAC addresses.

Do not use the dummy MAC address option for H.323 clients, VGC phones, or VGC virtual phones.

**Step 15** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to your choice of a folder on your local workstation under the following filename:

<tablename>-<timestamp>.txt

where <tablename> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.

**Note**

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.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. The system does not convert data that is entered after a blank line to the BAT format.

**Note**

You cannot upload a CSV filename with a comma (for example, abcd,e.txt) to the Cisco Unified Communications Manager server.

You must upload the CSV data file to the Cisco Unified Communications Manager first node database server, so BAT can access the CSV data file. For more information on uploading and downloading files, see [Chapter 2, “Uploading and Downloading Files.”](#)

**Note**

For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert phones window in BAT.

**Additional Topics**

See the [“Related Topics” section on page 3-68](#).

## Field Descriptions for Phones in the BAT Spreadsheet

[Table 3-4](#) provides descriptions of the phone fields that are available for adding device and line details in a CSV data file. For related procedures, see the [“Related Topics” section on page 3-68](#).

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet

Field	Description
<b>Device Fields</b>	
MAC Address/Device Name	Enter the MAC address for phones, VGC virtual phones, and VGC phones. Enter a unique identifier (Device Name) for the CTI port or H.323 client. You can check the <b>Create Dummy MAC Addresses</b> check box to automatically generate unique device identifiers.
Description	Enter a description such as “Conference Room A” or “John Smith” that identifies the phone or device.
Media Resource Group List	Enter the media resource group list (MRGL) for this group of phones/ports.  An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from the available ones according to the order that is defined in the MRGL.
User Hold Audio Source	Enter the user hold audio source that this group of IP phones or CTI ports should use.  The user hold audio source identifies the audio source from which music is played when a user places a call on hold.
Network Hold Audio Source	Enter the network hold audio source that this group of IP phones or CTI ports should use.  The network hold audio source identifies the audio source from which music is played when the system places a call on hold, such as when the user transfers or parks a call.
User Locale	Enter the country and language set that you want to associate with this group of IP phones.  This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco Unified Communications Manager user windows and phones.

**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Network Locale	<p>Enter the network locale that you want to associate with this group of phones.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when they communicate with the PSTN and other networks in a specific geographical area.</p>
Softkey Template	Enter the softkey template to be used for all phones in this group.
Common Phone Profile	From the drop-down list box, choose a common phone profile from the list of available common phone profiles.
Presence Group	<p>Used with the Presence feature, the phone that is running SIP or SCCP serves as a watcher because it requests status about the presence entity; for example, directory number, that is configured as a BLF speed dial button on the phone.</p> <p>If you want the phone to receive the status of the presence entity, choose a Presence Group that is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window.</p> <p><b>Tip</b> For more information on the presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Phone Load Name	<p>Enter the custom phone load, if applicable.</p> <p><b>Note</b> Any value that is entered in this field overrides the default value for the chosen phone.</p> <p>Value does not apply for CTI ports.</p>
Security Profile	<p>Enter the security profile that you want to apply to the device. If the phone does not support the profile that you choose, Cisco Unified Communications Manager does not allow you to apply the configuration.</p> <p>All phones require that you apply a security profile. If the phone does not support security, choose a nonsecure profile.</p>
SUBSCRIBE Calling Search Space	<p>Used with the presence feature, the SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager routes the subscription requests that come from the phone. From the drop-down list box, choose the calling search space that you want to use for this purpose.</p> <p><b>Tip</b> For more information on the presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
E.164	<p>Choose the E.164 address that is registered with the gatekeeper.</p> <p><b>Note</b> Ensure the H.323 client is configured as a gatekeeper-controlled device.</p> <p><b>Note</b> You must enter a value in this field for a gatekeeper-controlled H.323 client. You can enter only numbers (0-9) and special characters # and * in this field.</p>
User ID	Enter the user ID for the phone user.
Media Resource Group List	This list provides a prioritized grouping of media resource groups. An application chooses the required media resource, such as a Music On Hold server, from among the available media resources according to the priority order that is defined in a Media Resource List.
AAR Calling Search Space	Enter the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
MLPP Domain	Enter a hexadecimal value for the MLPP domain that is associated with this device. Ensure that this value is blank or a value between 0 and FFFFFFFF
MLPP Indication	<p>If available, this setting specifies whether a device that is capable of playing precedence tones will use the capability when it places an MLPP precedence call.</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—This device inherits its MLPP indication setting from its device pool.</li> <li>• <b>Off</b>—This device does not handle nor process indication of an MLPP precedence call.</li> <li>• <b>On</b>—This device does handle and process indication of an MLPP precedence call.</li> </ul>
MLPP Preemption	<p>If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—This device inherits its MLPP indication setting from its device pool.</li> <li>• <b>Off</b>—This device does not handle nor process indication of an MLPP precedence call.</li> <li>• <b>On</b>—This device does handle and process indication of an MLPP precedence call.</li> </ul>

**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Signal Packet Capture Mode	Enter the mode that you want to set for signal packet capture: <ul style="list-style-type: none"> <li>• None—Choose None if you do not want to specify a mode.</li> <li>• Real-Time Mode—Use this mode for real-time signal packet capture.</li> <li>• Batch Processing Mode—Use this mode for batch processing signal packet capture mode.</li> </ul>
Packet Capture Duration	Enter the time for packet capture in minutes. You can enter a maximum duration of 300 minutes.
Authentication String	Enter a numeric string that contains 4 to 10 digits. To install, upgrade, or troubleshoot a locally significant certificate, the phone user or administrator must enter the authentication string on the phone.
Ignore Presentation Indicator	Enter <b>Yes</b> or <b>No</b> to configure call display restrictions on a call-by-call basis. When this check box is checked, Cisco Unified Communications Manager ignores any presentation restriction that is received for internal calls.
SIP Profile	Enter the default SIP profile or a specific profile that was previously created. SIP profiles provide specific SIP information for the phone such as default telephony event payload type, registration and keep alive timers, media ports, Iris, and dynamic DNS server addresses.
Digest User	Used with digest authentication (SIP security), choose an end user that you want to associate with the phone.  Ensure that you configured digest credentials for the user that you choose, as specified in the End User Configuration window.  After you save the phone configuration and reset the phone, the digest credentials for the user get added to the phone configuration file.  For more information on digest authentication, refer to the <i>Cisco Unified Communications Manager Security Guide</i> .
Log Out Profile	Enter the profile that a phone should load when an extension mobility user logs out. You must configure logout profiles in Cisco Unified Communications Manager Administration.  Use Current Device Setting—This choice creates an autogenerated device profile as the default device profile.  Select a User Device Profile—This choice assigns a user device profile, which has already been defined, that becomes the default device profile for this device.  The chosen user device profile gets loaded onto the device when no user is logged in.
SIPCodec_MTPPPreferedOrigCodec	Enter the codec to use if a media termination point is required for SIP calls.

**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Dial Rules	<p>If required, enter the appropriate SIP dial rule. SIP dial rules provide local dial plans for Cisco Unified IP Phones 7905, 7912, 7940, and 7960 that run SIP, so users do not have to press a key or wait for a timer before the call gets processed.</p> <p>Leave the SIP Dial Rules field set to &lt;None&gt; if you do not want dial rules applied to the IP phone that is running SIP. This means the user must use the Dial softkey or wait for the timer to expire before the call gets processed.</p>
CSS Reroute	<p>Enter a calling search space to use for rerouting.</p> <p>The system uses the rerouting calling search space of the referrer to find the route to the refer-to target. When the Refer fails due to the rerouting calling search space, the Refer Primitive rejects the request with the “405 Method Not Allowed” message.</p> <p>The redirection (3xx) primitive and transfer feature also uses the rerouting calling search space to find the redirect-to or transfer-to target.</p>
Common Phone Configuration	Enter the common phone configuration to which you want this phone assigned. The common phone configuration includes the attributes (services or features) that are associated with a particular user.
Calling Search Space Refer	<p>Enter an out-of-dialog refer calling search space.</p> <p>Cisco Unified Communications Manager uses the out-of-dialog (OOD) Refer Authorization calling search space (CSS) to authorize the SIP out-of-dialog Refer. The administrator can restrict the use of out-of-dialog Refer by configuring the OOD CSS of the Referrer. Refer Primitive rejects the OOD Refer request with a “403 Forbidden” message.</p>
Certificate Operation	<p>Enter the Certification Operation that you want to perform from the following options:</p> <ul style="list-style-type: none"> <li>• No Pending Operation—No pending Certification Operation lists exist for this device. Choosing this option disables the remaining CAPF fields.</li> <li>• Install/Upgrade—Install or upgrade a Certification Operation.</li> <li>• Delete—Delete a Certification Operation</li> <li>• Troubleshoot—Troubleshoot a Certification Operation.</li> </ul>
Certificate Operation Completion Time	This field, which supports the Install/Upgrade, Delete, and Troubleshoot Certificate Operation options, specifies the date and time in which you must complete the operation.
Secure Shell User	Enter a user ID for the secure shell user. If the phone that you are configuring does not support secure shell access, this field does not display. Cisco Technical Assistance Center (TAC) uses secure shell for troubleshooting. Contact TAC for further assistance.

**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Secure Shell Password	Enter the password for a secure shell user. If the phone that you are configuring does not support secure shell access, this field does not display. Contact TAC for further assistance.
Device Pool	Enter the appropriate device pool. The device pool specifies a collection of properties for this device that includes Communications Manager Group, Date/Time Group, Region, and Calling Search Space for auto registration of devices.
Built-in Bridge	Enter On, Off, or Default to enable or disable the built-in conference bridge for the barge feature. For more configuration information, refer to the Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i> .
Calling Search Space	Enter the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that are called from this phone number. The value that you choose applies to all devices that are using this phone number. For configuration information about calling search space, refer to <i>Cisco Unified Communications Manager Administration Guide</i> .
Location	Choose the appropriate location for this phone. A location setting of Hub_None means that the locations feature does not keep track of the bandwidth that this phone consumes.
Module 1	Enter the appropriate expansion module or none.
Module 1 Load Name	Enter the custom software for the appropriate expansion module, if applicable. The value that you enter overrides the default value for the current model. Ensure the firmware load matches the module load.
Module 2	Enter the appropriate expansion module or none.
Module 2 Load Name	Enter the custom software for the second expansion module, if applicable. The value that you enter overrides the default value for the current model. Ensure the firmware load matches the module load.
Phone Template	Enter the phone template name that you created for this type of bulk transaction.
Authentication Server	Enter the URL that the phone uses to validate requests that are made to the phones web server. If you do not provide an authentication URL, the advanced features on the Cisco Unified IP Phones that require authentication will not function. Leave this field blank to accept the default setting. By default, this URL accesses a Cisco Unified IP Phone User Options window that was configured during installation.



**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Proxy Server	<p>Enter the host and port (for example, proxy.cisco.com:80) that are used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p>
Idle	<p>Enter the URL of the XML service that will appear as the idle display on the Cisco Unified IP Phone LCD screen when the phone has not been used for the time that is specified in the Idle Time field.</p> <p>For example, you can display a logo on the LCD screen when the phone has not been used for 5 minutes.</p>
Idle Timer	Enter the seconds that you want to elapse before the phone displays the URL that is specified in the Idle field.
Owner User ID	Enter a user ID for the primary phone user.
Common Phone Profile	Enter the common phone profile to which you want this phone assigned. The common phone profile includes the attributes (services or features) that are associated with a particular user.
Device Mobility Mode	<p>Turn the device mobility feature on or off for this device or enter Default to use the default device mobility mode.</p> <p>For more configuration information, refer to Device Mobility in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
DND Option	<p>Choose a DND option from the following options:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Ringer Off</li> </ul>
DND Incoming Call Alert	<p>Enter one of the following options:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Disable</li> <li>• Flash Only</li> <li>• Beep Only</li> </ul>
Privacy	<p>Enter one of the following options:</p> <ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> <li>• Default</li> </ul>
Use Trusted Relay Point	<p>Enter one of the following options:</p> <ul style="list-style-type: none"> <li>• Default</li> <li>• Off</li> <li>• On</li> </ul>

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Information	Enter the help text URL for the information button for Cisco Unified IP Phones.
Directory	Enter the URL of the directory server for Cisco Unified IP Phones.
Messages	Enter the voice-messaging access pilot number for Cisco Unified IP Phones.
Services	Enter the URL for the services menu for Cisco Unified IP Phones.
Calling Party Transformation CSS	This setting allows you to localize the calling party number on the device. Make sure that the Calling Party Transformation CSS that you enter contains the calling party transformation pattern that you want to assign to this device
Single Button Barge	<p>Enter one of the following options:</p> <ul style="list-style-type: none"> <li>Off—This setting disables the Single Button Barge/cBarge feature; however, the regular Barge or cBarge features will still work.</li> <li>Barge—This setting enables the Single Button Barge feature.</li> <li>cBarge—This setting enables the Single Button cBarge feature.</li> <li>Default—This setting uses the Single Button Barge/cBarge setting that is in the service parameter.</li> </ul> <p><b>Tip</b> For more configuration information, refer to Barge and Privacy in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Join Across Lines	<p>Enter one of the following options:</p> <ul style="list-style-type: none"> <li>Off—This setting disables the Join Across Lines feature.</li> <li>On—This setting enables the Join Across Lines feature.</li> <li>Default—Uses the Join Across Lines setting that is in the service parameter.</li> </ul>
BLF Audible Alert Setting (Phone Idle)	<p>Enter the BLF Audible Alert setting that you want to use from the following values:</p> <ul style="list-style-type: none"> <li>On</li> <li>Off</li> <li>Default</li> </ul> <p>This parameter provides an audible alert in addition to a visual alert on a phone that is currently idle when a call comes in to one of the lines that is monitored by way of a busy line field (BLF) button.</p> <p>This is a required field.</p>

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
BLF Audible Alert Setting (Phone Busy)	<p>Enter the BLF Audible Alert setting that you want to use from the following values:</p> <ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> <li>• Default</li> </ul> <p>This is a required field.</p>
Services Provisioning	<p>Enter one of the following values:</p> <ul style="list-style-type: none"> <li>• Internal</li> <li>• External URLs</li> <li>• Both</li> <li>• Default: Internal</li> </ul> <p>This is a required field.</p>
Phone Personalization	<p>Enter one of the following values:</p> <ul style="list-style-type: none"> <li>• Disabled—None of the the personalization settings on the phone get activated.</li> <li>• Enabled—This setting accepts a personalized background image file, which is used for the phone screen; it accepts a preview image file for temporary display; and it accepts a personalized tone file, so the default ring tone can be personalized.</li> <li>• Default—Use the phone personalization setting that is in the Common Phone Profile.</li> </ul>
Mobility Identity Name	Enter a name that identifies the remote destination.
Mobility Identity Destination Number	<p>Enter the telephone number for the destination. Include the area code and any additional digits that are required to obtain an outside line. Maximum field length equals 24 characters; individual characters can take the values 0-9, *, and #. Cisco recommends that you configure the caller ID of the remote destination.</p> <p>Add the necessary translation pattern or route patterns to route the destination number.</p>
Mobility Identity Answer Too Soon Timer	<p>Enter the minimum time in milliseconds that must pass before the mobile phone can be answered.</p> <p>Range: 0 - 10,000 milliseconds</p> <p>Default: 1,500 milliseconds</p>
Mobility Identity Answer Too Late Timer	<p>Enter the maximum time in milliseconds that can pass before the mobile phone must be answered.</p> <p>Range: 10,000 - 300,000 milliseconds</p> <p>Default: 19,000 milliseconds</p>

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Mobility Identity Delay Before Ringing Cell	Enter the time that elapses before the mobile phone rings when a call is transferred from the desktop phone. Range: 0 - 30,000 milliseconds Default: 4,000 milliseconds
Mobility Identity Time of Day Access	Enter a time-of-day access record to associate with this remote destination.
Mobility Identity Time Zone	Enter a time zone to use for this remote destination. <b>Note</b> The time zone that you use for this remote destination is used by the time-of-day access feature to allow or block calls to this remote destination.
Mobility Identity Enable Mobile Connect	Enter 'T' or 'F' this field to allow or disallow an incoming call to ring your desktop phone and remote destination at the same time.
Mobile Smart Client Profile	Mobile Smart Client Profile is the Smart Client for smart client devices and dual-mode phones. Enter "Standard Cisco Unified Mobile Communicator Profile" in this field to enable Cisco Unified Mobile Communicator. Leave it blank to disable it.
<b>Line Fields (Optional)</b>	
Directory Number	Enter the directory number, up to 24 digits and special characters, for the phone.
Route Partition	Enter a route partition to which the directory number belongs. <b>Note</b> The directory number can appear in more than one partition.
Display	Enter the text that you want to display on the called party phone display, such as the user name (John Smith) or phone location (Conference Room 1). <b>Note</b> If this field is left blank, the system uses the value that is entered in the Directory Number field. <b>Note</b> The default language specifies English.
Line Text Label	Enter text that identifies this directory number for a line/phone combination. <b>Note</b> The default language specifies English
Voice Mail Profile	Enter this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server that is configured for this phone.
Line Calling Search Space	Enter partitions that are searched for numbers that are called from this directory number. <b>Note</b> Changes cause an update of Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that use this directory number.

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
AAR Group	Enter the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.  Set AAR Group to <None> to prevent rerouting blocked calls.
Forward All CSS	Enter the calling search space to use when a call is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Secondary Calling Search Space for Forward All	Enter the secondary calling search space (CSS).
Forward All Destination	Enter the directory number to which all calls get forwarded.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy External CSS	Enter the calling search space to use when a call from an external number gets forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward Busy Internal CSS	Enter the calling search space to use when a call from an internal number gets forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward Busy Destination External	Enter the directory number to which a call that is coming from an external number gets forwarded when the line is in use.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy Destination Internal	Enter the directory number to which a call that is coming from an internal number gets forwarded when the line is in use.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Calling Search Space Forward No Answer External	Enter the calling search space to use when a call from an external number gets forwarded to the specified destination. The setting displays only if it is configured in the system.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward No Answer Internal CSS	Enter the calling search space to use when a call from an internal number gets forwarded to the specified destination. The setting displays only if it is configured in the system.  <b>Note</b> This setting applies to all devices that are using this directory number.

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Forward No Answer Destination External	Enter the directory number to which a call that is coming from an external number gets forwarded when the phone is not answered.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Answer Destination Internal	Enter the directory number to which a call that is coming from an internal number gets forwarded when the phone is not answered.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage External CSS	Enter the calling search space to use when a call from an external number gets forwarded to the specified destination. The setting displays only if it is configured in the system.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward No Coverage Internal CSS	Enter the calling search space to use when a call from an internal number gets forwarded to the specified destination. The setting displays only if it is configured in the system.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward No Coverage Destination External	Enter the directory number to which a call that is coming from an external number gets forwarded when the phone does not have coverage.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage Destination Internal	Enter the directory number to which a call that is coming from an internal number gets forwarded when the phone does not have coverage.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Calling Search Space Forward on Failure External/Internal	(CTI ports only) Enter the calling search space to use when a call from an internal or external call gets forwarded to the specified destination. The setting appears only if it is configured in the system.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward on Failure Destination External/Internal	(CTI ports only) Enter the directory number to which a call coming from an internal or an external number should get forwarded when a phone or CTI application fails.

**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Forward on CTI Failure Destination	<p>This setting specifies the directory number to which an internal nonconnected call gets forwarded when an application that controls that directory number fails. Use any dialable phone number, including an outside destination.</p> <p>When you enter a destination value for internal calls, the system automatically copies this value to the Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Destination field for external calls.</p>
Forward on CTI Failure Calling Search Space	<p>This setting applies to all devices that are using this directory number.</p> <p>When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
Call Pickup Group	Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 24 numbers and “X” characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>
Forward No Answer Ring Duration (CFNA)	Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.
Target Destination (MLPP)	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound (#), and asterisk (*).</p>
Calling Search Space (MLPP)	Enter the calling search space to associate with the alternate party target (destination) number.
No Answer Ring Duration (MLPP)	<p>Enter the time, seconds (between 4 and 30), after which an MLPP precedence call will be directed to this directory number’s alternate party if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.</p>

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Maximum Number of Calls	<p>You can configure up to 200 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls that are available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls. Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, be aware that all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>
Alerting Name	This name represents the name that displays during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name that is entered in the Display field.
Alerting Name ASCII	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
Auto Answer	<p>Enter one of the following options to activate the Auto Answer feature for this directory number:</p> <ul style="list-style-type: none"> <li>• Auto Answer Off &lt;Default&gt;</li> <li>• Auto Answer with Headset</li> <li>• Auto Answer with Speakerphone</li> </ul> <p><b>Note</b> Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with headset or Auto Answer with speakerphone.</p> <p>Do not configure Auto Answer for devices that have shared lines.</p>



**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Route Filter	<p>Enter a name in the Route Filter Name field. The name can contain up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure each route filter name is unique to the route plan.</p> <p><b>Note</b> Use concise and descriptive names for your route filters. The CompanynameLocationCalltype format usually provides enough detail and is short enough to enable you to quickly and easily identify a route filter. For example, CiscoDallasMetro identifies a route filter for toll free, inter-local access and transport area (LATA) calls from the Cisco office in Dallas.</p>
Dial Plan	Enter a dial plan; for example, North American Numbering Plan.
User Hold MOH Audio Source	Enter the audio source to use for music on hold (MOH) when a user initiates a hold action.
Line Network Hold MOH Audio Source	Enter the audio source to use for music on hold (MOH) when the network initiates a hold action.
Ring Setting (Phone Active)	<p>Enter the ring setting that is used when this phone has another active call on a different line. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use system default</li> <li>• Disable</li> <li>• Flash only</li> <li>• Ring once</li> <li>• Ring</li> <li>• Beep only</li> </ul>
Ring Setting (Phone Idle)	<p>Enter the ring setting for the line appearance when an incoming call is received and no other active calls exist on that device. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use system default</li> <li>• Disable</li> <li>• Flash only</li> <li>• Ring once</li> <li>• Ring</li> </ul>
E.164	<p>Enter the E.164 address that is registered with the gatekeeper.</p> <p><b>Note</b> Ensure the H.323 client is configured as a gatekeeper-controlled device.</p> <p><b>Note</b> You must enter a value in this field for a gatekeeper-controlled H.323 client. You can enter only numbers (0-9) and special characters # and * in this field.</p>
AAR Destination Mask	<b>This definition will be provided in the FCS version of Release 7.0(1) of Cisco Unified Communications Manager Administration.</b>

**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Forward Unregistered Internal Destination	<p>Enter the directory number to which an unregistered internal call is forwarded when the line is in use.</p> <p>This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>
Forward Unregistered Internal CSS	<p>Enter the calling search space to use when unregistered internal calls are forwarded to the specified destination.</p> <p>This setting applies to all devices that are using this directory number.</p>
Forward Unregistered External Destination	<p>Enter the directory number to which an external call is forwarded when the line is in use.</p> <p>This setting applies to any dialable external phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Unregistered External CSS	<p>Enter the calling search space to use when external calls are forwarded to the specified destination.</p> <p>This setting applies to all devices that are using this directory number.</p>
Audible Message Waiting Indicator Policy	<p>Use this field to configure an audible message waiting indicator policy. Enter one of the following options:</p> <ul style="list-style-type: none"> <li>• Off</li> <li>• On-When you enter this option, you will receive a stutter dial tone when you take the handset off hook.</li> <li>• Default-When you enter this option, the phone uses the default that was set at the system level.</li> </ul>
Call Pickup Group Audio Alert Setting (Phone Idle)	<p>This field determines the type of notification an incoming call sends to members of a call pickup group. If the called phone does not answer, the phones in the call pickup group that are idle will either hear a short ring (ring once) or hear nothing (disabled).</p> <ul style="list-style-type: none"> <li>• Use System Default-The value of this field gets determined by the setting of the Cisco CallManager service parameter Call Pickup Group Audio Alert Setting of Idle Station.</li> <li>• Disable-No alert is sent to members of the call pickup group.</li> <li>• Ring Once-A short ring is sent to members of the call pickup group.</li> </ul>
Call Pickup Group Audio Alert Setting (Phone Active)	<p>This field determines the type of notification an incoming call sends to members of a call pickup group. If the called phone does not answer, the phones in the call pickup group that are busy will either hear a beep (beep beep) or hear nothing (disabled).</p> <ul style="list-style-type: none"> <li>• Use System Default-The value of this field gets determined by the setting of the Cisco CallManager service parameter Call Pickup Group Audio Alert Setting of Busy Station.</li> <li>• Disable-No alert is sent to member of the call pickup group.</li> <li>• Beep Only-A beep beep is sent to members of the call pickup group.</li> </ul>

**Table 3-4 Phone Field Descriptions for the BAT Spreadsheet (continued)**

Field	Description
Call Recording Option	<p>This field determines the recording option on the line appearance of an agent. By default, the recording option specifies Call Recording Disabled.</p> <p>Enter one of the following options:</p> <ul style="list-style-type: none"> <li>• Call Recording Disabled-The calls that the agent makes on this line appearance are not recorded.</li> <li>• Automatic Call Recording Enabled-The calls that the agent makes on this line appearance are automatically recorded.</li> <li>• Application Invoked Call Recording Enabled-The calls that the agent makes on this line appearance are recorded if an application invokes calling recording.</li> </ul> <p>When the recording option is set to either Automatic Call Recording Enabled or Application Invoked Call Recording Enabled, the line appearance can be associated with a recording profile.</p> <p>When automatic recording is enabled, the application's recording requests get rejected.</p>
Recording Profile	<p>This field determines the recording profile on the line appearance of an agent.</p>
Monitoring Calling Search Space	<p>The monitoring calling search space of the supervisor line appearance must include the agent line or device partition to allow monitoring the agent.</p> <p>Enter the monitoring calling search space on the supervisor line appearance window.</p> <p>The default value specifies None.</p>
Forward All CSS Activation Policy	<p>Enter one of the following options:</p> <ul style="list-style-type: none"> <li>• Use System Default</li> <li>• With Configured CSS</li> </ul>
ASCII Line Text Label	<p>This field provides the same information as the <i>Line Text Label</i> field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the <i>ASCII Line Text Label</i> field.</p> <p>Setting applies only to the current device unless you check the check box at right (Update Shared Device Settings) and click the <b>Propagate Selected</b> button. (The check box at right displays only if other devices share this directory number.)</p>
<b>Interom Fields (Optional)</b>	

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Intercom Directory Number	<p>Enter a dialable phone number. Values can include numeric characters and route pattern wildcards and special characters except for (.) and (@).</p> <p>The directory number that you enter can appear in more than one partition.</p> <p>At the beginning of the directory number, enter \+ if you want to use the international escape character +. For this field, \+ does not represent a wildcard; instead, entering \+ represents a dialed digit.</p>
Intercom Route Partition	<p>Enter the partition to which the directory number belongs. Make sure that the directory number that you enter in the Intercom Directory Number field is unique within the partition that you choose.</p> <p><b>Note</b> The directory number can appear in more than one partition.</p>
Description	Enter a description of the directory number and route partition.
Alerting Name	<p>Enter a name that you want to display on the phone of the caller.</p> <p>This setting, which supports the Identification Services for the QSIG protocol, applies to shared and nonshared directory numbers.</p>
Alerting Name ASCII	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
<b>Intercom Directory Number Settings</b>	
Calling Search Space	Enter the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that are called from this directory number. The value that you choose applies to all devices that are using this directory number.
Intercom Presence Group	Enter a Presence Group for this directory number. The selected group specifies the devices, end users, and application users that can monitor this directory number.
Intercom Display	<p>Leave this field blank to have the system display the extension.</p> <p>Use a maximum of 30 alphanumeric characters. Typically, use the user name or the directory number (if using the directory number, the person receiving the call may not see the proper identity of the caller).</p>
Intercom ASCII Display	This field provides the same information as the <i>Display (Internal Caller ID)</i> field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the <i>ASCII Display (Internal Caller ID)</i> field.
Intercom Line Text Label	Use this field only if you do not want the intercom directory number to show on the line appearance. Enter text that identifies this directory number for a line/phone combination.
Intercom Line Text Label ASCII	This field provides the same information as the <i>Intercom Line Text Label</i> field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the <i>Intercom Line Text Label ASCII</i> field.

**Table 3-4** Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Intercom Speed Dial	Enter the number that you want the system to dial when the user presses the speed-dial button. You can enter digits 0 through 9, *, #, and +, which is the international escape character.
Intercom External Phone Number Mask	Enter the phone number (or mask) that is used to send Caller ID information when a call is placed from this line.  You can enter a maximum of 24 number, the international escape character +, and “X” characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.
Intercom Caller Name	Enter ‘T’ to enable the caller name to display upon call forward. Enter ‘F’ to disable it.
Intercom Caller Number	Enter ‘T’ to enable the caller number to display upon call forward. Enter ‘F’ to disable it.
Intercom Call Recording Option	Enter one of the following options: <ul style="list-style-type: none"> <li>• Call Recording Disabled—The calls that the agent makes on this line appearance are not recorded.</li> <li>• Automatic Call Recording Enabled—The calls that the agent makes on this line appearance are automatically recorded.</li> <li>• Application Invoked Call Recording Enabled—The calls that the agent makes on this line appearance are recorded if an application invokes calling recording.</li> </ul>
Intercom Recording Profile	Enter the recording profile on the line appearance of an agent.
Intercom Monitoring Calling Search Space	The monitoring calling search space of the supervisor line appearance must include the agent line or device partition to allow monitoring the agent.  Enter an existing calling search space.  The default value specifies None.
Auto Answer	Enter one of the following options to activate the auto answer feature for this directory number: <ul style="list-style-type: none"> <li>• Auto Answer Off &lt;Default&gt;</li> <li>• Auto Answer with Headset</li> <li>• Auto Answer with Speakerphone</li> </ul> <p><b>Note</b> Do not configure auto answer for devices that have shared lines.</p>

**Note**

To complete the procedure, go to the [“Using the BAT Spreadsheet to Create a CSV Data File for Phones” section on page 3-46.](#)

## Related Topics

- [Adding Phones, page 3-1](#)
- [Using BAT Phone Templates, page 3-2](#)
- [Creating a New BAT Phone Template, page 3-4](#)
- [Adding or Updating Lines in a BAT Template, page 3-4](#)
- [Adding or Updating IP Services in a BAT Template, page 3-5](#)
- [Adding or Updating Speed Dials in a BAT Template, page 3-6](#)
- [Modifying BAT Phone Templates, page 3-8](#)
- [Copying a BAT Phone Template, page 3-9](#)
- [Deleting Templates, page 3-10](#)
- [Field Descriptions for a BAT Phone Template, page 3-10](#)
- [Using the BAT Spreadsheet to Create a CSV Data File for Phones, page 3-46](#)
- [Field Descriptions for Phones in the BAT Spreadsheet, page 3-49](#)



## CHAPTER 4

# Phone File Format

---

The following topics provide information about configuring file formats for CSV data files that are created by using a text editor.

- [Using a Text Editor to Create the CSV Data File for Phones, page 4-1](#)
- [Finding a Phone File Format, page 4-2](#)
- [Configuring a Phone File Format, page 4-2](#)
- [Associating the File Format with the CSV Data File, page 4-5](#)
- [Creating a Text-Based CSV File for Phones, page A-1](#)

## Using a Text Editor to Create the CSV Data File for Phones

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for phones, see the [“Creating a Text-Based CSV File for Phones” section on page A-1](#).

Use one of these file format options to identify the device and line fields within the CSV data file:

- **Default Phone**—Contains a predetermined set of phone device and line fields.
- **Simple Phone**—Contains basic device and line fields for phones.
- **Custom**—Contains device and line fields that you choose and order yourself.

You cannot modify or delete the Simple Phone or Default Phone file formats.



### Note

When you use the Cisco Unified Communications Manager Bulk Administration (BAT) spreadsheet to create the CSV data file, you can create the file format within the spreadsheet. When you use a text editor to create the CSV data file, you need to create a file format or use the simple or default file format. You enter the values in the text-based file in the same order as specified in the file format.


### Additional Information

See the [“Related Topics” section on page 4-6](#)

# Finding a Phone File Format

Use the following procedure to find a phone file format.:

## Procedure

- 
- Step 1** Choose **Bulk Administration > Phones > Phone File Format > Create File Format**.  
The Find and List Phone File Formats window displays.
- Step 2** From the Find Phone File Format where Format Name drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - is exactly
  - ends with
  - is empty
  - is not empty
- Step 3** Specify the appropriate search text, if applicable, and click **Find**.
-  **Tip** To find all phone formats, click **Find** without entering any search text.
- 
- Step 4** To further define your query and to add multiple filters, check the Search Within Results check box and choose **AND** or **OR** from the drop-down box, and repeat steps 2 and 3.
- Step 5** From the list of records, click the file format name that matches your search criteria.  
The Phone File Format Configuration window displays.
- 

## Additional Information

See the [“Related Topics” section on page 4-6](#)

# Configuring a Phone File Format

Use the following topics to create, copy, modify, or delete a phone file format:

- [Creating a File Format, page 4-2](#)
- [Copying a File Format, page 4-3](#)
- [Modifying a File Format, page 4-4](#)
- [Deleting a File Format, page 4-5](#)

## Creating a File Format

To create your file format for the text-based CSV data file, use the following procedure.



### Procedure

- 
- Step 1** Choose **Bulk Administration > Phones > Phone File Format > Create File Format**.
- Step 2** Click **Add New**. The Phone File Format Configuration window displays.
- Step 3** In the Format Name field, enter a name for this custom format.
- Step 4** Under Device Fields, choose the device field names that you want to define for each phone. In the Device Field box, click a device field name and click the arrow to move the field to the Selected Device Fields box.

A CSV data file must include MAC Address/Device Name and Description; therefore, these fields always remain selected.



#### Tip

You can select several random field names in the list by holding down the Ctrl key and then clicking the arrow to select them together. You can select a range of items by using the Shift key.

- 
- Step 5** Click line field names in the Line Field box and click the arrow to move the fields to the Selected Line Fields box.
- Step 6** Click the intercom DN field names in the Intercom DN Fields box and click the arrow to move the fields to the Selected Intercom DN Fields Order box.



#### Tip

You can change the order of the items in the Selected Line Fields, Selected Device Fields, and Selected Intercom DN Fields Order boxes. Select an item and then use the up arrow to move the field closer to the beginning of the list or the down arrow to move it to the end of the list.

- 
- Step 7** In the IP Phone Services Maximums area, enter the maximum values for the following fields:
- Maximum Number of Speed Dials
  - Maximum Number of IP Phone Services
  - Maximum Number of IP Phone Service Parameters
- Step 8** To save your custom file format, click **Save**. The name of the file format displays in the File Format Names list in the Find and List Phone File Formats window.
- 

### Additional Topics

See the [“Related Topics” section on page 4-6](#).

## Copying a File Format

To copy an existing format for the CSV data file, use the following procedure.

### Procedure

- 
- Step 1** Find the phone file format that you want to copy by using [“Finding a Phone File Format” section on page 4-2](#).

**Step 2** In the Search Results area, choose a file format that you want to copy. The Phone File Format Configuration window displays.

**Step 3** To make a copy of the chosen file format, click **Copy**.



**Note** To copy the file format, you can also click the corresponding Copy icon in the Find and List Phone File Formats window.

**Step 4** In the Format Name field, enter a new name for the copied format.

**Step 5** Modify the copied format by using one of these methods:

- Add new fields by choosing them from the Device Fields, Line Fields, or Intercom DN Fields box and then clicking the arrow to move the chosen fields into the Selected Device Field, Selected Line Fields, or Selected Intercom DN Fields Order box.
- Remove selected fields by choosing them from the Selected Device Fields, Selected Line Fields, or Selected Intercom DN Fields Order box and then clicking the arrow to move the chosen fields into the Device Field, Line Fields, or Intercom DN box.
- Change the order of the fields by choosing a field name in the Selected Device Fields, Selected Line Fields, or Selected Intercom DN Fields Order box and using the up or down arrow to change its location.

**Step 6** After making your changes, click **Save** to save the copied file format with changes in the list.

#### Additional Topics

See the [“Related Topics” section on page 4-6](#).

## Modifying a File Format

To modify an existing file format for the CSV data file, use the following procedure. You can modify custom formats only.

#### Procedure

**Step 1** Find the phone file format that you want to copy by using [“Finding a Phone File Format” section on page 4-2](#).

**Step 2** In the Search Results area, choose a file format that you want to modify. The Phone File Format Configuration window displays.

**Step 3** Modify the copied format by using one of these methods:

- Add new fields by choosing them from the Device Fields, Line Fields, or Intercom DN Fields box. Then, click the arrow to move the chosen fields into the Selected Device Field, Selected Line Fields, or Selected Intercom DN Fields Order box.
- Remove fields by choosing them from the Selected Device Fields, Selected Line Fields, or Selected Intercom DN Fields Order box and then clicking the arrow to move the selected fields into the Device Field, Line Fields, or Intercom DN Fields box.



**Note** You cannot remove the required fields: Number of lines, MAC address, and description.

- Change the order of the fields by choosing a field name in the Selected Device Fields Order, Selected Line Fields Order, or Selected Intercom DN Fields Order box and using the up or down arrow to change its location.

**Step 4** After making your changes, click **Save** to save the changes to the file format.

---

#### Additional Topics

See the [“Related Topics” section on page 4-6](#).

## Deleting a File Format

To delete an existing file format for the CSV data file, use the following procedure. You can delete only custom formats.

#### Procedure

---

- Step 1** Find the phone file format that you want to copy by using [“Finding a Phone File Format” section on page 4-2](#).
- Step 2** In the Search Results area, verify that this is the file(s) that you want to delete.
- Step 3** To remove the file format(s) from the list, click **Delete Selected**. A message asks you to confirm that you want to delete the file format(s). Click **OK** to continue. The system removes the file format(s) name from the list.



**Note** Make sure to browse the entire list of displayed results before clicking **Delete Selected**.

---

#### Additional Topics

See the [“Related Topics” section on page 4-6](#).

## Associating the File Format with the CSV Data File

When you used a text editor to create the CSV data file, you created a file format for entering values in the text-based file. You entered values in the text file in the order that the file format specified.

After the CSV data file is completed, you need to associate the file format with the text-based CSV data file. After associating the file format with the CSV file, the names for each field display as the first record in the CSV data file. You can use this information to verify that you entered the values for each field in the correct order.

To add the file format with the text-based CSV data file, use the following procedure.

#### Procedure

---

- Step 1** Choose **Bulk Administration > Phones > Phone File Format > Add File Format**. Add File Format window displays.

- Step 2** In the File Name field, choose the text-based CSV file that you created for this transaction.
- Step 3** In the File Format Name field, choose the file format that you created for this type of bulk transaction.
- Step 4** To create a job for associating the matching file format with the CSV data file, click **Submit**.
- Step 5** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- 

**Additional Topics**

See the [“Related Topics”](#) section on page 4-6.

## Related Topics

- [Using a Text Editor to Create the CSV Data File for Phones, page 4-1](#)
- [Finding a Phone File Format, page 4-2](#)
- [Configuring a Phone File Format, page 4-2](#)
- [Associating the File Format with the CSV Data File, page 4-5](#)
- [Creating a Text-Based CSV File for Phones, page A-1](#)



## CHAPTER 5

# Validating Phone Records

---

When you choose Validate Phones, the system runs a validation routine to check that the CSV data file and Cisco Unified Communications Manager Bulk Administration (BAT) phone template have populated all required fields, such as device pool and locations. The validation also checks for discrepancies with the first node database.

### Before You Begin

- You must have a BAT phone template for the devices that you are adding. You can use a master phone template with multiple lines to add phones that have a single line or several lines. See the [“Master Phone Templates” section on page 1-5](#) for more information.
- You must have a data file in comma separated variable (CSV) format that contains the unique details for the phones or other IP telephony devices.

## Validating CSV Data File Phone Records

To validate your CSV data file phone records, use the following procedure.

### Procedure

---

- Step 1** Choose **Bulk Administration > Phones > Validate Phones**.  
The Validate Phones Configuration window displays.
- Step 2** To validate phone records that use a customized file format, click Validate Phones Specific Details radio button and continue with Steps 4 and 5.
- Step 3** To validate phone records from an exported phones file that was generated by using the All Details option, click Validate Phones All Details radio button.
- Step 4** In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction.
- Step 5** For the Specific Details option, in the Phone Template Name drop-down list box, choose the BAT phone template that you created for this type of bulk transaction.
- Step 6** To verify the chosen CSV data file with the first node database, click **Submit**.
- Step 7** The job gets submitted and gets executed immediately.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#).

---

**Additional Topics**

See the [“Related Topics” section on page 5-2](#).

## Related Topics

- [Validating CSV Data File Phone Records, page 5-1](#)
- [Phone Template](#)
- [Phone File Format](#)



## CHAPTER 6

# Inserting Phones

---

To add phones, Cisco VGC Phones, CTI ports, or H.323 clients into the Cisco Unified Communications Manager database, use the following procedure.

### Before You Begin

- You must have a Cisco Unified Communications Manager Bulk Administration (BAT) phone template for the devices that you are adding.
- You must have a data file in comma separated value (CSV) format that contains the unique details for the phones or other IP telephony devices.
- Upload the data files by choosing the relevant target and function for the transaction.
- Before you insert phones, validate the phone records.

### Additional Topics

See the [“Related Topics” section on page 6-2](#)

## Inserting Phones into Cisco Unified Communications Manager

Use the following procedure to insert phones into Cisco Unified Communications Manager

### Procedure

---

- Step 1** Choose **Bulk Administration > Phones > Insert Phones**.  
The Phone Insert Configuration window displays.
- Step 2** To insert phone records that use a customized file format, click Insert Phones Specific Details radio button and continue with Steps [4](#) and [6](#).
- Step 3** To insert phone records from an exported Phones file that was generated by using the All Details option, click Insert phones All Details radio button.
- Step 4** In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction. To allow updating the phone with the custom file that you chose, check the Allow Update Phone with Custom File check box.
- Step 5** Checking the **Override the existing Configuration** check box overwrites the existing phone settings with the information that is contained in the file that you want to insert.  
The following check boxes get enabled for selection after you have checked the Override the existing configuration check box.

- Delete all existing Speed Dials before adding new Speed Dials
- Delete all existing BLF Speed Dials before adding new BLF Speed Dials.
- Delete all existing Subscribed Services before adding new Services.



**Note** Check the check box(es) to delete all existing Speed Dials, BLF Speed Dials, or Subscribed Services records and add new records. Leave the check box(es) clear if you want to append these to existing records.

**Step 6** For the Specific Details option, in the Phone Template Name drop-down list box, choose the BAT phone template that you created for this type of bulk transaction.

If you did not enter individual MAC addresses in the CSV data file, you must check the **Create Dummy MAC Address** check box. If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of dummy MAC addresses.

This field automatically generates dummy MAC addresses in the following format:  
XXXXXXXXXXXX

where X represents any 12-character, hexadecimal (0-9 and A-F) number.

- If you do not know the MAC address of the phone that will be assigned to the user, choose this option. When the phone is plugged in, a MAC address registers for that device.
- If you supplied MAC addresses or device names in the data input file, do not choose this option.

You can update the phones or devices later with the correct MAC address by manually entering this information into Cisco Unified Communications Manager Administration or by using Unified CM Auto-Register Phone Tool. See the [“Introducing TAPS” section on page 64-1](#) for more information about Unified CM Auto-Register Phone Tool. Skip to [Step 9](#).

**Step 7** In the Job Information area, enter the Job description.

**Step 8** To insert the phone records immediately, click the Run Immediately radio button. Click Run Later to insert the phone records at a later time.

**Step 9** to create a job for inserting the phone records, click **Submit**.

**Step 10** To schedule and/or activate this job, use the Job Configuration window.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#).

---

### Additional Topics

See the [“Related Topics” section on page 6-2](#)

## Related Topics

- [Phone Template](#)
- [Phone File Format](#)
- [Uploading and Downloading Files](#)
- [Validating Phone Records](#)





## CHAPTER 7

# Updating Phones

---

To update phone settings, such as changing or adding the device pool or calling search space for a group of similar phones, use the Update Phones option. You can locate the existing phone records by these two methods:

- [Using Query to Update Phones, page 7-1](#)
- [Using a Custom File to Update Phones, page 7-2](#)

## Using Query to Update Phones

To create a query to locate phones to update, use the following procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration > Phones > Update Phones > Query**.

The Update Phones Query window displays.



**Note** You can update all phones by not specifying a query and clicking **Find**. Skip to the [“Choosing the Update Parameters”](#) section on page 7-3.

---

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

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Device Type
- Call Pickup Group
- LSC Status
- Authentication String
- Location
- Phone Load Name

- Device Protocol
- Security Profile

From the second Find Phone where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable.



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

**Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat Steps 2 and 3.

**Step 5** Click **Find**.

A list of discovered phones displays.

The Update Phones window displays the details of the phones that you choose.

---

To complete the procedure for updating phones, continue to the [“Choosing the Update Parameters” section on page 7-3](#).

## Using a Custom File to Update Phones

To create a custom file to search for phones to update, use the following procedure.

### Before You Begin

1. Identify the devices that you need to update.
2. Create a text file that lists one of these options on a separate line
  - MAC addresses and device names
  - Directory numbers



**Note** You can have MAC addresses and device names in the same custom file, but ensure that directory numbers are in a separate custom file.

3. Upload the text file to the Cisco Unified Communications Manager server. See the [“Uploading a File” section on page 2-3](#).

To update phones by using a list of phones in a custom file, use the following procedure.

### Procedure

- 
- Step 1** Choose **Bulk Administration > Phones > Update Phones > Use Custom File**.  
The Update Phones Custom Configuration window displays.
- Step 2** In the Update Phones where drop-down list box, choose the type of custom file that you have created from the following criteria:
- Device Name (includes MAC addresses)
  - Directory Number
  - Description
- Step 3** In the list of custom files, choose the filename of the custom file for this update.
- Step 4** Click **Find**.  
If the query results are not what you expected, you can change the custom file selections.
- 

To complete the procedure for updating phones, continue to the [“Choosing the Update Parameters” section on page 7-3](#).

## Choosing the Update Parameters

After you have defined the query or custom file to search for phones, use this procedure to choose parameters and define values for updating phones.

### Procedure

- 
- Step 1** In the Update Phones Query window, click **Next**. The Update Phones shows the type of query that you chose. If you want to change the type of query, click **Back**.
- Step 2** Choose the “Logout Users before Update” check box to log out the users prior to the update. You can also use this option to bulk log out users if no fields are chosen.
- Step 3** Specify the setting that you want to update for all the records that you have defined in your query or custom file. You can choose multiple parameters to update. See the [“Field Descriptions for Updating Phones” section on page 7-4](#) for descriptions of parameters.
- Step 4** In the Value field for the checked parameter, enter the new value or choose a value from the list box.
- Step 5** In the Reset/Restart Phones area, check one of the following choices:
- **Don’t Reset/Restart phones**—To reset/restart devices at a later time.
  - **Reset phones**—To reset (power-cycle) the phones
  - **Restart phones**—To reset phones without power-cycling
- Step 6** Update the required phone parameters. See [Table 7-1](#) lists the field descriptions for updating phones.
- Step 7** To create a job for updating the records, click **Submit**.
- Step 8** Use the Job Scheduler option in the Bulk Administration main menu to schedule and activate this job.  
For more information on Jobs, see [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#)

#### Additional Topics

See the [“Related Topics” section on page 7-17](#).

## Field Descriptions for Updating Phones

[Table 7-1](#) provides descriptions for all possible fields that display when you are updating phones. Some device types do not require all the phone settings. For related procedures, see the [“Related Topics” section on page 7-17](#).

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

**Table 7-1** *Field Descriptions for Update Phones*

Field	Description
Description	Enter a description that makes the device easy to recognize.
Device Pool	Choose the device pool to which this group of phones/ports should belong.  A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco Unified Communications Manager group, and calling search space for auto-registration.
Common Device Configuration	Choose the common device configuration to which you want this phone assigned. The common device configuration includes the attributes (services or features) that are associated with a particular user. Configure Common device configurations in the Common Device Configuration window. See Common Device Configuration for more information.  To see the common device configuration settings, click the View Details link.
Phone Button Template	Choose the appropriate phone button template. The phone button template determines the configuration of buttons on a phone and identifies which feature (line, speed dial, and so on) is used for each button.  Cisco Unified Communications Manager does not make this field available for H.323 clients or CTI ports.
Softkey Template	Choose the softkey template to be used for all phones in this group.
Common Phone Profile	From the drop-down list box, choose a common phone profile from the list of available common phone profiles.

**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
Calling Search Space	<p>Choose the calling search space to which this group of phones/ports should belong.</p> <p>A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.</p>
AAR Calling Search Space	<p>Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.</p>
Media Resource Group List	<p>Choose the media resource group list (MRGL) to which this group of phones/ports should belong.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources among the available ones according to the priority order that is defined in the MRGL.</p>
User Hold MOH Audio Source	<p>Choose the user-hold audio source for this group of phones or ports.</p> <p>The user-hold audio source plays music when a user places a call on hold.</p>
Network Hold MOH Audio Source	<p>Choose the network hold audio source that this group of IP phones or CTI ports should use.</p> <p>The network-hold audio source plays music when the system places a call on hold, such as when the user transfers or parks a call.</p>
Location	<p>Choose the location to which this group of phones/ports should belong.</p> <p>A location indicates the remote location that is accessed by using restricted bandwidth connections.</p>
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. If no AAR group is specified, Cisco Unified Communications Manager uses the AAR group that is associated with Device Pool or Line.</p>
User Locale	<p>Choose the country and language set that you want to associate with this user.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco Unified Communications Manager user windows and phones.</p>

**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
Network Locale	<p>Choose the network locale that you want to associate with this user.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when they are communicating with the PSTN and other networks in a specific geographical area.</p>
Built in Bridge	<p>Enable or disable the built-in conference bridge for the barge feature by using the Built In Bridge drop-down list box (choose <i>On</i>, <i>Off</i>, or <i>Default</i>).</p> <p>For more configuration information, refer to the Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Privacy	<p>For each phone that wants Privacy, choose <i>On</i> in the Privacy drop-down list box.</p> <p>For more configuration information, refer to Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Device Mobility Mode	<p>From the drop-down list box, turn the device mobility feature on or off for this device or choose Default to use the default device mobility mode.</p> <p>Click View Current Device Mobility Settings to display the current values of these device mobility parameters:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager Group</li> <li>• Roaming Device Pool</li> <li>• Location</li> <li>• Region</li> <li>• Network Locale</li> <li>• AAR Group</li> <li>• AAR Calling Search Space</li> <li>• Device Calling Search Space</li> <li>• Media Resource Group List</li> <li>• SRST</li> </ul> <p><b>Tip</b> For more configuration information, refer to Device Mobility in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Mobility User ID	<p>From the drop-down list box, choose the user ID of the person to whom this dual-mode phone is assigned.</p> <p><b>Note</b> Be aware that the Mobility User ID configuration is used for Mobile Connect and Mobile Voice Access for dual mode phones.</p> <p><b>Note</b> The Owner User ID and Mobility User ID can differ.</p>

**Table 7-1** *Field Descriptions for Update Phones (continued)*

Field	Description
Owner User ID	Enter a user ID for the primary phone user.
Phone Personalization	<p>From the drop-down list box, enable or disable the Cisco Unified Phone Designer feature for this device or choose Default to use the phone personalization that is set in the Common Phone Profile.</p> <ul style="list-style-type: none"> <li>Disabled—None of the Cisco Unified Phone Application Suite features get activated.</li> <li>Enabled—This setting accepts a personalized background image file, which is used for the phone screen; it accepts a preview image file for temporary display; and it accepts a personalized tone file, so the default ring tone can be personalized.</li> <li>Default—Use the phone personalization setting that is in the Common Phone Profile.</li> </ul>
Services Provisioning	<p>From the drop-down list box, choose the Services Provisioning setting that you want to use from the following values:</p> <ul style="list-style-type: none"> <li>Internal</li> <li>External URLs</li> <li>Both</li> <li>Default: Internal</li> </ul> <p>This parameter controls whether the phone uses the services provisioned from the configuration file (Internal), services received from the Services URLs (External URLs), or both. The External URLs option provides backward compatibility with third party provisioning servers. The Both option allows users to subscribe to the services specified in the configuration file while also appending services from an external provisioning server.</p> <p>This is a required field.</p>
Phone Load Name	<p>Enter the custom phone load, if applicable.</p> <p><b>Note</b> Any value that is entered in this field overrides the default value for the chosen model and specifies the custom software for a Cisco Unified IP Phone.</p>

**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
Single Button Barge	<p>From the drop-down list box, enable or disable the Single Button Barge/cBarge feature for this device or choose Default to use the service parameter setting.</p> <ul style="list-style-type: none"><li>• Off—This setting disables the Single Button Barge/cBarge feature; however, the regular Barge or cBarge features will still work.</li><li>• Barge—This setting enables the Single Button Barge feature.</li><li>• cBarge—This setting enables the Single Button cBarge feature.</li><li>• Default—This setting uses the Single Button Barge/cBarge setting that is in the service parameter.</li></ul> <p><b>Tip</b> For more configuration information, refer to Barge and Privacy in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Join Across Lines	<p>From the drop-down list box, enable or disable the Join Across Lines feature for this device or choose Default to use the service parameter setting.</p> <ul style="list-style-type: none"><li>• Off—This setting disables the Join Across Lines feature.</li><li>• On—This setting enables the Join Across Lines feature.</li><li>• Default—This setting uses the Join Across Lines setting that is in the service parameter.</li></ul>



**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
Use Trusted Relay Point	<p>From the drop-down list box, enable or disable whether Cisco Unified Communications Manager inserts a trusted relay point (TRP) device with this media endpoint. Choose one of the following values:</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—If you choose this value, the device uses the Use Trusted Relay Point setting from the common device configuration with which this device associates.</li> <li>• <b>Off</b>—Choose this value to disable the use of a TRP with this device. This setting overrides the Use Trusted Relay Point setting in the common device configuration with which this device associates.</li> <li>• <b>On</b>—Choose this value to enable the use of a TRP with this device. This setting overrides the Use Trusted Relay Point setting in the common device configuration with which this device associates.</li> </ul> <p>A Trusted Relay Point (TRP) device designates an MTP or transcoder device that is labeled as Trusted Relay Point.</p> <p>Cisco Unified Communications Manager places the TRP closest to the associated endpoint device if more than one resource is needed for the endpoint (for example, a transcoder or RSVPAgent).</p> <p>If both TRP and MTP are required for the endpoint, TRP gets used as the required MTP.</p> <p><b>Tip</b>      See TRP Insertion Requirements in the <i>Cisco Unified Communications Manager System Guide</i> for details of call behavior.</p>
Calling Party Transformation CSS	<p>This setting allows you to localize the calling party number on the device. Make sure that the Calling Party Transformation CSS that you choose contains the calling party transformation pattern that you want to assign to this device.</p> <p>The device takes on the attributes of the Calling Party Transformation Pattern when you assign the pattern to a partition where the Calling Party Transformation CSS exists.</p> <p><b>Tip</b>      For more configuration information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Table 7-1** *Field Descriptions for Update Phones (continued)*

Field	Description
BLF Audible Alert Setting (Phone Idle)	<p>From the drop-down list box, choose the BLF Audible Alert setting that you want to use from the following values:</p> <ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> <li>• Default</li> </ul> <p>This parameter provides an audible alert in addition to a visual alert on a phone that is currently idle when a call comes in to one of the lines that is monitored by way of a busy line field (BLF) button.</p> <p>This is a required field.</p>
BLF Audible Alert Setting (Phone Busy)	<p>This parameter provides an audible alert in addition to a visual alert on a phone that is currently in use when a call comes in to one of the lines that is monitored by way of a busy line field (BLF) button.</p> <p>From the drop-down list box, choose the BLF Audible Alert setting that you want to use from the following values:</p> <ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> <li>• Default</li> </ul> <p>This is a required field.</p>
Use Device Pool Calling Party Transformation CSS	To use the Calling Party Transformation CSS that is configured in the device pool that is assigned to this device, check this check box. If you do not check this check box, the device uses the Calling Party Transformation CSS that you configured in the device configuration window.
Ignore Presentation Indicators	Check this check box if the system must ignore presentation indicators.
Retry Video Call as Audio	Check this check box to retry a video call as an audio call.
Allow Control of Device from CTI	<p>Check this check box to allow CTI to control and monitor this device.</p> <p>If the associated directory number specifies a shared line, the check box should remain enabled as long as at least one associated device specifies a combination of device type and protocol that CTI supports.</p>
Logged into Hunt Group	<p>This check box, which gets checked by default for all phones, indicates that the phone is currently logged in to a hunt list (group). When the phone gets added to a hunt list, the administrator can log the user in or out by checking (and unchecking) this check box.</p> <p>Users use the softkey on the phone to log their phone in or out of the hunt list.</p>

**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
Remote Device	<p>If you are experiencing delayed connect times over SCCP to remote sites, check the Remote Device check box in the Phone Configuration window. Checking this check box tells Cisco Unified Communications Manager to allocate a buffer for the phone device when it registers and to bundle SCCP messages to the phone.</p> <p><b>Note</b> Because this feature consumes resources, be sure to check this check box only when you are experiencing signaling delays for phones that run SCCP. Most users do not require this option.</p>
Protected Device	<p>Check this check box to designate a phone as "protected." This enables the phone to play a two-second tone notifying the user when a call is both encrypted and both phones are configured as protected devices. The tone plays for both parties when the call is answered. The tone does not play unless both phones are "protected" and the call occurs over encrypted media.</p> <p><b>Tip</b> For a detailed description of the secure-tone feature and the configuration requirements, see the <i>Cisco Unity Connection System Administration Guide</i>.</p>
<b>Protocol Specific Information</b>	
Packet Capture Mode	<p>From the drop-down list box, choose the mode that you want to set for signal packet capture:</p> <p>None—Choose None if you do not want to specify a mode.</p> <p>Real-Time Mode—Use this mode for real-time signal packet capture.</p> <p>Batch Processing Mode—Use this mode for batch processing signal packet capture mode.</p>
Packet Capture Duration	Enter the time for packet capture in minutes. You can enter a maximum duration of 300 minutes. The default duration specifies 60 minutes.
Presence Group	<p>Used with the Presence feature, the phones that is running SIP or SCCP serves as a watcher because it requests status about the presence entity, for example, directory number, that is configured as a BLF speed dial button on the phone.</p> <p>If you want the phone to receive the status of the presence entity, choose a Presence Group that is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window.</p> <p><b>Tip</b> For more information on the presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
Device Security Profile	<p>For phones that run SCCP and SIP, choose the security profile that you want to apply to the device.</p> <p>All phones require that you apply a security profile. If the phone does not support security, choose a nonsecure profile.</p> <p><b>Tip</b>      The CAPF settings that are configured in the profile relate to the Certificate Authority Proxy Function settings that display in the Phone Configuration window. If you want to manage manufacture-installed certificates (MICs) or locally significant certificates (LSC), you must configure the CAPF settings in the profile and in the Phone Configuration window.</p>
SUBSCRIBE Calling Search Space	<p>Used with the Presence feature, the SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager routes the subscription requests that come from the phone. From the drop-down list box, choose the calling search space that you want to use for this purpose.</p> <p><b>Tip</b>      For more information on the presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Outbound Call Rollover	<p>From the drop-down list box, choose the rollover option that you want to use for outbound calls.</p> <p>No Rollover—Choose this option to Switch off the rollover feature. Conference and transfer will not work in this mode.</p> <p>Rollover within the same DN—Choose this option to use rollover within the same DN. Conferences and call transfers complete by using the same directory number (on different lines).</p> <p>Rollover to any line—Choose this option to roll over to any line. Conferences and call transfers complete by using a different directory number and line than the original call.</p>
Unattended Port	Check this check box to indicate an unattended port on this device.
Require DTMF Reception	For phones that run SIP and SCCP, check this check box to require DTMF reception for this phone.
<b>External Data Locations Information</b>	
Information	Enter the help text URL for the information button .
Directory	Enter the URL of the directory server.
Messages	Enter the voice-messaging access pilot number.
Services	Enter the URL for the services menu.

**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
Authentication Server	<p>Enter the URL that the phone uses to validate requests that are made to the phones web server. If you do not provide an authentication URL, the advanced features on Cisco Unified IP Phones that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco Unified IP Phone User Options window that was configured during installation.</p>
Proxy Server	<p>Enter the host and port (for example, proxy.cisco.com:80) that are used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>Leave this field blank to accept the default setting.</p>
Idle	Enter the URL to display on the Cisco Unified IP Phone screen when the phone has not been used for the time that is specified in the Idle Time field. For example, you can display a logo on the screen when the phone has not been used for 5 minutes. Leave this field blank to use the default value.
Idle Timer	Enter the seconds that you want to elapse before the phone displays the URL that is specified in the Idle field. Leave this field blank to use the default value.
<b>Extension Information</b>	
Enable Extension Mobility	<p>Check this check box to enable extension mobility.</p> <p>Choose 0-Off if you want to disable this feature or choose 1-On to enable this feature.</p> <p>Extension mobility allows a user to log in and out of a Cisco Unified IP Phone. Refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> for more information about extension mobility.</p>
IP Services1	Use Cisco Unified Communications Manager Administration to choose any services that have been configured.
IP Services2	<p>Use Cisco Unified Communications Manager Administration to choose any services that have been configured.</p> <p>Using Cisco Unified Communications Manager Bulk Administration (BAT), you cannot update more than two IP services in one transaction.</p>
<b>Certification Authority Proxy Function (CAPF) Information</b> (These parameters display only for devices with the capability to support authentication or encryption.)	

**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
Certificate Operation	<p>From the drop-down list box, choose the Certification Operation that you want to perform from the following options:</p> <ul style="list-style-type: none"> <li>• <b>No Pending Operation</b>—No pending Certification Operation lists exist for this device. Choosing this option disables the remaining CAPF fields.</li> <li>• <b>Install/Upgrade</b>—Install or upgrade a Certification Operation.</li> <li>• <b>Delete</b>—Delete a Certification Operation</li> <li>• <b>Troubleshoot</b>—Troubleshoot a Certification Operation.</li> </ul>
Generate Unique Authentication String for Each Device	Check this check box if you want a unique authentication string to be generated for each device.
Authentication String	If Authentication Mode is By Authentication String, enter the Authentication String. Alternately, to get a system-generated string, click <b>Generate String</b> .
Operation Completes By	Enter the date by which the Certification Operation will complete. The date format specifies YYYY: MM: DD: HH. The default completion date specifies 10 days from the current system date.
<b>MultiLevel Precedence and Preemption (MLPP) Information</b>	
MLPP Indication	<p>If available, this setting specifies whether a device that is capable of playing precedence tones will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—This device inherits its MLPP indication setting from its device pool.</li> <li>• <b>Off</b>—This device does not send indication of an MLPP precedence call.</li> <li>• <b>On</b>—This device does send indication of an MLPP precedence call.</li> </ul> <p><b>Note</b> Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>

**Table 7-1**      **Field Descriptions for Update Phones (continued)**

Field	Description
MLPP Preemption	<p>If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> <li>• Default—This device inherits its MLPP preemption setting from its device pool.</li> <li>• Disabled—This device does not preempt calls in progress when it places an MLPP precedence call.</li> <li>• Forceful—This device preempts calls in progress when it places an MLPP precedence call.</li> </ul> <p><b>Note</b> Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>
MLPP Domain (e.g., "0000FF")	Enter a hexadecimal value for the MLPP domain that is associated with this device. Ensure that this value is blank or a value between 0 and FFFFFFFF.
<b>Do Not Disturb (DND)</b>	
Do Not Disturb	If you want to enable the DND feature, check this check box.
DND Option	<p>From the drop-down list box, choose a DND option from the following options:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Ringer Off</li> <li>• Call Reject</li> <li>• Use Common Phone Profile Setting</li> </ul>
DND Incoming Call Alert	<p>From the drop-down list box, choose one of the following options:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Disable</li> <li>• Flash Only</li> <li>• Beep Only</li> </ul>
<b>Secure Shell Information</b>	
Secure Shell User	Enter a user ID for the secure shell user. If the phone that you are configuring does not support secure shell access, this field does not display. Cisco Technical Assistance Center (TAC) uses secure shell for troubleshooting. Contact TAC for further assistance.
Secure Shell Password	Enter the password for a secure shell user. If the phone that you are configuring does not support secure shell access, this field does not display. Contact TAC for further assistance.
<b>Assign IP Phone Services</b>	

**Table 7-1** *Field Descriptions for Update Phones (continued)*

Field	Description
Add All Services From This Template	<p>From the drop-down list box, choose the template that contains list of services with which you want to update the phones.</p> <p>You can click the <b>Edit IP Phone Service</b> link to update the subscribed Cisco Unified IP Phones services on the template.</p>
Remove Duplicate	Check this check box to remove duplicate IP phone services. If you check this check box, the system removes the duplicate service subscriptions from phones and user device profiles. The IP system deletes services based on the IP service name.
<b>Product Specific Information</b>	
Device Security Mode	<p>From the drop-down list box, choose the mode that you want to set for the device:</p> <p>Use System Default—The phone uses the value that you specified for the enterprise parameter, Device Security Mode.</p> <p>Non-secure—No security features exist for the phone. A TCP connection opens to Cisco Unified Communications Manager.</p> <p>Authenticated—Cisco Unified Communications Manager provides integrity and authentication for the phone. A TLS connection that uses NULL/SHA opens.</p> <p>Encrypted—Cisco Unified Communications Manager provides integrity, authentication, and encryption for the phone. A TLS connection that uses AES128/SHA opens</p> <p>This field applies only if the phone model supports authentication or encryption.</p>
Remove Duplicate IP Services from all Phones and Device Profiles	Check this check box to remove duplicate IP phone services. If you check this check box, the system removes the duplicate service subscriptions from phones and user device profiles. The IP system deletes services based on the IP service name.
Disable SpeakerPhone	Check this check box to disable the speakerphone.
Disable Speakerphone and Headset	Check this check box to disable the speakerphone and headset.
Forwarding Delay	Use this field to enable or disable forwarding delay. Choose enable when you want the port to wait a few seconds before forwarding a call.
PC Port	Use this field to enable or disable the PC port on phones that have internal switches. Users can connect a PC or workstation to the phone by using the port labeled “10/100 PC” on the back of the phone.
Setting Access	Use this field to choose whether the user has access to phone settings. The options include Enabled and Disable.
Gratuitous ARP	Choose Enabled or Disabled to control gratuitous ARP.
PC Voice VLAN Access	Choose Enabled or Disabled to control access to a PC voice VLAN.
Video Capabilities	Choose Enabled or Disabled to control video capabilities access.



**Table 7-1**      *Field Descriptions for Update Phones (continued)*

Field	Description
Auto Line Select	Choose Enabled or Disabled to allow or disallow automatic line selection on the phone.
Web Access	Choose Enabled or Disabled to allow web access on the phone.

**Note**

To complete the procedure, go to [“Choosing the Update Parameters” section on page 7-3](#).

## Related Topics

- [Using Query to Update Phones, page 7-1](#)
- [Using a Custom File to Update Phones, page 7-2](#)
- [Choosing the Update Parameters, page 7-3](#)
- [Field Descriptions for Updating Phones, page 7-4](#)





## CHAPTER 8

# Deleting Phones

---

Use these procedures to delete a group of phones or other IP telephony devices from the Cisco Unified Communications Manager database.

You can locate existing phone records by these two methods:

- [Using Query to Delete Phones, page 8-1.](#)
- [Using a Custom File to Delete Phones, page 8-3](#)

## Using Query to Delete Phones

Use the following procedure to delete phones by creating a query to locate the phone records.

### Procedure

---

**Step 1** Choose **Bulk Administration > Phones > Delete Phones > Query**.

The Bulk Phones Delete Configuration window displays.

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

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Device Type
- Call Pickup Group
- LSC Status
- Authentication String
- Device Protocol
- Security Profile
- Unassigned DN

From the second Find Phone where drop-down list box, choose one of the following criteria:

- begins with

- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable.

**Tip**

To find all phones that are registered in the database, click **Find** without entering any search text.

**Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, repeat Steps 2 and 3.

**Step 5** Click **Find**.

A list of discovered phones displays by

- Device Name
- Description
- Device Pool
- Device Protocol
- Status
- IP Address

**Step 6** In the Job Information area, enter the Job description.

**Step 7** To delete phone records immediately, click the Run Immediately radio button. Click Run Later to delete the phone records at a later time.

**Step 8** Click **Submit** to create a job for deleting the phone records.

**Note**

Make sure to browse the entire list of displayed results before submitting the job.

**Step 9** To schedule and/or activate this job, use the Job Configuration window.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)

**Caution**

If you do not enter any information in the query text box, the system deletes all phone records. Because the delete action is final, you cannot retrieve deleted records.

**Additional Topics**

See the [“Related Topics” section on page 8-4.](#)

# Using a Custom File to Delete Phones

You can create a custom file of phones that you want to delete by using a text editor. You can have MAC addresses and device names in the same custom file, but you cannot have directory numbers in the same file. You need to create separate files—one file that contains the device names and MAC addresses and another file that contains the directory numbers.

## Before You Begin

1. Create a text file that lists one of these details for the phones that you want to delete:
  - Device names and MAC addresses
  - Description
  - Directory numbers
2. Put each item on a separate line in the text file.
3. Upload the custom file to Cisco Unified Communications Manager server. For more details on uploading files, see the [“Uploading a File” section on page 2-3](#).

To delete phones that are listed in a custom file, use the following procedure.



**Note** Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the phone records that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for name, description, or directory number.

## Procedure

- 
- Step 1** Choose **Bulk Administration > Phones > Delete Phones > Custom File**.  
The Bulk Phones Delete Configuration window displays.
  - Step 2** In the Delete Phones where drop-down list box, choose the type of custom file that you have created from one of the following criteria:
    - Device Name (includes MAC addresses)
    - Directory Number
    - Description
  - Step 3** In the list of custom files, choose the filename of the custom file for this delete.
  - Step 4** Click **Find**. A list of phones matching your search criteria display.
  - Step 5** In the Job Information area, enter the Job description.
  - Step 6** To delete phone records immediately, click the Run Immediately radio button. Click Run Later to delete the phone records at a later time .
  - Step 7** Click **Submit** to create a job for deleting the phone records.
  - Step 8** To schedule and/or activate this job, use the Job Configuration window.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3](#).
-

**Additional Topics**

See the [“Related Topics”](#) section on page 8-4.

## Related Topics

- [Using Query to Delete Phones, page 8-1](#)
- [Using a Custom File to Delete Phones, page 8-3](#)



## CHAPTER 9

# Exporting Phones

---

You can use the export utility to merge records from multiple Cisco Unified Communications Manager servers onto one Cisco Unified Communications Manager server. Use this procedure to move records from one Cisco Unified Communications Manager server to another. Only export the records that you are interested in moving. Perform the following procedures:

- [Exporting Phone Records, page 9-3](#)
- [Exporting User Records, page 20-1](#)
- [Exporting User Device Profile Records, page 41-3](#)
- (Optional) Edit the CSV file with a text editor. The record format must follow the format that is specified for that file format. For example, records for phones need to follow the phone file format.



### Caution

Use extreme care when editing the CSV file. Phones might not work if you insert records that are in the wrong format.

---

1. Upload the CSV file to Cisco Unified Communications Manager server. See the [“Uploading a File” section on page 2-3](#).



### Caution

Because the order in which the records are inserted is important, you must insert user records first. This ensures that devices properly associate with existing users.

---

2. Insert User Records.
3. Insert Phone Records.
4. Insert User Device Profile Records.
5. Check the log files for errors. See the [“Viewing Export Log Files” section on page 25-11](#).

### Additional Information

See the [“Related Topics” section on page 9-5](#).

## Using Phone Export

You can choose between two file format options when you are exporting phone records:

**Specific Details**—For phones that have similar configurations

**All Details**—For phones that have different line configurations, such as multiple partitions or calling search spaces

#### Default Phone File Format

Choosing Default Phone file format allows you to export records by using a defined query.

Table 9-1 lists the fields that are exported when you choose the Default Phone file format.

**Table 9-1** Exported Fields in the Default Phone File Format

Field Types	Exported Fields
Device Fields	MAC Address, Description, Location
Line Fields	Directory Number, Display, Line Text Label, Forward Busy External, Forward Busy Internal, Forward No Answer Internal, Forward No Answer External, Forward No Coverage Internal, Forward No Coverage External, Call Pickup Group
User Fields	User ID
Speed Dials	Speed Dials

#### All Phone Details File Format

When you export phone records by using All Phone Details option, you export phone records for a particular model of phone along with all the device field information, different line attributes, and services that are associated with the phone, or you can export all phone models in a single file. To export all phone types to a single file, you can choose All Phone Types from the Select the Device Type drop-down list box. You cannot use the query to limit the number of records.

Table 9-2 lists the fields that are exported when you choose the All Phone Details file format.



#### Note

The device name, not the MAC Address, gets saved when you choose to export by using the All Phone Details file format.

**Table 9-2** Exported Fields in the All Phone Details File Format

Field Types	Exported Fields
Device Fields	Device Name, Description, Owner User ID, Device Pool, CSS, AAR CSS, Media Resource Group List, User Hold Audio Source, Network Hold Audio Source, Location, User Locale, Network Locale, Phone Button Template, Expansion Module type I, Expansion Module type II, Softkey Template, Phone Load Name, Module 1 Load Name, Module 2 Load Name, Login user ID, Built in Bridge, MLPP Indication, MLPP Preemption, MLPP Domain, Retry Video call as Audio, Privacy, Security Mode, Ignore Presentation Indicators, Single Packet Capture mode, Packet Capture Duration, Certificate Operation, Authentication Mode, Authentication String, Key Size (bits), Operation Completes By



**Table 9-2**      **Exported Fields in the All Phone Details File Format (continued)**

Field Types	Exported Fields
Model Specific Device Fields	Information, Directory, Messages, Services, Authentication Server, Proxy Server, Idle, Idle Timer, Enable Extension Mobility, Logout Profile, Login User ID, Login Time, Logout Time, Product Specific XML
Line Fields	Directory Number, Partition, Voice Mail Profile, Line CSS, AAR Group, Line User Hold Audio Source, Line Network Hold Audio Source, Auto Answer, Forward All to Voice Mail, Forward All Destination, Forward All CSS, Forward Busy External to Voice Mail, Forward Busy External Destination, Forward Busy External CSS, Forward No Answer External to Voice Mail, Forward No Answer External Destination, Forward No Answer External CSS, Forward On Failure to Voice Mail, Forward On Failure Destination, Forward on Failure CSS, Call pickup group, Forward Busy Internal to Voice Mail, Forward Busy Internal Destination, Forward Busy Internal CSS, Forward No Answer Internal to Voice Mail, Forward No Answer Internal Destination, Forward No Answer Internal CSS, Forward No Call Coverage External to Voice Mail, Forward No Call Coverage External Destination, Forward No Call Coverage External CSS, Forward No Call Coverage Internal to Voice Mail, Forward No Call Coverage Internal Destination, Forward No Call Coverage Internal CSS, Display, External Phone Number Mask, Message Waiting Lamp Policy, Ring Setting When Idle, Line Text Label, Ring Setting When Active, No Answer Ring Duration, MLPP Target Destination, MLPP Calling Search Space, MLPP No Answer Ring Duration, Max Num Calls, Busy Trigger, Call Info Display Mask, Alerting Name
User Fields	User ID
Speed Dials	Speed Dial Number, Speed Dial Label
Services	Service Name, Subscribed Service Name, Parameter Name, Parameter Value

**Additional Information**

See the [“Related Topics”](#) section on page 9-5.

## Exporting Phone Records

To export phone records from Cisco Unified Communications Manager, use this procedure.

**Procedure**

- 
- Step 1**      Choose one of the following options:

- **Bulk Administration > Phones > Export Phones > Specific Details.** The Export Phones Query window displays.
- **Bulk Administration > Phones > Export Phones > All Details.** The Export Phone Configuration window displays.

**Step 2** Choose from the following options:

- For **All Phone Details** option, choose the type of device or specific model in the Device Type drop-down list box. See [Table 9-1](#) for the list of exported fields in this format. Skip to [Step 5](#).
- For **Specific Details** option, choose the type of device or specific model in the Device Type drop-down list box. See [Table 9-2](#) for the list of exported fields in the default Phone format.

**Step 3** For Specific Phone Details, choose SIP or SCCP from the Device Protocol drop-down list box.

**Step 4** For Specific Phone Details, you can customize the export file by choosing which set of phones to export, but you cannot configure the phone details.

a. From the first Find Phone where, drop-down list box, choose from the following options:

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Call Pickup Group
- LSC Status
- Authentication String
- Security Profile

b. In the second drop-down list box, choose from the following options:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

c. In the search field/list box, either choose or enter the value that you want to locate, such as a device name.

d. You can click the Search Within Results check box and choose **AND** or **OR** to add multiple filters and repeat Substep a. through Substep c. to further define your query.

e. Click **Find**. The search results display.

f. Click **Next**. The Export Phones Configuration window displays.

g. From the File Format drop-down list box, choose a Phone file format .

**Step 5** Enter the export file name in the File Name text box.

**Step 6** In the Job Information area, enter the Job description.

**Step 7** To export phone records immediately, click the Run Immediately radio button. Click Run Later to export at a later time.

- Step 8** To create a job for exporting phone records, click **Submit** .
- Step 9** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

You can search and download the exported file using the Upload/Download Files option in the Bulk Administration menu. See [Chapter 2, “Uploading and Downloading Files.”](#)

**Additional Information**

See the [“Related Topics” section on page 9-5.](#)

## Exporting and Importing Phones with More Than One User

When you export phone records that have multiple users who control a phone, the export utility generates a unique phone record for each user. The phone information remains the same, but each record has a different user ID.

The exported file name gets suffixed with the timestamp. If a recurring job is scheduled for export phones, the information gets exported with same filename but different timestamps.

When you import the exported file that has phones with multiple users, all users get exported in the same record.

The log file for the import transaction will show that the phone insertions failed for all users except the first user that is associated with the phone.

**Additional Information**

See the [“Related Topics” section on page 9-5.](#)

## Related Topics

- [Exporting Phone Records, page 9-3](#)
- [Exporting User Records, page 20-1](#)
- [Exporting User Device Profile Records, page 41-3](#)





# CHAPTER 10

## Adding and Updating Lines for Phones

To update line attributes for a specific group of devices or user device profiles, use the Update Lines option. Lines for a phone and a user device profile get updated at the same time when both are part of the query result.



### Note

When a phone is deleted from the Cisco Unified Communications Manager database, the directory number remains in the database. To manage these orphan directory numbers, you can use the Update Lines option to search for unassigned directory numbers and delete or update these directory numbers.

You can add lines to a group of existing phones or user device profiles in the Cisco Unified Communications Manager database. When you use the template to add new lines, you cannot change phone services or speed dials. Cisco Unified Communications Manager Bulk Administration (BAT) ignores those fields on the template when you add lines to existing devices.

To update line attributes and add lines and to add lines to existing phones or user device profiles, use the following procedures:

- [Using Query to Update Lines, page 10-1](#)
- [Adding Lines to Existing Phones and UDPs, page 10-7](#)
- [Using the BAT Spreadsheet to Add Lines to Existing phones, page 10-8](#)

## Using Query to Update Lines

To update lines, use the following procedure:

### Procedure

- Step 1** Choose **Bulk Administration > Phones > Add/Update Lines > Update Lines** or **Bulk Administration > User Device Profiles > Add/Update Lines > Update Lines**.

The Update Lines Query window displays.



### Note

You can update all lines by not specifying a query. Skip to the [“Field Descriptions for Updating Lines”](#) section on page 10-3.

- Step 2** From the first Find Line where drop-down list box, choose one of the following criteria:

- Directory Number
- Route Pattern
- Line Description
- Calling Search Space (Phone)
- Calling Search Space (Line)
- Device Pool
- Device Description
- Line Position
- Unassigned DN
- Call Pickup Group



**Note** To locate and delete orphaned directory numbers, use “unassigned DN.”

From the second Find Line where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** In the search field list box, choose or enter the value that you want to locate. For example, you can choose the Line Partition from the list or enter a range of directory numbers.



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

**Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat Steps 2 and 3.

**Step 5** To display the records that are going to be affected, click **Find**.

A list of discovered lines displays by

- Pattern/Directory Number
- Partition
- Description

**Step 6** Click **Next**. The Update Lines window shows the type of query that you chose at the top. If you want to change the type of query, click **Back**.

**Step 7** Specify the setting that you want to update for all the records that you have defined in your query. You can choose multiple parameters to update. See the [“Field Descriptions for Updating Lines”](#) section on page 10-3 for descriptions of the parameters.

**Step 8** In the Value field for the checked parameter, enter the new value or choose a value from the list box.

**Step 9** In the Job Information area, enter the Job description.

- Step 10** To insert lines immediately, click the Run Immediately radio button. Click Run Later to insert at a later time.
- Step 11** To create a job for inserting the phone records, click **Submit**.
- Step 12** To schedule and/or activate this job, use the Job Configuration window.
- For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3.](#)

#### Additional Topics

See the [“Related Topics” section on page 10-11.](#)

## Field Descriptions for Updating Lines

[Table 10-1](#) provides the field descriptions for updating line details. For related procedures, see the [“Related Topics” section on page 10-11.](#)

Values that display in some fields display from Cisco Unified Communications Manager. You must configure these values by using Cisco Unified Communications Manager Administration.

**Table 10-1** *Field Descriptions for Updating Line Details*

Field	Description
Line Partition	Choose a partition. A partition indicates the route partition to which the directory number belongs.  <b>Note</b> The directory number can appear in more than one partition.
Calling Search Space (Line)	Choose the partitions that are searched for numbers that are called from this directory number.  <b>Note</b> Changes cause an update of the Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
Calling Search Space Forward All	Choose the calling search space to use when a call is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward All Destination	Enter the directory number to which all calls are forwarded.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward All to Voice Mail	Check this check box to forward all calls to the number that you chose in the voice-messaging profile.  Checking this check box makes the values in the Forward All Destination field and Calling Search Space check box not relevant.
Calling Search Space Forward Busy External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.

**Table 10-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Calling Search Space Forward Busy Internal	<p>Choose the calling search space to use when a call from an internal number is forwarded to the specified destination.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward Busy Destination External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy Destination Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy to Voice Mail External	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the line is in use.</p> <p>Checking this check box makes the values in the Forward Busy Destination field and Calling Search Space check box not relevant.</p>
Forward Busy to Voice Mail Internal	<p>Check this check box to forward calls from an internal number to the number that you chose in the voice-messaging profile when the line is in use.</p> <p>Checking this check box makes the values in the Forward Busy Destination field and Calling Search Space check box not relevant.</p>
Calling Search Space Forward No Answer External	<p>Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Calling Search Space Forward No Answer Internal	<p>Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Answer Destination External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>



**Table 10-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Forward No Answer Destination Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer to Voice Mail External	<p>Check this check box to forward unanswered calls from an external number to the number that you chose in the voice-messaging profile. Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box not relevant.</p>
Forward No Answer to Voice Mail Internal	<p>Check this check box to forward unanswered calls from an internal number to the number that you chose in the voice-messaging profile. Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box not relevant.</p>
Calling Search Space Forward No Coverage External	<p>Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Calling Search Space Forward No Coverage Internal	<p>Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Coverage Destination External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage Destination Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage to Voice Mail External	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the phone does not have coverage. Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box not relevant.</p>
Forward No Coverage to Voice Mail Internal	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the phone does not have coverage. Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box not relevant.</p>

**Table 10-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Calling Search Space Forward on Failure External/Internal	(CTI ports only) Choose the calling search space to use when a call from an internal or external call is forwarded to the specified destination. The setting appears only if it is configured in the system.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward on Failure Destination External/Internal	(CTI ports only) Enter the directory number to which a call that is coming from an internal or an external number should be forwarded when a phone or CTI application fails.
Forward on Failure to Voice Mail External/Internal	(CTI ports only) Check this check box to forward failed calls from external or internal numbers to the number that you chose in the voice-messaging profile.
Call Forward No Answer Ring Duration	Enter the number of seconds (between 1 and 300) to allow the call to ring, before forwarding the call to the destination number that is entered in the Forward No Answer Destination field.  <b>Note</b> Leave this field blank to use the value that is set in the Cisco Unified Communications Manager service parameter, Forward No Answer Timer.
User Hold Audio Source	Choose the music on hold audio source that plays when the user presses the Hold button or softkey to put a call on hold.
Network Hold Audio Source	Choose the music on hold audio source that plays when the system places a call on hold such as when user transfers a call or initiates a conference or call park.
Auto Answer	Choose this parameter if you want all lines that are updated here to use the auto answer feature. With auto answer, Cisco Unified Communications Manager automatically answers calls when a headset is in use. A zip tone plays to alert the user that an incoming call connected.
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This choice proves useful if you do not have a voice-messaging server that is configured for this phone.
Ring Setting When Idle	Choose the type of ring for an incoming call on a phone.
Ring Setting when Active	Choose the type of ring for an incoming call on a phone, which is used when this phone has another active call on a different line.
Call Pickup Group Name	Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.  To prevent rerouting blocked calls, set AAR Group to <None>.

**Table 10-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Target (Destination) MLPP	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound(#), and asterisk (*).</p>
MLPP Calling Search Space	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
MLPP No Answer Ring Duration	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to the alternate party for this directory number if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 30 numbers and “X” characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>
Maximum Number of Calls	<p>You can configure up to 184 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls.</p> <p>Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, incoming calls do not get rejected unless all the lines are busy.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>

**Note**

To complete the procedure, go to the [“Using Query to Update Lines”](#) section on page 10-1.

## Adding Lines to Existing Phones and UDPs

Use the following procedure to add lines to exiting phones and UDP templates:

**Before You Begin**

- You must have a BAT template for this transaction. See the [“Adding or Updating Lines in a BAT Template” section on page 3-4.](#)
- You must have a CSV data file for this transaction. See the [“Using the BAT Spreadsheet to Add Lines to Existing phones” section on page 10-8](#) for information.

**Procedure**

- 
- Step 1** Choose **Bulk Administration > Phones > Add/Update Lines > Add Lines.**  
The Phone Add Lines window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this bulk transaction.
- Step 3** In the Phone Template Name field, choose the BAT phone template to use for this bulk transaction.
- Step 4** If you are changing the phone settings for existing phones in the template, check the **Update the existing phone button template** check box. The user phone information also gets updated when this check box is checked.
- Step 5** In the Job Information area, enter the Job description.
- Step 6** To insert the phone records immediately, click the Run Immediately radio button. Click Run Later to insert the phone records at a later time.
- Step 7** To create a job for adding lines to existing phones and UDPs, click **Submit.**
- Step 8** To schedule and/or activate this job, use the Job Configuration window.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

**Additional Topics**

See the [“Related Topics” section on page 10-11.](#)

## Using the BAT Spreadsheet to Add Lines to Existing phones

To create the CSV data file by using the BAT spreadsheet for adding lines to existing phones, use the following procedure.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data” section on page 1-8.](#)

**Procedure**

- 
- Step 1** To open the BAT Spreadsheet, locate and double-click the **BAT.xls** file. For more information on uploading and downloading files, see [Chapter 2, “Uploading and Downloading Files.”](#)
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To display the fields, click the **Add Lines** tab at the bottom of the spreadsheet.
- Step 4** Enter data for an individual phone on each line in the spreadsheet. 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. [Table 10-2](#) describes the fields for adding lines in the BAT spreadsheet.

**Step 5** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDataFiles\, or you can use Browse to save your file in another existing folder on your local workstation. The filename is

<tabname>-<timestamp>.txt

where <tabname> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.



**Note** 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.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. The system does not convert data that is entered after a blank line to the BAT format.

Upload the file to the Cisco Unified Communications Manager server. See the [“Uploading a File” section on page 2-3](#).



**Note** For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Phones window in BAT.

#### Additional Topics

See the [“Related Topics” section on page 10-11](#).

## Field Descriptions for Adding Lines by Using the BAT Spreadsheet

[Table 10-2](#) provides the field descriptions when you are adding lines by using the BAT spreadsheet. For related procedures, see the [“Related Topics” section on page 10-11](#).

**Table 10-2** *Field Descriptions for Adding Lines by Using the BAT Spreadsheet*

Field	Description
MAC Address	Enter the MAC address for phones, VGC virtual phones, and VGC phones. Enter a unique identifier for CTI ports and H.323 clients.
Line Index	Enter a number between 1 and 34 for the line index of a phone.
Directory Number	Enter a directory number, up to 24 numerals and special characters, for this line.

**Table 10-2** *Field Descriptions for Adding Lines by Using the BAT Spreadsheet*

Field	Description
Display	<p>Enter the text that you want to display on the called party's phone display, such as the user name (John Smith) or phone location (Conference Room 1).</p> <p><b>Note</b> If this field is left blank the system uses the value that is entered in the Directory Number field.</p> <p><b>Note</b> The default language specifies English.</p>
Line Text Label	<p>Enter text that identifies this directory number for a line/phone combination.</p> <p><b>Note</b> The default language specifies English.</p>
Forward Busy External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Call Pickup Group	<p>Enter a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this line by dialing the appropriate pickup group number.</p>

## Related Topics

- [Using Query to Update Lines, page 10-1](#)
- [Adding Lines to Existing Phones and UDPs, page 10-7](#)
- [Using the BAT Spreadsheet to Add Lines to Existing phones, page 10-8](#)







# CHAPTER 11

## Resetting or Restarting Phones

---

You can reset or restart devices without updating any attributes. Use this procedure if a problem arises, and you must reset or restart the phones with a bulk transaction.

You can choose between two methods to locate phones that you want to reset or restart:

- [Using Query to Reset or Restart Phones, page 11-1](#)
- [Using a Custom File to Reset or Restart Phones, page 11-2](#)

## Using Query to Reset or Restart Phones

To reset or restart phones by creating a query to locate the phones, use the following procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration > Phones > Reset/Restart Phones > Query**.

The Reset/Restart Phones Configuration window displays.

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

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Device Type
- Call Pickup Group
- LSC Status
- Authentication String
- Device Protocol
- Security Profile

From the second Find Phone where drop-down list box, choose one of the following criteria:

- begins with
- contains

- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable.



**Tip**

To find all phones that are registered in the database, click **Find** without entering any search text.

**Step 4** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat steps 2 and 3.

**Step 5** Click **Find**.

A list of discovered templates displays by

- Device Name
- Description
- Device Pool
- Device Protocol
- Status
- IP Address

**Step 6** From the list of records, click the device name that matches your search criteria.

**Step 7** Click one of the following options:

- **Reset**—To reset (power-cycle) the phones
- **Restart**—To reset phones without power-cycling

**Step 8** In the Job Information area, enter the Job description.

**Step 9** To insert the phone records immediately, click the Run Immediately radio button. Click Run Later to insert the phone records at a later time.

**Step 10** To create a job for inserting the phone records, click **Submit**.

**Step 11** To schedule and/or activate this job, use the Job Configuration window.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)

### Additional Topics

See the [“Related Topics” section on page 11-3.](#)

## Using a Custom File to Reset or Restart Phones

You can create a custom file of phones that you want to reset or restart by using a text editor. You can use either device names or directory numbers in the custom file.

### Before You Begin

1. Create a text file that lists one of these details for the phones that you want to reset or restart:

- Device names
  - Description
  - Directory numbers
2. Put each item on a separate line in the text file.
  3. Upload the file to the first node of Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).

To reset or restart phones by using a custom file, use the following procedure.

#### Procedure

---

**Step 1** Choose **Bulk Administration > Phones > Reset/Restart Phones > Custom File**.

The Reset/Restart Phones Custom Configuration window displays.

**Step 2** In the Update Phones where drop-down list box, choose the type of custom file that you have created from one of the following criteria:

- Device Name (includes MAC addresses)
- Directory Number
- Description

**Step 3** In the list of custom files, choose the filename of the custom file for this update.




---

**Caution** If no information is entered into the query text box, the system resets or restarts all phones.

---

**Step 4** Click **Find**.

**Step 5** Click one of the following

- **Reset**—To reset (power-cycle) the phones
- **Restart**—To reset phones without power-cycling

**Step 6** In the Job Information area, enter the Job description.

**Step 7** To insert the phone records immediately, click the Run Immediately radio button. Click Run Later to insert the phone records at a later time.

**Step 8** To create a job for inserting the phone records, click **Submit**.

**Step 9** To schedule and/or activate this job, use the Job Configuration window.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#).

---

#### Additional Topics

See the [“Related Topics” section on page 11-3](#).

## Related Topics

- [Using Query to Reset or Restart Phones, page 11-1](#)

- [Using a Custom File to Reset or Restart Phones, page 11-2](#)



## CHAPTER 12

# Generating Phone Reports

---

Cisco Unified Communications Manager Bulk Administration (BAT) provides reports to help you manage records effectively. You can create and save reports that provide information about phones, users, user device profiles, managers and assistants, and gateway records. You can save these reports with a filename and store them in a folder on the first node server to review and print.

You can customize BAT reports for phones and for user device profiles to meet your particular needs by choosing items from a list of device fields and line fields. You can also choose how to arrange the fields in the report. The system generates the report in the CSV file format. Because reports for users, managers, assistants, and gateways have a fixed format, you cannot customize them.

### Example

You need to have a list of all the directory numbers with their forwarding destinations by phone model. You can generate a Phone Report for the Cisco Unified IP Phone 7960 and choose these query details: Device Name, Directory Number, Forward Busy Destination, Forward No Answer Destination, and Label. You can arrange the report fields, so the Label field follows the Directory Number field and precedes the two forward destination numbers.

### Additional Information

See the [“Related Topics” section on page 12-6](#).

## Generating Reports for Phones

To generate reports for phones and other IP telephony devices, use this procedure.

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; Phones &gt; Generate Phone Reports</b> .<br>The Report Phone Query window displays.                                  |
| <b>Step 2</b> | In the first Find Phone(s) where drop-down list box, choose the field to query such as Model or Directory Number.                                       |
| <b>Step 3</b> | In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.  |
| <b>Step 4</b> | In the search field/list box, either choose or enter the value that you want to locate, such as the model name from the list or directory number range. |
| <b>Step 5</b> | Specify the appropriate search text, if applicable.   |

**Tip**

To generate a report for all phones that are registered in the database, click **Find** without entering any search text.

- Step 6** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat Steps 2 through 5.
- Step 7** Click **Find**.  
A list of discovered phones displays.
- Step 8** To choose details for your type of report, click **Next**. The Generate Phone Report Configuration window displays and shows the Query that you chose. If you want to change the type of query, click **Back**.
- Step 9** In the Report File Name field, enter your name for this report (required).
- Step 10** In the Available Device Fields drop-down list box, choose a device item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report. For a list of device and live fields, see the [“Reports for Phones and IP Telephony Devices” section on page 12-3](#).
- Step 11** Arrange the order of the items in the Selected Device Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.
- Step 12** In the Available Line Fields drop-down list box, choose a line item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.
- Step 13** Arrange the order of the line items in the Selected Line Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.

**Note**

You must specify at least one device or line field to generate a report.

- Step 14** if you want to include IP phone services fields in your report, check the check boxes for Speed Dial Services and/or IP Phone Services.
- Step 15** In the Job Information area, enter the Job description.
- Step 16** To generate the report immediately, click the Run Immediately radio button. Click Run Later to generate the report later.
- Step 17** To create a job for inserting the phone records, click **Submit**.
- Step 18** To schedule and/or activate this job, use the Job Configuration window .  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3](#).  
You can search and download the report file using the Upload/Download Files option in the Bulk Administration menu. See [Chapter 2, “Uploading and Downloading Files.”](#)

**Additional Information**

See the [“Related Topics” section on page 12-6](#).

## Reports for Phones and IP Telephony Devices

You can produce phone reports for all phones and IP telephony devices or limit the report to one of these options:

- Phone Model—Choose one from the list of models that are configured in the cluster.
- Device Name—Specify a filter or use exact name.
- Description—Specify a filter or use exact description.
- Phone Load Name—Specify a filter or use exact name.
- Device Pool—Choose one from a list of device pools that are configured in the cluster.
- Calling Search Space—Choose one from a list of CSS that are configured in the cluster.
- Location—Choose one from a list of locations that are configured in the cluster.
- Directory Number—Specify a filter or use exact number.

After choosing the phone report type, you can choose the device and line details to include in the report.

You can choose from these Device fields:

- AAR Calling Search Space
- AAR Neighborhood
- Authentication String
- Built In Bridge
- Calling Search Space
- Calling Search Space Reroute
- Certificate Operation
- Certificate Status
- Common Profile
- Country
- Description
- Device Name
- Device Pool
- Device Profile
- Device Protocol
- Device\_Default Profile
- Dial Rules
- Last Login user ID
- Load Information
- Location
- Login Duration
- Login Time
- MLPP Domain
- MLPP Indication

- Media Resource List
- Model
- Network Hold MOH Audio Source
- Network Location
- Packet Capture Duration
- Packet Capture Mode
- Phone Template
- Preemption
- Privacy
- Product
- Public Key
- Qsig
- SIP Profile
- Secure Shell Password
- Secure Shell User ID
- Security Profile
- Softkey Template
- Upgrade Finish Time
- User ID

You can choose from these Line fields:

- Alerting Name
- Auto Answer
- CSS\_Device Failure
- CSS\_MWI
- Call Forward Duration
- Calling Line Presentation Bit
- Calling Name Presentation Bit
- Calling Party Prefix Digits
- Connected Line Presentation Bit
- Connected Name Presentation Bit
- Device Failure DN
- Directory Number
- CSS (Forward All)
- CSS (Forward Busy External)
- CSS (Forward Busy Internal)
- CSS (Forward No Answer External)
- CSS (Forward No Answer Internal)
- CSS (Forward On Failure)



- CSS (Forward No Coverage External)
- CSS (Forward No Coverage Internal)
- Forward All Destination
- Forward Busy Destination External
- Forward Busy Destination Internal
- Forward No Answer Destination External
- Forward No Answer Destination Internal
- Forward on Failure Destination
- Forward No Coverage Destination External
- Forward No Coverage Destination Internal
- Forward on CTI Failure CSS
- Line AAR Neighborhood
- Line Alerting Name ASCII
- Line Description
- Line Network Hold MOH Audio Source
- MLPP No Answer Ring Duration (Seconds)
- Route Partition
- Secondary Call Forward All CSS
- Target CSS
- Target Destination
- User Hold MOH Audio Source

**Additional Information**

See the [“Related Topics”](#) section on page 12-6.

## Producing a List of Phones with Dummy MAC Addresses

To generate a list of phones that are using dummy MAC addresses, use the following procedure.

**Procedure**

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; Phones &gt; Generate Phone Reports</b> .<br>The Report Phone Query window displays.          |
| <b>Step 2</b> | In the first Find Phone(s) where drop-down list box, choose <b>Device Name</b> .  |
| <b>Step 3</b> | In the second drop-down list box, choose <b>begins with</b> .   |
| <b>Step 4</b> | In the text field, enter <b>BAT</b> . All phones that are added with a dummy MAC address have device names that begin with BAT. |
| <b>Step 5</b> | Click <b>Find</b> . The text Device Name begins with ‘BAT’ and displays in the query text box.                                  |
| <b>Step 6</b> | Click <b>Next</b> . The Generate Phone Report Configuration window displays.  |

**Step 7** Complete the report by going to [Step 9](#) in the procedure for Generating Reports for Phones.

---

**Additional Information**

See the “[Related Topics](#)” section on page 12-6.

## Viewing Report Log Files

BAT generates log files for each report transaction and stores them on the first node of Cisco Unified Communications Manager server. You can find the link to log files for this job from the Job configuration window for this job. For more details, see [Chapter 66, “Scheduling Jobs.”](#)

**Additional Information**

See the “[Related Topics](#)” section on page 12-6.

## Related Topics

- [Generating Reports for Phones, page 12-1](#)
- [Reports for Phones and IP Telephony Devices, page 12-3](#)
- [Producing a List of Phones with Dummy MAC Addresses, page 12-5](#)
- [Viewing Report Log Files, page 12-6](#)



# CHAPTER 13

## Migrating Phones

---

Using Cisco Unified Communications Manager Bulk Administration (BAT), you can migrate a group of phones from Skinny Client Control Protocol (SCCP) to Session Initiation Protocol (SIP).

## Migrating Phones

Use the following procedure to migrate phones.

### Procedure

---

**Step 1** Choose **Bulk Administration > Phones > Migrate Phones> SCCP to SIP**.

The Migrate Phones—SCCP to SIP window displays.



**Note** Migrating a phone that is running SCCP to SIP does not require a manual reset because the migration itself handles the reset of phones.

---

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

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Device Type
- Call Pickup Group
- LSC Status
- Authentication String
- Location
- Phone Load Name
- Security Profile

**Step 3** From the second Find Phone where drop-down list box, choose 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 phones that are registered in the database, click **Find** without entering any search text.

**Step 5** To further define your query, check the check box corresponding to Search Within Results Using drop-down list box. You can choose **AND** or **OR** to add multiple filters. Repeat steps 2 through 4.

**Step 6** Click **Find**.

A list of discovered phones displays by:

- Device Name
- Description
- Device Pool
- Device Protocol
- Status
- IP Address

**Step 7** Click **Next**.

**Step 8** From the drop-down list box, choose the phone template.



**Note** SCCP to SIP migration will pick up only SIP specific default values from this template during migration. It will not pick any other value from the template.

**Step 9** In the Job Information area, enter the Job description.

**Step 10** To migrate phone records immediately, click the Run Immediately radio button. Click Run Later to migrate at a later time.

**Step 11** To create a job for migrating the phone records, click **Submit**.



**Note** After submitting a job for migrating phones from SCCP to SIP, make sure that you reset these phones. Reset phones by using **Bulk Administration > Phones > Reset/Restart Phones > Query**. See [“Using Query to Reset or Restart Phones”](#) section on page 11-1.

**Step 12** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files”](#) section on page 66-3.

### Additional Topics

See the [“Related Topics”](#) section on page 13-3.

## Related Topics

- [Migrating Phones, page 13-1](#)
- [Using Query to Reset or Restart Phones, page 11-1](#)
- [Scheduling Jobs](#)





## CHAPTER 14

# Add/Update Intercom

---

The Intercom feature allows one user to call another user, and that call automatically gets answered with one-way media from caller to called party, regardless of whether the called party is busy or idle.

You can use the Add/Update Intercom utility to add or update intercoms in bulk to Cisco Unified Communications Manager server. You can perform the following procedures to add or update intercoms:

- [Update Intercom DNs, page 14-1](#)
- [Add Intercom DNs, page 14-2](#)

## Update Intercom DNs



### Note

- For updating Phone intercom directory numbers, choose **Bulk Administration > Phones > Add/Update Intercom DNs > Update Intercom DNs**. The **Update Intercom Directory Number** window displays.
- For updating User Device Profile intercom directory numbers, choose **Bulk Administration > User Device Profiles > Add/Update Intercom DNs > Update Intercom DNs**. The **Update Intercom Directory Number** window displays.

To Update Intercom DNs, use the following procedure:

### Procedure

---

- Step 1** From the first **Find Update Intercom Directory Numbers where** drop-down list box, choose one of the following criteria:
- Intercom Directory Number
  - Route Partition
  - Description
- Step 2** From the second **Find Update Intercom Directory Numbers where** drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - ends with

- is exactly
- is empty
- is not empty

**Step 3** Specify the appropriate search text in the text field, if applicable.



**Tip**

To find all Intercom DNs that are registered in the database, click **Find** without entering any search text.

**Step 4** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat Steps 1 and 2.

**Step 5** Click **Find**.

A list of discovered Intercom DNs displays by

- Intercom DN Pattern
- Route Partition
- Description

**Step 6** Click **Next**. The next **Update Intercom Directory Number** window displays.

**Step 7** Specify the settings that you want to update for all the records that you have defined in your query. You can choose multiple parameters to update. See the [“Field Descriptions for Updating Intercom DNs” section on page 14-3](#) for descriptions of the parameters.

**Additional Information**

See the [“Related Topics” section on page 14-4](#).

## Add Intercom DNs

To add Intercom DNs to a Cisco Unified Communications Manager server, use this procedure.

**Before You Begin**

- You must have a data file in comma separated value (CSV) format that contains the unique details for the phones or other IP telephony devices.
- Upload the data files by choosing the relevant target and function for the transaction.

**Procedure**

- Step 1** Choose **Bulk Administration > Phones > Add/Update Intercom DNs > Add Intercom DNs**. The Bulk Intercom DN Insert window displays.
- Step 2** In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction.
- Step 3** In the Phone Template Name drop-down list box, choose the BAT Phone template that you created for this type of bulk transaction.
- Step 4** Check the Override Configuration Settings check box to update the existing phone button template settings with the information that is contained in the file that you want to insert. Consider overriding the configuration settings as optional.
- Step 5** In the Job Information area, enter the Job description.



The default job description for this transaction specifies Insert Intercom DNs.

- Step 6** To add Intercom DNs immediately, click the Run Immediately radio button or, to add at a later time, click Run Later.
- Step 7** To create a job for adding intercom DNs, click **Submit**.
- Step 8** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.
- For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3.](#)

## Field Descriptions for Updating Intercom DNs

[Table 14-1](#) provides the field descriptions for updating line details.

**Table 14-1** *Field Description for Updating Intercom DN Details*

Field	Description
<b>Intercom Directory Number Information</b>	
Route Partition	Choose a route partition to which the directory number belongs. <b>Note</b> The directory number can appear in more than one partition.
Description	Enter a description that makes the device easy to recognize.
Alerting Name	This name represents the name that displays during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name that is entered in the Display field.
ASCII Alerting Name	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
<b>Intercom Directory Number Settings</b>	

**Table 14-1**      **Field Description for Updating Intercom DN Details**

Field	Description
<b>Intercom Directory Number Information</b>	
Calling Search Space	<p>Choose the calling search space to which this group of phones/ports should belong.</p> <p>A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.</p>
Presence Group	<p>Used with the Presence feature, the phone that is running SIP or SCCP serves as a watcher because it requests status about the presence entity, for example, directory number, that is configured as a BLF speed dial button on the phone.</p> <p>If you want the phone to receive the status of the presence entity, choose a Presence Group that is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window.</p> <p>For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Additional Information**

See the [“Related Topics”](#) section on page 14-4.

## Related Topics

- [Update Intercom DNs, page 14-1](#)
- [Add Intercom DNs, page 14-2](#)
- [Field Descriptions for Updating Intercom DNs, page 14-3](#)



## **PART 4**

### **Users**





# CHAPTER 15

## Adding Users

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to add a group of new users and to associate users to phones and other IP Telephony devices in the Cisco Unified Communications Manager database.



**Note**

If you use your corporate directory and have Lightweight Directory Access Protocol (LDAP) synchronization enabled (in Cisco Unified Communications Manager Administration, choose **System > LDAP > LDAP System**), then you cannot use BAT to insert/update or delete users. For more details on LDAP, refer to *Cisco Unified Communications Manager Administration Guide 7.0*.

---

This chapter describes working with users.

Use the following topics to manage user records and to work with user combinations, such as phones and users or CTI ports and user records in the Cisco Unified Communications Manager LDAP directory:

- [Adding Users, page 15-1](#)
- [Exporting User Records, page 20-1](#)
- [Generating Reports for Users, page 22-1](#)

## Adding Users

To add users to the Cisco Unified Communications Manager LDAP Directory in bulk, you must perform these steps:

1. Create a comma separated values (CSV) data file to define individual values for each user that you want to add.
  - See the [“Using the BAT Spreadsheet to Create the CSV Data File for Users”](#) section on [page 15-2](#).
  - For information about creating a text-based CSV data file for users, see the [“Creating a Text-Based CSV File for Users”](#) section on [page A-6](#).
2. Use BAT to insert the users to the Cisco Unified Communications Manager directory. See the [“Inserting Users to Cisco Unified Communications Manager”](#) section on [page 17-1](#).



**Note**

When you are adding users who have applications that require a CTI port, such as Cisco IP SoftPhone, BAT can associate CTI ports to existing users.

---

**Additional Topics**

See the [“Related Topics” section on page 15-5](#).

## Using the BAT Spreadsheet to Create the CSV Data File for Users

You can provide details for adding new users to the Cisco Unified Communications Manager directory in the BAT spreadsheet and convert it a CSV data file.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data” section on page 1-8](#).

To create the CSV data file for adding new users in bulk, use the following procedure.

**Procedure**

- 
- Step 1** To open the BAT spreadsheet, locate and double-click **BAT.xls** file.
  - Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
  - Step 3** To add users, click the **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.

In each row, provide the information as described in [Table 15-1](#). If a user has multiple devices, the device name field should be repeated, once for each device.

**Table 15-1**      *Field Descriptions in BAT Spreadsheet for Adding Users*

Field	Description
First Name	Enter the first name, up to 50 characters, of the phone user.
Middle Name	Enter the middle name, up to 50 characters, of the phone user.
Last Name	Enter the last name, up to 50 characters, of the phone user.
User ID	Enter the user ID , from 1 to 30 characters, for the user of this phone.
Password	Enter the password, up to 20 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.
Manager User ID	Enter manager user ID, up to 30 characters, for the user of this phone.
Department	Enter the department number, up to 30 characters, for the user of this phone.

**Table 15-1**      **Field Descriptions in BAT Spreadsheet for Adding Users (continued)**

Field	Description
PIN	<p>Enter the personal identification number (PIN) , up to 20 numerals, to be used for extension mobility.</p> <p>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 default PIN when you insert the users in BAT.</p>
User Device Profile	Enter the user device profile for this user and device, up to 50 characters. You can choose the user device profile from the list of existing UDPs in Cisco Unified Communications Manager Administration that appears in BAT.
User Locale	Enter the language and country set 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 Cisco Unified Communications Manager user windows and phones.
Controlled Device Name1	<p>Enter the name, up to 50 characters, for the phone or device that you want to associate with this user.</p> <p><b>Note</b>    The Controlled Device Name field(s) displays when the Number of Controlled Devices field, at the extreme right in the spreadsheet, is set to greater than Zero.</p>
Telephone Number	Enter the telephone number, up to 50 numerals for the primary extension (usually Line 1) for the phone.
Primary Extension	This field displays after the user is added 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.
Associated PC	This field, which is required for Cisco SoftPhone and Cisco Unified Communications Manager Attendant Console users, displays after the user is added.
ICD Extension	From the drop-down list box, choose an ICD extension for this end user.
Mail ID	Enter the end user e-mail address.
Controlled Device Name 2	<p>Enter the name, up to 50 characters, for any additional phones that you want to associate with this user.</p> <p><b>Note</b>    The Controlled Device Name field(s) displays when the Number of Controlled Devices field, at the extreme right in the spreadsheet, is set to greater than zero.</p> <p><b>Note</b>    You must complete the Controlled Device Name1 field first and then add more Controlled Device Name entries.</p>
Presence Group	<p>Enter the presence group that watches the status of the directory number, the presence entity.</p> <p>For information on the Presence feature, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Table 15-1** Field Descriptions in BAT Spreadsheet for Adding Users (continued)

Field	Description
SUBSCRIBE Calling Search Space	<p>All calling search spaces that you configure in Cisco Unified Communications Manager Administration display in the SUBSCRIBE Calling Search Space drop-down list box.</p> <p>The SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager 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 (<b>Call Routing &gt; Class Control &gt; Calling Search Space</b>).</p> <p>For information on how to configure a calling search space, see the <i>Cisco Unified Communications Manager Administration Guide</i>.</p>
Digest Credentials	<p>When you configure digest authentication for phones that are running, Cisco Unified Communications Manager challenges the identity of the phone every time the phone sends a SIP request to Cisco Unified Communications Manager. The digest credentials that you enter in this field get associated with the phone when you choose a digest user in the Phone Configuration window.</p> <p>Enter a string of alphanumeric characters.</p> <p>For more information on digest authentication, refer to the <i>Cisco Unified Communications Manager Security Guide</i>.</p>
User Group	<p>Enter the user group to which the user belongs.</p> <p><b>Note</b> The User Group field(s) displays when the Number of User Groups field, at the extreme right in the spreadsheet, is set to greater than zero.</p>

- Step 5** To enter additional device names that will be associated to a new user, click the **Add More Devices** button .



**Note** You can associate all devices, including CTI ports, ATA ports, and H.323 clients, with a user.



**Note** To associate auto-generated device profiles to new users by using BAT, BAT administrators can enter the ADP name in the xlt, in User Device Profile column.

- Step 6** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDDataFiles\ or use Browse to save the file to another existing folder. The filename is

<tablename>-<timestamp>.txt

where <tablename> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.



**Note**

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.

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

You must upload the CSV data file to the first node of Cisco Unified Communications Manager database server, so BAT can access the data file. See [Chapter 2, “Uploading and Downloading Files.”](#)

**Note**

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

**Additional Topics**

See the [“Related Topics”](#) section on page 15-5.

## Related Topics

- [Adding Users, page 15-1](#)
- [Exporting User Records, page 20-1](#)
- [Generating Reports for Users, page 22-1](#)
- [BAT Log Files, page 66-3.](#)





# CHAPTER 16

## User Template

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) user templates to define the common user attributes to add a group of new users.

Use these topics to work with BAT User Templates:

- [Finding a BAT User Template, page 16-1](#)
- [Creating a New BAT User Template, page 16-2](#)
- [Modifying BAT User Templates, page 16-3](#)
- [Copying a BAT User Template, page 16-3](#)
- [Deleting Templates, page 16-3](#)
- [Field Descriptions for a BAT User Template, page 16-4](#)

## Finding a BAT User Template

Because you might have several user templates, Cisco Unified Communications Manager lets you locate specific user template on the basis of specific criteria. Use the following procedure to locate templates.



### Note

During your work in a browser session, your find/list search preferences get stored in the cookies on the client machine. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, the system retains your Cisco Unified Communications Manager search preferences until you modify your search.

### Procedure

---

**Step 1** Choose **Bulk Administration > Users > User Template**.

The Find and List User Templates window displays. Use the two drop-down list boxes to search for a template.

**Step 2** From the first Find User Templates where drop-down list box, choose one of the following criteria:

- User Template Name
- Department

From the second Find User Template where drop-down list box, choose one of the following criteria:

- begins with

- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable, and click **Find**.

**Tip**

To find all User Templates that are registered in the database, click **Find** without entering any search text.

A list of discovered templates displays by

- User Template
- Department

**Step 4** From the list of records, click the user template that matches your search criteria.

The window displays the user template that you choose.

**Additional Information**

See the [“Related Topics” section on page 16-6](#).

## Creating a New BAT User Template

Use this procedure to create a new user template.

**Procedure**

**Step 1** Choose **Bulk Administration > Users > User Template**.

The Find and List User Templates window displays.

**Step 2** Click **Add New**. The User Template Configuration window displays.

**Step 3** Enter the user settings that this group of users have in common. See [“Field Descriptions for a BAT User Template” section on page 16-4](#).

**Step 4** Click **Save**.

When the user template is added to the database, the status indicates that the transaction has completed.

**Additional Information**

See the [“Related Topics” section on page 16-6](#)

# Modifying BAT User Templates

Use this procedure to view or modify an existing user template.

## Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Find the user template that you want to modify, by using the procedure in <a href="#">“Finding a BAT User Template” section on page 16-1</a> .   |
| <b>Step 2</b> | In the User Template Configuration window, add, change, or remove settings in the template. See <a href="#">“Table 16-1Field Descriptions for a User Template in BAT” section on page 16-4</a> for more information. |
| <b>Step 3</b> | After you modified the settings to update the template, click <b>Save</b> .  |
- 

## Additional Information

See the [“Related Topics” section on page 16-6](#)

# Copying a BAT User Template

You can copy the properties of a user template into a new user template when you want to change only a few fields.

Use the following procedure to copy an existing BAT phone template.

## Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Find the user template that you want to copy, by using the procedure in <a href="#">“Finding a BAT User Template” section on page 16-1</a>  |
| <b>Step 2</b> | In the User Template Configuration window, verify that this is the template that you want to copy and click <b>Copy</b> .<br><br>The template reproduces and creates a copy. The copy duplicates all the values that were specified in the original template. |
| <b>Step 3</b> | Update the fields as needed for the new template. See <a href="#">“Table 16-1Field Descriptions for a User Template in BAT” section on page 16-4</a> for information.   |
| <b>Step 4</b> | Click <b>Save</b> .   |
- 

## Additional Topics

See the [“Related Topics” section on page 16-6](#).

# Deleting Templates

You can delete BAT templates when you no longer require them. Use this procedure to delete a template.

**Procedure**

**Step 1** Find the user template that you want to delete, by using the procedure in [“Finding a BAT User Template” section on page 16-1](#).

**Step 2** In the User Template Configuration window, verify that this is the template that you want to delete and click **Delete**.



**Note** You can also delete the user template from the Find and List User Templates window. check the check box next to the template that you want to delete and click **Delete Selected**.

A message displays that asks you to confirm the delete operation.

**Step 3** To delete the template, click **OK**. The template name disappears from the list of user templates list on the Find and List User Templates window.



**Note** If you submit a job with a particular user template, and if you delete the user template before the execution of the job, the job also gets deleted. You have to resubmit the job by creating another user template.

**Additional Topics**

See the [“Related Topics” section on page 16-6](#).

## Field Descriptions for a BAT User Template

[Table 16-1](#) provides descriptions of all possible fields that display when you are adding a BAT user template. For related procedures, see the [“Related Topics” section on page 16-6](#).

In the BAT user interface, field names that have an asterisk require an entry. Treat fields that do not have an asterisk as optional.

**Table 16-1** *Field Descriptions for a User Template in BAT*

Field	Description
User Template Name	Enter a unique name, up to 30 alphanumeric characters, for the user template.
Default Password to User ID	Check this check box if you want to make the user ID the default password for all users.
Default PIN to Telephone Number	Check this check box to make the telephone number the default PIN.
Default Telephone Number to Primary Extension	Check this check box to make the telephone number the primary extension.
Default Mail ID to User ID	Check this check box to default mail ID to user ID.
Manager User ID	Enter manager user ID, up to 30 characters, for the user of this phone.

**Table 16-1** Field Descriptions for a User Template in BAT

Field	Description
Department	Enter the department number, up to 30 characters, for the user of this phone.
User Locale	Choose the language and country set that you want to associate with this user from the drop-down list box. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco Unified Communications Manager user windows and phones.
Associated PC	This field, which is required for Cisco SoftPhone and Cisco Unified Communications Manager Attendant Console users, displays after the user is added.
Default Profile	Choose the default profile for this user from the default Profile Drop-down list box.
Presence Group	From the drop-down list box, choose the presence group that watches the status of the directory number, the presence entity. For information on the Presence feature, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> .
SUBSCRIBE Calling Search Space	<p>All calling search spaces that you configure in Cisco Unified Communications Manager Administration display in the SUBSCRIBE Calling Search Space drop-down list box.</p> <p>The SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager 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 (<b>Call Routing &gt; Class Control &gt; Calling Search Space</b>).</p> <p>For information on how to configure a calling search space, see the <i>Cisco Unified Communications Manager Administration Guide</i>.</p>
Allow Control of Device from CTI	<p>Check this check box to allow CTI to control and monitor this device.</p> <p>If the associated directory number specifies a shared line, the check box should be enabled as long as at least one associated device specifies a combination of device type and protocol that CTI supports.</p>
User Group	From the drop-down list box, choose the user group to which the user belongs.

**Table 16-1**      **Field Descriptions for a User Template in BAT**

Field	Description
Digest Credentials	<p>When you configure digest authentication for phones that are running SIP, Cisco Unified Communications Manager challenges the identity of the phone every time that the phone sends a SIP request to Cisco Unified Communications Manager. The digest credentials that you enter in this field get associated with the phone when you choose a digest user in the Phone Configuration window.</p> <p>Enter a string of alphanumeric characters.</p> <p>For more information on digest authentication, refer to the <i>Cisco Unified Communications Manager Security Guide</i>.</p>
Confirm Digest Credentials	To confirm that you entered the digest credentials correctly, reenter the credentials in this field.
Enable Mobility	Check this check box to activate Mobile Connect, which allows the user to manage calls by using a single phone number and to pick up and progress calls on the desktop phone and cellular phone.
Enable Mobile Voice Access	Check this check box to allow the user to access the Mobile Voice Access integrated voice response (IVR) system to initiate Mobile Connect calls and activate or deactivate Mobile Connect capabilities.
Remote Destination Limit	Enter the maximum number of phones to which the user is permitted to transfer calls from the desk phone.

**Note**

To continue configuring the BAT phone template, go to the [“Creating a New BAT User Template” section on page 16-2](#)

## Related Topics

- [Finding a BAT User Template, page 16-1](#)
- [Creating a New BAT User Template, page 16-2](#)
- [Modifying BAT User Templates, page 16-3](#)
- [Copying a BAT User Template, page 16-3](#)
- [Deleting Templates, page 16-3](#)
- [Field Descriptions for a BAT User Template, page 16-4](#)





# CHAPTER 17

## Inserting Users

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to add a group of users to the Cisco Unified Communications Manager directory.

## Inserting Users to Cisco Unified Communications Manager

To add a group of users to the Cisco Unified Communications Manager directory, use the following procedure.

### Before You Begin

You must have a CSV data file 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

If you are inserting files that are generated with the export utility, insert the files in descending order based on the `_MgrLevel#` suffix, where # is 1 through 20. Insert the file with the `_user` suffix last to ensure that the user record for a manager exists prior to use of the User ID for a manager in the Manager User ID field.

### Procedure

---

- 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.

---

- Step 5** In the Job Information area, enter the Job description.

- Step 6** To insert the user records immediately, click the Run Immediately radio button. 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**.
- Step 8** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)



**Note** The field values that you enter in the CSV file for inserting users will override the values provided in the user template.



**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.



**Note** 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.

#### Additional Topics

See the [“Related Topics” section on page 17-2.](#)

## Related Topics

- [Creating a New BAT User Template, page 16-2](#)
- [Field Descriptions for a BAT User Template, page 16-4](#)
- [Inserting Users to Cisco Unified Communications Manager, page 17-1](#)



# CHAPTER 18

## Updating Users

---

Update the existing user information that is in the database by using the following procedure:

- [Updating Users, page 18-1](#)
- [Retaining Stored Values, page 18-2](#)
- [Using the BAT Spreadsheet to Create a CSV Data File for Updating Users, page 18-2](#)
- [Updating Users in Cisco Unified Communications Manager, page 18-5](#)

## Updating Users

To update existing user information that is in the Cisco Unified Communications Manager database, use the following steps:

1. Create a comma separated values (CSV) data file to define individual values for each user that you want to update.
  - See the [“Using the BAT Spreadsheet to Create a CSV Data File for Updating Users”](#) section on [page 18-2](#).
  - For a text-based CSV file, see the [“Updating Users File Format”](#) section on [page A-8](#).



**Note** To keep values or settings that were previously stored in the Cisco Unified Communications Manager directory, see the [“Retaining Stored Values”](#) section on [page 18-2](#).



**Note** A user template is not mandatory for the update users transaction. If you choose a user template, the fields that are not provided in the CSV get taken from the template for the update. Else, these fields get ignored.

2. Use Cisco Unified Communications Manager Bulk Administration (BAT) to insert the updated user records that are in the Cisco Unified Communications Manager database. See the [Updating Users in Cisco Unified Communications Manager, page 18-5](#).

### Additional Topics

See the [“Related Topics”](#) section on [page 18-5](#).

## Retaining Stored Values

When you are updating user records, you might want to keep values or settings for a user that were previously stored in the Cisco Unified Communications Manager 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 Administrator > Users > Update Users**.  
The User Update Configuration window displays.
  - Step 2** Notice the **Value for fields to be ignored** box. 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** box into the BAT spreadsheet box.
  - Step 5** Use this symbol in BAT spreadsheet fields for any values that you want to retain.
- 

### Additional Topics

See the [“Related Topics”](#) section on page 18-5

## Using the BAT Spreadsheet to Create a CSV Data File for Updating Users

To create the CSV data file for updating a group of existing users, use the following procedure.

### Procedure

- 
- Step 1** Download and open the **BAT.xls** file. See [Chapter 2, “Uploading and Downloading Files.”](#)
  - 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. Use [Table 18-1](#) for descriptions of the BAT spreadsheet fields.

**Table 18-1** *Field Descriptions in the BAT Spreadsheet for Updating Users*

Field	Description
User ID	Enter the user ID, from 1 to 30 characters, for the user of this phone.
Manager	Enter manager user ID, up to 30 characters, for the user of this phone.

**Table 18-1**      **Field Descriptions in the BAT Spreadsheet for Updating Users (continued)**

Field	Description
Department	Enter the department number, up to 50 characters, for the user of this phone.
User Device Profile	Enter the user device profile, up to 50 characters, for this user and device. You can choose the user device profile from the list of existing UDPs in Cisco Unified Communications Manager Administration that appears in BAT.
User Locale	Enter the language and country, up to 50 characters, set 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 Cisco Unified Communications Manager user windows and phones.
Password	<p>Enter the password, up to 20 characters, that the user needs to access the Cisco IP Phone Configuration window.</p> <p>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.</p>
PIN	<p>Enter the personal identification number (PIN), up to 20 numerals, to be used for extension mobility.</p> <p>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 default PIN when you insert the users in BAT.</p>
Telephone Number	Enter your telephone number.
Primary Extension	<p>This field displays after the user is added 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.</p> <p>If the system is configured for Unity Integration, the Create Voice Mailbox link displays.</p>
Associated PC	This field, which is required for Cisco SoftPhone and Cisco Unified Communications Manager Attendant Console users, displays after the user is added.
ICD Extension	Enter an ICD extension for this end user.
Mail ID	Enter your e-mail ID.
Presence Group	<p>Enter the presence group that watches the status of the directory number, the presence entity.</p> <p>For information on the Presence feature, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Table 18-1** Field Descriptions in the BAT Spreadsheet for Updating Users (continued)

Field	Description
SUBSCRIBE Calling Search Space	<p>All calling search spaces that you configure in Cisco Unified Communications Manager Administration display in the SUBSCRIBE Calling Search Space drop-down list box.</p> <p>The SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager 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 (<b>Call Routing &gt; Class Control &gt; Calling Search Space</b>).</p> <p>For information on how to configure a calling search space, see the <i>Cisco Unified Communications Manager Administration Guide</i>.</p>
Digest Credentials	<p>When you configure digest authentication for phones that are running SIP, Cisco Unified Communications Manager challenges the identity of the phone every time that the phone sends a SIP request to Cisco Unified Communications Manager. The digest credentials that you enter in this field get associated with the phone when you choose a digest user in the Phone Configuration window.</p> <p>Enter a string of alphanumeric characters.</p> <p>For more information on digest authentication, refer to the <i>Cisco Unified Communications Manager Security Guide</i>.</p>

**Step 5** In the Value for fields to be ignored box, 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 the **Export to BAT format** button.

The system saves the file to C:\XlsDataFiles\ (or to your choice of another existing folder). The filename is

Update\_Users-timestamp.txt (or to your choice of filename)



**Note** 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.

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

You must upload the CSV data file to the first node of Cisco Unified Communications Manager server, so BAT can access the CSV data file. See the [“Uploading a File” section on page 2-3](#)

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

**Additional Topics**

See the [“Related Topics” section on page 18-5](#).

## Updating Users in Cisco Unified Communications Manager

To update a group of user records in the Cisco Unified Communications Manager directory, use this procedure.

**Before You Begin**

You must have a CSV data file with updated user information. See the [“Using the BAT Spreadsheet to Create a CSV Data File for Updating Users” section on page 18-2](#) for instructions.

**Procedure**

- 
- Step 1** Choose **Bulk Administrator > Users > Update Users**.  
The User Update Configuration window displays.
- Step 2** From File Name drop-down list box, choose the CSV data file that you created for this bulk transaction.
- Step 3** From the User Template Name drop-down list box, choose the user template that you created for this bulk transaction.
- Step 4** In the **Value for fields to be ignored box**, enter the symbol that you used to tell BAT that you want to keep the value that was previously stored in the DC directory. See the [“Retaining Stored Values” section on page 18-2](#) for more information.



---

**Note** The value that is entered in the CSV file for updating users will override the values that are provided in the user template.

---

- Step 5** In the Job Information area, enter the Job description.
- Step 6** To update the user records immediately, click the Run Immediately radio button. Click Run Later to insert the user records at a later time.
- Step 7** To create a job for updating the user records, click **Submit**.
- Step 8** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3](#).
- 

**Additional Topics**

See the [“Related Topics” section on page 18-5](#).

## Related Topics

- [Updating Users, page 18-1](#)
- [Retaining Stored Values, page 18-2](#)

- [Using the BAT Spreadsheet to Create a CSV Data File for Updating Users, page 18-2](#)
- [Updating Users in Cisco Unified Communications Manager, page 18-5](#)
- [Uploading and Downloading Files](#)





# CHAPTER 19

## Delete Users

---

You can delete a group of users from the Cisco Unified Communications Manager directory. You can locate existing user records by using one of these two methods:

- [Using Query to Delete Users, page 19-1](#)
- [Using a Custom File to Delete Users, page 19-2](#)

## Using Query to Delete Users

To delete users when you want to create a query filter to locate the user records, use the following procedure.

### Procedure

Use the following procedure to delete users by creating a query to locate the user records.

---

**Step 1** Choose **Bulk Administration > Users > Delete Users > Query**.

The Delete Users Configuration window displays.

**Step 2** From the first Find User where drop-down list box, choose one of the following criteria:

- User ID
- First Name
- Middle Name
- Last Name
- Manager
- Department Name

From the second Find User where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable.

**Tip**

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

**Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat steps 2 and 3.

**Step 5** Click **Find**.

A list of discovered templates displays by:

- User ID
- First Name
- Middle Name
- Last Name
- Manager
- Department Name
- LDAP Sync Status

**Step 6** In the Job Information area, enter the Job description.

**Step 7** To delete user records immediately, click the Run Immediately radio button. Click Run Later to delete the user records at a later time.

**Step 8** To create a job for deleting the user records, click **Submit**.

**Step 9** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)

---

**Additional Topics**

See the [“Related Topics” section on page 19-3.](#)

## Using a Custom File to Delete Users

To locate and delete users, you can create a custom file of user IDs by using a text editor.

**Before You Begin**

1. Create a text file that lists each user ID that you want to delete on a separate line.
2. Upload the custom file with the first node of the Cisco Unified Communications Manager server. See [Chapter 2, “Uploading and Downloading Files.”](#)

To delete users by using a custom file, use the following procedure.

**Note**

Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the user records that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for user ID.

### Procedure

- 
- Step 1** Choose **Bulk Administration > Users > Delete Users > Custom File**.
- The Find and List Users - Delete Users Based on Custom File window displays.
- Step 2** In Delete Users where drop-down list box, choose one of the following criteria:
- User ID
  - First Name
  - Middle Name
  - Last Name
  - Department
- Step 3** In the Custom file where drop-down list box, choose the filename for the custom file.
- Step 4** To check that the query includes the information that you need, click **Find**.
- Step 5** In the Job Information area, enter the Job description.
- Step 6** To delete user records immediately, click the Run Immediately radio button. Click Run Later to delete the user records at a later time.
- Step 7** To create a job for deleting the user records, click **Submit**.
- Step 8** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.
- For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

### Additional Topics

See the [“Related Topics” section on page 19-3.](#)

## Related Topics

- [Using Query to Delete Users, page 19-1](#)
- [Using a Custom File to Delete Users, page 19-2](#)





## CHAPTER 20

# Exporting Users

---

When you use Cisco Unified Communications Manager Bulk Administration (BAT) to export user records, the export utility sorts users according to the organizational hierarchy in the database. T

From the Exports Users Configuration window, if Default User Format is selected from the File Format drop-down list box, the export utility only exports the default user device profile that is associated with a user. You must insert the other user device profiles for that user separately by using Cisco Unified Communications Manager Administrator.

## Exporting User Records

When you export user records, some users might have a blank PIN because these user records were created prior to Cisco Unified Communications Manager 3.1. If this is the case, you must specify a default PIN before reinserting the user records in the BAT user interface.

Use this procedure to export User records from Cisco Unified Communications Manager.

### Procedure

---

- Step 1** Choose **Bulk Administration > Users > Export Users**.
- The Export Users Query window displays.
- Step 2** In the first Find User where drop-down list box, choose a field to query from the following options:
- User ID
  - First Name
  - Middle Name
  - Last Name
  - Manager
  - Department
- Step 3** In the second drop-down list box, choose from the following options:
- begins with
  - contains
  - is exactly
  - ends with

- is empty
- is not empty

**Step 4** In the search field/list box, enter the value that you want to locate, such as a specific name or User ID.



**Note** To choose users from more than one department, enter multiple departments in this field. For example, to choose users from departments 12 and 34, enter 12, 34 in the third box instead of performing two operations.

**Step 5** You can click the Search Within Results check box and choose **AND** or **OR** to add multiple filters and repeat [Step 2](#) through [Step 4](#) to further define your query.

**Step 6** Click **Find**. The search results display.



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

**Step 7** Click **Next**.

**Step 8** Enter the export users file name in the File Name text box.

**Step 9** Choose file format from the File Format drop-down list box.

**Step 10** In the Job Information area, enter the Job description.

**Step 11** To export user records immediately, click the Run Immediately radio button. Click Run Later to export at a later time.

**Step 12** To create a job for exporting user records, click **Submit**.

**Step 13** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)

You can search and download the exported file by using the Upload/Download Files option in the Bulk Administration menu. See [Chapter 2, “Uploading and Downloading Files.”](#)

---

#### Additional Information

See the [“Related Topics” section on page 20-2.](#)

## Related Topics

- [BAT Log Files, page 66-3](#)
- [Uploading and Downloading Files, page 2-1](#)



# CHAPTER 21

## Resetting Passwords and PINs

---

You can reset the password that users use when they log on to the Cisco Unified IP Phone User Options window. You can also reset the PINs for the extension mobility feature that users use when they log in to Cisco Unified IP Phones. Use this action when you must reset a group of users to a default password or to a default PIN without updating any other attributes.

## Resetting Passwords and PINs

You have two ways to choose users for resetting passwords and PINs:

- [Using Query to Reset User Password and PIN, page 21-1](#)
- [Using a Custom File to Reset User Password and PIN, page 21-3](#)

## Using Query to Reset User Password and PIN

To use a query to locate users and reset passwords and PINs to a default value, use the following procedure.

### Procedure

---

- Step 1** Choose **Bulk Administration > Users > Reset Password/PIN > Query**.
- The Reset Password/PIN for Users Query window displays.
- Step 2** To locate the users that you want to reset, define the query filter.
- Step 3** From the first Find User where drop-down list box, choose one of the following criteria:
- User ID
  - First Name
  - Middle Name
  - Last Name
  - Manager
  - Department

From the second Find User where drop-down list box, choose 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, and click **Find**.

**Note**

To choose users from more than one department, enter multiple departments separated with a comma in this field. For example, to choose users from departments 12 and 14, enter **12, 14** in the third box instead of performing two operations.

**Tip**

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

**Step 5** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat Steps 3 and 4.

**Step 6** Click **Find**.

A list of discovered users displays by

- User ID
- First Name
- Middle Name
- Last Name
- Manager
- Department Name
- LDAP Sync Status

**Step 7** Click **Next**.

**Step 8** Enter the values that you want to update for all the records that you defined in your query.

- **Password**—Enter the default password that users use when they log on to the Cisco Unified IP Phone User Options window.
- **Confirm Password**—Reenter the password.
- **PIN**—Enter the default PIN for the extension mobility feature that users should use when they log in to a Cisco Unified IP Phone.
- **Confirm PIN**—Reenter the PIN.

**Step 9** In the Job Information area, enter the Job description.

**Step 10** To change passwords or PINs immediately, click the Run Immediately radio button. Click Run Later to change them at a later time.

**Step 11** To create a job for resetting passwords or PINs, click **Submit**.

**Step 12** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)



For information on log files, see [“BAT Log Files” section on page 66-3](#).

---

#### Additional Topics

See the [“Related Topics” section on page 21-4](#).

## Using a Custom File to Reset User Password and PIN

To locate users and to reset passwords and PINs to default values, you can create a custom file of user IDs by using a text editor.

#### Before You Begin

1. Create a text file that lists each user ID on a separate line for which you want to reset password or PIN.
2. Upload the custom file into Cisco Unified Communications Manager first node. See [“Uploading a File” section on page 2-3](#).

To reset user passwords and PINS by using a custom file, use the following procedure.

#### Procedure

---

- Step 1** Choose **Bulk Administration > Users > Reset Password/PIN > Custom File**.
- The Find and List Users - Reset Pwd/Pin for users based on custom file window displays.
- Step 2** In Reset Pwd/PIN for Users where drop-down list box, choose the field that you used in the custom file from the following options:
- User ID
  - First Name
  - Middle Name
  - Last Name
  - Department
- Step 3** In the In Custom File drop-down list box, choose the filename for the custom file.
- Step 4** In the Job Information area, enter the Job description.
- Step 5** To change passwords or PINs immediately, click the Run Immediately radio button. Click Run Later to change them at a later time.
- Step 6** To create a job for resetting passwords or PINs, click **Submit**.
- Step 7** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu.
- For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3](#). The log file displays the number of users that were updated and the number of records that failed, including an error code.
- 

#### Additional Topics

See the [“Related Topics” section on page 21-4](#).

## Related Topics

- [Using Query to Reset User Password and PIN, page 21-1](#)
- [Using a Custom File to Reset User Password and PIN, page 21-3](#)



## CHAPTER 22

# Generating User Reports

---

Cisco Unified Communications Manager Bulk Administration (BAT) provides reports to help you manage records effectively. You can create and save reports that provide information about phones, users, user device profiles, managers and assistants, and gateway records. You can save these reports with a filename and store them in a folder on Cisco Unified Communications Manager first node to review and print.

### Additional Information

See the [“Related Topics” section on page 22-2](#).

## Generating Reports for Users

Reports for users have a fixed format. You can generate a report for all users by not specifying any query options, or you can specify a limited set of query options.

To generate a report for users, use this procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration > Users > Generate User Reports**. The Find and List Users window displays.



---

**Note** You can generate a report for all users by not specifying a query, or you can generate a report for specific users by using following steps:

---

**Step 2** In Select Users Where scroll box, choose from these query options: User ID, Department, First Name, Middle Name, Last Name, Manager.

**Step 3** In the second drop-down list box, choose from the following search criteria.

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

- Step 4** In the search field box, enter the value that you want to locate, such as the exact user ID or the last name of a user.

You can add multiple values to the search field box by separating them with a comma as shown in this example: *JohnJ, PaulP, SueS, JoeJ*



**Tip** To generate a report for all users that are registered in the database, click **Find** without entering any search text.

- Step 5** Click **Find**. A list of discovered user records displays.
- Step 6** To choose details for your type of report, click **Next**. If you want to change the type of query, click **Back**.
- Step 7** In the File Name field, enter your name for this report (required).
- Step 8** In the Available Fields drop-down list box, choose an item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.
- Step 9** Arrange the order of the items in the Selected Fields for this report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.
- Step 10** In the Job Information area, enter the Job description.
- Step 11** To generate report immediately, click the Run Immediately radio button. Click Run Later to generate it at a later time..
- Step 12** To create a job for generating user reports, click **Submit**.
- Step 13** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.
- For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- You can search and download the report file using the Upload/Download Files option in the Bulk Administration menu. See [Chapter 2, “Uploading and Downloading Files.”](#)

---

#### Additional Information

See the [“Related Topics” section on page 22-2.](#)

## Viewing Report Log Files

BAT generates log files for each report transaction and stores them on the first node of Cisco Unified Communications Manager server. You can find the link to log files for this job from the Job configuration window for this job. For more details, see [Chapter 66, “Scheduling Jobs.”](#)

#### Additional Information

See the [“Related Topics” section on page 22-2.](#)

## Related Topics

- [Generating Reports for Users, page 22-1](#)
- [Viewing Report Log Files, page 22-2](#)



## CHAPTER 23

# Line Appearance

---

A line appearance is the linkage of a line to a device. The end user is now linked to a line appearance rather than a line.

The system did not provide detailed presence information about relationships such as shared lines to Cisco Unified Presence previously, which led to inaccurate or incomplete presence state. The Line Appearance feature provides detailed information on multiple line appearances associated with a user.

You can use the Line Appearance menu in BAT to view, export, and update line appearances:

- [Viewing Line Appearances](#)
- [Exporting Line Appearances](#)
- [Updating Line Appearances](#)

## Viewing Line Appearances

Because you might have several records, Cisco Unified Communications Manager lets you locate specific records on the basis of specific criteria. Use the following procedure to locate specific line appearances.



### Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, the system retains your Cisco Unified Communications Manager search preferences until you modify your search.

To find and view line appearances, use the following procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration > Users > Line Appearance > Export Line Appearance**.

The Export Users Query window displays.

**Step 2** To find all records in the database, ensure the dialog box is empty; go to [Step 3](#).

To filter or search records

- From the first drop-down list box, select a search parameter.
- From the second drop-down list box, choose a search pattern.

- Specify the appropriate search text, if applicable.



**Note** To add additional search criteria click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criteria or click the **Clear Filter** button to remove all added search criteria.

**Step 3** Click **Find**.

All or matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.



**Note** You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking **Delete Selected**. You can delete all configurable records for this selection by clicking **Select All** and then clicking **Delete Selected**.

**Step 4** From the list of records that display, click the link for the record that you want to view.



**Note** To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

## Exporting Line Appearances

After you have selected line appearance items to export, use the following procedure to export the line appearances.

### Before You Begin

1. Create a text file that lists details of the line appearance that you want to export.
2. Upload the custom file into Cisco Unified Communications Manager first node. See [“Uploading a File” section on page 2-3](#).
3. Find the records you want to export. See [Viewing Line Appearances, page 23-1](#).

To export line appearances, use the following procedure.

### Procedure

- Step 1** After you have located the items to export, click Next. The Export Line Appearance Configuration window displays.
- Step 2** In the In Custom File field, enter the filename for the custom file.
- Step 3** In the File Format drop-down list box, choose the file format. Be aware that the Line Appearance Format is available by default.
- Step 4** Check one or more of the following check boxes:
- Export line appearances for Cisco Unified Presence users only—The export operation will only get performed on Cisco Unified Presence users.
  - Export line appearances for all the primary extensions—Line appearances for all devices that share a line to which a user is associated will get exported.

- Export line appearances for the devices associated—Line appearances for all the lines that share a device to which a user is associated will be exported.

- Step 5** In the Job Information area, enter the Job description.
- Step 6** To export line appearances immediately, click the Run Immediately radio button. Click Run Later to export them at a later time.
- Step 7** To create a job for exporting line appearances, click **Submit**.
- Step 8** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)
- Step 9** For information on log files, see [“BAT Log Files” section on page 66-3](#). The log file displays the number of users that were updated and the number of records that failed, including an error code.
- 

#### Additional Topics

See the [“Related Topics” section on page 23-4](#).

## Updating Line Appearances

#### Before You Begin

1. Create a text file that lists the following details for the line appearances that you want to update:
  - User ID
  - Device
  - Directory numbers
  - Partition (optional)
2. Put each item on a separate line in the text file.
3. Upload the custom file to Cisco Unified Communications Manager server. For more details on uploading files, see the [“Uploading a File” section on page 2-3](#).

To update line appearances that are listed in a custom file, use the following procedure.

#### Procedure

---

- Step 1** Choose **Bulk Administration > Users > Line Appearance>Update Line Appearance**.  
The Update Line Appearance Configuration window displays.
- Step 2** From the File Name drop-down list box, choose the name of the custom file.
- Step 3** If you want to update the line appearance for Cisco Unified Presence users only, check the Update line appearance for CUP users only check box.
- Step 4** In the Job Information area, enter the Job description.
- Step 5** To update line appearances immediately, click the Run Immediately radio button. Click Run Later to update them at a later time.
- Step 6** To create a job for updating the line appearances, click **Submit**.
- Step 7** To schedule and/or activate this job, use the Job Configuration window.

For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)

---

#### **Additional Topics**

See the [“Related Topics” section on page 23-4.](#)

## **Related Topics**

- [Exporting Line Appearances, page 23-2](#)
- [Updating Line Appearances, page 23-3](#)





## **PART 5**

### **Phones and Users**





## CHAPTER 24

# Phones with Users

---

You can use Cisco Unified Communications Manager Bulk Administration to add a group of users and their phones on a Cisco Unified Communications Manager server in one bulk transaction. You have two options for creating a CSV data file for the phones:

- Use the BAT spreadsheet (BAT.xlt) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

You can access the Insert Phones with Users option by choosing **Bulk Administration > Phones and Users** from the Cisco Unified Communications Manager Administration main menu.

## Adding New Phones with Users

Use the following steps to insert phones with users.

1. To define individual values for each phone/user record that you want to update, create a comma separated values (CSV) data file.
  - See the [“Using the BAT Spreadsheet to Add Phones with Users”](#) section on page 24-1.
  - For a text-based CSV file, see the [“Phones With Users Combinations File Format”](#) section on page A-2.
2. Associate file format with the CSV data file.
  - See the [“Adding Phones/Users File Format”](#) section on page 25-1.
3. Validate phones with users records
  - See the [“Validating Phones and Users Records”](#) section on page 26-1.
4. Insert phones with users records.
  - See the [“Inserting Phones with Users to Cisco Unified Communications Manager”](#) section on page 27-1.

## Using the BAT Spreadsheet to Add Phones with Users

To create the CSV data file for adding phones and users in bulk, use the following procedure.

For information about installing and using the BAT spreadsheet, see [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-8.

### Procedure

- 
- Step 1** To open the BAT spreadsheet, locate and double-click **BAT.xlt** file. For more information on downloading **BAT.xlt** file, see [Chapter 2, “Uploading and Downloading Files.”](#)
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** At the bottom of the spreadsheet, click the **Phones-Users** tab.
- Step 4** Follow steps 4 through 14 in [Using the BAT Spreadsheet to Create a CSV Data File for Phones, page 3-46](#).
- For descriptions for the user information fields, see [Table 15-1Field Descriptions in BAT Spreadsheet for Adding Users, page 15-2](#).

### Additional Topics

See the [“Related Topics”](#) section on [page 24-2](#).

---

## Related Topics

- [Adding New Phones with Users, page 24-1](#)
- [Phones With Users Combinations File Format, page A-2](#)
- [Adding Phones/Users File Format, page 25-1](#)
- [Validating Phones and Users Records, page 26-1](#)
- [Inserting Phones with Users to Cisco Unified Communications Manager](#)



## CHAPTER 25

# Phones and Users File Format

---

To create a comma separated values (CSV) data file to define individual values for each user that you want to update.

- See the [“Using the BAT Spreadsheet to Add Phones with Users”](#) section on page 24-1.
- For a text-based CSV file, see the [“Phones With Users Combinations File Format”](#) section on page A-2.

When you use a text editor to create the CSV data file, you create a file format for entering values in the text-based file. You enter values in the text file in the order that the file format specifies.

After the CSV data file is completed, you need to associate the file format with the text-based CSV data file. After associating the file format with the CSV file, the names for each field display as the first record in the CSV data file. You can use this information to verify that you entered the values for each field in the correct order.

## Adding Phones/Users File Format

To add the file format with the text-based CSV data file, use the following procedure.

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; Phones and Users&gt; Phones &amp; Users File Format &gt; Assign File Format</b> . The Add File Format Configuration window displays. |
| <b>Step 2</b> | In the File Name field, choose the text-based CSV file that you created for this transaction.   |
| <b>Step 3</b> | In the File Format Name field, choose the file format that you created for this type of bulk transaction.   |
| <b>Step 4</b> | To create a job for associating the matching file format with the CSV data file, click <b>Submit</b> .  |
| <b>Step 5</b> | To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.  |
- For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files”](#) section on page 66-3.
- 

### Additional Topics

See the [“Related Topics”](#) section on page 25-2.

## Related Topics

- [Using the BAT Spreadsheet to Add Phones with Users, page 24-1](#)
- [Phones With Users Combinations File Format, page A-2](#)
- [BAT Log Files, page 66-3](#)



## CHAPTER 26

# Validating Phones and Users

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to add a group of users and their phones on a Cisco Unified Communications Manager server in one bulk transaction. Two options exist for creating a CSV data file for the phones:

- Use the BAT spreadsheet (BAT.xlt) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

You can access the Insert Phones with Users option by choosing **Bulk Administration > Phones and Users** from the Cisco Unified Communications Manager Administration main menu.

### Before you Begin

1. Create a comma separated values (CSV) data file to define individual values for each phone/user that you want to validate.
  - See the [“Validating Phones and Users Records”](#) section on page 26-1.
  - For a text-based CSV file, see the [“Phones With Users Combinations File Format”](#) section on page A-2.
2. Associate file format with the CSV data file.
  - See the [“Associating the File Format with the CSV Data File”](#) section on page 4-5.

## Validating Phones and Users Records

When you choose Validate Phones/Users, the system runs a validation routine to check that the CSV data file and BAT phone template have populated all required fields, such as device pool and locations. The validation checks only the device fields and their dependencies. Users fields do not get validated.

### Before You Begin

- You must have a BAT phone template for the devices that you are adding. You can use a master phone template with multiple lines to add phones that have a single line or several lines. See the [“Master Phone Templates”](#) section on page 1-5 for more information.
- You must have a CSV data file that you created by using one of these options:
  - [Validating Phones and Users Records](#), page 26-1
  - [Creating a text-based CSV file in the Phones With Users Combinations File Format](#), page A-2.

To validate your CSV data file records, use the following procedure.

### Procedure

---

- Step 1** Choose **Bulk Administration > Phones and Users > Validate Phones/Users**. The Validate Phones/Users Configuration window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this specific bulk transaction.
- Step 3** In the Phone Template Name field, choose the BAT phone template that you created for this bulk transaction.
- Step 4** To create a job for validating users and phones, click **Submit**.
- Step 5** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

### Additional Topics

See the [“Related Topics” section on page 26-2.](#)

## Related Topics

- [Phones With Users Combinations File Format, page A-2](#)
- [Associating the File Format with the CSV Data File, page 4-5](#)
- [BAT Log Files, page 66-3](#)
- [Scheduling Jobs](#)





## CHAPTER 27

# Inserting Phones and Users

---

To add a group of phones and users to the Cisco Unified Communications Manager database and directory, use the following procedure.

## Inserting Phones with Users to Cisco Unified Communications Manager

### Before you Begin

1. Create a comma separated values (CSV) data file to define individual values for each phones with users that you want to insert.
  - See the [“Using the BAT Spreadsheet to Add Phones with Users”](#) section on page 24-1.
  - For a text-based CSV file, see the [“Phones With Users Combinations File Format”](#) section on page A-2.
2. Associate file format with the CSV data file.
  - See the [“Adding Phones/Users File Format”](#) section on page 25-1.
3. Validate phones with users records .
  - See the [“Validating Phones and Users Records”](#) section on page 26-1.

Use the following procedure to insert phones with users into Cisco Unified Communications Manager:

### Procedure

---

- Step 1** Choose **Bulk Administration > Phones & Users > Insert Phones with Users**.  
The Insert Phones/Users window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this bulk transaction.
- Step 3** In the Phone Template Name field, choose the BAT phone template that you used for this transaction.  
If you did not enter individual MAC addresses in the CSV data file, you must check the **Create Dummy MAC Address** check box. If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of dummy MAC addresses.  
This field automatically generates dummy MAC addresses in the following format:  
BATXXXXXXXXXXXX  
where X represents any 12-character, hexadecimal (0-9 and A-F) number.

- If you do not know the MAC address of the phone that will be assigned to the user, chose this option. When the phone is plugged in, a MAC address registers for that device.
- If you supplied MAC addresses or device names in the data input file, do not choose this option.

You can update the phones or devices later with the correct MAC address by manually entering this information into Cisco Unified Communications Manager Administration or by using Unified CM Auto-Register Phone Tool. See the [“Introducing TAPS” section on page 64-1](#) for more information about Unified CM Auto-Register Phone Tool.

- Step 4** In the User Template Name field, choose the BAT user template that you used for this transaction
- Step 5** In the Job Information area, enter the Job description.
- Step 6** To insert phones with users immediately, click the Run Immediately radio button. Click Run Later to insert phones with users at a later time.
- Step 7** To create a job for deleting the user records, click **Submit**.
- Step 8** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

#### Additional Topics

See the [“Related Topics” section on page 27-2.](#)

## Related Topics

- [Using the BAT Spreadsheet to Add Phones with Users, page 24-1](#)
- [Phones With Users Combinations File Format, page A-2](#)
- [Adding Phones/Users File Format, page 25-1](#)
- [Validating Phones and Users Records, page 26-1](#)
- [Scheduling Jobs, page 66-1](#)
- [Introducing TAPS, page 64-1](#)
- [BAT Log Files, page 66-3](#)



## **PART 6**

### **Managers and Assistants**





## CHAPTER 28

# Working with Cisco Unified Communications Manager Assistant

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to manage the Cisco Unified Communications Manager Assistant feature in Cisco Unified Communications Manager. BAT allows you to add IP phones for managers and assistants. See the following sections for information:

- [Configuring Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant, page 28-2](#)
- [Configuring Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, page 28-7](#)

You can add, update, and delete managers or assistants with their associations in bulk transactions. See the [Creating the CSV Data File for Manager-Assistant Associations, page 28-9](#).

The following topics explain the options for managing Cisco Unified CM Assistant with BAT:

- [Inserting Manager-Assistant Associations to Cisco Unified Communications Manager, page 29-1](#)
- [Deleting Manager-Assistant Associations from Cisco Unified Communications Manager, page 30-1](#)
- [Deleting Managers from Cisco Unified Communications Manager, page 31-1](#)
- [Deleting Assistants from Cisco Unified Communications Manager, page 32-1](#)

For more information that is related to Cisco Unified CM Assistant, refer to this documentation.

- *Cisco Unified Communications Manager Features and Services Guide*
- *Cisco Unified Communications Manager Assistant User Guide*

## Overview of Phones and Lines for Use with Cisco Unified Communications Manager Assistant

The Cisco Unified CM Assistant feature works with several Cisco Unified IP Phone models and device profiles. Cisco Unified CM Assistant provides two modes for configuring managers and assistants lines for use with Cisco Unified CM Assistant features.

- Proxy mode—The primary manager line associates with a proxy line that has a different directory number on the assistant phone. See the [“Configuring Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant” section on page 28-2](#).

- Shared line mode—The manager and assistant have a shared line on their phones that uses the same directory number and partition. See the [“Configuring Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant”](#) section on page 28-7.

**Note**

You can associate users to devices/phones only if they support Unified CM Assistant.

You can use BAT to set up the manager and assistant phones with either proxy lines or shared lines.

## Configuring Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant

To prepare for configuring manager and assistant phones with Unified CM Assistant proxy line support, you must complete the following tasks:

1. Cisco recommends that you use the Cisco Unified CM Assistant Configuration Wizard to set up and configure Unified CM Assistant requirements for your system. The wizard automatically creates the phone templates for Unified CM Assistant manager and assistant, route points, partitions, translation patterns, and calling search space for the Cisco Unified CM Assistant service. To run the Cisco Unified CM Assistant Configuration Wizard ensure BAT and the wizard are on the same server. Refer to the *Cisco Unified Communications Manager Features and Services Guide* for information about running the Cisco Unified CM Assistant Configuration Wizard.

**Note**

You can use the Cisco Unified CM Assistant Configuration Wizard only one time to set up the Unified CM Assistant configuration requirements for your system. After running the configuration wizard, you can only view, but not change, your configuration with the wizard.

2. To add new phones and users for managers and assistants, use the Unified CM Assistant manager and Unified CM Assistant assistant phone templates that the Cisco Unified CM Assistant Configuration Wizard produced on the BAT server. Use the BAT templates to configure phones for proxy mode only. For information about the templates, see the [“Default Settings for Cisco Unified Communications Manager Assistant Manager and Assistant Phone Templates”](#) section on page 28-3.
3. For existing manager and assistant phones, you can change the manager and assistant phones to correspond to the Unified CM Assistant phone templates by using either of these methods:
  - You can use the Add Lines feature in BAT to modify existing phones to resemble the Unified CM Assistant phone templates. See the [“Adding Lines to Existing Phones and UDPs”](#) section on page 10-7.
  - You can delete the original phones and add new phones by using the Unified CM Assistant phone templates for managers and assistants. Follow the procedures for setting up new phones in the [“Adding Phones”](#) section on page 3-1.
4. After you configure the phones and lines for managers and assistants, you associate the manager and assistant lines for Unified CM Assistant control. For information about Unified CM Assistant line configurations, see the [“Manager and Assistant Proxy Line Configurations”](#) section on page 28-3.

## Default Settings for Cisco Unified Communications Manager Assistant Manager and Assistant Phone Templates

Table 28-1 lists the default settings for the Unified CM Assistant manager phone template.

**Table 28-1** *Default Settings for Manager Phone Templates for Proxy Lines*

Field	Default Value
Softkey Template	Softkey Template Standard Manager
Phone Button Template	Standard Cisco Unified IP Phone 7960 (2 lines)
Line1	Primary line <ul style="list-style-type: none"> <li>CSS = Generated_CSS_I_E</li> <li>Partition = Generated_Managers</li> </ul>
Line 2	Incoming Intercom line <ul style="list-style-type: none"> <li>CSS = Generated_CSS_I_E</li> <li>Partition = Generated_Everyone</li> <li>Also configure auto answer with headset option.</li> </ul>
Services	Assistant Primary Service

Table 28-2 lists the default settings for the Unified CM Assistant assistant phone template.

**Table 28-2** *Default Settings for Assistant Phone Template for Proxy Lines*

Field	Default Value
Softkey Template	Softkey Assistant
Phone Button Template	Standard Cisco Unified IP Phone 7960 Assistant
Expansion Module 1	14-button expansion module
One line on base phone and five lines on expansion module	For proxy lines, one line on base phone and five lines on expansion module have the following default configuration: <ul style="list-style-type: none"> <li>CSS = Generated_CSS_M_E</li> <li>Partition = Generated_Everyone</li> </ul>
Line 7 (On Expansion Module)	Intercom line <ul style="list-style-type: none"> <li>CSS = Generated_CSS_I_E</li> <li>Partition = Generated_Everyone</li> <li>Also configure auto answer with headset option.</li> </ul>

## Manager and Assistant Proxy Line Configurations

BAT assigns Unified CM Assistant line configurations by mapping the primary manager lines on the phone to proxy lines on the assistant phone. When you use the Unified CM Assistant manager and assistant default templates that the Unified CM Assistant wizard created, you can associate from one to five manager lines on one assistant phone. For phones that are configured with the Unified CM Assistant templates, this example shows the line configurations when you associate two manager phones to an assistant phone.

**Manager 1 Phone:**

- Line 1—Primary line
- Line 2—Intercom line

**Manager 2 Phone:**

- Line 1—Primary line
- Line 2—Intercom line

**Assistant Phone:**

- Line 1—Primary line
- Line 2—Proxy line for Manager 1
- Line 3—Proxy line for Manager 2
- Lines 4 through 6 are unassigned
- Line 7—Intercom line

Lines 4 through 6 remain available for other manager associations.

When you associate multiple managers to an assistant phone, BAT creates proxy lines based on the order in the CSV data file. BAT creates the first manager-assistant line by assigning all the primary manager lines as proxy lines to the unassigned lines on the assistant phone. BAT continues creating individual manager-assistant proxy lines based on the order of the CSV record until all lines on the assistant phone are assigned or all managers in the CSV record are associated.

When you associate multiple assistants to a manager primary line, BAT assigns assistants to the manager based on the order in the CSV data file. BAT assigns the primary manager lines based on the first assistant number of available lines. For example, a manager phone has two primary lines. The first assistant, who is listed in the CSV data file, has only one available line. Consequently, BAT associates only one primary line for the manager and one proxy line on all the assistant phones that are listed in the CSV record.

**Cisco Unified Communications Manager Assistant Manager Phone Configuration**

Table 28-3 lists all possible line configurations for a manager phone that BAT can set up when you are using manager-assistant associations.

**Table 28-3**      *Manager Phone Line Configuration*

Number of Available Lines	Configuration
One line	Line 1—Primary line (Unified CM Assistant controlled) Intercom line (none)
Two lines (Default Unified CM Assistant manager phone template)	Line 1—Primary line (Unified CM Assistant controlled) Line 2—Intercom line (optional)
More than two lines	Last line gets configured as the intercom line.  The number of available lines on the assistant phone determines the number of manager lines that get associated with proxy lines.



## Unified CM Assistant Phone Configuration

Table 28-4 lists the default line configuration for the assistant phones that BAT sets up during manager-assistant associations.

**Table 28-4 Assistant Phone Line Configurations**

Number of Available Lines	Configuration
One line	Line 1—Proxy line Intercom line (none)
Two lines	Line 1—Primary line Line 2—Proxy line Intercom line (none)
Three lines	Line 1—Primary line Line 2—Proxy line Line 3—Intercom line
More than three lines	Line 1—Primary line Line 2—Proxy line Last line gets configured as the intercom line All other lines get configured as proxy lines
Seven lines (Default Unified CM Assistant assistant phone template)	Line 1—Primary line Line 2 through line 6 can get configured as proxy lines to support up to five managers. Line 7—Intercom line

## Proxy Line Example for Cisco Unified Communications Manager Assistant Manager and Assistant Phones

You associate two managers, each with three existing lines, to an assistant phone with six unassigned lines. BAT sets the following line configurations on the manager and assistant phones.

### Manager 1 Phone:

- Line 1—Manager primary line (DN is 2355)
- Line 2—Manager primary line (DN is 2366)
- Line 3—Manager intercom line

### Manager 2 Phone:

- Line 1—Manager primary line (DN is 2656)
- Line 2—Manager primary line (DN is 2666)
- Line 3—Manager intercom line

### Assistant Phone:

- Line 1—Assistant primary line (DN is 3333)
- Line 2—Proxy line 1 for Manager 1 (DN is 3455)

- Line 3—Proxy line 1 for Manager 2 (DN is 3656))
- Line 4—Proxy line 2 for Manager 1 (DN is 3366)
- Line 5—Proxy line 2 for Manager 2 (DN is 3666)
- Line 6—Available
- Line 7—Assistant intercom line

When you associate a manager phone that has preexisting primary lines, you must ensure that the number of unassigned lines on the assistant phone equals or is greater than the number of primary lines on the manager phone. For instance, BAT does not allow you to create an association between a manager that has a phone with four configured primary lines and an assistant with only three available lines.

## Setting Up New Phones for Cisco Unified Communications Manager Assistant Managers and Assistants with Proxy Lines

To set up new phones for Unified CM Assistant managers and assistants that use proxy lines, use the following procedure.

### Before You Begin

1. Run the Unified CM Assistant Configuration Wizard to create the Unified CM Assistant templates, partition, and calling search space.
2. If you want to associate more than five managers to an assistant, you must access the Unified CM Assistant Template and make a copy with a new name. Add more lines to the template to accommodate the additional managers.

---

**Step 1** Choose **BAT Administrator > Phones > Phones Template**. The Phone Template Configuration window displays.




---

**Note** Because BAT Unified CM Assistant templates are write protected, if you want to make changes to these templates, you must make a copy of the template and then edit the template with your changes.

---

See the [“Default Settings for Manager Phone Templates for Proxy Lines”](#) section on page 28-3 for descriptions of the manager phone template fields.

See the [“Default Settings for Assistant Phone Template for Proxy Lines”](#) section on page 28-3 for descriptions of the assistant phone template fields.

**Step 2** Create the CSV data file for manager phones and another file for assistant phones by using these options:


- Use the BAT spreadsheet and choose the **Phones** tab.
- Use a text editor and refer to the manager or assistant template fields as a guide.

**Step 3** Use the procedure in the [“Adding Phones”](#) section on page 3-1 for detailed steps to insert new phones.

---

## Setting Up Cisco Unified Communications Manager Assistant Proxy Lines on Existing Phones

To set up lines on existing phones for managers and assistants, use the following procedure.

- 
- Step 1** Choose **BAT Administration > Phones > Add Lines**. The Phone Add Lines window displays.
- Step 2** If you need to copy and modify the Unified CM Assistant templates for BAT, see these topics for reference:
- [Table 28-1Default Settings for Manager Phone Templates for Proxy Lines, page 28-3](#)
  - [Table 28-2Default Settings for Assistant Phone Template for Proxy Lines, page 28-3](#)
-  **Note** If you changed any configuration information (for example, partition names) when you ran the Cisco Unified CM Assistant Configuration Wizard, you must use the same configuration information for the fields when you edit the template.
- 
- Step 3** Create the CSV data file for manager phones and another file for assistant phones by using one of these options:
- Use the BAT spreadsheet and choose the **Add Lines** tab.
  - Use a text editor and use the manager or assistant template fields as a guide.
- Step 4** *To set up manager and assistant lines on existing phones, use the procedure in [Adding Lines to Existing Phones and UDPs, page 10-7](#).*
- 

#### Additional Topics

See the [“Related Topics” section on page 28-12](#).

## Configuring Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant

To configure manager and assistant phones with shared line support, you must perform the following tasks:

1. You must set up the Unified CM Assistant service parameters for shared line support in Cisco Unified Communications Manager. Refer to the *Cisco Unified Communications Manager Features and Services Guide* for information.
2. You need a phone button template with five or more lines for the Cisco Unified IP Phone model 7960.
3. Configure the phones for managers and assistants by using the following guidelines:

### Manager Phones in Shared Line Mode

Use the procedures for setting up new phones by using BAT in the [“Adding Phones” section on page 3-1](#). Create a BAT template to add new or update existing manager phones with the following phone settings:

- Assign the Softkey template: Standard Shared Mode Manager.
- Add primary lines to share with assistants, if needed.
- Set up the voice-messaging profile on the primary line.
- Add an incoming intercom line (optional).
- Add speed-dial buttons for outgoing intercom targets (optional).

- Set the user locale.

## Assistant Phones in Shared Line Mode

Use the procedures for setting up new phones by using BAT in the [“Adding Phones” section on page 3-1](#).

Create a BAT template to add new or update existing assistant phones with the following phone settings:

- Assign the Softkey template: Standard Assistant
- If you are using a Cisco 14-button expansion module (7914) for additional lines, specify the expansion module type in the BAT template.




---

**Note** Cisco Unified IP Phone 7960 phone button templates include expansion module lines.

---

- Add a personal primary line.
  - Add shared lines for each associated manager. Use the same directory number and partition as the primary line on the manager phone.
  - Add an incoming intercom line (optional)
  - Add speed dials to the managers intercom lines (optional)
  - Set the user locale
1. To add lines to existing manager or assistant phones, see the [“Adding Lines to Existing Phones and UDPs” section on page 10-7](#). Use the line settings as specified in these sections:
    - [Manager Phones in Shared Line Mode, page 28-7](#)
    - [Assistant Phones in Shared Line Mode, page 28-8](#)
  2. After you configure the phones and lines for managers and assistants, you associate the manager and assistant lines for Unified CM Assistant control. Follow the procedures in the [“Creating the CSV Data File for Manager-Assistant Associations” section on page 28-9](#).

## Manager and Assistant Shared Line Configurations

BAT associates Cisco Unified CM Assistant line configurations to shared lines that are assigned to the manager and the assistant phones. You set the shared line mode in the manager’s configuration when associating managers with assistants.

In shared line mode, the manager line corresponds to a shared line on the assistant phone. For example, to associate two managers with an assistant, you add two lines to the assistant phone that have the same directory numbers and partitions as the primary lines on the manager phones.

### Manager 1 Phone:

- Line 1— Primary line (DN is 2355)
- Line 2— Intercom line (optional)

### Manager 2 Phone:

- Line 1— Primary line (DN is 2875)
- Line 2— Intercom line (optional)

**Assistant's Phone:**

- Line 1—Assistant primary line (DN is 3356)
- Line 2—Shared line with Manager 1 (DN is 2355)
- Line 3—Shared line with Manager 2 (DN is 2875)
- Lines 4 through 6 are available
- Line 7—Intercom line (optional)

You can add lines 4 through 6 as shared lines for other managers.

When you add multiple manager lines to an assistant phone, all lines on the assistant phone must use shared line mode. You cannot mix proxy and shared lines on the assistant phone. Likewise, when a manager has multiple assistants, all associations must use shared line mode.

When you associate multiple assistants to a manager who has shared line mode, BAT assigns Unified CM Assistant associations only to those assistants that are also using shared line mode.

**Additional Topics**

See the [“Related Topics” section on page 28-12](#).

## Creating the CSV Data File for Manager-Assistant Associations

When you use BAT to insert manager-assistant associations to the Cisco Unified Communications Manager database, you can add new associations or update existing associations.

You have two options for creating a CSV data file for manager-assistant associations:

- [Using the BAT Spreadsheet to Add or Update Manager-Assistants Associations, page 28-9](#)
- Using a text editor to create a text file in CSV format by using the [“Managers and Assistants File Formats” section on page A-12](#).

When you create an association for a new manager, you need to enter a device name. When you update a manager with an existing Unified CM Assistant record, consider these fields optional. See the [“Manager and Assistant Proxy Line Configurations” section on page 28-3](#) for information about how BAT assigns line configurations on manager and assistant phones. BAT does not allow you to assign the intercom line of a manager to a proxy line for an assistant if the number of manager lines is greater than or equal to three.

## Using the BAT Spreadsheet to Add or Update Manager-Assistants Associations

The BAT spreadsheet includes data file templates with macros to make it easy to add, update, or delete manager-assistant associations. For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data” section on page 1-8](#).

To use the BAT spreadsheet for adding new Unified CM Assistant associations, use the following procedure. You can use two ways to set up the manager-assistant configurations:

- To create manager-assistant associations with the default line configuration, see the [“Creating Default Manager-Assistant CSV Data Files” section on page 28-10](#).

For the default line configurations for the manager and assistant phones, see [Table 28-3](#) and [Table 28-4](#).

- If you want to assign proxy lines that do not follow the default line configuration, see the [“Creating Custom Manager-Assistant CSV Data Files”](#) section on page 28-11.

## Creating Default Manager-Assistant CSV Data Files

To create the CSV data file for inserting or updating manager-assistant association for both proxy and shared mode by using the default configuration, use the following procedure.

### Procedure

- Step 1** Download and open the **BAT.xlt** file to open the BAT spreadsheet. See the [“Downloading a File”](#) section on page 2-2.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To display the manager-assistant association options, click the **Default Managers-Assistants** tab at the bottom of the spreadsheet.
- Step 4** Scroll to the right side of the template until you see the radio buttons and choose the type of associations for this transaction:

- **One manager, multiple assistants**
- **One assistant, multiple managers**

- Step 5** Complete all mandatory fields and any relevant, optional fields.

If you choose the **One manager, multiple assistants** radio button, enter the following information in each row:

- **Manager ID**—Enter the user ID, up to 30 characters, of the manager.
- **Assistant ID#**—Enter the user IDs, up to 30 characters, for the assistants to whom the manager will be associated.

The # symbol represents the number of assistants that are assigned to a manager.



**Note** To add more assistants, click **Add more Assistants**.

If you choose the **One assistant, multiple managers** radio button, enter the following information in each row:

- **Assistant ID**—Enter the user ID, up to 30 characters, of the assistant.
- **Manager ID#**—Enter the user IDs, up to 30 characters, for the managers to whom the assistant will be associated.

The # symbol represents the number of managers assigned to an assistant.



**Note** To add more managers, click **Add more Managers**.

- Step 6** Choose the operation that you want to perform:
  - To create new manager-assistant associations, click **Insert**.
  - To delete a manager or an assistant from a manager-assistant association, click **Delete**.
- Step 7** To transfer the data from the BAT spreadsheet into a CSV data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDataFiles or to your choice of another existing folder by using the filename

<type of operation>ManagerAssistants-timestamp.txt

where <type of operation> specifies the type of operation that was chosen in Step 6, and “timestamp” represents the precise date and time that the file was created.

Upload the CSV data file to the first node of Cisco Unified Communications Manager, so BAT can access the CSV data file. See the [“Uploading a File” section on page 2-3](#).

For information on how to read the exported CSV file, in the BAT Insert Managers/Assistants window, click the link to **View Sample File**.

#### Additional Topics

See the [“Related Topics” section on page 28-12](#).

## Creating Custom Manager-Assistant CSV Data Files

When you have existing phones that you want to set up with manager-assistant associations, you can use the Custom Managers-Assistants tab in the BAT spreadsheet. To create the CSV data file for inserting or updating manager-assistant associations for proxy lines on the assistant phones, use the following procedures.

#### Procedure

- Step 1** Download the **BAT.xls** file from Cisco Unified Communications Manager server. See the [“Downloading a File” section on page 2-2](#).
- Step 2** Open the **BAT.xls** file. When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To display the manager-assistant association options, click the **Custom Managers-Assistants** tab at the bottom of the spreadsheet.
- Step 4** Scroll to the right side of the template until you see **Number of Proxy Lines** box. In that box, enter the number of proxy lines that you are assigning to an assistant. The spreadsheet adds Proxy Line DN and Manager Line DN Columns based on the number that you enter.

Complete all mandatory fields and any relevant, optional fields.

- **Manager ID**—Enter the user ID of the manager.
- **Device Name**—Enter the device name that are assigned to the manager phone.
- **Intercom DN**—Enter the directory number for the manager intercom line. (Optional)
- **Assistant ID**—Enter the user IDs for the assistants to whom the manager will be associated.
- **Device Name**—Enter the device name that are assigned to the assistant’s phone.
- **Intercom DN**—Enter the directory number for the assistant intercom line. (Optional)
- **Proxy Line DN#**—Enter the directory number for the assistant proxy line.
- **Manager Line DN#**—Enter the directory number for the manager primary line.

The # symbol represents the number of proxy lines that are associated to a manager.

- Step 5** To transfer the data from the BAT spreadsheet into a CSV data file, click **Export to BAT Format** button.

The system saves the file to C:\XLSDataFiles or to your choice of another existing folder by using the filename Custom Managers-Assistants-timestamp.txt.

Upload the CSV data file to the first node of Cisco Unified Communications Manager, so BAT can access the CSV data file. See the [“Uploading a File” section on page 2-3](#).

For information on how to read the exported CSV file, in the BAT Insert Managers/Assistants window, click the link to **View Sample File**.

---

#### Additional Topics

See the [“Related Topics” section on page 28-12](#).

## Related Topics

- [Overview of Phones and Lines for Use with Cisco Unified Communications Manager Assistant, page 28-1](#)
- [Creating the CSV Data File for Manager-Assistant Associations, page 28-9](#)
- [Inserting Manager-Assistant Associations to Cisco Unified Communications Manager, page 29-1](#)
- [Configuring Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant, page 28-2](#)
- [Configuring Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, page 28-7](#)
- [Deleting Manager-Assistant Associations from Cisco Unified Communications Manager, page 30-1](#)
- [Deleting Managers from Cisco Unified Communications Manager, page 31-1](#)
- [Deleting Assistants from Cisco Unified Communications Manager, page 32-1](#)

For more information related to Cisco Unified CM Assistant, refer to this documentation.

- *Cisco Unified Communications Manager Features and Services Guide*
- *Cisco Unified Communications Manager Assistant User Guide*





## CHAPTER 29

# Inserting Managers/Assistants

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to manage the Cisco Unified Communications Manager Assistant feature in Cisco Unified Communications Manager. BAT allows you to add IP phones for managers and assistants.

The Cisco Unified CM Assistant feature works with several Cisco Unified IP Phone models and device profiles. Cisco Unified CM Assistant provides two modes for configuring managers and assistants lines for use with Cisco Unified CM Assistant features.

- Proxy mode—The manager primary line associates with a proxy line that has a different directory number on the assistant phone. See the [“Configuring Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant”](#) section on page 28-2.
- Shared line mode—The manager and assistant have a shared line on their phones that uses the same directory number and partition. See the [“Configuring Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant”](#) section on page 28-7.

You can use BAT to set up the manager and assistant phones with either proxy lines or shared lines.

## Inserting Manager-Assistant Associations to Cisco Unified Communications

### Manager

To insert new manager-assistant associations or update existing associations, you need a CSV data file. See the [“Creating the CSV Data File for Manager-Assistant Associations”](#) section on page 28-9 for information.

When BAT updates manager assistant associations, it does not change existing Cisco Unified CM Assistant line configurations for the intercom directory number or associated devices.



#### Caution

The Manager-Assistant association fails when the assistant phone does not have enough lines to support the minimum Cisco Unified CM Assistant configuration.

#### Before you Begin

Make sure that you have configured manager and assistant phones by using one of the following two procedures:

- [Configuring Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant](#), page 28-2

- [Configuring Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, page 28-7](#)

To add or update new manager-assistant associations to Cisco Unified Communications Manager database, use the following procedure.

#### Procedure

- 
- Step 1** Choose **Bulk Administration > Managers/Assistants > Insert Managers/Assistants**. The Manager/Assistant Options 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 managers use extension mobility to log in, check the **Configure managers as mobile managers** check box.
- Step 4** When all the phones have shared lines, check the **Uses shared lines** check box.
- Step 5** In Insert Options area, choose the type of CSV data file that you created:
- **Default**—If you created a standard CSV data file, choose the type of associations for this transaction based on the data in the CSV file.
    - **Associate one or more assistants to a manager**
    - **Associate one or more managers to an assistant**
  - **Custom**—If you created a custom CSV data file for proxy mode.
- Step 6** In the Job Information area, enter the Job description.
- Step 7** To insert the managers/assistants immediately, click the **Run Immediately** radio button. To insert the managers/assistants at a later time, click Run Later.
- Step 8** To create a job for inserting the managers/assistants records, click **Submit**.
- Step 9** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)



**Note** For information on log files, see [“BAT Log Files” section on page 66-3](#). When BAT performs an update to an assistant or manager configuration and the changes are only partially completed—because there were not enough available lines—the whole transaction record fails.

- Step 10** For changes to take effect, you must restart Cisco Unified CM Assistant service.
- 

#### Additional Topics

See the [“Related Topics” section on page 29-2](#).

## Related Topics

- [Configuring Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant, page 28-2](#)
- [Configuring Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, page 28-7](#)

- [Creating the CSV Data File for Manager-Assistant Associations](#)
- [Scheduling Jobs, page 66-1](#)
- [BAT Log Files, page 66-3](#)





## CHAPTER 30

# Deleting Managers/Assistants

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to delete a specific manager-assistant association from the Cisco Unified Communications Manager database. For example, the assistant with the user ID, *jmorgan*, is assigned to two managers with user IDs, *rcraig* and *dbaker*. If you want to change the manager-assistant association, so the assistant, *jmorgan* is only assigned to *rcraig*, you can delete the *jmorgan-dbaker* association by creating a CSV data file with the following entry:

### Example

```
jmorgan,dbaker
```

## Deleting Manager-Assistant Associations from Cisco Unified Communications Manager

If you want to delete a manager or an assistant from all manager-assistant associations, see the following sections:

- [Deleting Managers from Cisco Unified Communications Manager, page 31-1](#)
- [Deleting Assistants from Cisco Unified Communications Manager, page 32-1](#)

To delete specific manager-assistant associations from Cisco Unified Communications Manager, use this procedure.

### Before You Begin

You must have a CSV data file that contains the user IDs for the specific managers and assistants associations that you want to delete. See [Chapter 28, “Working with Cisco Unified Communications Manager Assistant”](#).

### Procedure

---

- Step 1** Choose **Bulk Administration > Managers/Assistants > Delete Managers/Assistants**. The Delete Managers/Assistants Configuration window displays.
- Step 2** In the **File Name** field, choose the CSV file that you created for this type of bulk transaction.
- Step 3** Choose the type of deletion:
- **Delete associated assistants for one manager**
  - **Delete associated managers for one assistant**

- Step 4** In the Job Information area, enter the Job description.
- Step 5** To delete the managers/assistants immediately, click the **Run Immediately** radio button or, to delete the managers/assistants at a later time, click Run Late.
- Step 6** Click **Submit** to create a job for deleting the required managers/assistants associations.
- Step 7** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

#### Additional Topics

See the [“Related Topics” section on page 30-2.](#)

## Related Topics

- [Deleting Managers from Cisco Unified Communications Manager, page 31-1](#)
- [Deleting Assistants from Cisco Unified Communications Manager, page 32-1](#)



# CHAPTER 31

## Deleting Managers

---

When you delete Unified CM Assistant managers, Cisco Unified Communications Manager maintains information on the manager as a user in the directory. For example, if a manager with the user ID, *rmartinez*, has two assistants with user IDs, *dbell* and *jkent*, you can disassociate *rmartinez* from both assistants by deleting *rmartinez* as a manager in the Cisco Unified Communications Manager database. The directory still shows *rmartinez* as a user.

## Deleting Managers from Cisco Unified Communications Manager

You can delete managers with all their manager-assistant associations from the Cisco Unified Communications Manager database and LDAP Directory. To access the Delete Managers option, choose **Bulk Administration > Managers/Assistants > Delete Managers**.

You have two ways for locating existing records to delete:

- [Using Query to Delete Manager Associations, page 31-1](#)
- [Using a Custom File to Delete Manager Associations, page 31-2](#).

### Using Query to Delete Manager Associations

To delete managers from their associations with assistants from Cisco Unified Communications Manager directory, use this procedure.

#### Procedure

---

- Step 1** Choose **BAT Administration > Managers/Assistants > Delete Managers > Query**. The Delete Managers Configuration window displays.
- Step 2** From the first Find Managers where drop-down list box, choose one of the following criteria:
- User ID
  - First Name
  - Middle Name
  - Last Name
  - Department

From the second Find Managers where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable.

**Tip**

To find all managers that are registered in the database, click **Find** without entering any search text.

**Note**

To choose managers from more than one department, enter multiple departments in this field. For example, to choose managers from departments 12 and 24, enter **12, 24** in the third box instead of performing two operations.

**Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat Steps 2 and 3.

**Step 5** Click **Find**.

A list of discovered managers displays by

- User ID
- First Name
- Middle Name
- Last Name
- Department

**Step 6** In the Job Information area, enter the Job description.

**Step 7** To delete the managers immediately, click the Run Immediately radio button. Click Run Later to delete the managers at a later time.

**Step 8** To create a job for deleting chosen managers, click **Submit**.

**Step 9** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)

**Additional Topics**

See the [“Related Topics” section on page 31-3.](#)

## Using a Custom File to Delete Manager Associations

You can create a custom file by using a text editor to locate manager associations that you want to delete.



**Before You Begin**

1. Create a text file that lists user IDs for managers that you want to delete
2. Put each user ID on a separate line.
3. Upload the custom file to the first node of Cisco Unified Communications Manager server. See the [“Uploading a File” section on page 2-3](#)

To delete managers associations by using a custom file, use the following procedure.

**Note**

Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the manager association records that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for manager association ID.

**Procedure**

- 
- Step 1** Choose **BAT Administration > Managers/Assistants > Delete Managers > Custom File**. The Delete Managers Configuration window displays.
  - Step 2** In Select managers where field, keep the identifier, **User ID**.
  - Step 3** In the second field, in Custom File drop-down list box, choose the name of the custom file that you created for this transaction.
  - Step 4** Click **Find**.  
The list of discovered managers displays.
  - Step 5** In the Job Information area, enter the Job description.
  - Step 6** To delete the managers immediately, click the **Run Immediately** radio button. Click **Run Later** to delete the managers at a later time.
  - Step 7** To create a job for deleting chosen managers, click **Submit**.
  - Step 8** To schedule and/or activate this job, use the Job Configuration window.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

## Related Topics

- [Deleting Manager-Assistant Associations from Cisco Unified Communications Manager, page 30-1](#)
- [Deleting Assistants from Cisco Unified Communications Manager, page 32-1](#)
- [BAT Log Files, page 66-3](#)
- [Uploading a File, page 2-3](#)
- [Scheduling Jobs, page 66-1](#)





## CHAPTER 32

# Deleting Assistants

---

When you delete Unified CM Assistant assistants, Cisco Unified Communications Manager maintains information on the assistant as a user in the directory. For example, Assistant *thudson* is assigned to two managers, *hart* and *dstewart*. You can disassociate *thudson* from both managers by deleting *thudson* as an assistant in the Cisco Unified Communications Manager database. The directory still shows *thudson* as a user.

## Deleting Assistants from Cisco Unified Communications Manager

You have two ways for locating existing records to delete:

- [Using Query to Delete Assistants Associations, page 32-1](#)
- [Using a Custom File to Delete Assistant Associations, page 32-2.](#)

### Using Query to Delete Assistants Associations

To delete assistants from their associations with managers from Cisco Unified Communications Manager directory, use this procedure.

#### Procedure

- 
- Step 1** Choose **BAT Administration > Managers/Assistants > Delete Assistants > Query**. The Delete Assistants Configuration window displays.
- Step 2** From the first Find Assistants where drop-down list box, choose one of the following criteria:
- User ID
  - First Name
  - Middle Name
  - Last Name
  - Department

From the second Find Assistants where drop-down list box, choose one of the following criteria:

- begins with

- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable.



**Tip**

To find all assistants that are registered in the database, click **Find** without entering any search text.



**Note**

To choose assistants from more than one department, enter multiple departments in this field. For example, to choose managers from departments 12 and 24, enter **12, 24** in the third box instead of performing two operations.

**Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat Steps 2 and 3.

**Step 5** Click **Find**.

A list of discovered assistants displays by

- User ID
- First Name
- Middle Name
- Last Name
- Department

**Step 6** In the Job Information area, enter the Job description.

**Step 7** To delete assistants immediately, click the Run Immediately radio button. Click Run Later to delete assistants at a later time.

**Step 8** Click **Submit** to create a job for deleting assistants.

**Step 9** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)

### Additional Topics

See the [“Related Topics” section on page 32-3.](#)

## Using a Custom File to Delete Assistant Associations

You can create a custom file by using a text editor to locate assistant associations that you want to delete.

**Before You Begin**

1. Create a text file that lists user ID for assistants that you want to delete, putting each on a separate line.
2. Upload the custom file to the first node of Cisco Unified Communications Manager server. See the [“Uploading a File” section on page 2-3](#).

To delete assistants associations by using a custom file, use the following procedure.

**Note**

Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the assistant association records that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for assistant ID.

**Procedure**

- 
- Step 1** Choose **BAT Administration > Managers/Assistants > Delete Assistants > Custom File**. The Delete Assistants Configuration window displays.
  - Step 2** In Select Assistants where field, keep the identifier, **User ID**.
  - Step 3** In the second field, in Custom File drop-down list box, choose the name of the custom file that you created for this transaction.
  - Step 4** Click **Find**.  
The list of discovered assistants displays.
  - Step 5** In the Job Information area, enter the Job description.
  - Step 6** To delete assistants immediately, click the Run Immediately radio button. Click Run Later to delete assistants at a later time.
  - Step 7** To create a job for deleting assistants, click **Submit**.
  - Step 8** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3](#).
- 

**Additional Topics**

See the [“Related Topics” section on page 32-3](#).

## Related Topics

- [Deleting Assistants from Cisco Unified Communications Manager, page 32-1](#)
- [Deleting Assistants from Cisco Unified Communications Manager, page 32-1](#)





## CHAPTER 33

# Generating Reports for Managers/Assistants

---

Reports for Cisco Unified CM Assistant managers and assistants follow a fixed format. You can generate a report by specifying a set of query options for either managers or assistants.

## Generating Reports for Cisco Unified Communications Manager Assistant Managers and Assistants

To generate reports for managers or assistants, use this procedure.

### Procedure

---

- Step 1** Choose one of these options:
- **Bulk Administration > Managers/Assistants > Generate Manager Reports.** The Manager Reports window displays.
  - **Bulk Administration > Managers/Assistants > Generate Assistant Reports.** The Assistant Reports window displays.
- Step 2** You can generate a report for all managers or assistants by not specifying a query, or you can generate a report for specific managers or assistants by using following steps:
- a. In Find Managers (or Assistants) where drop-down list box, choose from these query options:
    - User ID
    - First Name
    - Middle Name
    - Last Name
    - Department
  - b. In the second drop-down list box, choose from the following options:
    - begins with
    - contains
    - is exactly
    - ends with
    - is empty

– is not empty

- c. In the search field box, enter the value that you want to locate, such as the exact user ID or the last name of a user.

You can add multiple values to the search field box by separating them with a comma as shown in this example: *JohnJ, PaulP, SueS, JoeJ*

- d. Click **Find**.



**Note** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat steps a through d.

- Step 3** To choose details for your type of report, click **Next**. If you want to change the type of query, click **Back**.
- Step 4** In the File Name field, enter your name for this report (required).
- Step 5** In the File Format field, select a file format from the drop-down list box.
- Step 6** In the Job Information area, enter the Job description.
- Step 7** To generate manager/assistant report immediately, click the **Run Immediately** radio button. Click **Run Later** to generate the report at a later time.
- Step 8** To create a job for generating the report, click **Submit**.
- Step 9** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)

Cisco Unified Communications Manager Bulk Administration (BAT) saves the report file on the first node of the Cisco Unified Communications Manager server.

#### Additional Information

See the [“Related Topics” section on page 33-3.](#)

## Viewing Report Log Files

BAT generates log files for each report transaction and stores them on the first node of the database server. Search for the job by using the Job Scheduler option in the Bulk Administration menu. In the Job Configuration window, click the link in the Log File Name column that corresponds to the job for which you want to view the log file.

For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)

#### Additional Information

See the [“Related Topics” section on page 33-3.](#)



## Related Topics

- [Generating Reports for Cisco Unified Communications Manager Assistant Managers and Assistants, page 33-1](#)
- [Viewing Report Log Files, page 33-2](#)
- [BAT Log Files, page 66-3](#)
- [Scheduling Jobs, page 66-1](#)





## **PART 7**

### **User Device Profiles**





## CHAPTER 34

# User Device Profiles

---

The User Device Profiles (UDP) option in Cisco Unified Communications Manager Bulk Administration (BAT) allows you to add or delete large numbers of user device profiles. In addition, you can add or update lines for user device profiles. The system uses UDPs in conjunction with the extension mobility feature.

The following topics explain the options for managing user device profiles in more detail:

- [Adding User Device Profiles, page 34-1](#)
- [Inserting User Device Profiles for User Devices, page 39-1](#)
- [Deleting User Device Profiles, page 40-1](#)
- [Exporting User Device Profile Records, page 41-3](#)
- [Updating Lines for User Device Profiles, page 42-1](#)
- [Adding Lines to Existing Phones and UDPs, page 10-7](#)
- [Generating Reports for User Device Profiles, page 44-1](#)

## Adding User Device Profiles

When you use BAT to add user device profiles to the Cisco Unified Communications Manager database, you can add multiple lines and other features.

Choose from two options for creating a CSV data file for user device profiles:

- Use the BAT spreadsheet (BAT.xlt) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

To add user device profiles to the Cisco Unified Communications Manager database in bulk, use this procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration > User Device Profiles > User Device Profile Template**.

The Find and List UDP Templates window displays. See the [“Creating a Cisco Unified Communications Manager Bulk Administration \(BAT\) Template for User Device Profiles”](#) section on page 35-2 for information about configuring UDP templates.

**Step 2** Create the CSV data file by following the steps for one of these options.

a. **BAT Spreadsheet option**

Open the BAT spreadsheet and create the CSV data file. See the [“Using the BAT Spreadsheet to Create User Device Profile CSV Data Files”](#) section on page 34-2.

**b. Text Editor option**

- Choose **Create UDP File Format**.

The UDP File Format Query window displays. See the [“Configuring User Device Profile File Formats”](#) section on page 36-1 for information about configuring file formats for CSV data file.

- Use a text editor and create the CSV data file for user device profiles that follows the file format that you want to use. For more information about creating a text-based CSV file, see [“Creating a Text-Based CSV File for User Device Profile”](#) section on page A-9
- Choose **Add File Format**.

The Add File Format Configuration window displays. See the [“Adding a File Format”](#) section on page 37-1 for information about file formats.

**Step 3** Choose **Validate User Device Profiles**.

The User Device Profiles Validation window displays. See the [“Validating User Device Profiles”](#) section on page 38-1 for information about validating user device profile records.

**Step 4** Choose **Insert User Device Profiles**.

The User Device Profiles Insert Configuration window displays. See the [“Inserting User Device Profiles for User Devices”](#) section on page 39-1 for information about inserting user device profile records into the Cisco Unified Communications Manager database.

---

**Additional Topics**

See the [“Related Topics”](#) section on page 34-10.

## Using the BAT Spreadsheet to Create User Device Profile CSV Data Files

When you are adding new user device profiles, you can use the BAT spreadsheet. You can define the file format within the spreadsheet, and the spreadsheet uses the data file formats to display the fields for the CSV data file.

For information about locating and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-8.

To create the CSV data file by using the BAT spreadsheet for adding new user device profiles, use the following procedure.

**Procedure**

- 
- Step 1** Download the **BAT.xls** file from the Cisco Unified Communications Manager server. See the [“Downloading a File”](#) section on page 2-2.
  - Step 2** Open the BAT spreadsheet. When prompted, click **Enable Macros** to use the spreadsheet capabilities.
  - Step 3** To display the User Device Profiles options, click the **User Device Profile** tab at the bottom of the spreadsheet.
  - Step 4** To choose the device and line fields that you can define for each user device profile, click **Create File Format**. The Field Selection popup window displays.

- Step 5** To choose the device fields, click a device field name in the Device Field box, and then click the arrow to move the field to the Selected Device Fields box.

A CSV data file must include Device Profile Name and Description; therefore, these fields always remain selected.



**Tip** You can select a range of items in the list by holding down the Shift key. To select random field names, hold down the Ctrl key and click field names.

- Step 6** Click a line field name in the Line Field box and click the arrow to move the field to the Selected Line Fields box.



**Tip** You can change the order of the items in the Selected Line and Device boxes. Choose an item and use the up arrow to move the field closer to the beginning of the list or chose the down arrow to move the item to the end of the list.

- Step 7** To modify the CSV data file format, click **Create**. A message asks whether you want to overwrite the existing CSV format.

- Step 8** Click **OK**. New columns for the selected fields display in the BAT spreadsheet in the order that you specified.

- Step 9** To locate the Number of Phone Lines box, scroll to the right. The number of lines that you specify here must not exceed the number of lines that are configured in the BAT template or an error will result when you insert the CSV data file and UDP template.

- Step 10** You must enter the number of speed-dial buttons in the Number of Speed Dials box. After you enter the number, columns display for each speed-dial number.



**Note** Do not exceed the number of speed dials that are configured in the User Device Profile template, or an error will result when you insert the CSV data file and UDP template.

- Step 11** Enter data for an individual user device profile on each line in the spreadsheet. 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. See [Table 34-1](#) for descriptions of the fields in the BAT spreadsheet.

- Step 12** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDDataFiles\ or to your choice of another existing folder on your local workstation. The filename is

<tabname>-<timestamp>.txt

where <tabname> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.

Upload the CSV file to Cisco Unified Communications Manager server using the [“Uploading a File” section on page 2-3](#).



**Note** For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert User Device Profiles window in BAT.

**Additional Topics**

See the “[Related Topics](#)” section on page 34-10.

## Field Descriptions for User Device Profile Fields in the BAT Spreadsheet

Table 34-1 describes all the user device profile fields in the BAT spreadsheet. For related procedures, see the “[Related Topics](#)” section on page 34-10

**Table 34-1** Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
<b>Device Fields (Mandatory Fields)</b>	
Device Profile Name	Enter a unique identifier for the device profile name.
Description	Enter a description such as “Conference Room A” or “John Smith” to help identify the phone or device.
<b>Device Fields (Optional Fields)</b>	
User Locale	Enter the country and language set that you want to associate with this group of IP phones.  This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco Unified Communications Manager user windows and phones.
Softkey Template	Enter the softkey template to be used for all phones in this group.
User ID	Enter the user ID for the phone user.
Login User ID	Enter the login user ID for a default profile.  If the user device profile is used as a logout profile, specify the login user ID that will be associated with the phone. After the user logs out from this user device profile, the phone will automatically log in to this login user ID.
User Hold Audio Source	Enter the user hold audio source that this group of IP phones or CTI ports should use.  The user hold audio source identifies the audio source from which music is played when a user places a call on hold.
Phone Template	Enter the phone template name that you want to associate with this user device profile.
MLPP Indication	This setting specifies whether a device that is capable of playing precedence tones will use the capability when it places an MLPP precedence call.
MLPP Preemption	If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.
MLPP Domain	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.
<b>Line Fields (Optional Fields)</b>	
Directory Number	Enter the directory number for the phone.



**Table 34-1** Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Route Partition	Choose a route partition to which the directory number belongs. The directory number can appear in more than one partition.
Display	Enter the text that you want to display on the called party's phone display, such as the user name (John Smith) or phone location (Conference Room 1).  <b>Note</b> If this field is left blank the system uses the value that is entered in the Directory Number field.  <b>Note</b> The default language specifies English.
Forward All CSS	Choose the calling search space to use when a call is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward All Destination	Enter the directory number to which all calls are forwarded.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy External CSS	Choose the calling search space to use when a call from an external number is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward Busy Internal CSS	Choose the calling search space to use when a call from an internal number is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward Busy Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Calling Search Space Forward No Answer External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system.  <b>Note</b> This setting applies to all devices that are using this directory number.

**Table 34-1** Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Forward No Answer Internal CSS	Choose the calling search space to use a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system. <b>Note</b> This setting applies to all devices that are using this directory number.
Forward No Answer Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered. <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Answer Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered. <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage External CSS	Enter the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system. <b>Note</b> This setting applies to all devices that are using this directory number.
Forward No Coverage Internal CSS	Enter the calling search space to use when a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system. <b>Note</b> This setting applies to all devices that are using this directory number.
Forward No Coverage Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage. <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage. <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Calling Search Space Forward on Failure External/Internal	(CTI ports only) Enter the calling search space to use when a call from an internal or external call is forwarded to the specified destination. The setting appears only if it is configured in the system. <b>Note</b> This setting applies to all devices that are using this directory number.

**Table 34-1** Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Forward on Failure Destination External/Internal	(CTI ports only) Enter the directory number to which a call coming from an internal or an external number should be forwarded when a phone or CTI application fails.
Call Forward No Answer Ring Duration	<p>Enter the number of seconds (between 1 and 300) to allow the call to ring, before forwarding the call to the destination number entered in the Forward No Answer Destination field.</p> <p>Leave this field blank to use the value that is set in the Cisco Unified Communications Manager service parameter, Forward No Answer Timer.</p>
Route Filter	<p>Enter a name in the Route Filter Name field. The name can contain up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure each route filter name is unique to the route plan.</p> <p>Use concise and descriptive names for your route filters. The CompanynameLocationCalltype format usually provides a sufficient level of detail and is short enough to enable you to quickly and easily identify a route filter. For example, CiscoDallasMetro identifies a route filter for toll free, inter-local access and transport area (LATA) calls from the Cisco office in Dallas.</p>
E164	Always use a unique E.164 number. Do not use null value.
Voice Mail Profile	Enter this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server configured for this phone.
Line Calling Search Space	<p>Enter partitions that are searched for numbers that are called from this directory number.</p> <p><b>Note</b> Changes cause an update of the call pickup names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.</p>
AAR Group	<p>Enter the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to &lt;None&gt; to prevent rerouting blocked calls.</p>
Line User Hold Audio Source	Enter the music on hold audio source to be played when the user presses Hold and places a call on hold.
Line Network Hold Audio Source	Enter the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.

**Table 34-1** Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Auto Answer	<p>Enter one of the following values to activate the Auto Answer feature for this directory number:</p> <ul style="list-style-type: none"> <li>• Auto Answer Off &lt;Default&gt;</li> <li>• Auto Answer with Headset</li> <li>• Auto Answer with Speakerphone (Intercom)</li> </ul> <p><b>Note</b> Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with Headset or Auto Answer with Speakerphone.</p>
No Answer Ring Duration (CFNA)	Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.
Call Pickup Group	<p>Enter the Pickup Group Name to specify the call pickup group, which can answer incoming calls to this line by dialling the appropriate pickup group number.</p> <p>To use the BAT phone template entry, leave this field blank.</p>
Target Destination (MLPP)	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound (#), and asterisk (*).</p>
Target CSS (MLPP)	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
No Answer Ring Duration (MLPP)	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number's alternate party if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.</p>
Line Text Label	<p>Enter text that identifies this directory number for a line/phone combination.</p> <p><b>Note</b> The default text specifies English</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 30 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>

**Table 34-1**      **Field Descriptions for User Device Profile in the BAT Spreadsheet**

Field	Description
Maximum Number of Calls	<p>You can configure up to 200 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls. Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>
Message Waiting Lamp Policy	<p>Use this field to configure the handset lamp illumination policy. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use System Policy (The directory number refers to the service parameter “Message Waiting Lamp Policy” setting.)</li> <li>• Light and Prompt</li> <li>• Prompt Only</li> <li>• Light Only</li> <li>• None</li> </ul>

**Table 34-1**      *Field Descriptions for User Device Profile in the BAT Spreadsheet*

Field	Description
Ring Setting (Phone Idle)	<p>Choose the ring setting for the line appearance when an incoming call is received and no other active calls exist on that device. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use system default</li> <li>• Disable</li> <li>• Flash only</li> <li>• Ring once</li> <li>• Ring</li> </ul>
Ring Setting (Phone Active)	<p>Choose the ring setting that is used when this phone has another active call on a different line. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use system default</li> <li>• Disable</li> <li>• Flash only</li> <li>• Ring once</li> <li>• Ring</li> <li>• Beep only</li> </ul>

## Related Topics

- [Adding User Device Profiles, page 34-1](#)
- [Inserting User Device Profiles for User Devices, page 39-1](#)
- [Deleting User Device Profiles, page 40-1](#)
- [Exporting User Device Profile Records, page 41-3](#)
- [Updating Lines for User Device Profiles, page 42-1](#)
- [Adding Lines to Existing Phones and UDPs, page 10-7](#)
- [Generating Reports for User Device Profiles, page 44-1](#)



## CHAPTER 35

# User Device Profile Template

---

Use the procedures in this chapter for creating and modifying user device profiles.

This chapter has the following procedure:

- [Finding a User Device Profile Template, page 35-1](#)
- [Creating a Cisco Unified Communications Manager Bulk Administration \(BAT\) Template for User Device Profiles, page 35-2](#)
- [Modifying a Template, page 35-4](#)
- [Related Topics, page 35-6](#)

## Finding a User Device Profile Template

Because you might have several user device profile (UDP) templates, Cisco Unified Communications Manager lets you locate specific template on the basis of specific criteria. Use the following procedure to locate templates.



### Note

During your work in a browser session, your find/list search preferences are stored in the cookies on the client machine. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, your Cisco Unified Communications Manager search preferences are retained until you modify your search.

### Procedure

---

- Step 1** Choose **Bulk Administration > User Device Profiles > User Device Profile Template**.
- The Find and List UDP Templates window displays. Use the two drop-down list boxes to search for a template.
- Step 2** From the first Find UDP Template where drop-down list box, choose one of the following criteria:
- Profile Name
  - Profile Description
  - Device Type
- From the second Find UDP Template where drop-down list box, choose one of the following criteria:
- begins with

- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable, and click **Find**.



**Tip**

To find all UDP templates that are registered in the database, click **Find** without entering any search text.

A list of discovered templates displays by:

- Name
- Description
- Device Type
- Profile Type

**Step 4** From the list of records, click the template name that matches your search criteria.  
The UDP Template Configuration window displays.

**Additional Information**

See the [“Related Topics” section on page 35-6](#)

## Creating a Cisco Unified Communications Manager Bulk Administration (BAT) Template for User Device Profiles

Use this procedure to create a template to add user device profiles in bulk.

**Procedure**

**Step 1** Choose **Bulk Administration > User Device Profiles > User Device Profile Template**.

**Step 2** Click **Add New**. The UDP Template Configuration window displays.

**Step 3** From the **Device Type** drop-down list box, choose the model of user device profile. Click **Next**.

**Step 4** In the **User Device Profile Template Name** field, enter a unique name, which can contain up to 50 characters.

**Step 5** In the **Description** field, enter a description for the UDP template.

Depending on the model of device, some of the following fields do not display.

- **User Hold Audio Source**—Choose the audio source that is played when the user puts a call on hold.
- **User Locale**—Choose the country and language set for with this profile.
- **Phone Button Template**—Choose a phone button template for this profile.



- **Softkey Template**—Choose the appropriate softkey template for this profile.
- **Privacy**—Choose the appropriate privacy option for the profile.
  - Off
  - On
  - Default

**Note**

For each Device that wants Privacy, choose *On* in the Privacy drop-down list box. For more configuration information, refer to Barge and Privacy in the *Cisco Unified Communications Manager Features and Services Guide*.

- **Join Across Lines**—Choose the appropriate option to join across lines.
  - Off— This setting disables the Join Across Lines feature.
  - On—This setting enables the Join Across Lines feature.
  - Default—Uses the Join Across Lines setting that is in the service parameter.
- **MLPP Indication**—To specify whether the device can play precedence tones when placing an MLPP precedence call, choose one of the following:
  - Default—To inherit the MLPP indication from the device pool.
  - Off—Does not send MLPP indication tones.
  - On—Sends indication of an MLPP precedence call.
- **MLPP Preemption**—To specify whether the device can preempt calls in progress when placing an MLPP precedence call, choose one of the following:
  - Default—To inherit the MLPP preemption setting from the device pool.
  - Off—Does not preempt calls when it places an MLPP precedence call.
  - On—preempts calls in progress when it places an MLPP precedence call.

**Note**

Do not configure a device with MLPP Indication set to *Off* while MLPP Preemption is set to *On*.

- **MLPP Domain**—Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.
- **Expansion Module Information**—Choose the type of expansion module if installed in the phone or choose <None> for Module 1 and Module 2.
- **Login User ID**—Enter the login user ID for a default profile. After the user logs out from using the user device profile, the user device profile will automatically log in to this login user ID and use the default profile.

**Tip**

You can obtain help in finding a valid login user ID by choosing the Select Login User ID link below the Login User ID field. A separate dialog box pops up. In the Login User ID field, enter the first few characters of the login user ID that you want to use, and all login user IDs that match the pattern that you entered will display in the Selected login user ID field. Choose the desired ID and click OK.

**Step 6** Check the **Ignore Presentation Indicators (Internal Calls Only)** check box, as needed.

- Step 7** Check the **Do Not Disturb** check box if you need the DND feature to be enabled.
- Step 8** Choose the DND option from the DND Option drop down list box.
- Step 9** Choose the DND incoming call alert option from the **DND Incoming Call Alert** drop down list box.
- None—Choose this option to have no alert for incoming calls.
  - Disable—Choose this option if you want to disable incoming call alerts while in the DND mode.
  - Flash Only—Choose this option to have the device flash while in DND mode.
  - Beep Only—Choose this option to have the device beep while in the DND mode.
- Step 10** Click **Save**. The UDP Template Configuration window displays.
- Step 11** Depending on the phone button template that you chose, links display to add lines, speed dials settings, subscribed Cisco IP Phone service settings, and busy lamp field speed dial settings.
- For some Cisco Unified IP Phone models, you can add Cisco Unified IP Phone services and Speed Dials to the template. See [Chapter 3, “Phone Template”](#) for more information in adding or lines, IP services, and speed dials for BAT templates.

**Additional Information**

See the [“Related Topics”](#) section on page 35-6

---

## Modifying a Template

You can modify the properties of a template when you want to change only a few fields for the same device.

To modify and update details in an existing BAT template, use the following procedure.

**Procedure**

- 
- Step 1** Find the UDP template you want to modify using the [“Finding a User Device Profile Template”](#) section on page 35-1.
- Step 2** From the list of displayed templates, click the template name you want to modify. The chosen template details display in the UDP Template Configuration window.
- Step 3** Verify that this is the template that you want to modify.
- Step 4** Modify the details in the template fields as needed.
- Step 5** Click **Save** to save the changes to the existing template.
- 

**Additional Topics**

See the [“Related Topics”](#) section on page 35-6.

## Copying a Template

You can copy the properties of a template into a new template when you want to change only a few fields.

**Note**

The new template that you create must be the same device type as the original template, such as Cisco IP User Device Profile model 7960.

Use the following procedure to copy an existing BAT template.

**Procedure**

**Step 1** Find the UDP template you want to copy using the [“Finding a User Device Profile Template” section on page 35-1](#).

**Step 2** From the list of displayed templates, click the template name you want to copy. The chosen template details display in the UDP Template Configuration window.

**Note**

You can also copy the template by clicking the icon in the Copy column corresponding to the template you want to copy.

**Step 3** Verify that this is the template that you want to copy and click **Copy**. The template reproduces and creates a copy. The copy duplicates all the values that were specified in the original template.

**Step 4** In the User Device Profile Template Name field, enter a new template name, up to 50 alphanumeric characters.

**Step 5** Update the fields as needed for the new template.

**Step 6** Click **Save**. The template that is added to BAT displays in the Templates column on the left.

**Additional Topics**

See the [“Related Topics” section on page 35-6](#).

## Deleting Templates

You can delete BAT templates when you no longer require them. Use this procedure to delete a template.

**Procedure**

**Step 1** Find the UDP template you want to delete using the [“Finding a User Device Profile Template” section on page 35-1](#).

**Step 2** From the list of displayed templates, click the template name you want to delete. The chosen template details display in the UDP Template Configuration window.

**Note**

You can also delete the template by checking the check box next to the template name and clicking **Delete Selected**.

**Step 3** Verify that this is the template that you want to delete and click **Delete**. A message displays that asks you to confirm the delete operation.

- Step 4** Click **OK** to delete the template. The template name disappears from the list of templates in the Find and List UDP Templates window.
- 

**Additional Topics**

See the [“Related Topics”](#) section on page 35-6.

## Related Topics

- [Finding a User Device Profile Template, page 35-1](#)
- [Creating a Cisco Unified Communications Manager Bulk Administration \(BAT\) Template for User Device Profiles, page 35-2](#)
- [Modifying a Template, page 35-4](#)



## CHAPTER 36

# User Device Profile File Format

---

When you use a text editor to create your CSV data file, you must use a file format to identify the device and line fields within the CSV data file. You have these options for the file format:

- Default User Device Profile—Contains a predetermined set of user device profile device and line fields.
- Simple User Device Profile—Contains basic device and line fields for user device profiles.
- Customized—Contains device and line fields that you choose and order yourself.

Before creating the CSV file in the text editor, you need to choose an existing file format or create a new file format. You can then enter the values as specified in the file format in the text-based CSV data file.

## Configuring User Device Profile File Formats

The following topics provide information about configuring file formats for CSV data files that are created by using a text editor.

- [Finding a UDP File Format, page 36-1](#)
- [Creating a UDP File Format, page 36-2](#)
- [Copying a File Format, page 36-3](#)
- [Modifying a File Format, page 36-4](#)
- [Deleting a File Format, page 36-4](#)

## Finding a UDP File Format

To find a user device profile file format, use the following procedure.

- 
- Step 1** Choose **Bulk Administration > User Device Profiles > UDP File Format > Create UDP File Format**. The UDP File Format Query window displays.
- Step 2** From the Find UDP File Format where Format Name drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - is exactly

- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable, and click **Find**.

**Tip**

To find all UDP templates that are registered in the database, click **Find** without entering any search text.

A list of discovered templates displays by name of the file format.

**Step 4** From the list of records, click the file format name that matches your search criteria.  
The UDP File Format Configuration window displays.

**Additional Information**

See the [“Related Topics” section on page 36-5](#)

## Creating a UDP File Format

To create your UDP file format for the text-based CSV data file, use the following procedure.

**Procedure**

- Step 1** Choose **Bulk Administration > User Device Profiles > Create a File Format**. The Update File Format Query window displays.
- Step 2** Click **Add new**. The Update File Format Configuration window displays.
- Step 3** In the UDP File Format Name field, enter a name for this customized format.
- Step 4** Under Device Fields, choose the device field names that you want to define for each user device profile. Click a device field name in the Device Field box and click the arrow to move the field to the Selected Device Fields Order box.

A CSV data file must include Device Profile Name, and Description; therefore, these fields always remain selected.

**Tip**

You can select several random field names in the list by holding down the Ctrl key, then clicking the arrow to select them together. You can select a range of items by using the Shift key.

- Step 5** Click line field names in the Line Field box and click the arrow to move the fields to the Selected Line Fields Order box.

**Note**

Directory Number is a mandatory field if you select line fields in the file format.

**Tip**

You can change the order of the items in the Selected Line Fields and Selected Device Fields boxes. Select an item and then use the up arrow to move the field closer to the beginning of the list or use the down arrow to move it to the end of the list.

**Step 6** Click intercom DN field names in the Intercom DN Field box and click the arrow to move the fields to the Selected Intercom DN Fields Order box.

**Step 7** Enter the maximum number of lines, speed dials, IP Phone Services, and IP Phone Service Parameters, you want to include in the CSV file, in their corresponding text boxes.

**Note**

You can enter zero for maximum number of speed dials, IP Phone Services, and IP Phone Service Parameters, if you do not want to include them in the CSV file. But, the maximum number of lines should not be zero if line fields are chosen in the file format.

**Step 8** To save your customized file format, click **Save**. The name of the file format displays in the UDP File Format Query window.

**Additional Topics**

See the [“Related Topics” section on page 36-5](#).

## Copying a File Format

To copy an existing format for the CSV data file, use the following procedure.

**Procedure**

**Step 1** Find the UDP File Format you want to copy by using the [“Finding a UDP File Format” section on page 36-1](#).

**Step 2** In the Search Results area, click the file format name that you want to copy. The File Format Configuration window displays.

**Step 3** To make a copy of the chosen file format, click **Copy**.

**Note**

You can also copy a file format by clicking the icon in the Copy column corresponding to the format you want to copy, in the UDP File Format Query window.

**Step 4** In the File Format Name field, enter a new name for the copied format.

**Step 5** Modify the copied format by using one of these methods:

- Add new fields by choosing them from the Device Fields, Line Fields or Intercom DN Fields box, and then clicking the arrow to move the chosen fields into the Selected Device Fields Order, Selected Line Fields Order, or Selected Intercom DN Order box.
- Remove chosen fields by choosing them from the Selected Device Fields Order, Selected Line Fields Order, or Selected Intercom DN Fields Order box, and then clicking the arrow to move the chosen fields into the Device Fields, Line Fields, or Intercom DN Fields box.

- Change the order of the fields by choosing a field name in the Selected Device Field Order, Selected Line Fields Order, or Selected Intercom DN Field Order box and using the up or down arrow to change its location.

**Step 6** After making your changes, click **Save** to save the copied file format with changes in the list.

---

#### Additional Topics

See the [“Related Topics” section on page 36-5](#).

## Modifying a File Format

To modify an existing format for the CSV data file, use the following procedure.

#### Procedure

---

- Step 1** Find the UDP File Format you want to update by using the [“Finding a UDP File Format” section on page 36-1](#).
- Step 2** In the Search result area, click the file format name that you want to modify. The File Format Configuration window displays.
- Step 3** Modify the copied format by using one of these methods:
- Add new fields by choosing them from the Device Fields, Line Fields, or Intercom DN Fields box, and then clicking the arrow to move the chosen fields into the Selected Device Field Order, Selected Line Fields Order, or Selected Intercom Fields Order box.
  - Remove the chosen fields by choosing them from the Selected Device Fields Order, Selected Line Fields Order, or Selected Intercom Fields Order box, and then clicking the arrow to move the chosen fields into the Device Field or Line Fields box.
  - Change the order of the fields by choosing a field name in the Selected Device Field or Selected Line Fields box and using the up or down arrow to change its location.
- Step 4** After making your changes, click **Save** to save the changes to the file format.
- 

#### Additional Topics

See the [“Related Topics” section on page 36-5](#).

## Deleting a File Format

To delete an existing file format for the CSV data file, use the following procedure.

#### Procedure

---

- Step 1** Find the UDP File Format you want to delete by using the [“Finding a UDP File Format” section on page 36-1](#).
- Step 2** In the Search result area, click the file format name that you want to delete. The File Format Configuration window displays. Verify that you want to delete this file.



**Step 3** To remove the file format from the File Format Name list, click **Delete**. A message asks you to confirm that you want to delete the file format. Click **OK** to continue. The file format name is removed from the list.



**Note** You can also delete a file format by checking the corresponding check box and clicking **Delete**. You can delete all the file formats by clicking **Select All** and then clicking **Delete Selected**.

#### Additional Topics

See the [“Related Topics” section on page 36-5](#).

## Related Topics

- [Configuring User Device Profile File Formats, page 36-1](#)
- [Adding a File Format, page 37-1](#)





## CHAPTER 37

# Adding User Device Profile File Format

---

After you have entered all the values into the text-based CSV data file in the order that the file format specified, you need to upload the text-based CSV data file to the first node in Cisco Unified Communications Manager. For more information on uploading files, see [“Uploading a File” section on page 2-3](#). You must then associate the file format with the text-based CSV data file.

## Adding a File Format

To associate the file format with the text-based CSV data file, use the following procedure.

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; User Device Profile &gt; UDP File Format &gt; Add File Format</b> . The Add File Format Configuration window displays. |
| <b>Step 2</b> | In the File Name field, choose the CSV data file that you created for this bulk transaction.  |
| <b>Step 3</b> | In the File Format Name field, choose the file format that you created for this type of bulk transaction.   |
| <b>Step 4</b> | To add the matching file format with the CSV data file, click <b>Submit</b> .   |

A job is created in the Job Scheduler option in the Bulk Administration menu. Use Job Configuration window to modify the job schedule.

For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#).

---

## Related Topics

- [Adding a File Format, page 37-1](#)
- [Uploading a File, page 2-3](#)
- [Scheduling Jobs, page 66-1](#)
- [BAT Log Files, page 66-3](#)





## CHAPTER 38

# Validating User Device Profiles

---

When you choose Validate User Device Profiles, the system runs a validation routine to check that the CSV data file has all required fields, such as device profile name and directory number, populated and checks for discrepancies with the first node database.

### Before You Begin

- You must have a user device profile template for the devices that you are adding. You can use a user device profile template with multiple lines to add user device profiles that have a single line. See the [“Creating a Cisco Unified Communications Manager Bulk Administration \(BAT\) Template for User Device Profiles”](#) section on page 35-2.
- You must have a CSV data file that contains the unique details for the user device profiles. See these options:
  - [“Using the BAT Spreadsheet to Create User Device Profile CSV Data Files”](#) section on page 34-2.
  - [“Validating User Device Profiles”](#) section on page 38-1.

## Validating User Device Profiles

To validate your CSV data file user device profile records, use the following procedure.

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; User Device Profiles &gt; Validate User Device Profiles</b> .<br>The User Device Profiles Validation window displays.  |
| <b>Step 2</b> | Choose the Insert option that corresponds to your CSV data file: <ul style="list-style-type: none"><li>• <b>Validate UDP Specific Details</b>—If you are validating User Device Profile records that use a file format.</li><li>• <b>Validate UDP All Details</b>—If you are validating user device profile records from an export file that was generated by using the All Details option.</li></ul> |
| <b>Step 3</b> | In the File Name field, choose the CSV data file that you created for this specific bulk transaction.   |
| <b>Step 4</b> | For Validate UDP Specific Details option, in the UDP Template Name field, choose the Cisco Unified Communications Manager Bulk Administration (BAT) User Device Profile template that you created for this type of bulk transaction.  |
| <b>Step 5</b> | To verify the chosen CSV data file with the database, click <b>Submit</b> .   |

A job is created in the Job Scheduler option in the Bulk Administration menu. Use Job Configuration window to modify the job schedule. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)

---

## Related Topics

- [Creating a Cisco Unified Communications Manager Bulk Administration \(BAT\) Template for User Device Profiles, page 35-2](#)
- [Using the BAT Spreadsheet to Create User Device Profile CSV Data Files, page 34-2](#)
- [Scheduling Jobs, page 66-1](#)
- [BAT Log Files, page 66-3](#)



## CHAPTER 39

# Generating UDPs

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to set up extension mobility quickly by generating and inserting profiles for all IP phone users. BAT generates user device profiles for all phones, regardless of the number of devices that the user controls. For example, if a user controls two devices, BAT generates two separate user device profiles, one for each device and associates them to the same user. BAT sets one of the generated user device profiles as the default user device profile for the user. BAT generates user device profiles for all IP phones based on the phone button template for each phone model.



### Note

You do not use a user device profile template or a CSV data file to perform this action. When BAT generates these user device profiles, they are associated with the user.

## Inserting User Device Profiles for User Devices

To generate user device profiles for all users, use the following procedure.

### Procedure

- Step 1** Choose **Bulk Administration > User Device Profiles > Insert User Device Profiles**. The User Device Profiles Insert Configuration window displays.
- Step 2** Click Insert User Device Profiles Specific Details radio button to insert UDP records that use a customized file format. Continue with steps 4 and 5.
- Step 3** Click Insert User Device Profiles All Details radio button to insert UDP records from an exported UDP file that was generated by using the All Details option.
- Step 4** In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction.
- Step 5** For the Specific Details option, in the User Device Profiles Template Name drop-down list box, choose the BAT phone template that you created for this type of bulk transaction.



### Note

When you are inserting a file that was generated with the export utility, use the appended suffixes to guide you in choosing a phone template with the correct line configuration. The export utility appends a numerical suffix\_n for each line that is configured on a phone. For example, an export file with the name “sales\_7960\_1\_3.txt” indicates that all phone records in this file have lines 1 and 3 configured.

If you did not enter individual MAC addresses in the CSV data file, you must check the **Create Dummy MAC Address** check box. If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of dummy MAC addresses.

This field automatically generates dummy MAC addresses in the following format:

XXXXXXXXXXXX

where X represents any 12-character, hexadecimal (0-9 and A-F) number.

- If you do not know the MAC address of the phone that will be assigned to the user, choose this option. When the phone is plugged in, a MAC address registers for that device.
- If you supplied MAC addresses or device names in the data input file, do not choose this option.

You can update the phones or devices later with the correct MAC address by manually entering this information into Cisco Unified Communications Manager Administration or by using Unified CM Auto-Register Phone Tool. See the [“Introducing TAPS” section on page 64-1](#) for more information about Unified CM Auto-Register Phone Tool. Skip to [Step 8](#).



#### Note

If you are changing the phone settings for existing phones in the template, check the **Override the existing configuration** check box. The user device profile information also gets updated when this check box is checked.



#### Note

If you want BAT to generate and insert user device profile records for all phones based on the user's current IP Phone, choose **Based on devices controlled by users** radio button.



#### Note

If you want the device to use the generated user device profile as the logout profile, check the **Set User Device Profile as Log Out Profile for the device** check box.

- Step 6** In the Job Information area, enter the Job description.
- Step 7** Click the **Run Immediately** radio button to insert the UDP records immediately or, click **Run Later** to insert at a later time.
- Step 8** Click **Submit** to create a job for inserting the phone records.
- Step 9** Use the Job Scheduler option in the Bulk Administration main menu to schedule and activate this job. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)



#### Note

If any information for a record fails, BAT does not insert that user device profile record.

### Additional Topics

See the [“Related Topics” section on page 39-2.](#)

## Related Topics

- [Inserting User Device Profiles for User Devices, page 39-1](#)



- [Scheduling Jobs, page 66-1](#)
- [Introducing TAPS, page 64-1](#)
- [BAT Log Files, page 66-3](#)





## CHAPTER 40

# Deleting User Device Profiles

---

Use these procedures to delete a group of user device profiles (UDPs) from the Cisco Unified Communications Manager database.

You can locate existing phone records by these two methods:

- [Using Query to Delete UDP, page 40-1.](#)
- [Using a Custom File to Delete UDPs, page 40-2](#)

## Using Query to Delete UDP

To locate the records that you want to delete, you must define a query filter. To delete UDPs from Cisco Unified Communications Manager, use the following procedure.

### Procedure

---

- Step 1** Choose **Bulk Administration > User Device Profiles > Delete User Device Profiles > Query**. The Delete User Device Profiles Configuration window displays.
- Step 2** From the Find drop-down list box, choose one of the following options:
- User
  - Autogenerated
  - All
- Step 3** From the first Device Profiles where drop-down list box, choose one of the following criteria:
- Profile Name
  - Description
  - Device Type
- Step 4** From the second Device Profiles where drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - is exactly
  - ends with
  - is empty

- is not empty

**Step 5** Specify the appropriate search text, if applicable.



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

**Step 6** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat steps 2 and 5.

**Step 7** Click **Find**.

A list of discovered templates displays by:

- Device Profile Name
- Description
- Device Type
- Profile Type

**Step 8** In the Job Information area, enter the Job description.

**Step 9** Click the Run Immediately radio button to delete UDP records immediately or, click Run Later to delete them at a later time.

**Step 10** Click **Submit** to create a job for deleting the phone records.

**Step 11** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3.](#)



**Caution**

If you do not enter any information in the query text box, the system deletes all UDP records. Because the delete action is final, you cannot retrieve deleted records.

**Additional Topics**

See the [“Related Topics” section on page 40-3.](#)

## Using a Custom File to Delete UDPs

You can create a custom file of UDPs that you want to delete by using a text editor. You can have device profile name, device profile description, and directory number in the same custom file, but you cannot have directory numbers in the same file. You need to create separate files—one file that contains the device names and MAC addresses and another file that contains the directory numbers.



**Note**

You cannot delete UDPs with shared lines by using a custom file.

**Before You Begin**

1. Create a text file that lists one of these details for the UDPs that you want to delete:
  - Profile names

- Profile description
  - Directory numbers
2. Put each item on a separate line in the text file.
  3. Upload the custom files to the Cisco Unified Communications Manager server first node. See [“Uploading a File” section on page 2-3](#).

To delete UDPs that are listed in a custom file, use the following procedure.



**Note** Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the UDP records that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for name, description, or directory number.

### Procedure

- Step 1** Choose **Bulk Administration > User Device Profiles > Delete User Device Profiles > Custom File**. The Delete User Device Profiles Configuration window displays.
- Step 2** In the Delete drop-down list box choose one of the following options:
  - User
  - Autogenerated
  - All
- Step 3** In the Device Profiles where drop-down list box, choose the type of custom file that you have created from one of the following criteria:
  - Profile Name
  - Profile Description
  - Directory Number
- Step 4** In the list of custom files, choose the filename of the custom file for this delete.
- Step 5** Click **Find**.
- Step 6** A list of UDPs matching your search criteria displays.
- Step 7** Click **Submit** to create a job to delete the UDPs.

Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#).

### Additional Topics

See the [“Related Topics” section on page 40-3](#).

## Related Topics

- [Using Query to Delete UDP, page 40-1](#)

**Related Topics**

- [Using a Custom File to Delete UDPs, page 40-2](#)
- [Uploading a File, page 2-3](#)
- [Scheduling Jobs, page 66-1](#)
- [Introducing TAPS, page 64-1](#)
- [BAT Log Files, page 66-3](#)



# CHAPTER 41

## Using User Device Profile Export

You can choose between two file format names when you are exporting user device profile records:

- All User Device Profile Details: To export all the line attributes, services and User IDs that are associated with the user device profile.
- Specific User Device Profile Details: To export a limited set of details that are associated with the user device profile

### All User Device Profile Details Format

For phones that have different line configurations, such as multiple partitions or calling search spaces, use the All User Device Profile Details format.

[Table 41-1](#) lists the fields that are exported when you choose the All User Device Profile Details file format.

**Table 41-1**      **Exported Fields in the All User Device Profile Details File Format**

Field Types	Exported Fields
Device Fields	User Device Profile Name, Description, Device Pool, Calling Search Space, AAR Calling Search Space, Media Resource Group List, User Hold Audio Service, Network Hold Audio Source, Login User ID, User Locale, Network Locale, Phone Button Template, Expansion Module Type I, Expansion Module Type II, Softkey Template, Phone Load Name, Module 1 Load Name, Module 2 Load Name, MLPP Indication, MLPP Preemption, MLPP Domain
Model Specific Device Fields	Information, Directory, Messages, Services, Authentication Server, Proxy Server, Idle, Idle Timer, Enable Extension Mobility, Logout Profile, Login User ID, Login Time, Logout Time

**Table 41-1**      **Exported Fields in the All User Device Profile Details File Format**

Field Types	Exported Fields
Line Fields	Directory Number, Partition, Voice Mail Profile, Line CSS, AAR Group, Line User Hold Audio Source, Line Network Hold Audio Source, Auto Answer, Forward All to Voice Mail, Forward All Destination, Forward All CSS, Forward Busy External to Voice Mail, Forward Busy External Destination, Forward Busy External CSS, Forward No Answer External to Voice Mail, Forward No Answer External Destination, Forward No Answer External CSS, Forward On Failure to Voice Mail, Forward On Failure Destination, Forward on Failure CSS, Call pickup group, Forward Busy Internal to Voice Mail, Forward Busy Internal Destination, Forward Busy Internal CSS, Forward No Answer Internal to Voice Mail, Forward No Answer Internal Destination, Forward No Answer Internal CSS, Forward No Call Coverage External to Voice Mail, Forward No Call Coverage External Destination, Forward No Call Coverage External CSS, Forward No Call Coverage Internal to Voice Mail, Forward No Call Coverage Internal Destination, Forward No Call Coverage Internal CSS, Display, External Phone Number Mask, Message Waiting Lamp Policy, Ring Setting When Idle, Line Text Label, Ring Setting When Active, No Answer Ring Duration, MLPP Target Destination, MLPP Calling Search Space, MLPP No Answer Ring Duration, Max Num Calls, Busy Trigger, Call Info Display Mask, Alerting Name
User Fields	User ID
Speed Dials	Speed Dial Number, Speed Dial Label
Services	Service Name, Subscribed Service Name, Parameter Name, Parameter Value

## Specific User Device Profile Format

To export a limited set of details that are associated with the user device profile, use the Default User Device Profile format. You can choose specific query options to customize the export file.

[Table 41-2](#) lists the fields that can be exported when you choose the Default User Device Profile format. For more information about related procedures, see the [“Related Topics” section on page 41-4](#)



**Table 41-2**      *Exported Fields in the Default User Device Profile File Format*

Field Types	Exported Fields
Device Fields	MAC Address, Description, Login User ID
Line Fields	Directory Number,Display,Line Text Label,Forward Busy External,Forward Busy Internal,Forward No Answer External,Forward No Answer Internal,Forward No Coverage External,Forward No Coverage Internal,Call pickup group
Speed Dials	Speed Dials

**Additional Information**

See the [“Related Topics” section on page 41-4](#).

## Exporting User Device Profile Records

To export user device profiles from Cisco Unified Communications Manager, use this procedure.

**Procedure**

- 
- Step 1** Choose one of the following options:
- **Bulk Administration > User Device Profiles > Export User Device Profiles > Specific Details.** The Export User Device Profiles Query window displays.
  - **Bulk Administration > User Device Profiles > Export User Device Profiles > All Details.** The Export User Device Profiles Configuration window displays.
- Step 2** For **All Details** option, choose the type of device or specific model from the Device Type drop-down list box. Skip to [Step 4](#).
- Step 3** For **Specific Details** option, you can customize the export file and set any of the following detail options:
- Choose Device Type and Device Protocol from the drop-down list boxes.
  - In the first Find a User Device Profile drop-down list box, choose from the following options:
    - Profile Name
    - Profile Description
  - In the second drop-down list box, choose from the following options:
    - begins with
    - contains
    - is exactly
    - ends with
    - is empty
    - is not empty
  - In the search field box, enter the value that you want to locate, such as a specific profile name or profile description.

- e. You can click the Search Within Results check box and choose **AND** or **OR** to add multiple filters and repeat [b.](#) through [d.](#) to further define your query.
- f. Click **Find**. The search results display.
- g. Click **Next**.
- h. Choose file format from the File Format drop-down list box.

- Step 4** In the File Name field, enter the file name that you want to use.
- Step 5** In the Job Information area, enter the Job description.
- Step 6** Click the Run Immediately radio button to export user device profiles immediately or, click Run Later to export at a later time.
- Step 7** Click **Submit** to create a job for exporting user device profiles.
- Step 8** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.
- For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

#### Additional Information

See the [“Related Topics” section on page 41-4.](#)

## Related Topics

- [Specific User Device Profile Format, page 41-2](#)
- [All User Device Profile Details Format, page 41-1](#)
- [Exporting User Device Profile Records, page 41-3](#)
- [Scheduling Jobs, page 66-1](#)
- [BAT Log Files, page 66-3](#)



## CHAPTER 42

# Updating Lines for User Device Profiles

---

To update line attributes for a specific group of devices or user device profiles, use the Update Lines option. Lines for a phone and a user device profile get updated at the same time when both are part of the query result.



**Note**

---

When a phone is deleted from the Cisco Unified Communications Manager database, the directory number remains in the database. To manage these orphan directory numbers, you can use the Update Lines option to search for unassigned directory numbers and delete or update these directory numbers.

---

## Updating Lines for User Device Profiles

Use the following procedures to update lines for User Device Profiles:

- [Using Query to Update Lines, page 42-1](#)
- [Field Descriptions for Updating Lines, page 42-3](#)

## Using Query to Update Lines

To update lines, use the following procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration > User Device Profiles > Add/Update Lines > Update Lines**.

The Update Lines Query window displays.



**Note**

---

You can update all lines by not specifying a query. Skip to [“Field Descriptions for Updating Lines” section on page 42-3](#).

---

**Step 2** From the first Find Line where drop-down list box, choose one of the following criteria:

- Directory Number
- Route Pattern
- Line Description

- Calling Search Space (Phone)
- Calling Search Space (Line)
- Device Pool
- Device Description
- Line Position
- Unassigned DN
- Call Pickup Group



**Note** To locate and delete orphaned directory numbers, use “Unassigned DN.”

**Step 3** From the second Find Line where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 4** In the search field list box, choose or enter the value that you want to locate. For example, you can choose the Line Partition from the list or enter a range of directory numbers.



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

**Step 5** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat steps 2 and 4.

**Step 6** To display the records that are going to be affected, click **Find**.

A list of discovered lines displays by:

- Pattern/Directory Number
- Partition
- Description

**Step 7** Click **Next**. The Update Lines window shows the type of query that you chose at the top. If you want to change the type of query, click **Back**.

**Step 8** Specify the setting that you want to update for all the records that you have defined in your query. You can choose multiple parameters to update. See the “[Field Descriptions for Updating Lines](#)” section on [page 42-3](#) for descriptions of the parameters.

**Step 9** In the Job Information area, enter the Job description.

**Step 10** Click the Run Immediately radio button to insert lines immediately or, click Run Later to insert at a later time.

**Step 11** Click **Submit** to create a job for inserting the phone records.

**Step 12** Use the Job Configuration window to schedule and/or activate this job.

For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#).



**Note** If any information for a line record fails, Cisco Unified Communications Manager Bulk Administration (BAT) does not update that line record.

#### Additional Topics

See the [“Related Topics” section on page 42-10](#).

## Field Descriptions for Updating Lines

[Table 42-1](#) provides the field descriptions for updating line details.

Values that display in some fields display from Cisco Unified Communications Manager. You must configure these values by using Cisco Unified Communications Manager Administration. For related procedures, see the [“Related Topics” section on page 42-10](#).

**Table 42-1** *Field Descriptions for Updating Line Details*

Field	Description
<b>Directory Number Information</b>	
Route Partition	Choose a route partition to which the directory number belongs.  <b>Note</b> The directory number can appear in more than one partition.
Alerting Name	Enter the name that must display during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name entered in the Display field.
<b>Directory Number Settings</b>	
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This choice proves useful if you do not have a voice-messaging server that is configured for this phone.
Calling Search Space (Line)	Choose the partitions that are searched for numbers that are called from this directory number.  <b>Note</b> Changes cause an update of the Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
Presence Group	

**Table 42-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.  Set AAR Group to <None> to prevent rerouting blocked calls.
User Hold Audio Source	Choose the music on hold audio source that plays when the user presses the Hold button or softkey to put a call on hold.
Network Hold Audio Source	Choose the music on hold audio source that plays when the system places a call on hold such as when user transfers a call or initiates a conference or call park.
Auto Answer	Choose this parameter if you want all lines that are updated here to use the auto answer feature. With auto answer, Cisco Unified Communications Manager automatically answers calls when a headset is in use. A zip tone plays to alert the user that an incoming call connected.
<b>Call Forward and Call Pickup Settings</b>	
Calling Search Space Forward All	Choose the calling search space to use when a call is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Forward All Destination	Enter the directory number to which all calls are forwarded.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward All to Voice Mail	Check this check box to forward all calls to the number that you chose in the voice-messaging profile.  Checking this check box makes the values in the Forward All Destination field and Calling Search Space check box not relevant.
Calling Search Space Forward Busy External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.
Calling Search Space Forward Busy Internal	Choose the calling search space to use when a call from an internal number is forwarded to the specified destination.  <b>Note</b> This setting applies to all devices that are using this directory number.

**Table 42-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Forward Busy Destination External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy Destination Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy to Voice Mail External	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the line is in use.</p> <p>Checking this check box makes the values in the Forward Busy Destination field and Calling Search Space check box not relevant.</p>
Forward Busy to Voice Mail Internal	<p>Check this check box to forward calls from an internal number to the number that you chose in the voice-messaging profile when the line is in use.</p> <p>Checking this check box makes the values in the Forward Busy Destination field and Calling Search Space check box are not relevant.</p>
Calling Search Space Forward No Answer External	<p>Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Calling Search Space Forward No Answer Internal	<p>Choose the calling search space to use a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Answer Destination External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>

**Table 42-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Forward No Answer Destination Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer to Voice Mail External	<p>Check this check box to forward unanswered calls from an external number to the number that you chose in the voice-messaging profile.</p> <p>Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.</p>
Forward No Answer to Voice Mail Internal	<p>Check this check box to forward unanswered calls from an internal number to the number that you chose in the voice-messaging profile.</p> <p>Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.</p>
Calling Search Space Forward No Coverage External	<p>Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Calling Search Space Forward No Coverage Internal	<p>Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Coverage Destination External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>



**Table 42-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Forward No Coverage Destination Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage to Voice Mail External	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the phone does not have coverage.</p> <p>Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.</p>
Forward No Coverage to Voice Mail Internal	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the phone does not have coverage.</p> <p>Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.</p>
Calling Search Space Forward on CTI Failure External/Internal	<p>(CTI ports only) Choose the calling search space to use when a call from an internal or external call is forwarded to the specified destination. The setting appears only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward on CTI Failure Destination External/Internal	<p>(CTI ports only) Enter the directory number to which a call coming from an internal or an external number should be forwarded when a phone or CTI application fails.</p>
Forward on CTI Failure to Voice Mail External/Internal	<p>(CTI ports only) Check this check box to forward failed calls from external or internal numbers to the number that you chose in the voice-messaging profile.</p>
Call Forward No Answer Ring Duration	<p>Enter the number of seconds (between 1 and 300) to allow the call to ring, before forwarding the call to the destination number entered in the Forward No Answer Destination field.</p> <p><b>Note</b> Leave this field blank to use the value that is set in the Cisco Unified Communications Manager service parameter, Forward No Answer Timer.</p>
Call Pickup Group	<p>Choose a pickup group to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.</p>

**Table 42-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
<b>MLPP Alternate Party Settings</b>	
Target (Destination) MLPP	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound(#), and asterisk (*).</p>
MLPP Calling Search Space	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
MLPP No Answer Ring Duration	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number's alternate party if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.</p>
<b>Line null on Device null</b>	
Display (Internal Caller ID)	<p>Use this field only if you do not want the directory number to show on the line appearance. Enter text that identifies this directory number for a line/phone combination.</p> <p>Suggested entries include boss's name, department's name, or other appropriate information to identify multiple directory numbers to secretary/assistant who monitors multiple directory numbers.</p>
Line Text Label	<p>Enter text that identifies this directory number for a line/phone combination.</p> <p><b>Note</b> The default language specifies English</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 30 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>

**Table 42-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Message Waiting Lamp Policy	<p>Use this field to configure the handset lamp illumination policy. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Use System Policy (The directory number refers to the service parameter “Message Waiting Lamp Policy” setting.)</li> <li>• Light and Prompt</li> <li>• Prompt Only</li> <li>• Light Only</li> <li>• None</li> </ul> <p>Setting applies only to the current device unless you check the check box at right (called Update Shared Device Settings) and click the <b>Propagate selected</b> button. (The check box at right displays only if other devices share this directory number)</p>
Ring Setting When Idle	Choose the type of ring for an incoming call on a phone.
Ring Setting when Active	Choose the type of ring for an incoming call on a phone, which is used when this phone has another active call on a different line.
<b>Multiple Call/Call Waiting Settings</b>	
Maximum Number of Calls	<p>You can configure up to 184 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls.</p> <p>Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>
<b>Forwarded Call Information Display</b>	

**Table 42-1** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Caller Name	Check this check box to include the caller's name in the display when a forwarded call is received. Default leaves this check box checked.
Caller Number	Check this check box to include the caller's number in the display when receiving a forwarded call.
Redirected Number	Check this check box to include the redirected number in the display when receiving a forwarded call.
Dialed Number	Check this check box to include the dialed number in the display when a forwarded call is received. The default setting leaves this check box checked.

**Note**

To complete the procedure, go to the [“Using Query to Update Lines” section on page 42-1](#).

## Related Topics

- [Using Query to Update Lines, page 42-1](#)
- [Field Descriptions for Updating Lines, page 42-3](#)
- [Scheduling Jobs, page 66-1](#)
- [BAT Log Files, page 66-3](#)



## CHAPTER 43

# Adding Lines in UDP

---

You can add lines to a group of existing user device profiles. When you use the template to add new lines, you cannot change phone services or speed dials. Cisco Unified Communications Manager Bulk Administration (BAT) ignores those fields on the template when you add lines to existing devices.

To add lines to existing phones or user device profiles, use the following procedure.

### Before You Begin

- You must have a BAT template for this transaction. See the [“Adding or Updating Lines in a BAT Template”](#) section on page 3-4.
- You must have a CSV data file for this transaction. See the [“Using the BAT Spreadsheet to Create User Device Profile CSV Data Files”](#) section on page 34-2 for information.

## Adding Lines to Existing UDPs

Use the following procedure to add lines to a group of existing user device profiles.

### Procedure

---

- Step 1** Choose **Bulk Administration > User Device Profiles > Add/Update Lines > Add Lines**.  
The UDP Add Lines 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 you are changing the phone settings for existing phones in the template, check the **Override the existing configuration** check box. The user device profile information also gets updated when this check box is checked.
- Step 4** In the Template Name field, choose the User Device Profile template to use for this bulk transaction.
- Step 5** In the Job Information area, enter the Job description.
- Step 6** Click the Run Immediately radio button to insert the phone records immediately or, click Run Later to insert the phone records at a later time.
- Step 7** Click **Submit** to create a job for inserting the phone records.
- Step 8** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#).

---

#### Additional Topics

See the [“Related Topics” section on page 43-4](#).

## Using the BAT Spreadsheet to Add Lines to Existing UDPs

To create the CSV data file by using the BAT spreadsheet for adding lines to existing UDPs, use the following procedure.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data” section on page 1-8](#).

### Procedure

---

- Step 1** To open the BAT Spreadsheet, locate and double-click the **BAT.xlt** file.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To display the fields, click the **Add Lines** tab at the bottom of the spreadsheet.
- Step 4** Enter data for an individual device profile on each line in the spreadsheet. 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. [Table 43-1](#) describes the fields for adding lines in the BAT spreadsheet.
- Step 5** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDDataFiles\ or you can use Browse to save your file in another existing folder on your local workstation. The filename is

<tabname>-<timestamp>.txt

where <tabname> represents the type of input file that you created, such as UDPs, and <timestamp> represents the precise date and time that the file was created.



**Note** 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.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. The system does not convert data that is entered after a blank line to the BAT format.

---

Upload the CSV file to Cisco Unified Communications Manager Server first node. See [“Uploading a File” section on page 2-3](#).

---



**Note** For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Phones window in BAT.

---

**Additional Topics**

See the [“Related Topics” section on page 43-4](#).

## Field Descriptions for Adding Lines By Using the BAT Spreadsheet

[Table 43-1](#) provides the field descriptions when you are adding lines by using the BAT spreadsheet. For related procedures, see the [“Related Topics” section on page 43-4](#).

**Table 43-1** *Field Descriptions for Adding Lines by Using the BAT Spreadsheet*

Field	Description
MAC Address/Device Name	Enter the MAC address for phones, VGC virtual phones, and VGC phones. Enter a unique identifier for CTI ports and H.323 clients. Enter the device name for UDPs
Line Index	Enter a number between 1 and 34 for the line index of a phone.
Directory Number	Enter a directory number, up to 24 numerals and special characters, for this line.
Display	<p>Enter the text that you want to display on the called party's phone display, such as the user name (John Smith) or phone location (Conference Room 1).</p> <p><b>Note</b> If this field is left blank the system uses the value that is entered in the Directory Number field.</p> <p><b>Note</b> The default language specifies English.</p>
Line Text Label	<p>Enter text that identifies this directory number for a line/phone combination.</p> <p><b>Note</b> The default language specifies English</p>
Forward Busy External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>

**Table 43-1** *Field Descriptions for Adding Lines by Using the BAT Spreadsheet*

Field	Description
Forward No Coverage External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Call Pickup Group	<p>Enter a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this line by dialing the appropriate pickup group number.</p>

## Related Topics

- [Adding Lines to Existing UDPs, page 43-1](#)
- [Using the BAT Spreadsheet to Add Lines to Existing UDPs, page 43-2](#)
- [Field Descriptions for Adding Lines By Using the BAT Spreadsheet, page 43-3](#)
- [Adding or Updating Lines in a BAT Template, page 3-4](#)





## CHAPTER 44

# Generating Reports for UDPs

---

Cisco Unified Communications Manager Bulk Administration (BAT) provides reports to help you manage records effectively. You can create and save reports that provide information about phones, users, user device profiles, managers and assistants, and gateway records. You can save these reports with a filename and store them in a folder on the first node server to review and print.

You can customize BAT reports for phones and for user device profiles to meet your particular needs by choosing items from a list of device fields and line fields. You can also choose how to arrange the fields in the report. The system generates the report in the CSV file format. Because reports for users, managers, assistants, and gateways have a fixed format, you cannot customize them.

### Example

You need to have a list of all the directory numbers with their forwarding destinations by phone model. You can generate a Phone Report for the Cisco Unified IP Phone model 7960 and choose these query details: Device Name, Directory Number, Forward Busy Destination, Forward No Answer Destination, and Label. You can arrange the report fields, so the Label field follows the Directory Number field and precedes the two forward destination numbers.

### Additional Information

See the [“Related Topics”](#) section on page 44-3.

## Generating Reports for User Device Profiles

To generate reports for User Device Profiles (UDP), use this procedure.

### Procedure

---

- Step 1** Choose **Bulk Administration > User Device Profiles > Generate UDP Reports**.  
The Find and List Device Profiles window displays.
- Step 2** From the Find drop-down list box, choose one of the following options:
- User
  - Autogenerated
  - All
- Step 3** From the first Device Profiles where drop-down list box, choose one of the following criteria:
- Profile Name

- Description
- Device Type

**Step 4** From the second Device Profiles where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 5** Specify the appropriate search text, if applicable.



**Tip**

---

To find all UDPs that are registered in the database, click **Find** without entering any search text.

---

**Step 6** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat steps 2 and 5.

**Step 7** Click **Find**.

A list of discovered templates displays by:

- Name
- Description
- Device Type
- Profile Type

**Step 8** Click **Next** to choose details for your type of report. The Device Profile Report Configuration window displays and shows the Query that you chose. If you want to change the type of query, click **Back**.

**Step 9** In the Report File Name field, enter your name for this report (required).

**Step 10** In the Available Device Fields drop-down list box, choose a device item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report. For a list of device and live fields, see the [“Reports for Phones and IP Telephony Devices”](#) section on page 12-3.

**Step 11** Arrange the order of the items in the Selected Device Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.

**Step 12** In the Available Line Fields drop-down list box, choose a line item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.

**Step 13** Arrange the order of the line items in the Selected Line Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.



**Note**

---

You must specify at least one device or line field to generate a report.

---

**Step 14** In the Additional IP Services Fields area, check the check boxes for Speed Dial Services and/or IP phone Services, as needed.

**Step 15** In the Job Information area, enter the Job description.

- Step 16** Click the **Run Immediately** radio button to generate report for UDPs immediately or, click **Run Later** generate reports at a later time.
- Step 17** Click **Submit** to create a job for generate report for UDPs.
- Step 18** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

#### Additional Topics

See the [“Related Topics” section on page 44-3.](#)

## Related Topics

- [Generating Reports for User Device Profiles, page 44-1](#)
- [Reports for Phones and IP Telephony Devices, page 12-3](#)
- [Scheduling Jobs, page 66-1](#)
- [BAT Log Files, page 66-3](#)





## CHAPTER 45

# Add/Update Intercom DNs

---

The Intercom feature allows one user to call another user, and that call automatically gets answered with one-way media from caller to called party, regardless of whether the called party is busy or idle.

You can use the Add/Update Intercom utility to add or update intercoms in bulk to Cisco Unified Communications Manager server. You can perform the following procedures to add or update intercoms:

- [Update Intercom DNs, page 45-1](#)
- [Add Intercom DNs, page 45-2](#)

## Update Intercom DNs

To Update Intercom DNs, use the following procedure:

### Procedure

---

- Step 1** Choose **Bulk Administration > User Device Profiles> Add/Update Intercom DNs > Update Intercom DNs**. The **Update Intercom Directory Number** window displays.
- Step 2** From the first **Find Update Intercom Directory Numbers where** drop-down list box, choose one of the following criteria:
- Intercom Directory Number
  - Route Partition
  - Description
- Step 3** From the second **Find Update Intercom Directory Numbers where** drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - ends with
  - is exactly
  - is empty
  - is not empty
- Step 4** Specify the appropriate search text in the text field, if applicable.

**Tip**

To find all Intercom DNs that are registered in the database, click **Find** without entering any search text.

**Step 5** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat Steps 2 and 3.

**Step 6** Click **Find**.

A list of discovered Intercom DNs displays by

- Intercom DN Pattern
- Route Partition
- Description

**Step 7** Click **Next**. The next **Update Intercom Directory Number** window displays.

**Step 8** Specify the settings that you want to update for all the records that you have defined in your query. You can choose multiple parameters to update. See the [“Field Descriptions for Updating Intercom DNs” section on page 45-3](#) for descriptions of the parameters.

**Additional Information**

See the [“Related Topics” section on page 45-4](#).

## Add Intercom DNs

To add Intercom DNs to a Cisco Unified Communications Manager server, use this procedure.

**Before You Begin**

- You must have a data file in comma separated value (CSV) format that contains the unique details for the UDPs or other IP telephony devices.
- Upload the data files by choosing the relevant target and function for the transaction.

**Procedure**

**Step 1** Choose **Bulk Administration > User Device Profiles > Add/Update Intercom DNs > Add Intercom DNs**. The Bulk Intercom DN Insert window displays.

**Step 2** In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction.

**Step 3** In the User Device Profile Template Name drop-down list box, choose the BAT UDP template that you created for this type of bulk transaction.

**Step 4** Check the Override Configuration Settings check box to update the existing UDP template settings with the information that is contained in the file that you want to insert. Consider overriding the configuration settings as optional.

**Step 5** In the Job Information area, enter the Job description.

The default job description for this transaction specifies Insert Intercom DNs.

**Step 6** To add Intercom DNs immediately, click the Run Immediately radio button or, to add at a later time, click Run Later.

**Step 7** To create a job for adding intercom DNs, click **Submit**.

- Step 8** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3.](#)

## Field Descriptions for Updating Intercom DNs

[Table 45-1](#) provides the field descriptions for updating line details.

**Table 45-1** *Field Description for Updating Intercom DN Details*

Field	Description
<b>Intercom Directory Number Information</b>	
Route Partition	Choose a route partition to which the directory number belongs. <b>Note</b> The directory number can appear in more than one partition.
Description	Enter a description that makes the device easy to recognize.
Alerting Name	This name represents the name that displays during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name that is entered in the Display field.
ASCII Alerting Name	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
<b>Intercom Directory Number Settings</b>	
Calling Search Space	Choose the calling search space to which this group of UDPs/ports should belong.  A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.
Presence Group	Used with the Presence feature, the SIP or SCCP device serves as a watcher because it requests status about the presence entity, for example, directory number, that is configured as a BLF speed dial button on the device.  If you want the device to receive the status of the presence entity, choose a Presence Group that is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window.  For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> .

### Additional Information

See the [“Related Topics” section on page 45-4.](#)

## Related Topics

- [Update Intercom DNs, page 45-1](#)
- [Add Intercom DNs, page 45-2](#)
- [Field Descriptions for Updating Intercom DNs, page 45-3](#)





## **PART 8**

### **Gateways**





# CHAPTER 46

## Gateway Template

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to configure some Cisco gateways and ports in the Cisco Unified Communications Manager database in batches, rather than to add each gateway and port individually.

The following topics provide information and procedures for these tasks:

- [Adding Cisco Gateways, page 46-1](#)
- [Finding a Gateway Template, page 46-3](#)
- [Adding or Editing a Gateway Template, page 46-4](#)
- [Gateway Configuration Settings, page 46-11](#)
- [Port Configuration Settings, page 46-35](#)
- [Deleting Cisco Gateways, page 48-1](#)
- [Generating Reports for Cisco Gateways, page 50-1](#)

## Adding Cisco Gateways

You can use BAT to add the Cisco gateways to the Cisco Unified Communications Manager database.

### Adding VG200 Gateways

Before adding the VG200 gateways, you must first configure the gateway by using the Cisco IOS software command line interface (CLI). For gateway configuration procedures and commands, refer to the configuration documentation that is supplied with the gateway.

When using BAT to add the Cisco VG200 gateways to the Cisco Unified Communications Manager database, you can configure the following types of trunks or ports:

- Foreign Exchange Station (FXS) ports for analog devices
- Foreign Exchange Office (FXO) for loopstart or groundstart trunks
- T1 Primary Rate Interface (PRI) trunks for ISDN services in North America—Currently available only for Cisco VG200 gateways
- E1 Primary Rate Interface (PRI) trunks for ISDN services in Europe—Currently available only for Cisco VG200 gateways.
- Digital Access T1 protocol trunks

To add Cisco VG200 gateways to Cisco Unified Communications Manager, perform the following tasks:

1. Create a Cisco VG200 gateway template to define common values for a set of gateways and ports. See the [“Creating a Cisco VG200 Gateway Template”](#) section on page 46-4.
2. Create a CSV data file to define individual values for each gateway and port that you want to add. See the [“Creating CSV Data Files for Cisco VG200 Gateways”](#) section on page 49-1.
3. Insert gateways and ports in the Cisco Unified Communications Manager database. See the [“Inserting Gateways to Cisco Unified Communications Manager”](#) section on page 49-6.

### Adding Cisco Catalyst 6000 (FXS) gateway and ports

To insert Cisco Catalyst 6000 (FXS) gateway and ports to Cisco Unified Communications Manager, you must perform the following tasks:

1. Create a Cisco Catalyst 6000 (FXS) gateway template. See the [“Creating a Cisco Catalyst 6000 \(FXS\) Gateway Template”](#) section on page 46-8
2. To define common values for a set of FXS ports, create a Cisco Catalyst 6000 (FXS) ports template. See the [“Field descriptions for FXS/FXO Port Configuration”](#) section on page 46-16.
3. To define individual values for the FXS ports that you want to add, create a CSV data file. See the [Creating the CSV Data File for Cisco Catalyst 6000 \(FXS\) Ports](#), page 49-3.
4. To insert the FXS ports in the Cisco Unified Communications Manager database, see the [“Inserting Gateways to Cisco Unified Communications Manager”](#) section on page 49-6.

Before using BAT to add the FXS ports for the analog interface modules, you must install the Cisco Catalyst 6000 gateway by performing these tasks:

1. Configure the gateway by using Cisco IOS software command line interface. See the documentation that was supplied with your gateway for configuration instructions.
2. Use Cisco Unified Communications Manager Administration to add the Cisco Catalyst 6000 gateway in the Cisco Unified Communications Manager database. In Cisco Unified Communications Manager Administration, choose **Device > Gateway** and click **Add New**. Choose the Cisco Catalyst 6000 24 Port FXS Gateway and device protocol and then click **Next**. For more information, refer to the *Cisco Unified Communications Manager Administration Guide*.

You can use BAT to add FXS ports on the Cisco Catalyst 6000 (FXS) analog interface modules for analog devices. You must configure a Gateway Directory Number template to associate with these FXS ports and a Catalyst 6000 (FXS) ports template before adding these ports to the Cisco Unified Communications Manager database.

### Adding VG224 Gateways

Before adding the VG224 gateways, you must first configure the gateway by using the Cisco IOS software command line interface (CLI). For gateway configuration procedures and commands, refer to the configuration documentation that is supplied with the gateway.

When using BAT to add the Cisco VG224 gateways to the Cisco Unified Communications Manager database, you can configure the following types of trunks or ports:

- Foreign Exchange Station (FXS) ports for analog devices

To add Cisco VG224 gateways to Cisco Unified Communications Manager, perform the following tasks:

1. Create a Cisco VG224 gateway template to define common values for a set of gateways and ports. See the [“Creating a Cisco VG224 Gateway Template”](#) section on page 46-9.
2. Create a CSV data file to define individual values for each gateway and port that you want to add. See the [“Creating CSV Data Files for Cisco VG224 Gateways”](#) section on page 49-4.

3. Insert gateways and ports in the Cisco Unified Communications Manager database. See the [“Inserting Gateways to Cisco Unified Communications Manager” section on page 49-6](#).

#### Additional Topics

See the [“Related Topics” section on page 46-39](#).

## Finding a Gateway Template

Because you might have several gateway templates, Cisco Unified Communications Manager lets you locate specific template on the basis of specific criteria. Use the following procedure to locate templates.



#### Note

During your work in a browser session, your find/list search preferences are stored in the cookies on the client machine. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, your Cisco Unified Communications Manager search preferences are retained until you modify your search.

#### Procedure

- 
- Step 1** Choose **Bulk Administration > Gateways > Gateway Template**.  
The Find and List Gateway window displays.
  - Step 2** From the first Find Gateways where drop-down list box, choose one of the following criteria:
    - Name
    - Description
    - DN/Route Pattern
    - Calling Search Space
    - Device Pool
    - Route Group Name
    - Device Type
  - Step 3** From the second Find Gateways where drop-down list box, choose 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 gateways that are registered in the database, click **Find** without entering any search text.

- Step 5** Choose **Show** from the third drop-down list box to show the end points associated with gateways, and click **Find**.

A list of discovered templates displays by:

- Device Name
- Description
- Device Pool
- Status
- IP Address

- Step 6** From the list of records, click the device name that matches your search criteria.

The Gateway Configuration window displays.

#### Additional Information

See the [“Related Topics” section on page 46-39](#)

## Adding or Editing a Gateway Template

Use the following procedure to create a new VG200, VG224 or Cisco Catalyst 6000 (FXS) Ports template:

#### Procedure

- Step 1** Choose **Bulk Administration > Gateways > Gateway Template**. The Find and List Gateway Template window displays.

- To edit an existing gateway template, see the [“Finding a Gateway Template” section on page 46-3](#) and select the gateway you want to edit.

See [“Field Descriptions for VG200 Gateway Template” section on page 46-11](#), [“Field Descriptions for VG224 Gateway Template” section on page 46-13](#) and [“Field Descriptions for Cisco Catalyst 24 Port FXS Gateway Template” section on page 46-13](#).

- To add a new gateway, click **Add New**. The Add a New Gateway window displays.

- Step 2** Complete one of the following procedures:

- To create a VG200 template, see the [“Creating a Cisco VG200 Gateway Template” section on page 46-4](#).
- To create Cisco Catalyst 6000 (FXS) Ports template, see [“Creating a Cisco Catalyst 6000 \(FXS\) Gateway Template” section on page 46-8](#).
- To create a VG224 template, see the [“Creating a Cisco VG224 Gateway Template” section on page 46-9](#).

## Creating a Cisco VG200 Gateway Template

You must create a Cisco VG200 template and then add endpoint identifiers for the network modules.

You must use a BAT template to configure the following endpoint identifiers:

- Foreign Exchange Station (FXS) ports
- Foreign Exchange Office (FXO) trunks
- T1 PRI trunks
- E1 PRI trunks
- T1 CAS trunks

Use the following procedure to add a VG200 Gateway template.

#### Procedure

- 
- Step 1** Choose **Bulk Administration > Gateways > Gateway Template**.  
The Find and List Gateway window displays.
- Step 2** Click **Add New**. The Add a New Gateway window displays.
- Step 3** From the Gateway Type drop-down list box, choose Cisco VG200 and click **Next**. The Gateway Configuration window displays.
- Step 4** Enter values for all the fields. See [“Field Descriptions for VG200 Gateway Template” section on page 46-11](#):
- Step 5** Click **Save**. When the insert completes, a new field displays on the pane.
- Step 6** In the Subunit field(s), choose the appropriate type for each subunit field:
- VIC-2FXS—Foreign Exchange Station (FXS) voice interface card
  - VIC-2FXO—Foreign Exchange Office (FXO) voice interface card
  - VWIC-1MFT-T1—Voice WAN interface card with one endpoint for T1 CAS or T1 PRI
  - VWIC-2MFT-T1—Voice WAN interface card with two endpoints for T1 CAS or T1 PRI
  - VWIC-1MFT-E1—Voice WAN interface card with one endpoint for E1 PRI
  - VWIC-2MFT-E1—Voice WAN interface card with two endpoints for E1 PRI
- Step 7** Click **Save**. When the Status indicates that the update completed, the endpoint identifiers display as links to the right of the subunit drop-down list boxes.
- Step 8** Click an endpoint identifier (for example, 1/0/0) to configure device protocol information and add ports for the installed types of VICs.  
For detailed instructions, see the following procedures:
- [Adding FXS Ports to a VG200 Gateway Template, page 46-6](#)
  - [Adding FXO Ports to a VG200 Gateway Template, page 46-7](#)
  - [Adding Digital Access T1 \(T1-CAS\) Ports to an VG200 Gateway Template, page 46-8](#)
  - [Adding a T1 PRI or E1 PRI Device to an VG200 Gateway Template, page 46-8](#)
- Step 9** To reset the gateway and apply the changes, click **Reset**.
- Step 10** Continue configuring endpoint information and ports as needed.
-

## Adding Ports to a VG200 Gateway Template

The device protocols and port types that can be configured on VG200 gateways vary by the type of installed voice interface cards. This section contains the following procedures:

- [Adding FXS Ports to a VG200 Gateway Template, page 46-6](#)
- [Adding FXO Ports to a VG200 Gateway Template, page 46-7](#)
- [Adding Digital Access T1 \(T1-CAS\) Ports to an VG200 Gateway Template, page 46-8](#)
- [Adding a T1 PRI or E1 PRI Device to an VG200 Gateway Template, page 46-8](#)



### Adding FXS Ports to a VG200 Gateway Template

You can use Foreign Exchange Station (FXS) ports to connect to any POTS device. Use this procedure to add FXS ports on a VG200 gateway template.

#### Before You Begin

You must add an VG200 gateway template before configuring ports. See the [“Creating a Cisco VG200 Gateway Template” section on page 46-4](#) for instructions.

#### Procedure

- Step 1** To find the gateway template to which you want to add FXS ports, see [“Finding a Gateway Template” section on page 46-3](#)
- Step 2** From the Gateway Template Configuration window, click the endpoint identifier for the FXS VIC that you want to configure.  
The window refreshes and displays the Gateway Template Configuration window with the end-point icons.
- Step 3** Enter the appropriate **Gateway Information** and **Port Information** settings. See the following sections for details about these fields:
  - [Field descriptions for FXS/FXO Port Configuration, page 46-16](#)
  - [POTS Port Configuration Settings, page 46-36](#)
- Step 4** Click **Save**.  

- Note** After you insert a POTS port, the window refreshes and displays the POTS port information at the bottom of the window. An **Add a new DN** link displays in the Directory Number Information area in the left panel.
- Step 5** Click **Add a new DN** to add directory numbers to the POTS port or, if you configured another type of port, go to [Step 7](#).  

- Note** See [“Adding or Updating Lines in a BAT Template” section on page 3-4](#) for information about adding and configuring DNs.
- Step 6** To return to the main VG200 Gateway Template Configuration window for the gateway to which you just added the ports, choose **Back to MGCP Configuration** in the Related Links drop-down list box and click **Go**.



- Step 7** To reset the gateway and apply the changes, click **Reset**.
- Step 8** Repeat [Step 2](#) through [Step 6](#) to add additional FXS ports.
- 

#### Additional Information

See the [“Related Topics”](#) section on page 46-39.

## Adding FXO Ports to a VG200 Gateway Template

You can use Foreign Exchange Office (FXO) ports for connecting to a central office or PBX. Use this procedure to add and configure FXO ports for loop start or ground start on an VG200 gateway template.



#### Note

Cisco Unified Communications Manager assumes all loop-start trunks lack positive disconnect supervision. Configure trunks with positive disconnect supervision as ground start, so active calls can be maintained during a Cisco Unified Communications Manager server failover.

---

#### Before You Begin

You must add a VG200 gateway template before configuring ports. See the [“Creating a Cisco VG200 Gateway Template”](#) section on page 46-4 for instructions.

#### Procedure

- 
- Step 1** To find the gateway template to which you want to add FXS ports, see [“Finding a Gateway Template”](#) section on page 46-3
- Step 2** From the Gateway Configuration window, click the endpoint identifiers of the FXO port that you want to configure.
- Step 3** From the Port Type drop-down list box, choose either **Ground Start** or **Loop Start**.



#### Note

You must choose the same port type for both endpoint identifiers of the VIC-2FXO port. If you choose different port types, a message displays.

---

- Step 4** Enter the appropriate **Gateway Configuration** and **Port Information** settings described in [“Field descriptions for FXS/FXO Port Configuration”](#) section on page 46-16
- Step 5** Click **Save**.
- Step 6** To return to the main VG200 gateway configuration window for the gateway to which you just added the ports, choose **Back to MGCP Configuration** in the Related Links drop-down list box and click **Go**.
- Step 7** To reset the gateway and apply the changes, click **Reset**.
- Step 8** To add more FXO ports, repeat [Step 2](#) though [Step 5](#).
- 

#### Additional Information

See the [“Related Topics”](#) section on page 46-39.

## Adding Digital Access T1 (T1-CAS) Ports to an VG200 Gateway Template

Use this procedure to add Digital Access T1 (T1-CAS) ports to an VG200 gateway.

- 
- Step 1** To find the gateway template to which you want to add FXS ports, see [“Finding a Gateway Template” section on page 46-3](#)
  - Step 2** From the Gateway Configuration window, click the endpoint identifier of the Digital Access T1 (T1-CAS) port that you want to configure.  
In the Device Protocol drop-down list box that displays, choose **Digital Access T1** and click **Next**.
  - Step 3** Enter the appropriate Gateway Configuration settings. See the [“Field Descriptions for Digital Access T1 Trunks on a Cisco VG200 Gateway Template” section on page 46-19](#) for details.
  - Step 4** Click **Save**.
  - Step 5** To reset the gateway and apply the changes, click **Reset**.
  - Step 6** See the [“Port Configuration Settings” section on page 46-35](#) for the appropriate settings for the port type that you choose.
- 

### Additional Information

See the [“Related Topics” section on page 46-39](#).

## Adding a T1 PRI or E1 PRI Device to an VG200 Gateway Template

- 
- Step 1** To find the gateway template to which you want to add FXS ports, see [“Finding a Gateway Template” section on page 46-3](#)
  - Step 2** From the Gateway Configuration window, click the endpoint identifier of the T1 PRI or E1 PRI port that you want to configure.
  - Step 3** Configure the T1 PRI or E1 PRI device protocol settings. See the [“Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway Template” section on page 46-22](#) for detailed field descriptions.
  - Step 4** Click **Save**.
  - Step 5** To reset the gateway and apply the changes, click **Reset**.
- 

### Additional Information

See the [“Related Topics” section on page 46-39](#).

## Creating a Cisco Catalyst 6000 (FXS) Gateway Template

To create a Cisco Catalyst 6000 FXS gateway template, use this procedure. You must complete all fields unless otherwise noted.

- 
- Step 1** Choose **Bulk Administration > Gateways > Gateway Template**.  
The Find and List Gateway window displays.

- Step 2** Click **Add New**. The Add a New Gateway window displays.
- Step 3** From the Gateway Type drop-down list box, choose Cisco Catalyst 6000 24 Port FXS Gateway. The Gateway Configuration window displays.
- Step 4** In the Template Name field, enter a unique name for this template.
- Step 5** Enter the settings for the fields. See the [“Field Descriptions for Cisco Catalyst 24 Port FXS Gateway Template”](#) section on page 46-13 for more information.
- Step 6** Click **Save**.
- Step 7** Click **Add a New Port**.
- A port configuration dialog opens in a separate window.
- Step 8** From the drop-down list box, choose **POTS** as the port type depending on the gateway model that you are configuring. [“Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway Template”](#) section on page 46-22
- Step 9** Enter the appropriate port configuration settings as described in the [“POTS Port Configuration Settings”](#) section on page 46-36.
- Step 10** Click **Save**.
- If you have inserted POTS ports, the window refreshes and displays the POTS port in the list on the left side of the window. An **Add DN** link displays to the right of the new port.
- Step 11** To add a directory numbers to an FXS port, click **Add DN**.
- For information about adding and configuring directory numbers, see the [“Adding or Updating Lines in a BAT Template”](#) section on page 3-4 and the.
- Step 12** Click **Save**. When the Status indicates that the update completed, the template displays on the Find and List Gateways window. To go back to the Find and List window, choose **Back to Find and List** from the **Related Links** drop-down list box in the top, right corner of the window.
- 

## Creating a Cisco VG224 Gateway Template

You must create a Cisco VG224 template and then add endpoint identifiers for the network modules.

You must use a BAT template to configure the following endpoint identifiers:

- Foreign Exchange Station (FXS) ports

### Before You Begin

Use the following procedure to add a VG224 Gateway template.

### Procedure

- 
- Step 1** Choose **Bulk Administration > Gateways > Gateway Template**.
- The Find and List Gateway window displays.
- Step 2** Click **Add New**. The Add a New Gateway window displays.
- Step 3** From the Gateway Type drop-down list box, choose Cisco VG224 and click **Next**. The next Add a New Gateway window displays.

- Step 4** From the Protocol drop-down list box, choose MGCP or SCCP and click **Next**. The Gateway Configuration window displays.
- Step 5** Enter values for all the fields. See [“Field Descriptions for VG224 Gateway Template” section on page 46-13](#):
- Step 6** Click **Save**. When the insert completes, a new field displays on the pane.
- Step 7** In the Subunit 0 field, choose the appropriate type for the subunit field from the drop-down list box.
- VIC-2FXS—Foreign Exchange Station (FXS) voice interface card.
- Step 8** Click **Save**. When the Status indicates that the update completed, the endpoint identifiers display as links to the right of the subunit drop-down list boxes.
- Step 9** Click an endpoint identifier (for example, 1/0/0) to configure device protocol information and add ports for the installed types of VICs.
- For detailed instructions, see the following procedures:
- [Adding FXS Ports to a VG224 Gateway Template, page 46-10](#)
- Step 10** To reset the gateway and apply the changes, click **Reset**.
- Step 11** Continue configuring endpoint information and ports as needed.
- 

## Adding FXS Ports to a VG224 Gateway Template

You can use Foreign Exchange Station (FXS) ports to connect to any POTS device. Use this procedure to add FXS ports on a VG224 gateway template.

### Before You Begin

You must add a VG224 gateway template before configuring ports. See the [“Creating a Cisco VG224 Gateway Template” section on page 46-9](#) for instructions.

### Procedure

- 
- Step 1** To find the gateway template to which you want to add FXS ports, see [“Finding a Gateway Template” section on page 46-3](#)
- Step 2** From the Gateway Template Configuration window, click the endpoint identifier for the FXS VIC that you want to configure.
- The window refreshes and displays the Gateway Template Configuration window with the end-point icons.
- Step 3** Enter the appropriate **Gateway Information** and **Port Information** settings. See the following sections for details about these fields:
- [Field descriptions for FXS/FXO Port Configuration, page 46-16](#)
  - [POTS Port Configuration Settings, page 46-36](#)
- Step 4** Click **Save**.

**Note**

After you insert a POTS port, the window refreshes and displays the POTS port information at the bottom of the window. An **Add a new DN** link displays in the Directory Number Information area in the left panel.

- Step 5** Click **Add a new DN** to add directory numbers to the POTS port or, if you configured another type of port, go to [Step 7](#).

**Note**

See [“Adding or Updating Lines in a BAT Template” section on page 3-4](#) for information about adding and configuring DNs.

- Step 6** To return to the main VG224 Gateway Template Configuration window for the gateway to which you just added the ports, choose **Back to MGCP Configuration** in the Related Links drop-down list box and click **Go**.

- Step 7** To reset the gateway and apply the changes, click **Reset**.

- Step 8** Repeat [Step 2](#) through [Step 6](#) to add additional FXS ports.

**Additional Information**

See the [“Related Topics” section on page 46-39](#).

## Gateway Configuration Settings

See the following sections for tables that list detailed descriptions for all gateway configuration fields:

- [Field Descriptions for VG200 Gateway Template, page 46-11](#)
- [Field Descriptions for VG224 Gateway Template, page 46-13](#)
- [Field Descriptions for Cisco Catalyst 24 Port FXS Gateway Template, page 46-13](#)
- [Field descriptions for FXS/FXO Port Configuration, page 46-16](#)
- [Field Descriptions for Digital Access T1 Trunks on a Cisco VG200 Gateway Template, page 46-19](#)
- [Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway Template, page 46-22](#)

For detailed information about port configuration settings, see the [“Port Configuration Settings” section on page 46-35](#).

## Field Descriptions for VG200 Gateway Template

[Table 46-1](#) provides detailed descriptions for VG200 gateway template configuration settings. For related procedures, see the [“Related Topics” section on page 46-39](#).

**Table 46-1 VG200 Gateway Configuration Settings**

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the Cisco VG200 gateway template.
Description	Enter a description that clarifies the purpose of the device.
Cisco Unified Communications Manager Group	<p>From the drop-down list box, choose a Cisco Unified Communications Manager redundancy group.</p> <p>A Cisco Unified Communications Manager redundancy group includes a prioritized list of up to three Cisco Unified Communications Managers. The first Cisco Unified Communications Manager in the list serves as the primary Cisco Unified Communications Manager. If the primary Cisco Unified Communications Manager is not available or fails, the gateway attempts to connect with the next Cisco Unified Communications Manager in the list and so on.</p>
<b>Configured Slots, VICs, and Endpoints</b>	
<p><b>Note</b> You must specify the beginning port number for some VICs. For example, if the VIC in Subunit 0 begins at 0 and has two ports (0 and 1), the VIC in Subunit 1 must begin at a port number greater than 1 and have two ports (2 and 3 or 4 and 5).</p> <p><b>Note</b> VG200 gateway has only one slot.</p>	
Module in Slot 1	<p>For the available slot on the VG200 gateway, choose from the following type of modules:</p> <ul style="list-style-type: none"> <li>NM-1V—Network Module-1 Voice has one voice interface card (VIC) in Sub-Unit 0 for FXS or FXO.</li> <li>NM-2V—Network Module-2 Voice has two VICs, one in Sub-Unit 0 and one in Sub-Unit 1 for either FXS or FXO.</li> <li>NM-HDV—Network Module-High Density Voice has one VIC in Sub-Unit 0 either for T1 CAS or T1 PRI, or for E1 PRI.</li> <li>None—No network modules are installed.</li> </ul>
<b>Product-Specific Configuration</b>	
Model-specific configuration fields defined by the gateway manufacturer	<p>The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice.</p> <p>To view field descriptions and help for product-specific configuration items, click the “?” information icon to the right of the <b>Product Specific Configuration</b> heading to display help in a popup dialog box.</p> <p>If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.</p>

## Field Descriptions for VG224 Gateway Template

Table 46-2 provides detailed descriptions for VG200 gateway template configuration settings. For related procedures, see the “[Related Topics](#)” section on page 46-39.

**Table 46-2** VG224 Gateway Configuration Settings

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the Cisco VG224 gateway template.
Description	Enter a description that clarifies the purpose of the device.
Cisco Unified Communications Manager Group	From the drop-down list box, choose a Cisco Unified Communications Manager redundancy group.  A Cisco Unified Communications Manager redundancy group includes a prioritized list of up to three Cisco Unified Communications Managers. The first Cisco Unified Communications Manager in the list serves as the primary Cisco Unified Communications Manager. If the primary Cisco Unified Communications Manager is not available or fails, the gateway attempts to connect with the next Cisco Unified Communications Manager in the list and so on.
<b>Configured Slots, VICs, and Endpoints</b>	
Module in Slot 2	For the available slot on the VG224 gateway, choose Analog from the drop-down list box.
Subunit 0	For the available subunit 0 on the VG224 gateway, choose 24FXS as the subunit from the drop-down list box.  <b>Note</b> Only Module in Slot 2, and Subunit 0 are available for VG224 gateways.

## Field Descriptions for Cisco Catalyst 24 Port FXS Gateway Template

Table 46-3 lists configuration settings for Cisco Catalyst 6000 24 port FXS Gateway template. For related procedures, see the “[Related Topics](#)” section on page 46-39.

**Table 46-3** Cisco Catalyst 6000 24 Port FXS Gateway Configuration Settings

Field	Description
Description	Enter the purpose of the device.
Device Pool	From the drop-down list box, choose the appropriate device pool.  The device pool specifies a collection of properties for this device including Communications Manager Group, Date/Time Group, Region, and Calling Search Space for auto-registration of devices.
Media Resource Group List	This list provides a prioritized grouping of media resource groups. An application chooses the required media resource, such as a Music On Hold server, from among the available media resources according to the priority order that a Media Resource Group List defines.

**Table 46-3 Cisco Catalyst 6000 24 Port FXS Gateway Configuration Settings (continued)**

Field	Description
Calling Search Space	<p>From the drop-down list box, choose the appropriate calling search space. The calling search space specifies a collection of partitions that are searched to determine how a collected (originating) number should be routed.</p> <p>You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Calling Search Space window. Enter a partial calling search space name in the <b>List items where Name contains</b> field. Click the desired calling search space name in the list of calling search spaces that displays in the <b>Select item to use</b> box and click <b>OK</b>.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>Unified CMAAdmin Parameters</b>.</p>
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Location	Choose the appropriate location for this device. The location specifies the total bandwidth that is available for calls to and from this location. A location setting of None means that the locations feature does not keep track of the bandwidth that this device consumes.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
Network Locale	<p>From the drop-down list box, choose the locale that is associated with the gateway. The network locale identifies a set of detailed information to support the hardware in a specific location. The network locale contains a definition of the tones and cadences that the device uses in a specific geographic area.</p> <p><b>Note</b> Choose only a network locale that is already installed and supported by the associated devices. The list contains all available network locales for this setting, but not all are necessarily installed. If the device is associated with a network locale that it does not support in the firmware, the device will fail to come up.</p>



**Table 46-3 Cisco Catalyst 6000 24 Port FXS Gateway Configuration Settings (continued)**

Field	Description
Port Selection Order	<p>Choose the order in which ports are chosen. If you are not sure which port order to use, choose TOP_DOWN:</p> <ul style="list-style-type: none"> <li>• TOP_DOWN—Selects ports in descending order, from port 1 to port 8.</li> <li>• BOTTOM_UP—Selects ports in ascending order, from port 8 to port 1.</li> </ul>
Load Information	<p>Enter the appropriate firmware load information for the gateway. The values that you enter here override the default values for this gateway.</p>
Transmit UTF-8 for Calling Party Name	<p>This device uses the user locale setting of the device's device pool to determine whether to send unicode and whether to translate received unicode information.</p> <p>For the sending device, if you check this check box and the user locale setting in the device's device pool matches the terminating phone's user locale, the device sends unicode. If the user locale settings do not match, the device sends ASCII.</p> <p>The receiving device translates incoming unicode characters based on the user locale setting of the sending device's device pool. If the user locale setting matches the terminating phone's user locale, the phone displays the characters.</p> <p><b>Note</b> The phone may display junk characters if the two ends of the trunk configure user locales that do not belong to the same language group.</p>
<b>Multilevel Precedence and Preemption (MLPP) Information</b>	
MLPP Domain	<p>From the drop-down list box, choose an MLPP domain to associate with this device. If you leave the value &lt;None&gt;, this device inherits its MLPP domain from the value that was set for the device's device pool. If the device pool does not have an MLPP Domain setting, this device inherits its MLPP Domain from the value that was set for the MLPP Domain Identifier enterprise parameter.</p>
MLPP Indication	This device type does not have this setting.
MLPP Preemption	This setting does not have this device type.

**Table 46-3 Cisco Catalyst 6000 24 Port FXS Gateway Configuration Settings (continued)**

Field	Description
<b>Product-Specific Configuration</b>	
Model-specific configuration fields that the gateway manufacturer defines	<p>The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice.</p> <p>To view field descriptions and help for product-specific configuration items, click the “?” information icon to the right of the <b>Product Specific Configuration</b> heading to display help in a popup dialog box.</p> <p>If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.</p>

## Field descriptions for FXS/FXO Port Configuration

Table 46-4 provides detailed descriptions for FXS/FXO port configuration settings. For related procedures, see the [“Related Topics” section on page 46-39](#).

For the VG200 gateway, not all switch emulation types support the network side. How you configure the gateway switch type determines whether you may or may not be able to set network side.

**Table 46-4 FXS/FXO Port Configuration Settings**

Field	Description
<b>Device Information</b>	
End-Point Name	For VG200 gateways, this display-only field contains a string that Cisco Unified Communications Manager generates that uniquely identifies the VG200 analog interface.
Description	Enter a description that clarifies the purpose of the device.
Device Pool	<p>From the drop-down list box, choose the appropriate device pool.</p> <p>The device pool specifies a collection of properties for this device including Communications Manager Group, Date/Time Group, Region, and Calling Search Space for auto registration of devices.</p>
Media Resource Group List	This list provides a prioritized grouping of media resource groups. An application chooses the required media resource, such as a Music On Hold server, from among the available media resources according to the priority order that is defined in a Media Resource Group List.

**Table 46-4** *FXS/FXO Port Configuration Settings (continued)*

Field	Description
Calling Search Space	<p>From the drop-down list box, choose the appropriate calling search space. A calling search space comprises a collection of route partitions that are searched to determine how a collected (originating) number should be routed.</p> <p>You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Calling Search Space window. Enter a partial calling search space name in the <b>List items where Name contains</b> field. Click the desired calling search space name in the list of calling search spaces that displays in the <b>Select item to use</b> box and click <b>OK</b>.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and enter a value for Max List Box Items in the Unified CMAdmin Parameters pane.</p>
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Location	Choose the appropriate location for this device. The location specifies the total bandwidth that is available for calls to and from this location. A location setting of None means that the locations feature does not keep track of the bandwidth that this device consumes.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
Network Locale	<p>From the drop-down list box, choose the locale that is associated with the gateway. The network locale identifies a set of detailed information to support the hardware in a specific location. The network locale contains a definition of the tones and cadences that the device uses in a specific geographic area.</p> <p><b>Note</b> Choose only a network locale that is already installed and that the associated devices support. The list contains all available network locales for this setting, but not all are necessarily installed. If the device is associated with a network locale that it does not support in the firmware, the device will fail to come up.</p>

**Table 46-4 FXS/FXO Port Configuration Settings (continued)**

Field	Description
Transmit UTF-8 for Calling Party Name	<p>This device uses the user locale setting of the device's device pool to determine whether to send Unicode and whether to translate received Unicode information.</p> <p>For the sending device, if you check this check box and the user locale setting in the device's device pool matches the terminating phone's user locale, the device sends Unicode. If the user locale settings do not match, the device sends ASCII.</p> <p>The receiving device translates incoming Unicode characters based on the user locale setting of the sending device's device pool. If the user locale setting matches the terminating phone's user locale, the phone displays the characters.</p> <p><b>Note</b> The phone may display junk characters if the two ends of the trunk configure user locales that do not belong to the same language group.</p>
<b>Multilevel Precedence and Preemption (MLPP) Information</b>	
MLPP Domain	From the drop-down list box, choose an MLPP domain to associate with this device. If you leave the value <None>, this device inherits its MLPP domain from the value set for the device's device pool. If the device pool does not have an MLPP Domain setting, this device inherits its MLPP Domain from the value set for the MLPP Domain Identifier enterprise parameter.
<b>Port Information (POTS)</b>	
Port Direction	<p>Choose the direction of calls that are passing through this port:</p> <ul style="list-style-type: none"> <li>• Inbound—Use for incoming calls only.</li> <li>• Outbound—Use for outgoing calls.</li> <li>• Bothways—Use for inbound and outbound calls (default).</li> </ul>
Prefix DN (for FXS ports)	<p>Enter the prefix digits that are appended to the digits that this trunk receives on incoming calls.</p> <p>The Cisco Unified Communications Manager adds prefix digits after first truncating the number in accordance with the Num Digits setting.</p>
Num Digits (for FXS ports)	<p>Enter the number of significant digits to collect, from 0 to 32.</p> <p>Cisco Unified Communications Manager counts significant digits from the right (last digit) of the number called.</p> <p>Use this field for the processing of incoming calls and to indicate the number of digits starting from the last digit of the called number that is used to route calls coming into the PRI span. See Prefix DN.</p>
Expected Digits (for FXS ports)	Enter the number of digits that are expected on the inbound side of the trunk. For this rarely used field, leave zero as the default value if you are unsure.

**Table 46-4** *FXS/FXO Port Configuration Settings (continued)*

Field	Description
SMDI Port Number (0-4096)	<p>Use this field for analog access ports that connect to a voice-messaging system.</p> <p>Set the SMDI Port Number equal to the actual port number on the voice-messaging system to which the analog access port connects.</p> <p><b>Note</b> Voice-mail logical ports typically must match physical ports for the voice-messaging system to operate correctly.</p>
Unattended Port	Check this check box to indicate an unattended port on this device.
<b>Port Information (Loop Start and Ground Start) (for FXO ports)</b>	
Port Direction	<p>Choose the direction of calls that pass through this port:</p> <ul style="list-style-type: none"> <li>• Inbound—Use for incoming calls only.</li> <li>• Outbound—Use for outgoing calls.</li> <li>• Both Ways—Use for inbound and outbound calls.</li> </ul>
Attendant DN	Enter the directory number to which you want incoming calls routed; for example, zero or a directory number for an attendant.
<b>Product-Specific Configuration</b>	
Model-specific configuration fields defined by the gateway manufacturer	<p>The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice.</p> <p>To view field descriptions and help for product-specific configuration items, click the “?” information icon to the right of the <b>Product Specific Configuration</b> heading to display help in a popup dialog box.</p> <p>If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.</p>

## Field Descriptions for Digital Access T1 Trunks on a Cisco VG200 Gateway Template

Table 46-5 provides detailed field descriptions for adding or updating values for the T1 CAS trunks on a Cisco VG200 gateway.

Some fields display the values that were configured in Cisco Unified Communications Manager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

For related procedures, see the “[Related Topics](#)” section on page 46-39.

**Table 46-5 Digital Access T1 (T1-CAS) Configuration Settings**

Field	Description
End-Point Name	<p>For VG200 gateways, this display-only field contains a string that Cisco Unified Communications Manager generates that uniquely identifies the VG200 digital interface.</p> <p>For example:</p> <p>S1/DS1-0@VG200-2</p> <p>S1 indicates slot 1, DS1-0 designates the digital interface, and @VG200-2 designates the VG200 template name.</p>
Description	Enter a description that clarifies the purpose of the device.
Device Pool	<p>From the drop-down list box, choose the appropriate device pool.</p> <p>The device pool specifies a collection of properties for this device including Communications Manager Group, Date/Time Group, Region, and Calling Search Space for auto-registration of devices.</p>
Call Classification	<p>This parameter determines whether an incoming call that is using this gateway is considered off the network (OffNet) or on the network (OnNet).</p> <p>When the Call Classification field is configured as Use System Default, the setting of the Cisco Unified Communications Manager clusterwide service parameter, Call Classification, determines whether the gateway is OnNet or OffNet.</p> <p>This field provides an OnNet or OffNet alerting tone when the call is OnNet or OffNet, respectively.</p>
Media Resource Group List	This list provides a prioritized grouping of media resource groups. An application chooses the required media resource, such as a Music On Hold server, from among the available media resources according to the priority order that is defined in a Media Resource List.
Calling Search Space	<p>From the drop-down list box, choose the appropriate calling search space. A calling search space designates a collection of route partitions that are searched to determine how a collected (originating) number should be routed.</p> <p>You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Calling Search Space window. Enter a partial calling search space name in the <b>List items where Name contains</b> field. Click the desired calling search space name in the list of calling search spaces that displays in the <b>Select item to use</b> box and click <b>OK</b>.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>Unified CMAdmin Parameters</b>.</p>

**Table 46-5 Digital Access T1 (T1-CAS) Configuration Settings (continued)**

Field	Description
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when automated alternate routing (AAR) is performed. The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Location	Choose the appropriate location for this device. The location specifies the total bandwidth that is available for calls to and from this location. A location setting of None means that the locations feature does not keep track of the bandwidth that this device consumes.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
MLPP Domain	From the drop-down list box, choose an MLPP domain to associate with this device. If you leave the value <i>&lt;None&gt;</i> , this device inherits its MLPP domain from the value that was set for the device's device pool. If the device pool does not have an MLPP Domain setting, this device inherits its MLPP Domain from the value that was set for the MLPP Domain Identifier enterprise parameter.
Handle DTMF Precedence Signals	Check this box to enable this gateway to interpret special DTMF signals as MLPP precedence levels.
Load Information	Enter the appropriate firmware load information for the gateway. The values that you enter here override the default values for this gateway.
Port Selection Order	Choose the order in which channels or ports are allocated for outbound calls from first (lowest number port) to last (highest number port) or from last to first.  Valid entries include TOP_DOWN (first to last) or BOTTOM_UP (last to first). If you are not sure which port order to use, choose TOP_DOWN.
Digit Sending	Choose one of the following digit sending types for out-dialing: <ul style="list-style-type: none"> <li>DTMF—Dual-tone multifrequency. Normal touchtone dialing</li> <li>MF—Multifrequency</li> <li>PULSE—Pulse (rotary) dialing</li> </ul>

**Table 46-5**      **Digital Access T1 (T1-CAS) Configuration Settings (continued)**

Field	Description
Network Locale	<p>From the drop-down list box, choose the locale that is associated with the gateway. The network locale identifies a set of detailed information to support the hardware in a specific location. The network locale contains a definition of the tones and cadences that the device uses in a specific geographic area.</p> <p><b>Note</b> Choose only a network locale that is already installed and supported by the associated devices. The list contains all available network locales for this setting, but not all are necessarily installed. If the device is associated with a network locale that it does not support in the firmware, the device will fail to come up.</p>
SMDI Base Port	<p>Enter the first SMDI port number of the T1 span.</p> <p>If you set this parameter to a nonzero value and this gateway belongs to an unknown type of route list, route group, or route list, hunting does not continue past this span.</p>
<b>Product-Specific Configuration</b>	
Model-specific configuration fields that the gateway manufacturer defines	<p>The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice.</p> <p>To view field descriptions and help for product-specific configuration items, click the “?” information icon to the right of the <b>Product Specific Configuration</b> heading to display help in a popup dialog box.</p> <p>If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.</p>

**Additional Topics**

See the [“Related Topics”](#) section on page 46-39.

## Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway Template

[Table 46-6](#) provides field descriptions for adding or updating values for T1 PRI or E1 PRI trunks on a Cisco VG200 gateway.

Some fields display the values that were configured in Cisco Unified Communications Manager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

For related procedures, see the [“Related Topics”](#) section on page 46-39.



**Table 46-6**      **Field Descriptions for T1 PRI or E1 PRI Trunks**

Field	Description
<b>Device Information</b>	
Endpoint Name	<p>For VG200 gateways, this display-only field contains a string that is generated by Cisco Unified Communications Manager that uniquely identifies the VG200 endpoint.</p> <p>For example:</p> <p>S1/DS1-0@VG200-2</p> <p>S1 indicates slot 1, DS1-0 designates the digital interface, and @VG200-2 designates the VG200 domain name.</p>
Description	Enter a description for the end-point that you are configuring.
Device Pool	<p>Choose the device pool for this group of gateways/ports.</p> <p>A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco Unified Communications Manager group, and calling search space for auto-registration.</p>
Call Classification	<p>From the drop-down list box, choose an option to configure the device as on net, off net, or system default.</p> <p>If you chose 'Use System Default' at the device level, the system uses the value of the service parameter to determine whether the device is internal (on net) or external (off net).</p>
Network Locale	<p>Choose the network locale that you want to associate with this gateway.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.</p>
Media Resource Group List	<p>Choose the media resource group list (MRGL) for this group of gateways/ports.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from among the available ones according to the priority order that is defined in the MRGL.</p>

**Table 46-6** *Field Descriptions for T1 PRI or E1 PRI Trunks (continued)*

Field	Description
Location	<p>Choose the location for this group of gateways/ports.</p> <p>A location indicates the remote location that is accessed by using restricted bandwidth connections.</p>
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.</p>
Load Information	<p>Enter the appropriate load information for the custom software for gateway. The values that you enter here override the default values for this gateway.</p> <p>To use the default load, leave this field blank.</p>
Transmit UTF-8 for Calling Party Name	<p>This device uses the user locale setting of the device's device pool to determine whether to send Unicode and whether to translate received Unicode information.</p> <p>For the sending device, if you check this check box and the user locale setting in the device's device pool matches the terminating phone's user locale, the device sends Unicode. If the user locale settings do not match, the device sends ASCII.</p> <p>The receiving device translates incoming Unicode characters based on the user locale setting of the sending device's device pool. If the user locale setting matches the terminating phone's user locale, the phone displays the characters.</p> <p>The phone may display junk characters if the two ends of the trunk configure user locales that do not belong to the same language group.</p>
<b>Multilevel Precedence and Preemption (MLPP) Information</b>	
MLPP Domain (e.g., "0000FF")	<p>Enter a hexadecimal value for the MLPP domain that is associated with this device. Ensure that the value is blank or a value between 0 and FFFFFF.</p>

**Table 46-6** *Field Descriptions for T1 PRI or E1 PRI Trunks (continued)*

Field	Description
<b>Interface Information</b>	
PRI Protocol Type	<p>Choose the communications protocol for the span:</p> <p>For E1 PRI spans, you have these options:</p> <ul style="list-style-type: none"> <li>• PRI AUSTRALIAN—Australian ISDN</li> <li>• PRI EURO—European ISDN</li> <li>• PRI ISO QSIG E1—European inter-PBX signaling protocol</li> </ul> <p>For T1 PRI spans you have several options, depending on the carrier or switch:</p> <ul style="list-style-type: none"> <li>• PRI 4ESS —AT&amp;T interexchange carrier, Lucent Definity switch</li> <li>• PRI 5E8 Custom—Cisco Unified IP Phone, Nortel Meridian switch, Lucent Definity switches</li> <li>• PRI 5E8 Teleos—Madge Teleos box</li> <li>• PRI 5E8 Intecom—Intecom PBX</li> <li>• PRI5E9—AT&amp;T family local exchange switch or carrier</li> <li>• PRI NI2—Sprint local exchange switch or carrier</li> <li>• PRI DMS-100—Sprint local exchange switch or carrier</li> <li>• PRI DMS-250—MCI and Sprint local exchange switch or carrier</li> <li>• PRI ETSI SC—European local exchange carrier on T1; also, Japanese local exchange.</li> <li>• PRI ISO QSIG T1—Inter-PBX signaling protocol</li> </ul>
Protocol Side	<p>Choose the appropriate protocol side. This setting specifies whether the gateway connects to a Central Office/Network device or to a User device.</p> <p>Make sure that the two ends of the PRI connection use opposite settings. For example, if you connect to a PBX and the PBX uses User as its protocol side, choose Network for this device. Typically, use User for Central Office (CO) connections.</p>

**Table 46-6** *Field Descriptions for T1 PRI or E1 PRI Trunks (continued)*

Field	Description
Channel Selection Order	<p>Choose the order in which channels or ports are enabled from first (lowest number port) to last (highest number port) or from last to first.</p> <p>Valid entries include TOP_DOWN (last to first) or BOTTOM_UP (first to last). If you are not sure which port order to use, choose TOP_DOWN. The default specifies BOTTOM_UP.</p>
Channel IE Type	<p>Choose one of the following values to specify whether channel selection is presented as a channel map or a slot map:</p> <ul style="list-style-type: none"> <li>Number—B-channel usage always presents a channel map format.</li> <li>Slotmap—B-channel usage always presents a slotmap format.</li> <li>Use Number When 1B—Channel usage presents a channel map for one B-channel but presents a slotmap if more than one B-channel exists. This represents the default value.</li> </ul>
PUnified CMType	<p>Specify the digital encoding format. Choose one of the following formats:</p> <ul style="list-style-type: none"> <li>a-law: Use for Europe and the rest of the world.</li> <li>mu-law: Use for North America, Hong Kong, Taiwan, and Japan.</li> </ul>
Delay for First Restart	<p>For this optional field, enter the rate, in 1/8-second increments, at which the spans are brought in service. The delay occurs when many PRI spans are enabled on a system and the Inhibit Restarts at PRI Initialization check box is unchecked. The default value specifies 32.</p> <p>For example, set the first five cards to 0 and set the next five cards to 16. (Wait 2 seconds before bringing them in service.)</p>
Delay Between Restarts	<p>Enter the time, in 1/8-second increments, between restarts. The delay occurs when a PRI RESTART is sent if the Inhibit Restarts check box is unchecked. The default value specifies 4.</p>

**Table 46-6**      **Field Descriptions for T1 PRI or E1 PRI Trunks (continued)**

Field	Description
Inhibit Restarts at PRI Initialization	<p>A restart message confirms the status of the ports on a PRI span. If RESTARTS are not sent, Cisco Unified Communications Manager assumes that the ports are in service. By default, the box gets checked.</p> <p>When the D-channel successfully connects with another PRI trunk D-channel, it sends restarts when this box is unchecked.</p>
Enable Status Poll	<p>Check the check box to enable the Cisco Unified Communications Manager advanced service parameter, Change B-Channel Maintenance Status. This service parameter allows you to take individual B-channels out of service while the B-channels are active.</p> <p>Uncheck this check box to disable the service parameter Change B-Channel Maintenance Status.</p> <p>Default leaves this field unchecked.</p>
Unattended Ports	Check this check box to indicate an unattended port on this device.
<b>Call Routing Information - Inbound Calls</b>	
Significant Digits	<p>This field represents the number of final digits that a PRI span should retain on inbound calls. A trunk with significant digits enabled truncates all but the final few digits of the address that is provided on an inbound call.</p> <p>Enable or disable this check box depending on whether you want to collect significant digits:</p> <ul style="list-style-type: none"> <li>• If you do not check the check box, Cisco Unified Communications Manager does not truncate the inbound number.</li> <li>• If you check the check box, you also need to choose the number of significant digits to collect. By default, the box remains checked.</li> </ul>
Calling Search Space	<p>Choose the calling search space for this group of phones/ports.</p> <p>A calling search space specifies the collection of Route Partitions that are searched to determine how a dialed number should be routed.</p>

**Table 46-6** Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Prefix DN	<p>For this optional field, enter the prefix digits that are appended to the digits that this trunk receives on incoming calls.</p> <p>Cisco Unified Communications Manager adds prefix digits after first truncating the number in accordance with the Num Digits setting.</p>
<b>Call Routing Information - Outbound Calls</b>	
Calling Line ID Presentation	<p>Choose whether you want the Cisco Unified Communications Manager to transmit or block the caller's phone number.</p> <p>Choose <i>Default</i> if you do not want to change calling line ID presentation. Choose <i>Allowed</i> if you want Cisco Unified Communications Manager to send "Calling Line ID Allowed." Choose <i>Restricted</i> if you want Cisco Unified Communications Manager to send "Calling Line ID Restricted."</p>
Calling Party Selection	<p>Any outbound call on a gateway can send directory number information. Choose which directory number is sent:</p> <ul style="list-style-type: none"> <li>• Originator—Send the directory number of the calling device. This number serves as the default value.</li> <li>• First Redirect Number—Send the directory number of the redirecting device.</li> <li>• Last Redirect Number—Send the directory number of the last device that redirected the call.</li> </ul>

**Table 46-6**      **Field Descriptions for T1 PRI or E1 PRI Trunks (continued)**

Field	Description
Calling Party IE Number Type Unknown	<p>Choose the format for the type of number in calling party directory numbers.</p> <p>Cisco Unified Communications Manager sets the calling directory number (DN) type. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans, such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco Unified Communications Manager does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs that are using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"><li>• Communications Manager—The Cisco Unified Communications Manager sets the directory number type. This option represents the default value.</li><li>• International—Use when you are dialing outside the dialing plan for your country.</li><li>• National—Use when you are dialing within the dialing plan for your country.</li><li>• Unknown—This option specifies that the dialing plan is unknown.</li></ul>

**Table 46-6**      **Field Descriptions for T1 PRI or E1 PRI Trunks (continued)**

Field	Description
Called Party IE Number Type Unknown	<p>Choose the format for the type of number in called party directory numbers. Cisco Unified Communications Manager sets the called directory number (DN) type. Cisco recommends that you do not change the default value unless you have extensive experience with dialing plans, such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco Unified Communications Manager does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs that use routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"><li>• Communications Manager—For the default setting, the Cisco Unified Communications Manager sets the directory number type.</li><li>• International—Use when you are dialing outside the dialing plan for your country.</li><li>• National—Use when you are dialing within the dialing plan for your country.</li><li>• Unknown—This option specifies that the dialing plan is unknown.</li></ul>



**Table 46-6**      *Field Descriptions for T1 PRI or E1 PRI Trunks (continued)*

Field	Description
Called Numbering Plan	<p>Choose the format for the numbering plan in called party directory numbers.</p> <p>Cisco Unified Communications Manager sets the called DN numbering plan. Cisco recommends that you do not change the default value unless you have extensive experience with dialing plans, such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco Unified Communications Manager does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs that are using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Communications Manager</b>—For the default setting, the Cisco Unified Communications Manager sets the Numbering Plan in the directory number.</li> <li>• <b>ISDN</b>—Use when you are dialing outside the dialing plan for your country.</li> <li>• <b>National Standard</b>—Use when you are dialing within the dialing plan for your country.</li> <li>• <b>Private</b>—Use when you are dialing within a private network.</li> <li>• <b>Unknown</b>—This option specifies that the dialing plan is unknown.</li> </ul>

**Table 46-6**      *Field Descriptions for T1 PRI or E1 PRI Trunks (continued)*

Field	Description
Calling Numbering Plan	<p>Choose the format for the numbering plan in calling party directory numbers.</p> <p>Cisco Unified Communications Manager sets the calling DN numbering plan. Cisco recommends that you do not change the default value unless you have extensive experience with dialing plans, such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco Unified Communications Manager does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs that are using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Communications Manager—For the default setting, the Cisco Unified Communications Manager sets the Numbering Plan in the directory number.</li> <li>• ISDN—Use when you are dialing outside the dialing plan for your country.</li> <li>• National Standard—Use when you are dialing within the dialing plan for your country.</li> <li>• Private—Use when you are dialing within a private network.</li> <li>• Unknown—This option specifies that the dialing plan is unknown.</li> </ul>
Number of Digits to Strip	<p>Choose the number of digits, from 0 to 32, to strip on outbound calls. The default value specifies 0.</p> <p>For example, 8889725551234 is dialed; the number of digits to strip is 3. In this example, Cisco Unified Communications Manager strips 888 from the outbound number.</p>

**Table 46-6**      **Field Descriptions for T1 PRI or E1 PRI Trunks (continued)**

Field	Description
Caller ID DN	<p>Enter the pattern, from 0 to 24 digits, that you want to use for caller ID.</p> <p>For example, in North America</p> <ul style="list-style-type: none"> <li>• 555XXXX = Variable caller ID, where X equals an extension number. The CO appends the number with the area code if you do not specify it.</li> <li>• 5555000 = Fixed caller ID, for when you want the Corporate number to be sent instead of the exact extension from which the call is placed. The CO appends the number with the area code if you do not specify it.</li> </ul>
SMDI Base Port	Enter the first SMDI port number of the T1 span.
<b>PRI Protocol Type Specific Information</b>	
Display IE Delivery	For this optional field, check the check box to enable delivery of the display information element (IE) in SETUP and CONNECT messages for the calling and called party name delivery service. By default, the box remains unchecked.
Redirecting Number IE Delivery—Outbound	<p>For this optional field, check the check box to include the Redirecting Number IE in the SETUP message to indicate the first redirecting number and the redirecting reason of the call when a call is forwarded. By default, the box remains unchecked.</p> <p>This setting applies to the SETUP message only on all protocols for digital access gateways.</p>
Redirecting Number IE Delivery—Inbound	<p>For this optional field, check the check box to include the Redirecting Number IE in the SETUP message to indicate the first redirecting number and the redirecting reason of the call when a call is forwarded. By default, the box remains unchecked.</p> <p>This setting applies to the SETUP message only on all protocols for digital access gateways.</p>

**Table 46-6** *Field Descriptions for T1 PRI or E1 PRI Trunks (continued)*

Field	Description
Send Extra Leading Character in Display IE	<p>Check this check box to include a special leading character byte (non ASCII, nondisplayable) in the DisplayIE field.</p> <p>Uncheck this check box to exclude this character byte from the DisplayIE field.</p> <p>This check box only applies to the DMS-100 protocol and the DMS-250 protocol.</p> <p>Default leaves this setting disabled (unchecked).</p>
Setup of Non-ISDN Progress Indicator IE Enable	<p>For this optional field, you may need to specify a value in this field to force ringback on some PBXs.</p> <p>The default specifies unchecked. Check this check box only if users are not receiving ringback tones on outbound calls.</p> <p>When this setting is enabled, Cisco Unified Communications Manager sends Q.931 setup messages out digital (that is, non-H.323) gateways with the Progress Indicator field set to non-ISDN.</p> <p>This message notifies the destination device that the Cisco Unified Communications Manager gateway is non-ISDN and that the destination device should play inband ringback.</p> <p>This problem usually associates with Cisco Unified Communications Managers that connect to PBXs through digital gateways.</p>
MCDN Channel Number Extension Bit Set to Zero	<p>This field applies to DMS-100 protocol only. Check the check box to indicate that an Interface Identifier is present. By default, the box remains unchecked.</p>
Send Calling Name in Facility IE	<p>This field applies to DMS-100 protocol only. Enter the value that you obtained from the PBX provider. Valid values range from 0 to 255.</p>
Interface Identifier Present	<p>This field applies to DMS-100 protocol only. Check the check box to indicate that an Interface Identifier is present. By default, the box remains unchecked.</p>
Interface Identifier Value	<p>This field applies to DMS-100 protocol only. Enter the value that you obtained from the PBX provider. Valid values range from 0 to 255.</p>

**Table 46-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)**

Field	Description
Connected Line ID Presentation	<p>Choose whether you want the Cisco Unified Communications Manager to allow or block the connected party's phone number.</p> <p>Choose <i>Default</i> if you do not want to change the connected line ID presentation. Choose <i>Allowed</i> if you want Cisco Unified Communications Manager to send "Connected Line ID Allowed." Choose <i>Restricted</i> if you want Cisco Unified Communications Manager to send "Connected Line ID Restricted."</p>
<b>UUIE Configuration</b>	
Passing Precedence Level Through UUIE	<p>Check this check box to enable passing MLPP information through the PRI 4ESS UUIE field. This box is used for working along with DRSN switch.</p> <p>The system makes this check box available only if the PRI Protocol Type value of PRI 4ESS is specified for this gateway.</p> <p>The default value specifies unchecked.</p>
Security Access Level	<p>Enter the value for the security access level. Valid values include 00 through 99. The system makes this field available only if the Passing Precedence Level Through UUIE check box is checked. The default value specifies 2.</p>
<b>Product-Specific Configuration</b>	
<p>The gateway manufacturer specifies the model-specific fields under product-specific configuration. To view field descriptions and help for product-specific configuration items, click the "?" information icon to the right of the <b>Product Specific Configuration</b> heading to display help in a popup window. If you need more information, refer to the documentation for the specific gateway that you are configuring.</p>	

## Port Configuration Settings

See the following sections for tables that list detailed descriptions for all port type configuration fields:

- [POTS Port Configuration Settings, page 46-36](#)
- [Field Descriptions for E & M Ports for Digital Access T1, page 46-37](#)

For detailed information about gateway configuration settings, see the [Gateway Configuration Settings, page 46-11](#).

**Additional Topics**

See the “[Related Topics](#)” section on page 46-39.

## POTS Port Configuration Settings

Table 46-7 describes the POTS port configuration settings. For related procedures, see the “[Related Topics](#)” section on page 46-39.

**Table 46-7** POTS Port Configuration Settings

Field	Description
Port Type	From the Port Type drop-down list box, choose <b>POTS</b> .
Beginning Port Number Ending Port Number	Choose whether you want to add and configure all available ports, a single port, or a range of ports by setting values for the <b>Beginning Port Number</b> and <b>Ending Port Number</b> fields: <ul style="list-style-type: none"> <li>To specify a range of ports, choose appropriate values for <b>Beginning Port Number</b> and <b>Ending Port Number</b>.</li> <li>To create a single port, choose the same number in the <b>Beginning Port Number</b> and <b>Ending Port Number</b> fields.</li> <li>To add all available ports, choose <b>All Ports</b> for both the <b>Beginning Port Number</b> and <b>Ending Port Number</b> fields.</li> </ul>
Port Direction	Choose the direction of calls that pass through this port: <ul style="list-style-type: none"> <li>Inbound—Use for incoming calls only.</li> <li>Outbound—Use for outgoing calls.</li> <li>Bothways—Use for inbound and outbound calls (default).</li> </ul>
Audio Signal Adjustment into IP Network	This field specifies the gain or loss that is applied to the received audio signal relative to the port application type. <p><b>Note</b> Improper gain setting may cause audio echo. Use caution when you are adjusting this setting.</p>
Audio Signal Adjustment from IP Network	This field specifies the gain or loss that is applied to the transmitted audio signal relative to the port application type. <p><b>Note</b> Improper gain setting may cause audio echo. Use caution when you are adjusting this setting.</p>
Prefix DN	Enter the prefix digits that are appended to the digits that this trunk receives on incoming calls. <p>The Cisco Unified Communications Manager adds prefix digits after it truncates the number in accordance with the Num Digits setting.</p>
Num Digits	Enter the number of significant digits to collect, from 0 to 32. <p>Cisco Unified Communications Manager counts significant digits from the right (last digit) of the number that is called.</p> <p>Use this field for the processing of incoming calls and to indicate the number of digits starting from the last digit of the called number that are used to route calls that are coming into the PRI span. See Prefix DN.</p>

**Table 46-7** POTS Port Configuration Settings (continued)

Field	Description
Expected Digits	Enter the number of digits that are expected on the inbound side of the trunk. For this rarely used field, leave zero as the default value if you are unsure.
Call Restart Timer (1000-5000 ms)	Call Restart Timer (1000-5000 ms); ms indicates time in milliseconds.
Offhook Validation Timer (100-1000 ms)	Offhook Validation Timer (100-1000 ms); ms indicates time in milliseconds.
Onhook Validation Timer (100-1000 ms)	Onhook Validation Timer (100-1000 ms); ms indicates time in milliseconds.
Hookflash Timer (100-1500 ms)	Hookflash Timer (100-1500 ms); ms indicates time in milliseconds.
SMDI Port Number (0-4096)	<p>Use this field for analog access ports that connect to a voice-messaging system.</p> <p>Set the SMDI Port Number equal to the actual port number on the voice-messaging system to which the analog access port connects.</p> <p><b>Note</b> Voice-mail logical ports typically must match physical ports for the voice-messaging system to operate correctly.</p>
<b>Product-Specific Configuration</b>	
Model-specific configuration fields that the gateway manufacturer defines	<p>The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice.</p> <p>To view field descriptions and help for product-specific configuration items, click the “?” information icon to the right of the <b>Product Specific Configuration</b> heading to display help in a popup dialog box.</p> <p>If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.</p>

**Additional Information**

See the [“Related Topics” section on page 46-39](#).

## Field Descriptions for E & M Ports for Digital Access T1

Use the following field descriptions when you are adding or updating values for E&M ports for the T1 CAS trunks on a Cisco VG200 gateway.

Some fields display the values that were configured in Cisco Unified Communications Manager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

[Table 46-8](#) describes the E & M port configuration settings. For related procedures, see the [“Related Topics” section on page 46-39](#).

**Table 46-8 E & M Port Configuration Settings**

Field	Description
Port Type	From the Port Type drop-down list box, choose <b>EANDM</b> .
Beginning Port Number Ending Port Number	<p>Choose whether you want to add and configure all available ports, a single port, or a range of ports by setting values for the <b>Beginning Port Number</b> and <b>Ending Port Number</b> fields:</p> <ul style="list-style-type: none"> <li>To specify a range of ports, choose appropriate values for <b>Beginning Port Number</b> and <b>Ending Port Number</b>.</li> <li>To create a single port, choose the same number in the <b>Beginning Port Number</b> and <b>Ending Port Number</b> fields.</li> <li>To add all available ports, choose <b>All Ports</b> for both the <b>Beginning Port Number</b> and <b>Ending Port Number</b> fields.</li> </ul>
<b>Port Details</b>	
Port Direction	<p>Choose the direction of calls that pass through this port:</p> <ul style="list-style-type: none"> <li>Inbound—Use for incoming calls only.</li> <li>Outbound—Use for outgoing calls.</li> <li>Both Ways—Use for inbound and outbound calls.</li> </ul>
Calling Party Selection	<p>Any outbound call on a gateway can send directory number information. Choose which directory number is sent:</p> <ul style="list-style-type: none"> <li>Originator—Send the directory number of the calling device.</li> <li>First Redirect Number—Send the directory number of the redirecting device.</li> <li>Last Redirect Number—Send the directory number of the last device to redirect the call.</li> <li>First Redirect Number (External)—Send the directory number of the first redirecting device with the external phone mask applied.</li> <li>Last Redirect Number (External)—Send the directory number of the last redirecting device with the external phone mask applied.</li> </ul>
Caller ID Type	This description will be provided in Release 5.0(2) of Cisco Unified Communications Manager Administration.
Caller ID DN	<p>Enter the pattern that you want to use for calling line ID, from 0 to 24 digits.</p> <p>For example, in North America:</p> <ul style="list-style-type: none"> <li>555XXXX = Variable calling line ID, where X equals an extension number. The CO appends the number with the area code if you do not specify it.</li> <li>5555000 = Fixed calling line ID, where you want the Corporate number to be sent instead of the exact extension from which the call is placed. The CO appends the number with the area code if you do not specify it.</li> </ul>



**Table 46-8 E & M Port Configuration Settings (continued)**

Field	Description
Prefix DN	<p>Enter the prefix digits that are appended to the called party number on incoming calls.</p> <p>The Cisco Unified Communications Manager adds prefix digits after first truncating the number in accordance with the Num Digits setting.</p>
Num Digits	<p>Choose the number of significant digits to collect, from 0 to 32. Cisco Unified Communications Manager counts significant digits from the right (last digit) of the number that is called.</p> <p>Use this field if you check the Sig Digits check box. Use this field for the processing of incoming calls and to indicate the number of digits starting from the last digit of the called number that are used to route calls that are coming into the PRI span. See Prefix DN and Sig Digits.</p>
Expected Digits	Enter the number of digits that are expected on the inbound side of the trunk. If you are unsure, leave zero as the default value for this rarely used field.
Unattended Port	Check this check box to indicate an unattended port on this device.
<b>Product-Specific Configuration</b>	
Model-specific configuration fields that the gateway manufacturer defines	<p>The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice.</p> <p>To view field descriptions and help for product-specific configuration items, click the “?” information icon to the right of the <b>Product Specific Configuration</b> heading to display help in a popup dialog box.</p> <p>If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.</p>

## Related Topics

- [Adding Cisco Gateways, page 46-1](#)
- [Finding a Gateway Template, page 46-3](#)
- [Adding or Editing a Gateway Template, page 46-4](#)
- [Gateway Configuration Settings, page 46-11](#)
- [Port Configuration Settings, page 46-35](#)
- [Deleting Cisco Gateways, page 48-1](#)
- [Generating Reports for Cisco Gateways, page 50-1](#)





# CHAPTER 47

## Gateway File Format

---

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to configure Cisco gateway file formats in the Cisco Unified Communications Manager database in batches. The following topics provide information and procedures for these tasks:

- [Finding a Gateway File Format](#)
- [Configuring a Gateway File Format](#)

## Finding a Gateway File Format

Use the following procedure to find a gateway file format:

### Procedure

**Step 1** Choose **Bulk Administration > Gateways > Gateway File Format > Create File Format**.

The Gateway File Format Find and List window displays.

**Step 2** To find all records in the database, ensure the dialog box is empty; go to [Step 3](#).

To filter or search records:

- From the first drop-down list box, select a search parameter.
- From the second drop-down list box, choose a search pattern.
- Specify the appropriate search text, if applicable.



**Note** To add additional search criteria click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criteria or click the **Clear Filter** button to remove all added search criteria.

**Step 3** Click **Find**.

All or matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.



**Note** You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking **Delete Selected**. You can delete all configurable records for this selection by clicking **Select All** and then clicking **Delete Selected**.

**Step 4** From the list of records that display, click the link for the record you want to view.



**Note** To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

#### Additional Information

See the [“Related Topics” section on page 47-5](#)

## Configuring a Gateway File Format

Use the following topics to create, copy, modify, or delete a gateway file format:

- [Creating a File Format, page 47-2](#)
- [Copying a File Format, page 47-3](#)
- [Modifying a File Format, page 47-3](#)
- [Deleting a File Format, page 47-4](#)

## Creating a File Format

To create your file format for the text-based CSV data file, use the following procedure.

#### Procedure

- Step 1** Choose **Bulk Administration > Gateways > Gateway File Format > Create File Format**.
- Step 2** Click **Add New**. The Gateway File Format Find and List window displays.
- Step 3** In the Format Name field, enter a name for this custom format.
- Step 4** Under Device Fields, choose the device field names that you want to define for each gateway. In the Device Field box, click a device field name and click the arrow to move the field to the Selected Device Fields box.

Gateway Name and Description are always selected.



#### Tip

You can select several random field names in the list by holding down the Ctrl key, and then clicking the arrow to select them together. You can select a range of items by using the Shift key.

- Step 5** Click line field names in the Line Field box and click the arrow to move the fields to the Selected Line Fields box.



**Note** Make sure that you select Directory Number if you select Line for the file format.

**Tip**

You can change the order of the items in the Selected Line Fields and Selected Device Fields Order boxes. Select an item and then use the up arrow to move the field closer to the beginning of the list or the down arrow to move it to the end of the list.

- Step 6** In the IP Phone Lines Maximums area, enter the maximum values for the Maximum Number of Lines field.
- Step 7** To save your custom file format, click **Save**. The name of the file format displays in the File Format Names list in the Gateway File Format Find and List window.

**Additional Topics**

See the [“Related Topics” section on page 47-5](#).

## Copying a File Format

To copy an existing format, use the following procedure.

**Procedure**

- Step 1** Find the gateway file format you want to copy using [“Finding a Gateway File Format” section on page 47-1](#).
- Step 2** In the Search Results area, choose a file format that you want to copy. The Gateway File Format Configuration window displays.
- Step 3** To make a copy of the chosen file format, click **Copy**.

**Note**

To copy the file format, you can also click the corresponding Copy icon in the Gateway File Format Find and List window.

- Step 4** In the Format Name field, enter a new name for the copied format.

**Note**

You can modify the copied file using [“Modifying a File Format” section on page 47-3](#).

- Step 5** After making your changes, click **Save** to save the copied file format with changes in the list.


**Additional Topics**

See the [“Related Topics” section on page 47-5](#).

## Modifying a File Format

To modify an existing file format, use the following procedure. You can modify custom formats only.

### Procedure

- Step 1** Find the gateway file format that you want to modify by using [“Finding a Gateway File Format” section on page 47-1](#).
- Step 2** In the Search Results area, choose a file format that you want to modify. The Gateway File Format Configuration window displays.
- Step 3** Modify the format by using one of these methods:
- Add new fields by choosing them from the Device Fields or Line Fields box, then clicking the arrow to move the chosen fields into the Selected Device Field or Selected Line Fields Order box.
  - Remove fields by choosing them from the Selected Device Fields or Selected Line Fields Order box and then clicking the arrow to move the selected fields into the Device Field or Line Fields box.
-  **Note** You cannot remove the required fields: Gateway Name, and Description.
- Change the order of the fields by choosing a field name in the Selected Device Fields Order or Selected Line Fields Order box and using the up or down arrow to change its location.
- Step 4** After making your changes, click **Save** to save the changes to the file format.

### Additional Topics

See the [“Related Topics” section on page 47-5](#).

## Deleting a File Format

To delete an existing file format for the CSV data file, use the following procedure. You can delete only custom formats.

### Procedure

- Step 1** Find the gateway file format that you want to delete by using [“Finding a Gateway File Format” section on page 47-1](#).
- Step 2** In the Search Results area, verify that this is the file(s) that you want to delete.
- Step 3** To remove the file format(s) from the list, click **Delete Selected**. A message asks you to confirm that you want to delete the file format(s). Click **OK** to continue. The system removes the file format(s) name from the list.



**Note** Make sure to browse the entire list of displayed results before clicking **Delete Selected**.

# Associating the File Format with the CSV Data File

When you used a text editor to create the CSV data file, you created a file format for entering values in the text-based file. You entered values in the text file in the order that the file format specified.

After the CSV data file is completed, you need to associate the file format with the text-based CSV data file. After associating the file format with the CSV file, the names for each field display as the first record in the CSV data file. You can use this information to verify that you entered the values for each field in the correct order.

To add the file format with the text-based CSV data file, use the following procedure.

## Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; Gateways &gt; Gateway File Format &gt; Add File Format</b> . Add File Format window displays.   |
| <b>Step 2</b> | In the File Name field, choose the text-based CSV file that you created for this transaction.  |
| <b>Step 3</b> | In the File Format Name field, choose the file format that you created for this type of bulk transaction.  |
| <b>Step 4</b> | To create a job for associating the matching file format with the CSV data file, click <b>Submit</b> .   |
| <b>Step 5</b> | Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the <a href="#">Chapter 66, “Scheduling Jobs.”</a> |
- 

## Additional Topics

See the [“Related Topics” section on page 47-5](#).

## Related Topics

- [Finding a Gateway File Format, page 47-1](#)
- [Configuring a Gateway File Format, page 47-2](#)







## CHAPTER 48

# Deleting Cisco Gateways

---

To locate the records that you want to delete, you must define a query filter. Use the following procedure to delete a group of gateways from the Cisco Unified Communications Manager database.

Using the Delete Gateway Configuration window, you can only delete Cisco VG200 and Cisco Catalyst 6000 gateways.

## Deleting Cisco Gateways

To delete gateways from Cisco Unified Communications Manager, use the following procedure.

### Procedure

---

- Step 1** Choose **Bulk Administration > Gateways > Delete Gateways**.  
The Find and List Gateway Configuration window displays.
- Step 2** From the Find Gateways where drop-down list box, choose one of the following options:
- Name
  - Description
  - DN/Route Pattern
  - Calling Search Space
  - Device Pool
  - Device Type
- Step 3** From the second Find Gateways Report where drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - is exactly
  - ends with
  - is empty
  - is not empty
- Step 4** From the third drop-down list box, choose **Show** to display the associated endpoints.
- Step 5** Specify the appropriate search text, if applicable.

**Tip**

To find all gateways that are registered in the database, click **Find** without entering any search text.

- Step 6** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat steps 2 through 5.
- Step 7** Click **Find**.
- A list of discovered templates displays by:
- Device Name
  - Description
  - Device Pool
  - Status
  - IP address
- Step 8** In the Job Information area, enter the Job description.
- Step 9** Click the Run Immediately radio button to delete gateways immediately or, click Run Later to delete them at a later time.
- Step 10** Click **Submit** to create a job for deleting the gateway records.
- Step 11** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)

**Caution**

If you do not enter any information in the query text box, the system deletes all gateway records. Because the delete action is final, you cannot retrieve deleted records.

**Additional Topics**

See the [“Related Topics” section on page 48-2.](#)

## Related Topics

- [Deleting Cisco Gateways, page 48-1](#)
- [Inserting Gateways to Cisco Unified Communications Manager, page 49-6](#)
- [Scheduling Jobs, page 66-1](#)
- [BAT Log Files, page 66-3](#)



# CHAPTER 49

## Inserting Gateways

---

Use the following topics to insert gateways into Cisco Unified Communications Manager database:

- [Creating CSV Data Files for Cisco VG200 Gateways, page 49-1](#)
- [Creating CSV Data Files for Cisco VG224 Gateways, page 49-4](#)
- [Creating the CSV Data File for Cisco Catalyst 6000 \(FXS\) Ports, page 49-3](#)
- [Inserting Gateways to Cisco Unified Communications Manager, page 49-6](#)

## Creating CSV Data Files for Cisco VG200 Gateways

You can use the BAT spreadsheet to create a CSV data file for VG200 gateways and ports. See the following section:

- [Using the BAT Spreadsheet for CSV Data Files for Cisco VG200 T1 CAS, T1 PRI, E1 PRI, FXS, or FXO Gateways and Ports, page 49-1](#)

You can use a text editor to create a text file in CSV format for VG200 gateways and ports. See the following section:

- [Creating a Text-Based CSV File for Cisco VG200 Gateways, page A-13](#)

## Using the BAT Spreadsheet for CSV Data Files for Cisco VG200 T1 CAS, T1 PRI, E1 PRI, FXS, or FXO Gateways and Ports

Use the BAT spreadsheet to create the CSV data file that contains the details, such as domain name, MGCP description, and port identifier, for individual T1 CAS, T1 PRI, E1 PRI, FXS or FXO ports.

For information about installing and using the BAT spreadsheet, see the “[Using the BAT Spreadsheet for Gathering Data](#)” section on page 1-8.

To create a text-based CSV data file for VG200 gateways, see the “[T1 CAS, T1 PRI, or E1 PRI Trunks File Format](#)” section on page A-14 for information and examples.

To create a text-based CSV data file for VG200 gateways, see the “[FXO or FXS Trunks CSV File Format](#)” section on page A-14 for information and examples.

### Procedure

- 
- Step 1** To open the BAT spreadsheet, locate and double-click **BAT.xls** file

- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** Click the **VG200 T1-Pri T1-Cas E1-Pri FXSFXO** tab.
- Step 4** For T1 CAS endpoints only, scroll to the right until you see the Number of Port Identifiers field. Enter the number of port identifiers that you want to add for each Cisco VG200 gateway. If you want only one port identifier, skip this step.
- Step 5** In each row, provide the information for the following fields:
- **MGCP Domain Name**—Enter a name, from 1 to 64 characters that identifies the gateway. Use the Domain Name System (DNS) host name if it is configured to resolve correctly; otherwise, use the host name as defined on the Cisco MGCP gateway.  
  
The host name must match exactly the host name that is configured on the Cisco IOS gateway. For example, if the host name is configured on the gateway to resolve to vg200-1 and the IP domain name is not configured, enter the host name in this field (in this case, vg200-1). If the host name is configured on the gateway as vg200-1 and the IP domain name is configured on the gateway as cisco.com, enter vg200-1.cisco.com in this field.
  - **MGCP Description**—Enter a description, up to 100 characters for the gateway. Use a specific description that helps you locate the gateway.
  - **Port Description**—Enter a description for port 1, up to 50 characters. Use a description to help identify the port in a list of ports. This applies to the description field for port 2 through port 4.
  - **Port Directory Number**—Enter the directory number, up to 24 numerals and special characters, for this port. This applies to the directory number field for port 2 through port 4.




---

**Note** Port 1 Directory Number and Partition fields are required for FXS ports only. For FXO ports, leave these fields blank.

---

- **Slot**—Enter the slot number that you are trying to configure. For VG200, it is always 1.
- **Subunit**—Enter an integer for the subunit value
- **Port Number**—Enter an integer for the Port Number.




---

**Note** For T1 CAS only, the ports that you specify here must be the same ports that you specified in the VG200 template. In the CSV data file, you can specify none, some, or all ports that were configured in the template. Do not configure any ports in the CSV data file that were not also configured in the template, or an error will result when you attempt to insert the BAT VG200 template and the CSV file.

---

For example, if you configured ports 1,2,3, and 4 in the template, you could configure none of the ports, or ports 1, 2, 3, and 4, or only ports 1 and 2 in the CSV file, and the insertion would be accepted. But if you configured ports 5 and 6 in the CSV file when they are not configured in the template, you will receive an insertion error in BAT.

---

- Step 6** To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT Format**. The system saves the file to C:\XLSDDataFiles (or to your choice of another existing folder) as VG200Gateways#timestamp.txt where “timestamp” represents the precise date and time that the file was created.

**Tip**

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.

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

You must upload the CSV data file to the first node of the Cisco Unified Communications Manager server, so BAT can access the data input file. For more information, see [“Uploading and Downloading Files” section on page 2-1](#).

**Note**

For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Gateways window in BAT.

**Additional Information**

See the [“Related Topics” section on page 49-7](#).

## Creating the CSV Data File for Cisco Catalyst 6000 (FXS) Ports

To create the CSV data file that contains the details for each individual Cisco Catalyst 6000 (FXS) port, such as directory number, description of port, use the BAT spreadsheet.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data” section on page 1-8](#).

To create a text-based CSV data file for Catalyst 6000 (FXS) ports, see the [“Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports” section on page A-16](#) for information and examples.

**Procedure**

- Step 1** To open the BAT Spreadsheet, locate and double-click **BAT.xlt** file.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** Click the **Catalyst 6000 (FXS) Ports** tab.
- Step 4** Enter information for each port record in a row. Complete all mandatory fields and any relevant, optional fields. Each column heading specifies the length of the field.
  - **MAC Address**—Enter the 12-character MAC address for the gateway.
  - **Port Number**—Enter the numeric port number (1 through 24) that you want to add to the gateway.
  - **Directory Number**—Enter a directory number, up to 24 numerals and special characters, for this port. You must enter a directory number if you have specified a partition.(Optional)
  - **Partition**—Enter the route partition, up to 50 characters, to which you want this port to belong. Do not specify a partition unless you also have specified a directory number. (Optional)

**Caution**

The system treats blank rows in the spreadsheet as End of File and discards subsequent records.

- Step 5** To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT Format**. The system saves the file to C:\XLSDDataFiles\ (or to your choice of another existing folder).
- You must upload the CSV data file to the first node of the Cisco Unified Communications Manager server, so BAT can access the data input file. For more information, see [“Uploading and Downloading Files” section on page 2-1](#).



**Note** For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Gateways window in BAT.

## Creating CSV Data Files for Cisco VG224 Gateways

You can use the BAT spreadsheet to create a CSV data file for VG200 gateways and ports. See the following section:

- [Using the BAT Spreadsheet for CSV Data Files for Cisco VG200 T1 CAS, T1 PRI, E1 PRI, FXS, or FXO Gateways and Ports, page 49-1](#)

You can use a text editor to create a text file in CSV format for VG200 gateways and ports. See the following section:

- [Creating a Text-Based CSV File for Cisco VG200 Gateways, page A-13](#)

## Using the BAT Spreadsheet for CSV Data Files for Cisco VG224 FXS Gateways and Ports

Use the BAT spreadsheet to create the CSV data file that contains the details, such as domain name, MGCP description, and port identifier, for individual FXS ports.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data” section on page 1-8](#).

To create a text-based CSV data file for VG224 gateways, see the [“FXS Trunks CSV File Format for VG224” section on page A-16](#) for information and examples.

### Procedure

- Step 1** To open the BAT spreadsheet, locate and double-click **BAT.xls** file
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** Click the **VG224** tab.
- Step 4** For MGCP protocol, click the **MGCP** radio button and for SCCP protocol, click the **SCCP** radio button.
- Step 5** If you choose MGCP proceed to [Step 6](#). If you choose SCCP, a **Create File Format** button appears in the spreadsheet.
- Click **Create File Format**, the Field Selection window displays.
  - From the Device Fields box, select the required device fields and click on the >> button to move them to the Selected Device Fields box.

- c. From the Line Fields box, select the line fields and click the >> button to move them to the Selected Line Fields box.
- d. Click the **Up** and **Down** buttons to rearrange the selected fields.
- e. You can click the << button to remove any of the selected fields from the selected fields list.
- f. When you are done selecting the required fields, click **Create** to add the selected fields to the VG224 sheet.

**Step 6** In each row, provide the information for the following fields:

- **Domain Name**—Enter a name, from 1 to 64 characters that identifies the gateway. Use the Domain Name System (DNS) host name if it is configured to resolve correctly; otherwise, use the host name as defined on the Cisco MGCP gateway.

The host name must match exactly the host name that is configured on the Cisco IOS gateway. For example, if the host name is configured on the gateway to resolve to vg224-1 and the IP domain name is not configured, enter the host name in this field (in this case, vg224-1). If the host name is configured on the gateway as vg224-1 and the IP domain name is configured on the gateway as cisco.com, enter vg224-1.cisco.com in this field.

- **Description**—Enter a description, up to 100 characters for the gateway. Use a specific description that helps you locate the gateway.
- **Port Description**—Enter a description for port 1, up to 50 characters. Use a description to help identify the port in a list of ports. This applies to the description field for port 2 through port 4.
- **Port Directory Number**—Enter the directory number, up to 24 numerals and special characters, for this port. This applies to the directory number field for port 2 through port 4.



**Note** Port 1 Directory Number and Partition fields are required for FXS ports only. For FXO ports, leave these fields blank.

- **Slot 2**—Enter the slot number that you are trying to configure. For VG224, the slot is always 2.
- **Subunit**—Enter an integer for the subunit value. For VG224, the subunit is always 0.
- **Port Number**—Enter an integer for the Port Number.

**Step 7** To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT Format**.

The system saves the file to C:\XLSDDataFiles (or to your choice of another existing folder) as VG224Gateways#timestamp.txt

where “timestamp” represents the precise date and time that the file was created.



**Tip** 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.

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

You must upload the CSV data file to the first node of the Cisco Unified Communications Manager server, so BAT can access the data input file. For more information, see [“Uploading and Downloading Files” section on page 2-1](#).



**Note** For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Gateways window in BAT.

#### Additional Information

See the [“Related Topics”](#) section on page 49-7.

## Inserting Gateways to Cisco Unified Communications Manager

To add Cisco gateways and ports to Cisco Unified Communications Manager, use this procedure.

#### Before You Begin

- If you want to insert a Cisco VG200 gateway, you must have a Cisco VG200 gateway template for the trunks or ports and a CSV data file for the VG200 gateway ports. See [“Creating a Cisco VG200 Gateway Template”](#) section on page 46-4 and [“Creating CSV Data Files for Cisco VG200 Gateways”](#) section on page 49-1.
- If you want to insert a Cisco Catalyst 6000 Ports, you must have a Cisco Catalyst 6000 Ports template and a CSV data file that contains port details for this bulk transaction. See [“Creating a Cisco Catalyst 6000 \(FXS\) Gateway Template”](#) section on page 46-8 and [“Creating the CSV Data File for Cisco Catalyst 6000 \(FXS\) Ports”](#) section on page 49-3.
- If you want to insert a Cisco VG224 gateway, you must have a Cisco VG224 gateway template for the trunks or ports and a CSV data file for the VG224 gateway ports. See [“Creating a Cisco VG200 Gateway Template”](#) section on page 46-4 and [“Creating CSV Data Files for Cisco VG200 Gateways”](#) section on page 49-1.

#### Procedure

- Step 1** Choose **Bulk Administration > Gateways > Insert Gateways**. The Select the Gateway window displays.
- Step 2** Choose type of gateway you want to insert from the Gateway Type drop-down list box. The Insert Gateway Configuration window displays.
- Step 3** In the File Name field drop-down list box, choose the name of the CSV data file that contains the Cisco VG200 gateway information to be added.
- Step 4** In the Gateway Template Name field, choose the name of the VG200 or the FXS gateway template that you created for this type of bulk transaction.
- Step 5** In the Job Information area, enter the Job description.
- Step 6** Click the Run Immediately radio button to insert the gateway immediately or, click Run Later to insert at a later time.
- Step 7** Click **Submit** to create a job for inserting the gateways.
- Step 8** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files”](#) section on page 66-3.



**Additional Information**

See the [“Related Topics”](#) section on page 49-7.

---

## Related Topics

- [Creating CSV Data Files for Cisco VG200 Gateways, page 49-1](#)
- [Creating the CSV Data File for Cisco Catalyst 6000 \(FXS\) Ports, page 49-3](#)
- [Creating CSV Data Files for Cisco VG224 Gateways, page 49-4](#)
- [Inserting Gateways to Cisco Unified Communications Manager, page 49-6](#)





## CHAPTER 50

# Generating Reports for Cisco Gateways

---

Reports for VG200 Gateways have a fixed format. You can generate a report for all VG200 Gateways or for a limited set of gateways.



### Note

---

The system does not make reports available for the Catalyst 6000 (FXS) gateway.

---

## Generating Reports for Cisco Gateways

To generate a report for VG200 Gateways, use this procedure.

### Procedure

---

- Step 1** Choose **Bulk Administration > Gateways > Generate Gateway Reports**.  
The Find and List Gateway window displays.
- Step 2** From the Find Gateways Report where drop-down list box, choose one of the following options:
- Name
  - Description
  - DN/Route Pattern
  - Calling Search Space
  - Device Pool
  - Device Type
- Step 3** From the second Find Gateways Report where drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - is exactly
  - ends with
  - is empty
  - is not empty
- Step 4** From the third drop-down list box, choose **Show** to display the associated endpoints.
- Step 5** Specify the appropriate search text, if applicable.

**Tip**

To find all gateways that are registered in the database, click **Find** without entering any search text.

- Step 6** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat steps 2 through 5.
- Step 7** Click **Find**.  
A list of discovered templates displays by:
- Device Name
  - Description
  - Device Pool
  - Status
  - IP address
- Step 8** Click **Next** to choose details for your type of report. The Gateway Report Configuration window displays and shows the query that you chose. If you want to change the type of query, click **Back**.
- Step 9** In the File Name field, enter your name for this report (required).
- Step 10** Choose the file format from the drop-down list box.
- Step 11** In the Job Information area, enter the Job description.
- Step 12** Click the Run Immediately radio button to generate a report immediately or, click Run Later to generate reports at a later time.
- Step 13** Click **Submit** to create a job for deleting assistants.  
For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 66-3.](#)  
You can search and download the report file using the Upload/Download Files option in the Bulk Administration menu. See [Chapter 2, “Uploading and Downloading Files.”](#)

**Additional Information**

See the [“Related Topics” section on page 50-3.](#)

## Viewing Report Log Files

Cisco Unified Communications Manager Bulk Administration (BAT) generates log files for each report transaction and stores them on the first node of Cisco Unified Communications Manager server. You can find the link to log files for this job from the Job configuration window for this job. For more details, see [Chapter 66, “Scheduling Jobs.”](#)

**Additional Information**

See the [“Related Topics” section on page 50-3.](#)

## Related Topics

- [Generating Reports for Cisco Gateways, page 50-1](#)
- [Viewing Report Log Files, page 50-2](#)
- [Uploading and Downloading Files, page 2-1](#)
- [Scheduling Jobs, page 66-1](#)
- [BAT Log Files, page 66-3](#)





## **PART 9**

### **Forced Authorization Codes and Client Matter Codes**







# CHAPTER 51

## Working with Client Matter Codes and Forced Authorization Codes

---

Forced Authorization Codes (FAC) and Client Matter Codes (CMC) allow you to manage call access and accounting. CMC assists with call accounting and billing for billable clients, while Forced Authorization Codes regulate the types of calls that certain users can place.

Client Matter Codes force the user to enter a code to specify that the call relates to a specific client matter. You can assign client matter codes to customers, students, or other populations for call accounting and billing purposes. The Forced Authorization Codes feature forces the user to enter a valid authorization code before the call completes.

The CMC and FAC features require that you make changes to route patterns and update your dial plan documents to reflect that you enabled or disabled FAC and/or CMC for each route pattern.

This chapter contains information on the following topics:

- [CMC and FAC Configuration Checklist, page 51-1](#)
- [Important BAT Considerations, page 51-2](#)
- [Creating a CSV File by Using BAT.xlt, page 51-3](#)
- [Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes, page 51-4](#)
- [Editing an Existing CMC or FAC CSV File, page 51-4](#)
- [Deleting Code Settings, page 52-1](#)
- [CMC and FAC CSV File Settings, page 51-5](#)
- [Using BAT to Update the Cisco Unified Communications Manager Database, page 51-6](#)

## CMC and FAC Configuration Checklist

[Table 51-1](#) provides steps in the order in which you should use Cisco Unified Communications Manager Bulk Administration (BAT) to implement CMC and FAC. For more information about related procedures, see the [“Related Topics” section on page 51-7](#).

Table 51-1 Cisco CMC and FAC Configuration Checklist

Configuration Steps		Related Procedures and Topics
<b>Step 1</b>	Review important BAT information and general information about the CMC and FAC features.	<ul style="list-style-type: none"> <li>• <a href="#">Important BAT Considerations, page 51-2</a></li> <li>• <i>Cisco Unified Communications Manager Features and Services Guide</i></li> </ul>
<b>Step 2</b>	Create a CSV file for CMC or FAC and enter the CMC and FAC configuration information.	<ul style="list-style-type: none"> <li>• <a href="#">Creating a CSV File by Using BAT.xlt, page 51-3</a></li> <li>• <a href="#">Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes, page 51-4</a></li> <li>• <a href="#">CMC and FAC CSV File Settings, page 51-5</a></li> </ul>
<b>Step 3</b>	To update the Cisco Unified Communications Manager database, insert the CSV file in BAT.	<ul style="list-style-type: none"> <li>• <a href="#">Using BAT to Update the Cisco Unified Communications Manager Database, page 51-6</a></li> <li>• <a href="#">BAT Settings for Updating the Cisco Unified Communications Manager Database, page 51-7</a></li> </ul>
<b>Step 4</b>	Enable FAC or CMC by adding or updating route patterns in Cisco Unified Communications Manager Administration.	<ul style="list-style-type: none"> <li>• <i>Cisco Unified Communications Manager Administration Guide</i></li> <li>• <i>Cisco Unified Communications Manager Features and Services Guide</i></li> </ul>
<b>Step 5</b>	Update your dial plan documents or keep a printout of the BAT CSV file with your dial plan documents.	Refer to your dial plan documents.
<b>Step 6</b>	Provide all necessary information, for example, codes, to users and explain how the features work.	<i>Cisco Unified Communications Manager Features and Services Guide</i>

## Important BAT Considerations

Before you use BAT to configure CMC or FAC, review the following information:

- Create separate CSV files for CMC and FAC. Do not mix the two features in a single CSV file.
- When you add CMC or FAC settings for the first time, you can create a CSV file through BAT.xlt or create a custom text-based CSV file.
- To update, delete, or add more CMC or FAC settings (not first time), you can edit an existing CSV file or create a custom text-based CSV file.
- In the file/spreadsheet, do not enter two or more codes (and corresponding settings) on a single line. Designate a single line for each code (and corresponding setting). For example, use the following format when you enter codes for Forced Authorization Codes:

(Authorization Code, Authorization Code Name, Authorization Level)

1234,John Smith,20

1235,Lisa Mendez,10

5551,Debbie Dunn,30

- Deleting information from a file and leaving the information blank does not remove the information from the Cisco Unified Communications Manager database; in other words, a blank value does not overwrite an existing value in the database. Updating the values overwrites the existing value in the database.
- Make sure that you upload the appropriate CSV files to the first node of the Cisco Unified Communications Manager server. For more information, see the [“Uploading a File” section on page 2-3](#).
- Any time that you create or change a CSV file, you must insert the CSV file in BAT, as described in [“Using BAT to Update the Cisco Unified Communications Manager Database” section on page 51-6](#).

## Creating a CSV File by Using BAT.xlt

To create a CSV file for CMC or FAC by using BAT.xlt, perform the following procedure:

### Procedure

- 
- Step 1** The BAT.xlt file exists on the first node of the Cisco Unified Communications Manager server; however, you normally do not have Microsoft Excel installed on the server. In that case, you must copy the file from the first node and move it to the local machine, which must have Microsoft Excel installed.
- Step 2** Download **BAT.xlt** file from the server. See the [“Downloading a File” section on page 2-2](#) to a local machine where Microsoft Excel is installed.
- Step 3** In Microsoft Excel, open **BAT.xlt**. When, prompted, click **Enable Macros**.




---

**Tip** Remember that you must create two separate CSV files, one for CMC and one for FAC.

---

- Step 4** Click one of the following tabs:
- **Insert CMC**—If you are creating a CMC CSV file
  - **Insert FAC**—If you are creating a FAC CSV file
- Step 5** Use [Table 51-2](#) to enter CMC or FAC settings in the columns.
- Step 6** Repeat [Step 5](#) until you enter all codes.
- Step 7** To transfer the Excel spreadsheet format to a CSV file, click **Export to BAT Format**.  
The system automatically saves CSV files to C:\XlsDatafiles on the local machine. Click **Browse** to choose a different location.
- Step 8** Upload the CSV files to the first node of the Cisco Unified Communications Manager server. For more information, see [“Uploading a File” section on page 2-3](#).
- Step 9** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco Unified Communications Manager Database” section on page 51-6](#).
-

**Additional Topics**

See the [“Related Topics”](#) section on page 51-7.

## Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for client matter codes and forced authorization codes, see the [“Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes”](#) section on page A-18.

**Additional Topics**

See the [“Related Topics”](#) section on page 51-7.

## Editing an Existing CMC or FAC CSV File

You update existing codes by manually updating an existing CSV file in Notepad or by creating a new file in Notepad.

Perform the following procedure:

**Procedure**

**Step 1** To edit an existing CSV file where you previously inserted codes, download the CSV files from the first node of the Cisco Unified Communications Manager server. For more information, see [“Uploading a File”](#) section on page 2-3.

**Step 2** In Notepad, open and edit the existing CSV file; delete existing settings, add new codes, or update existing settings by using the text-based representation in [Table 51-2](#).

If you are updating a CMC CSV file, for example, you may enter 5555,Acme Toys, where 5555 equals the mandatory client matter code, and Acme Toys equals the description.

If you are updating a FAC CSV file, for example, you may enter 1234,John Smith,20, where 1234 equals the forced authorization code, John Smith equals the authorization code name, and 20 equals the authorization level.

**Caution**

If you add new codes at the same time that you update them, make sure that you enter all required information. You can change any part of an existing record, but you must include the code; for example, the forced authorization code or client matter code. Deleting information and leaving it blank does not remove the information from the database; a blank value does not overwrite an existing value in the database, but, updating the value, for example, to Acme Toys, Inc. or John L. Smith from the preceding examples, overwrites the existing value in the database.

**Step 3** Upload the CSV files to the first node of the Cisco Unified Communications Manager server. For more information, see [“Uploading a File”](#) section on page 2-3.

- Step 4** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco Unified Communications Manager Database”](#) section on page 51-6.

#### Additional Topics

See the [“Related Topics”](#) section on page 51-7.

## CMC and FAC CSV File Settings

Use [Table 51-2](#) in conjunction with the following sections:

- [Creating a CSV File by Using BAT.xlt](#), page 51-3
- [Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes](#), page 51-4
- [Editing an Existing CMC or FAC CSV File](#), page 51-4
- [Deleting Code Settings](#), page 52-1

For more information about related procedures, see the [“Related Topics”](#) section on page 51-7.

**Table 51-2** Configuration Settings for CMC and FAC

Setting/Column	Description
<b>For CMC CSV file</b>	
Client Matter Code	Enter a unique code of no more than 16 digits that the user will enter when placing a call. The client matter code displays in the CDRs for calls that use this code.
Description	Enter a name of no more than 50 characters. This optional field helps you associate a client code with a client.
<b>For FAC CSV File</b>	
Authorization Code	Enter a unique authorization code that is no more than 16 digits. The user enters this code when the user places a call through a FAC-enabled route pattern.

**Table 51-2 Configuration Settings for CMC and FAC**

Setting/Column	Description
Authorization Code Name	<p>Enter a unique name that is no more than 50 characters. The authorization code name ties the authorization code to a specific user or group of users; this name displays in the CDRs for calls that use this code.</p> <p><b>Tip</b> If you plan to assign an authorization code to every user in the system, make sure that the code name includes an identifier for the user, such as the user name or another unique, non-sensitive identifier; for example, an email alias or employee/student number. Do not use identifiers such as a social security number because the authorization code name writes to CDRs, which are not secure.</p>
Authorization Level	<p>Enter a three-digit authorization level that exists within the range of 0 to 255; the default equals 0. The level that you assign to the authorization code determines whether the user can route calls through FAC-enabled route patterns. To successfully route a call, the user authorization level must equal or be greater than the authorization level that is specified for the route pattern for the call.</p>

## Using BAT to Update the Cisco Unified Communications Manager Database

To update the Cisco Unified Communications Manager database, you must insert the CMC or FAC CSV file in BAT. To update the database, perform the following procedure:

### Before You Begin

Before you can update Cisco Unified Communications Manager, you must create or edit a CMC or FAC CSV file.

### Procedure

- 
- Step 1** In Cisco Unified Communications Manager Administration, choose one of the following options, depending on whether you use a CMC or FAC CSV file:
- For CMC—**Bulk Administration > Client Matter Codes > Insert Client Matter Codes**
  - For FAC—**Bulk Administration > Forced Authorization Codes > Insert Forced Authorization Codes**
- Step 2** In the **File Name** drop-down list box, choose the CSV file that contains the updated codes.




---

**Tip** To view the contents of the file that you want to insert, click **View File**.

---

- Step 3** If you are updating an existing list of codes, check the **Override the existing configuration** check box, as described in [Table 51-3](#).
- Step 4** In the Job Information area, enter the Job description.
- Step 5** Click the Run Immediately radio button to generate a report immediately or, click Run Later to generate reports at a later time.
- Step 6** Click **Submit** to create a job for inserting FAC and CMC.
- For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3](#).

#### Additional Topics

See the [“Related Topics” section on page 51-7](#).

## BAT Settings for Updating the Cisco Unified Communications Manager Database

Use [Table 51-3](#) in conjunction with the [“Using BAT to Update the Cisco Unified Communications Manager Database” section on page 51-6](#). For more information about related procedures, see the [“Related Topics” section on page 51-7](#).

**Table 51-3** Settings in BAT for Inserting CSV Files

Setting in BAT	Description
File Name	From the drop-down list box, choose the CMC or FAC file that you want to insert.
Override the existing configuration	<p>This check box applies if you are updating code for existing settings.</p> <p>Checking this check box overwrites the existing authorization code name (FAC), authorization level (FAC), or description (CMC) with the information that is contained in the file that you want to insert (existing authorization and client matter codes do not change). If you do not check the check box, an error, which writes to the log file, indicates that the authorization or client matter code already exists; therefore, no updates occur.</p>

## Related Topics

- [CMC and FAC Configuration Checklist, page 51-1](#)
- [Important BAT Considerations, page 51-2](#)
- [Creating a CSV File by Using BAT.xlt, page 51-3](#)
- [Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes, page 51-4](#)
- [Editing an Existing CMC or FAC CSV File, page 51-4](#)

- [Deleting Code Settings, page 52-1](#)
- [CMC and FAC CSV File Settings, page 51-5](#)
- [Using BAT to Update the Cisco Unified Communications Manager Database, page 51-6](#)
- [BAT Settings for Updating the Cisco Unified Communications Manager Database, page 51-7](#)
- [“Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes” section on page A-18](#)





## CHAPTER 52

# Deleting Forced Authorization Codes and Client Matter Codes

---

You can delete codes from the system by using a custom file that contains the codes that you want to delete. You can edit a custom file where you previously inserted or updated authorization codes, or you can create a new CSV file where you manually enter the codes that you want to delete.

To delete Forced Authorization Codes and Client Matter Codes, use the following procedures.

- [Deleting Code Settings, page 52-1](#)
- [Deleting Forced Authorization Codes and Client Matter Codes, page 52-2](#)

## Deleting Code Settings

If you plan to edit an existing CSV file, you must update the file, so only the lines that contain the codes that you want to delete remain in the file.

### Example for CMC (Existing CSV File)

You obtain a file that contains the following information, and you decide to delete the client matter codes, 5550, 5551, and 5555:

- 5550,Phil Jones DDS
- 5551,Southwest Shades
- 5552,Happy Pharmaceuticals
- 5553,Weddings by Joyce
- 5554,Peterson Plumbing
- 5555,Acme Toys
- 5556,Chicago Paralegals

Before you delete the entries, the file must contain only the following entries:

- 5550,Phil Jones DDS
- 5551,Southwest Shades
- 5555,Acme Toys

**Example for CMC (New CSV File)**

If you create a new file to delete the codes, list only the codes, separated by lines, as shown in the following example:

5550

5551

5555

**Example for FAC (Existing CSV File)**

You obtain a file that contains the following information, and you decide to delete the authorization codes that are assigned to John, Dave, and Bill:

- 1233,Sandy Brown,30
- 1234,John Smith,20
- 1235,Dave Green,30
- 1236,John David,20
- 1237,Alex Anderson,30
- 1238,Bill Jones,20
- 1239,Jennifer Summers,20

Before you can delete the entries for John, Dave, and Bill, the file must contain only the following entries:

- 1234,John Smith,20
- 1235,Dave Green,30
- 1238,Bill Jones,20

**Example for FAC (New File)**

If you create a new file to delete the codes, list only the codes, separated by lines, as shown in the following example:

1234

1235

1238

To delete batches of codes, see the [“Deleting Forced Authorization Codes and Client Matter Codes” section on page 52-2](#).

**Additional Topics**

See the [“Related Topics” section on page 52-3](#).

## Deleting Forced Authorization Codes and Client Matter Codes

**Before you Begin**

- Perform one of the following tasks:
- Create a new file for codes that you want to delete, as described in the [“Example for CMC \(New CSV File\)” section on page 52-2](#) and [“Example for FAC \(Existing CSV File\)” section on page 52-2](#).

- On the Cisco Unified Communications Manager server download the appropriate CSV files from the first node of the Cisco Unified Communications Manager server. For more information, see [“Uploading a File” section on page 2-3](#).
- In Notepad, open and edit the existing CSV file to delete the entries.
- Upload the modified CSV files to the first node of the Cisco Unified Communications Manager server. For more information, see [“Uploading a File” section on page 2-3](#):

**Note**

Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the CMC or FAC records that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for codes.

**Procedure**

- Step 1** In Cisco Unified Communications Manager Administration, choose one of the following options, depending on whether you plan to delete client matter codes or forced authorization codes:
- For CMC—**Bulk Administration > Client Matter Codes > Delete Client Matter Codes**
  - For FAC—**Bulk Administration > Forced Authorization Codes > Delete Forced Authorization Codes**
- Step 2** Choose a custom file from the drop-down list box and click **Find**.
- Step 3** The Find and List Client Matter Codes window or Find and List Forced Authorization window displays.
- Step 4** In the Job Information area, enter the Job description.
- Step 5** Click the Run Immediately radio button to delete CMC or FAC immediately or click Run Later to delete CMC or FAC at a later time.
- Step 6** Click **Submit** to create a job for deleting FAC and CMC.

**Note**

Make sure that you browse the entire list of the displayed results before submitting the job for deletion.

- Step 7** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3](#).

**Additional Topics**

See the [“Related Topics” section on page 52-3](#).

## Related Topics

- [CMC and FAC Configuration Checklist, page 51-1](#)
- [Important BAT Considerations, page 51-2](#)
- [Creating a CSV File by Using BAT.xlt, page 51-3](#)

- [Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes, page 51-4](#)
- [Editing an Existing CMC or FAC CSV File, page 51-4](#)
- [CMC and FAC CSV File Settings, page 51-5](#)
- [Using BAT to Update the Cisco Unified Communications Manager Database, page 51-6](#)
- [Deleting Code Settings, page 52-1](#)



## **PART 10**

### **Call Pickup Groups**





## CHAPTER 53

# Working With Call Pickup Groups

---

Call pickup groups allow you to pick up incoming calls within your own groups or in other groups when you dial the appropriate pickup group number.

This chapter contains information on the following topics:

- [Important BAT Considerations, page 53-1](#)
- [Creating a CSV File by Using BAT.xlt, page 53-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 53-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 53-3](#)
- [Call Pickup Group CSV File Settings, page 53-4](#)
- [Using BAT to Update the Cisco Unified Communications Manager Database, page 53-4](#)
- [BAT Settings for Updating the Cisco Unified Communications Manager Database, page 53-5](#)

## Important BAT Considerations

Before you use BAT to configure call pickup groups, review the following information:

- When you add call pickup group settings for the first time, you can create a CSV file through BAT.xlt or create a custom, text-based CSV file.
- To update call pickup group settings, you can edit an existing CSV file or create a custom, text-based CSV file.
- Designate a single line for each pickup group name (and corresponding setting). For example, use the following format when you enter information for pickup groups:
  - (Pickup Group Name, Pickup Group Number, Partition, Other Pickup Group Name-Member1... Other Pickup Group Name-Member10)
  - Marketing,7815,Part1,Marketing,Managers,Training
- When you add new pickup groups, you must complete all required fields like the pickup group name and pickup group number. If the procedure specifies an entry as mandatory, you must provide the information in the file.
- Deleting information from a file and leaving the information blank does not remove the information from the Cisco Unified Communications Manager database; in other words, a blank value does not overwrite an existing value in the database. Updating the values overwrites the existing value in the database.

- Upload the appropriate CSV files to the first node of the Cisco Unified Communications Manager cluster. For more information see the [“Uploading a File” section on page 2-3](#)
- Any time that you create or change a CSV file, you must insert the CSV file in BAT, as described in [“Using BAT to Update the Cisco Unified Communications Manager Database” section on page 53-4](#).

**Additional Information**

See the [“Related Topics” section on page 53-6](#).

## Creating a CSV File by Using BAT.xlt

To create a CSV file for call pickup groups by using BAT.xlt, perform the following procedure:

**Procedure**

- 
- |                |  |
|----------------|--|
| <b>Step 1</b>  | The BAT.xlt file exists on Cisco Unified Communications Manager server; however, you normally do not have Microsoft Excel installed on the Cisco Unified Communications Manager server. In that case, you must copy the file from the Cisco Unified Communications Manager server and move it to the local machine, which must have Microsoft Excel installed. |
| <b>Step 2</b>  | Choose <b>Bulk Administration &gt; Upload/Download Files</b> . The Find and List Files window opens.   |
| <b>Step 3</b>  | Click Find and download the BAT.xlt file. For more details on uploading or downloading files, see <a href="#">Chapter 2, “Uploading and Downloading Files.”</a>  |
| <b>Step 4</b>  | Copy <b>BAT.xlt</b> to a local machine where Microsoft Excel is installed.   |
| <b>Step 5</b>  | In Microsoft Excel, open <b>BAT.xlt</b> .  |
| <b>Step 6</b>  | Click the Call Pickup Group tab.   |
| <b>Step 7</b>  | Use <a href="#">Table 53-1</a> to enter call pickup group settings in the columns.   |
| <b>Step 8</b>  | Repeat <a href="#">Step 7</a> until you enter all pickup groups.   |
| <b>Step 9</b>  | To transfer the Excel spreadsheet format to a CSV file, click <b>Export to BAT Format</b> .<br><br>The system automatically saves CSV files to C:\XlsDatafiles on the local machine. To choose a different location to save the CSV file, click <b>Browse</b> and select the desired location.   |
| <b>Step 10</b> | Upload the CSV file to the first node of the Cisco Unified Communications Manager cluster. For more information see the <a href="#">“Uploading a File” section on page 2-3</a>   |
| <b>Step 11</b> | You must add the CSV file to BAT. To insert the CSV file in BAT, see the <a href="#">“Using BAT to Update the Cisco Unified Communications Manager Database” section on page 53-4</a> .  |
- 

**Additional Information**

See the [“Related Topics” section on page 53-6](#).



# Using a Text Editor to Create the CSV Data File for Call Pickup Groups

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for call pickup groups, see the [“Creating a Text-Based CSV File for Call Pickup Groups”](#) section on page A-20.

## Additional Information

See the [“Related Topics”](#) section on page 53-6.

## Editing an Existing Call Pickup Group CSV File

You update existing codes by manually updating an existing CSV file in Notepad or by creating a new file in Notepad.

Perform the following procedure:

### Procedure

- 
- Step 1** To edit an existing CSV file where you previously inserted call pickup groups information, download the appropriate CSV file from the first node of the Cisco Unified Communications Manager cluster. For more information see the [“Downloading a File”](#) section on page 2-2:
- Step 2** In Notepad, open and edit the existing CSV file; delete existing settings, add new call pickup groups, or update existing settings by using the text-based representation in [Table 53-1](#).

For example, to update a call pickup group CSV file, you may enter Marketing,,,Marketing,Managers,Training, where Marketing is the mandatory pickup group name. Marketing, Managers, and Training are the other pickup group names associated to the pickup group Marketing.



### Caution

You can change any part of an existing record, but you must include the pickup group name. When you update the Pickup Groups, existing Other Pickup Groups will be disassociated. Do not leave Other Pickup Group as blank fields. Enter all Other Pickup Groups, that you want to associate with Pickup Group, continuously.

- 
- Step 3** Upload the CSV files to the first node of the Cisco Unified Communications Manager cluster. For more information see the [“Uploading a File”](#) section on page 2-3
- Step 4** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco Unified Communications Manager Database”](#) section on page 53-4.
- 

## Additional Information

See the [“Related Topics”](#) section on page 53-6.

# Call Pickup Group CSV File Settings

Use [Table 53-1](#) in conjunction with the following sections:

- [Creating a CSV File by Using BAT.xlt, page 53-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 53-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 53-3](#)
- [Deleting Call Pickup Groups, page 54-1](#)

For more information about related procedures, see the “[Related Topics](#)” section on [page 53-6](#).

**Table 53-1 Configuration Settings for Call Pickup Group**

Setting/Column	Description
<b>For CPG CSV file</b>	
Pickup Group Name	For this mandatory field, enter a unique call pickup group name of no more than 50 alphanumeric characters.
Pickup Group Number	For this mandatory field, enter a pickup group number of no more than 24 digits that the user will enter to pick up incoming calls.
Partition	<p>Choose a route partition to which the directory number (pickup group number) belongs.</p> <p><b>Note</b> The directory number (pickup group) can appear in more than one partition.</p> <p><b>Note</b> The combination of Pickup Group Number and Partition should be unique.</p> <p>This field is optional.</p>
Other Pickup Group Name-Member(x)	Enter the name of the other pickup group to be associated with the new pickup group. This optional field allows each pickup group to be associated with maximum of ten other pickup groups.

## Using BAT to Update the Cisco Unified Communications Manager Database

To update the Cisco Unified Communications Manager database, you must insert the call pickup group CSV file in BAT. To update the database, perform the following procedure:

### Before You Begin

Before you can update Cisco Unified Communications Manager, you must create or edit a call pickup group CSV file and upload it on the first node on the Cisco Unified Communications Manager server. See the “[Uploading a File](#)” section on [page 2-3](#)

For more information see the following sections:

- [Creating a CSV File by Using BAT.xlt, page 53-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 53-3](#)

- [Editing an Existing Call Pickup Group CSV File, page 53-3](#)
- [Call Pickup Group CSV File Settings, page 53-4](#)

#### Procedure

---

**Step 1** In BAT, choose **Bulk Administration > Call Pickup Group > Insert Call Pickup Groups**.

The Insert Pickup Groups window displays.

**Step 2** In the File Name drop-down list box, choose the CSV file that contains the updated pickup groups.



---

**Tip** To view the contents of the file that you want to insert, click **View File**.

---

**Step 3** If you updated an existing list of pickup groups, check the **Override the existing configuration** check box, as described in [Table 53-2](#).

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

**Step 5** Click the Run Immediately radio button to insert pickup groups immediately or, click Run Later to insert at a later time.

**Step 6** Click **Submit** to create a job for deleting assistants.

For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 66-3](#).

---

#### Additional Information

See the [“Related Topics” section on page 53-6](#).

## BAT Settings for Updating the Cisco Unified Communications Manager Database

Use [Table 53-2](#) in conjunction with the [“Using BAT to Update the Cisco Unified Communications Manager Database” section on page 53-4](#). For more information about related procedures, see the [“Related Topics” section on page 53-6](#).

**Table 53-2**      **Settings in BAT for Inserting CSV Files**

Setting in BAT	Description
File Name	From the drop-down list box, choose the call pickup file that you want to insert.
Override the existing configuration	<p>This check box applies if you are updating pickup groups for existing settings.</p> <p>Checking this check box overwrites the other pickup group name- members with the information that is contained in the file that you want to insert. If you do not check the check box, an error, which writes to the log file, indicates that the other pickup group name already exists; therefore, no updates occur.</p> <p><b>Note</b> For each pickup group, ensure the combination of Pickup Group Number and Partition is unique.</p> <p><b>Note</b> While updating pickup groups, Pickup Group Number and Partition values will be ignored and existing Other Pickup Groups will be disassociated.</p>

**Additional Information**

See the [“Related Topics”](#) section on page 53-6.

## Related Topics

- [Important BAT Considerations, page 53-1](#)
- [Creating a CSV File by Using BAT.xlt, page 53-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 53-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 53-3](#)
- [Deleting Call Pickup Groups, page 54-1](#)
- [Call Pickup Group CSV File Settings, page 53-4](#)
- [Using BAT to Update the Cisco Unified Communications Manager Database, page 53-4](#)
- [BAT Settings for Updating the Cisco Unified Communications Manager Database, page 53-5](#)
- [Creating a Text-Based CSV File for Call Pickup Groups, page A-20](#)



## CHAPTER 54

# Deleting Call Pickup Groups

---

You can delete Call pickup groups by creating a query to locate the pickup group records you want to delete.

## Deleting Call Pickup Groups

Use the following procedure to delete call pickup groups.

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In BAT, choose <b>Bulk Administration &gt; Call Pickup Group &gt; Delete Call Pickup Groups</b> .<br>The Find and List Call Pickup Groups window displays.  |
| <b>Step 2</b> | In first Find Call Pickup Groups where drop-down list box, choose from the following options: <ul style="list-style-type: none"><li>• Pickup Group Number</li><li>• Pickup Group Name</li><li>• Partition</li></ul>   |
| <b>Step 3</b> | From the second Find Call Pickup Groups where drop-down list box, choose one of the following criteria: <ul style="list-style-type: none"><li>• begins with</li><li>• contains</li><li>• is exactly</li><li>• ends with</li><li>• is empty</li><li>• is not empty</li></ul> |
| <b>Step 4</b> | Specify the appropriate search text, if applicable.   |
| <b>Step 5</b> | To add multiple filters, check the Search Within Results check box and select, <b>AND</b> or <b>OR</b> . To further define your query, repeat <a href="#">Step 2</a> through <a href="#">Step 4</a> .   |
| <b>Step 6</b> | To add the defined filter to the query, click <b>Find</b> .   |
| <b>Step 7</b> | In the Job Information area, enter the Job description.   |
| <b>Step 8</b> | Click the Run Immediately radio button to delete pickup groups immediately or, click Run Later to delete at a later time.   |

**Step 9** Click **Submit** to create a job for deleting pickup groups.

**Note**

If you do not enter any information in the query text box, the system creates a job for deleting all pickup group records.

**Caution**

Confirm that you want to delete all the pickup groups displayed in the result set by browsing the entire set of results, before submitting a job for deleting call pickup groups.

**Step 10** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)

## Related Topics

- [Important BAT Considerations, page 53-1](#)
- [Creating a CSV File by Using BAT.xlt, page 53-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 53-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 53-3](#)
- [Call Pickup Group CSV File Settings, page 53-4](#)
- [Using BAT to Update the Cisco Unified Communications Manager Database, page 53-4](#)
- [BAT Settings for Updating the Cisco Unified Communications Manager Database, page 53-5](#)



## **PART 11**

### **Mobility**







# CHAPTER 55

## Access List

---

An access list comprises a sequential list that consists of at least one permit statement and possibly one or more deny statements that apply to IP addresses and possibly upper-layer IP protocols. The access list has a name by which it is referenced. Many software commands accept an access list as part of their syntax.

You can use the Bulk Administration menu to insert, delete, and export access lists. You can perform the following tasks by using the Access List menu in BAT:

- [Inserting Access Lists, page 55-1](#)
- [Deleting Access Lists, page 55-2](#)
- [Exporting Access Lists, page 55-2](#)

## Inserting Access Lists

To insert access lists using BAT, use the following procedure:

### Before You Begin

- You must have a data file in comma separated value (CSV) format that contains the unique details for the access lists.
- Upload the data files by choosing the relevant target and function for the transaction using the procedure that is mentioned in [“Uploading a File” section on page 2-3](#).

### Procedure

---

- Step 1** Choose **Bulk Administration > Access List > Access List Insert**. The Insert Access List Configuration window displays.
- Step 2** From the File Name drop-down list box, choose the file that you uploaded.
- Step 3** To override the existing configuration, check the Override the existing configuration check box.
- Step 4** In the Job Information section, enter a description for the job. The default description specifies Insert Access List.
- Step 5** You can choose to run the job immediately or later by selecting the corresponding radio button.
- Step 6** To create a job for inserting the access list, click **Submit**.

A message in the Status section lets you know that the job was submitted successfully.

- Step 7** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.
- 

#### Additional Topics

See the [“Related Topics” section on page 55-4](#)

## Deleting Access Lists

To delete access lists using BAT, use the following procedure:

#### Before you begin

- You must have a data file that contains the access list names.
- Upload the data files by choosing the relevant target and function for the transaction using the procedure mentioned in [“Uploading a File” section on page 2-3](#).



#### Note

Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the access list records that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for access list names.

---

#### Procedure

---

- Step 1** Choose **Bulk Administration > Access List > Access List Delete**. The Delete Access List Configuration window displays.
- Step 2** From the Delete Access List where name in custom file drop-down list box, choose the file that you uploaded for deleting access list.
- Step 3** Click **Find**.
- Step 4** The Job Information section displays along with the selected access list.
- Step 5** You can choose to run the job immediately or later by selecting the corresponding radio button.
- Step 6** To create a job for deleting the access list, click **Submit**.  
A message in the Status section lets you know that the job was submitted successfully.
- Step 7** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.
- 


#### Additional Topics

See the [“Related Topics” section on page 55-4](#)

## Exporting Access Lists

To export access lists by using BAT, use the following procedure:

### Procedure

- 
- Step 1** Choose **Bulk Administration > Access List > Access List Export**. The Export Access List Configuration window displays.
- Step 2** From the first Find Access List where drop-down list box, choose one of the following options.
- Name
  - Description
  - Owner
- Step 3** From the second Find Access List where drop-down list box, choose one of the following options.
- begins with
  - contains
  - ends with
  - is exactly
  - is empty
  - is not empty
- Step 4** Specify the appropriate search text, if applicable.
-  **Tip** To find all files that are registered in the database, click **Find** without entering any search text.
- 
- Step 5** To further define your query, you can:
- a. Choose AND or OR from the drop-down box and repeat Steps 2 through 4.
  - b. Add multiple filters by clicking the + button, and remove them by clicking the — button.
  - c. Remove all the filters at once by clicking the **Clear Filter** button.
- Step 6** Click **Find**.
- A list of discovered files displays by
- Name
  - Description
  - Allowed
  - Owner
- Step 7** Click **Next**. The next Export Access List Configuration window displays.
- Step 8** In the Export Access Lists section, enter a file name in the File Name field.
- Step 9** From the Bulk Access List Export Format drop-down list box, choose Access List Format.
- Step 10** You can choose to run the job immediately or later by selecting the corresponding radio button in the Job Information section.
- Step 11** To create a job for exporting the access list, click **Submit**.
- A message in the Status section lets you know that the job was submitted successfully.
- Step 12** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.
-

**Additional Topics**

See the [“Related Topics”](#) section on page 55-4

## Related Topics

- [Inserting Access Lists, page 55-1](#)
- [Deleting Access Lists, page 55-2](#)
- [Exporting Access Lists, page 55-2](#)



## CHAPTER 57

# Time of Day Access

---

An access list determines whether a call should be extended to a remote destination that is enabled for single-number reach. With the addition of time-based control, the Time-of-Day-Based Access List feature adds time as another determination factor. The feature allows administrators and users to determine whether a call should reach a remote destination based on the time of day when the call is received.

Cisco Unified Communications Manager currently relies on time periods and time schedules for the time-of-day routing feature. A time period comprises a time range that is defined by a start time and end time; a time period can also include a repetition interval either as days of the week or a specified date on the yearly calendar. A time schedule comprises a group of time periods. To remain consistent with the existing time-of-day routing feature, the time-of-day access list feature adopts the same concepts to provision time of day and to associate time schedules to access lists.



**Note** For more information on Time of Day Access, refer to the *Cisco Unified Communications Manager Features and Services Guide*.

---

You can use the Bulk Administration menu to insert, delete, and export Time of Day Access. You can perform the following tasks by using the Time of the Day Access menu in BAT:

- [Inserting Time of Day Access, page 57-1](#)
- [Deleting Time of Day Access, page 57-2](#)
- [Exporting Time of Day Access, page 57-3](#)

## Inserting Time of Day Access

To insert Time of Day Access using BAT, use the following procedure:

### Before You Begin

- You must have a data file in comma separated value (CSV) format that contains the unique details for the Time of Day Access.
- Upload the data files by choosing the relevant target and function for the transaction using the procedure that is mentioned in [“Uploading a File” section on page 2-3](#).

### Procedure

- 
- Step 1** Choose **Bulk Administration > Time of Day Access > Time of Day Access Insert**. The Insert Time of Day Access Configuration window displays.
- Step 2** From the File Name drop-down list box, choose the file that you uploaded.
- Step 3** To override the existing configuration, check the Override the existing configuration check box.
- Step 4** In the Job Information section, enter a description for the job. The default description specifies Insert Time of Day Access.
- Step 5** You can choose to run the job immediately or later by selecting the corresponding radio button.
- Step 6** To create a job for inserting the Time of Day Access, click **Submit**.  
A message in the Status section lets you know that the job was submitted successfully.
- Step 7** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.
- 

**Note**

Be aware that time schedules created for time-of-day remote destination alone can be used for time-of-day insert.

**Note**

You can create or edit the Time of Day .csv file through the BAT.xlt. See [“Creating a Text-Based CSV File for Time of Day Access”](#) section on page A-23 for details.

### Additional Topics

See the [“Related Topics”](#) section on page 57-4

## Deleting Time of Day Access

To delete Time of Day Access using BAT, use the following procedure:

### Before you begin

- You must have a data file that contains the Time of Day Access names.
- Upload the data files by choosing the relevant target and function for the transaction using the procedure mentioned in [“Uploading a File”](#) section on page 2-3.

**Note**

Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with the time-of-day access details that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for name, description, or user.

### Procedure

- 
- Step 1** Choose **Bulk Administration > Time of Day Access > Time of Day Access Delete**. The Delete Time of Day Access Configuration window displays.

- Step 2** From the Delete Time of Day Access where name in custom file drop-down list box, choose the file that you uploaded for deleting Time of Day Access.
- Step 3** Click **Find**.
- Step 4** The Job Information section displays along with the selected Time of Day Access.
- Step 5** You can choose to run the job immediately or later by selecting the corresponding radio button.
- Step 6** To create a job for deleting the Time of Day Access, click **Submit**.  
A message in the Status section lets you know that the job was submitted successfully.
- Step 7** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.
- 


#### Additional Topics

See the [“Related Topics” section on page 57-4](#)

## Exporting Time of Day Access

To export Time of Day Access by using BAT, use the following procedure:

#### Procedure

- 
- Step 1** Choose **Bulk Administration > Time of Day Access > Time of Day Access Export**. The Time of Day Access Configuration window displays.
- Step 2** From the first Find Time of Day Access where drop-down list box, choose one of the following options.
- Name
  - Description
  - User
- Step 3** From the second Find Time of Day Access where drop-down list box, choose one of the following options.
- begins with
  - contains
  - ends with
  - is exactly
  - is empty
  - is not empty
- Step 4** Specify the appropriate search text, if applicable.
- 

**Tip** To find all Time of Day Access records that are registered in the database, click **Find** without entering any search text.
- 
- Step 5** To further define your query, you can:
- a. Choose AND or OR from the drop-down box and repeat Steps 2 through 4.

- b. Add multiple filters by clicking the **+** button, and remove them by clicking the **—** button.
- c. Remove all the filters at once by clicking the **Clear Filter** button.

**Step 6** Click **Find**.

A list of discovered files displays by

- Name
- Description
- User

**Step 7** Click **Next**. The next Export Time of Day Access Configuration window displays.

**Step 8** In the Export Time of Day Access section, enter a file name in the File Name field.

**Step 9** From the File Format drop-down list box, choose Time of Day Access Format.

**Step 10** You can choose to run the job immediately or later by selecting the corresponding radio button in the Job Information section.

**Step 11** To create a job for exporting the Time of Day Access, click **Submit**.

A message in the Status section lets you know that the job was submitted successfully.

**Step 12** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.

---

#### Additional Topics

See the [“Related Topics” section on page 57-4](#)

## Related Topics

- [Inserting Time of Day Access, page 57-1](#)
- [Deleting Time of Day Access, page 57-2](#)
- [Exporting Time of Day Access, page 57-3](#)
- [Creating a Text-Based CSV File for Time of Day Access, page A-23](#)





## CHAPTER 56

# Remote Destination

---

You can use BAT to insert, delete, and export remote destination details. The following topics provide information about working with remote destination in BAT:

- [Inserting Remote Destination, page 56-1](#)
- [Deleting Remote Destination, page 56-2](#)
- [Exporting Remote Destination, page 56-3](#)

## Inserting Remote Destination

To insert remote destination details by using BAT, use the following procedure:

### Before you begin

- You must have a data file in comma separated value (CSV) format that contains the unique details for the remote destination.
- Upload the data files by choosing the relevant target and function for the transaction using the procedure that is mentioned in [“Uploading a File” section on page 2-3](#).

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration&gt;Remote Destination&gt;Remote Destination Insert</b> . The Insert Remote Destination Configuration window displays.                   |
| <b>Step 2</b> | From the File Name drop-down list box, choose the file that you uploaded.   |
| <b>Step 3</b> | To override the existing configuration, check the Override the existing configuration check box.  |
| <b>Step 4</b> | In the Job Information section, enter a description for the job. Insert Remote Destination specifies the default description.   |
| <b>Step 5</b> | You can choose to run the job immediately or later by selecting the corresponding radio button.   |
| <b>Step 6</b> | To create a job for inserting the remote destination, click <b>Submit</b> .<br>A message in the Status section lets you know that the job was submitted successfully. |
| <b>Step 7</b> | Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.   |
-

**Additional Topics**

See the [“Related Topics”](#) section on page 56-4

# Deleting Remote Destination

**Before You Begin**

- You must have a data file in comma separated value (CSV) format that contains the unique details for the remote destination.
- Upload the data files by choosing the relevant target and function for the transaction by using the procedure that is mentioned in [“Uploading a File”](#) section on page 2-3.

**Note**

Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the remote destination records that need to be deleted. Use only this file for the delete transaction. In this custom delete file, you do not need a header, and you can enter values for name, description, or user.

**Procedure**

- Step 1** Choose **Bulk Administration > Remote Destination>Remote Destination Delete**. The Delete Remote Destination Configuration window displays.
- Step 2** From the Delete Remote Destination where drop-down list box, choose one of the following options:
  - Name
  - Destination
  - Remote Destination Profile
  - Dual Mode Phone
- Step 3** From the custom file drop-down list box, choose the file that you uploaded for deleting remote destination.
- Step 4** Click **Find**.
- Step 5** The Job Information section displays along with the selected remote destination.
- Step 6** You can choose to run the job immediately or later by selecting the corresponding radio button.
- Step 7** To create a job for deleting the remote destination, click **Submit**.  
A message in the Status section lets you know that the job was submitted successfully.
- Step 8** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.

**Note**

Be aware that when you delete a remote destination, the time-of-day access, time period, and time schedule records associated with the remote destination also get deleted.

**Additional Topics**

See the [“Related Topics”](#) section on page 56-4

# Exporting Remote Destination

To export remote destination by using BAT, use the following procedure:

## Procedure

- 
- Step 1** Choose **Bulk Administration > Remote Destination>Remote Destination Export**. The Export Remote Destination Configuration window displays.
- Step 2** From the first Find Remote Destination where drop-down list box, choose one of the following options:
- Name
  - Destination
  - Remote Destination Profile
  - Dual Mode Phone
- Step 3** From the second Find Remote Destination where drop-down list box, choose one of the following options:
- begins with
  - contains
  - ends with
  - is exactly
  - is empty
  - is not empty
- Step 4** Specify the appropriate search text, if applicable.



---

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

---

- Step 5** To further define your query, you can
- a. Choose AND or OR from the drop-down box, and repeat Steps 2 through 4.
  - b. Add multiple filters by clicking the **+** button, and remove them by clicking the **—** button.
  - c. Remove all the filters at once by clicking the **Clear Filter** button.
- Step 6** Click **Find**.  
A list of discovered files displays by
- Name
  - Destination
  - Remote Destination Profile
  - Dual Mode Phone
- Step 7** Click **Next**. The next Export Remote Destination Configuration window displays.
- Step 8** In the Export Remote Destination section, enter a file name in the File Name field.
- Step 9** From the File Format drop-down list box, choose Remote Destination Format.
- Step 10** You can choose to run the job immediately or later by selecting the corresponding radio button in the Job Information section.

- Step 11** To create a job for exporting the remote destination, click **Submit**.  
A message in the Status section lets you know that the job was submitted successfully.
- Step 12** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.
- 

**Additional Topics**

See the [“Related Topics” section on page 56-4](#)

## Related Topics

- [Inserting Remote Destination, page 56-1](#)
- [Deleting Remote Destination, page 56-2](#)
- [Exporting Remote Destination, page 56-3](#)
- [Remote Destination Profile Templates, page 58-1](#)
- Cisco Unified Mobility Administration Guide



## CHAPTER 58

# Remote Destination Profile

---

You can use the Bulk Administration menu to format, insert, delete, and export Remote Destination Profiles (RDPs) in batches, rather than performing individual updates through Cisco Unified Communications Manager Administration.

## Remote Destination Profile Templates

You can use remote destination profile templates to define common attributes for remote destinations such as device pool, location, calling search space, presence group, and privacy information.

Use these topics to work with BAT Remote Destination Profile Templates:

- [Finding a Remote Destination Profile Template, page 58-1](#)
- [Creating a Remote Destination Profile Template, page 58-2](#)
- [Adding or Updating lines in a Remote Destination Profile Template, page 58-3](#)
- [Deleting a Remote Destination Profile Template, page 58-3](#)

## Finding a Remote Destination Profile Template

Because you might have several remote destination profile (RDP) templates, Cisco Unified Communications Manager lets you locate specific templates on the basis of specific criteria. Use the following procedure to locate templates.

### Procedure

---

- Step 1** Choose **Bulk Administration > Remote Destination Profiles > Remote Destination Profile Template**.
- The Find and List **Remote Destination** Templates window displays. Use the two drop-down list boxes to search for a template.
- Step 2** From the first Find UDP Template where drop-down list box, choose one of the following criteria:
- Name
  - Description
  - Device Pool
  - Calling Search Space

From the second Find **Remote Destination** Template where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable, and click **Find**.



**Tip** To find all remote destination templates that are registered in the database, click **Find** without entering any search text.

A list of discovered templates displays by:

- Template Name
- Description
- Device Pool
- Calling Search Space

**Step 4** From the list of records, click the template name that matches your search criteria.  
The Remote Destination Profile Template Configuration window displays.

#### Additional Information

See the [“Related Topics” section on page 58-25](#)

## Creating a Remote Destination Profile Template

Use this procedure to create a template to add remote destination profiles in bulk.

- 
- Step 1** Choose **Bulk Administration > Remote Destination Profiles > Remote Destination Profile Template**.
- Step 2** Click **Add New**. The Remote Destination Template Configuration window displays.
- Step 3** Enter configuration details in the fields that display. See [“Field Descriptions for Remote Destination Profile Template” section on page 58-4](#).
- Step 4** Click **Save**.
- Step 5** When the status indicates that the transaction has completed, you can add line attributes.
- 

#### Additional Information

See the [“Related Topics” section on page 58-25](#)

## Adding or Updating lines in a Remote Destination Profile Template

To add one or more lines to the BAT template or to update existing lines, follow this procedure.

### Procedure

- 
- Step 1** Find the RDP Template to which you want to add line, by using the procedure in [“Finding a Remote Destination Profile Template” section on page 58-1](#)
- Step 2** In the Remote Destination Profile Template Configuration window, click **Line [1] Add a new DN** in the Association Information area.
- Step 3** Enter or choose the appropriate values for the line settings that are described in [Table 58-2](#). Keep in mind that all RDPs in this batch will use the settings that you choose for this line.
- Step 4** Click **Save**.
- BAT adds the line to the phone template configuration.
- Step 5** Repeat [Step 2](#) through [Step 4](#) to add settings for any additional lines.



### Note

If you choose **Back to Find/List** from the Related Links drop-down list box in the upper, right corner of the Line Template Configuration window, the Find and List Directory Numbers window displays. To find existing line template, enter the appropriate search criteria and click **Find**. To add a new line template, click **Add New** on Find and List Line Template window.

Cisco recommends that you use alphanumeric characters for Line Template. This is because, if numbers are given, a chance exists of conflict with an actual directory number. Using this method, you also avoid conflicts with features such as Call Pickup group number, Call Park number, and so on.

### Additional Information

See the [“Related Topics” section on page 58-25](#).

## Deleting a Remote Destination Profile Template

You can delete RDP templates when you no longer require them. Use this procedure to delete a template.

### Procedure

- 
- Step 1** Find the RDP Template that you want to delete by using the procedure in [“Finding a Remote Destination Profile Template” section on page 58-1](#).
- Step 2** In the Find and List Remote Destination Profile Templates window, check the check box next to the template that you want to delete and click **Delete Selected**.
- A message displays that asks you to confirm the delete operation.
- Step 3** To delete the template, click **OK**. The template name disappears from the list of templates on the Find and List Remote Destination Profile Templates window.

**Caution**

If you submit a job that uses a particulate RDP template and if you delete the template, the job also gets deleted.

**Additional Information**

See the [“Related Topics”](#) section on page 58-25

## Field Descriptions for Remote Destination Profile Template

[Table 58-1](#) provides field descriptions for Remote Destination Profile Template.

**Note**

In the BAT user interface, field names that have an asterisk require an entry. Treat fields that do not have an asterisk as optional.

**Table 58-1**      **Field Descriptions for Remote Destination Profile Template**

Field	Description
Template Name	Enter template name.
Description	Enter a description for the RDP template that you want to create.
User ID	Provide a Cisco Unified Communications Manager user ID.
Device Pool	Choose a device pool for this group of RDPs.
Calling Search Space	Choose the calling search space for this group of RDPs. A calling search space specifies the collection of Route Partitions that are searched to determine how a dialed number should be routed.
Media Resource List	Choose the media resource group list (MRGL) for this group of RDPs. An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from the available ones according to the order that is defined in the MRGL.
User Hold Audio Source	Choose the user hold audio source for this group of RDPs. The user hold audio source identifies the audio source from which music is played when a user places a call on hold.
Network Hold MOH Audio Source	Choose the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.



**Table 58-1** Field Descriptions for Remote Destination Profile Template

Field	Description
Location	<p>Choose the appropriate location for this group of RDPs.</p> <p>The location specifies the total bandwidth that is available for calls to and from this location. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth that this device consumes.</p>
User Locale	<p>From the drop-down list box, choose the locale that is associated with the phone user interface. The user locale identifies a set of detailed information to support users, including language and font.</p> <p>Cisco Unified Communications Manager makes this field available only for phone models that support localization.</p> <p><b>Note</b> If no user locale is specified, Cisco Unified Communications Manager uses the user locale that is associated with the device pool.</p> <p><b>Note</b> If the users require that information be displayed (on the phone) in any language other than English, verify that the locale installer is installed before configuring user locale. Refer to the Cisco Unified Communications Manager Locale Installer documentation.</p>
Privacy	<p>Choose <i>On</i>, <i>Off</i>, or <i>Default</i> in the Privacy drop-down list box.</p> <p>For more configuration information, refer to Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Presence Group	<p>If you want the RDP to receive the status of the presence entity, choose a Presence Group that is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window.</p> <p><b>Tip</b> For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Table 58-1** *Field Descriptions for Remote Destination Profile Template*

Field	Description
Rerouting Calling Search Space	<p>From the drop-down list box, choose a calling search space to use for rerouting.</p> <p>The rerouting calling search space of the referer gets used to find the route to the refer-to target. When the Refer operation fails due to rerouting of the calling search space, the Refer Primitive rejects the request with the “405 Method Not Allowed” message.</p> <p>The redirection (3xx) primitive and transfer feature also uses the rerouting calling search space to find the redirect-to or transfer-to target.</p>
Ignore Presentation Indicators (internal calls only)	Check this check box to enable Cisco Unified Communications Manager to ignore any presentation restriction that is received for internal calls.

**Additional Information**

See the [“Related Topics”](#) section on page 58-25

## Field Descriptions for Adding a Line to Remote Destination Profile Template

[Table 58-2](#) provides descriptions of all possible fields that display when you are adding a line in a BAT RDP template.

Some fields display the values that were configured in Cisco Unified Communications Manager Administration.

**Note**

In the BAT user interface, field names that have an asterisk require an entry. Treat fields that do not have asterisk as optional.

**Table 58-2** *Field Descriptions for Adding a Line to Remote Destination Profile Template*

Field	Description
<b>Directory Number Information</b>	
Line Template Name	Enter a unique name for the line template.
Route Partition	<p>Choose a route partition to which the directory number belongs.</p> <p><b>Note</b> The directory number can appear in more than one partition.</p>
Description	Enter description for the line template.
Alerting Name	This name represents the name that displays during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name that is entered in the Display field.

**Table 58-2** Field Descriptions for Adding a Line to Remote Destination Profile Template

ASCII Alerting Name	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
Active	To view this check box on the Directory Number Configuration window, access an unassigned directory number from the Route Plan Report window. Checking this check box allows calls to this DN to be forwarded (if forwarding is configured). If check box is not checked, Cisco Unified Communications Manager ignores the DN.
<b>Directory Number Settings</b>	
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server that is configured for this phone.
Calling Search Space	Choose partitions that are searched for numbers that are called from this directory number.  <b>Note</b> Changes cause an update of Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
Presence Group	Used with the Presence feature, the directory number serves as the presence entity; that is, watchers request the status of the directory number, so the real-time status of the directory number displays on the device.  If you want the phone to receive the status of the presence entity, make sure that the Presence Group of the watcher is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window.  For information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> .
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR Group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.  Set AAR Group to <None> to prevent rerouting blocked calls.

**Table 58-2**      **Field Descriptions for Adding a Line to Remote Destination Profile Template**

User Hold Audio Source	Choose the music on hold audio source to be played when the user presses HOLD to place a call on hold.
Network Hold Audio Source	Choose the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.
<b>Call Forward and Pickup Settings</b>	
Forward All Voice Mail	<p>Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward All Destination field and Forward All Calling Search Space check box irrelevant.</p>
Forward All Destination	<p>Enter the directory number to which all calls are forwarded.</p> <p><b>Note</b> The setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward All Calling Search Space	<p>Choose the calling search space to use when calls are forwarded to the specified destination.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Secondary Calling Search Space for Forward All	<p>Choose the secondary calling search space (CSS) from the drop-down list box.</p> <p>Because Call Forwarding is a line-based feature, in cases where the device calling search space is unknown, only the line calling search space gets used to forward the call. If the line calling search space is restrictive and not routable, the forward attempt fails.</p> <p>Addition of a secondary calling search space for Call Forward All provides a solution to enable forwarding. The primary calling search space for Call Forward All and secondary calling search space for Call Forward All get concatenated (Primary CFA CSS + Secondary CFA CSS) when processing Call Forward All is processed. Cisco Unified Communications Manager uses this combination to validate the CFA destination and to forward the call.</p>

**Table 58-2**      **Field Descriptions for Adding a Line to Remote Destination Profile Template**

Forward Busy Internal Voice Mail	<p>Check this check box if you want calls from an internal number forwarded to a number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward Busy Internal Destination field and Calling Search Space check box irrelevant.</p>
Forward Busy Internal Destination	<p>Enter the directory number to which an internal call is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>
Forward Busy Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarded to the specified destination.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward Busy External Voice Mail	<p>Check this check box if you want calls from an external number to be forwarded to a number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward Busy External Destination field and Calling Search Space check box irrelevant.</p>
Forward Busy External Destination	<p>Enter the directory number to which an external call is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable, external phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarded to the specified destination.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Answer Internal Voice Mail	<p>Check this check box if you want calls from an internal number to be forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Internal Destination field and Calling Search Space check box irrelevant.</p>
Forward No Answer Internal Destination	<p>Enter a directory number to which an internal call is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>

**Table 58-2** *Field Descriptions for Adding a Line to Remote Destination Profile Template*

Forward No Answer Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Answer External Voice Mail	<p>Check this check box if you want calls to forward to an external number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer External Destination field and External Calling Search Space check box irrelevant.</p>
Forward No Answer External Destination	<p>Enter a directory number to which an external call is forwarded when the phone is not answered.</p> <p><b>Note</b> This setting applies to any external, dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward No Coverage Internal Voice Mail	<p>Check this check box if you want calls from an internal number to be forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Destination field and Calling Search Space check box irrelevant.</p>
Forward No Coverage Internal Destination	<p>Enter a directory number to which an internal call is forwarded when the phone has no coverage.</p> <p><b>Note</b> This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>
Forward No Coverage Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>

**Table 58-2**      **Field Descriptions for Adding a Line to Remote Destination Profile Template**

Forward No Coverage External Voice Mail	<p>Check this check box if you want calls from external number to be forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Destination field and Calling Search Space check box irrelevant.</p>
Forward No Coverage External Destination	<p>Enter a directory number to which an external call is forwarded when the phone has no coverage.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p><b>Note</b> This setting applies to all devices that are using this directory number.</p>
Forward on CTI Failure Voice Mail	<p>The Forward on CTI Failure field applies only to CTI route points and CTI ports. The settings in this row specify the forwarding treatment for external calls to this CTI route point or CTI port if the CTI route point or CTI port fails.</p> <p>Check this check box to use settings in the Voice Mail Profile Configuration window.</p> <p>When this check box is checked, Cisco Unified Communications Manager ignores the settings in the Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>
Forward on CTI Failure Destination	<p>This setting specifies the directory number to which an internal nonconnected call is forwarded when an application that controls that directory number fails. Use any dialable phone number, including an outside destination.</p> <p>When you enter a destination value for internal calls, the system automatically copies this value to the Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Destination field for external calls.</p>

**Table 58-2**      **Field Descriptions for Adding a Line to Remote Destination Profile Template**

Forward on CTI Failure Calling Search Space	<p>This setting applies to all devices that are using this directory number.</p> <p>When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
No Answer Ring Duration	Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.
Call Pickup Group	Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.
Forward Unregistered Internal Voice Mail	<p>The settings in this row specify the forwarding treatment for internal calls that are routed to a directory number with no registered devices.</p> <p>Check the Voice Mail check box to use settings in the Voice Mail Profile Configuration window.</p> <p><b>Note</b> When this check box is checked, Cisco Communications Manager ignores the settings in the Coverage/Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>
Forward Unregistered Internal Destination	<p>Enter any dialable phone number, including an outside destination.</p> <p><b>Note</b> When you enter a coverage/destination value for internal calls, the system automatically copies this value to the Coverage/Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Coverage/Destination field for external calls.</p>



**Table 58-2**      **Field Descriptions for Adding a Line to Remote Destination Profile Template**

Forward Unregistered Internal CSS	<p>Choose calling search space from the drop-down list menu. This setting applies to all devices that are using the directory number chosen above.</p> <p><b>Note</b>    When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
Forward Unregistered External Voice Mail	<p>The settings in this row specify the forwarding treatment for external calls that are routed to a directory number with no registered devices. Specify the following values:</p> <p>Check the Voice Mail check box to use settings in the Voice Mail Profile Configuration window.</p> <p><b>Note</b>    When this check box is checked, Cisco Communications Manager ignores the settings in the Coverage/Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>
Forward Unregistered External Destination	<p>Enter any dialable phone number, including an outside destination.</p> <p><b>Note</b>    When you enter a coverage/destination value for internal calls, the system automatically copies this value to the Coverage/Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Coverage/Destination field for external calls.</p>

**Table 58-2**      **Field Descriptions for Adding a Line to Remote Destination Profile Template**

Forward Unregistered External CSS	<p>Choose calling search space from the drop-down list box. This setting applies to all devices that are using the directory number chosen above.</p> <p><b>Note</b> When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
<b>Multilevel Precedence and Preemption Alternate Party Settings</b>	
Target (Destination)	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound (#), and asterisk (*).</p>
MLPP Calling Search Space	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
MLPP No Answer Ring Duration (Seconds)	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to the alternate party of this directory number if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.</p>
<b>Line Settings for This Phone</b>	
Hold Reversion Ring Duration (seconds)	<p>Enter the hold reversion ring duration in seconds.</p> <p><b>Note</b> Setting the Hold Reversion Ring Duration to zero will disable the feature.</p>
Hold Reversion Notification Interval	<p>Enter the hold reversion notification interval.</p> <p><b>Note</b> Setting the Hold Reversion Notification Interval to zero will disable the feature.</p>
<b>Multiple Call/Call Waiting Settings on Device Test</b>	

**Table 58-2**      **Field Descriptions for Adding a Line to Remote Destination Profile Template**

Maximum Number of Calls	<p>You can configure up to 184 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls that are available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls.</p> <p>Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>
<b>Forwarded Call Information Display on Device Test</b>	
Caller Name	<p>Check this check box to include the caller name in the display when a forwarded call is received. Default leaves this check box checked.</p>
Caller Number	<p>Check this check box to include the caller number in the display when a forwarded call is received.</p>
Redirected Number	<p>Check this check box to include the redirected number in the display when a forwarded call is received.</p>
Dialed Number	<p>Check this check box to include the dialed number in the display when a forwarded call is received. The default setting leaves this check box checked.</p>

**Additional Information**

See the [“Related Topics”](#) section on page 58-25

## Remote Destination Profile File Format

The following topics provide information about configuring file formats for CSV data files that are created by using a text editor.

- [Using a Text Editor to Create the CSV Data File for Remote Destination](#), page 58-16
- [Finding a Remote Destination File Format](#), page 58-16
- [Configuring a Remote Destination Profile File Format](#), page 58-17
- [Associating the File Format with the CSV Data File](#), page 58-20
- [Creating a Text-Based CSV File for Remote Destination Profile](#), page A-22

## Using a Text Editor to Create the CSV Data File for Remote Destination

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for remote destinations, see the [“Creating a Text-Based CSV File for Remote Destination Profile”](#) section on page A-22.

You cannot modify or delete the Default Remote Destination file format.

**Note**

When you use the Cisco Unified CallManager Bulk Administration (BAT) spreadsheet to create the CSV data file, you can create the file format within the spreadsheet. When you use a text editor to create the CSV data file, you need to create a file format or use the default file format. You enter the values in the text-based file in the same order as specified in the file format.

**Additional Information**

See the [“Related Topics”](#) section on page 58-25

## Finding a Remote Destination File Format

Use the following procedure to find a remote destination file format:

**Procedure**

- 
- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile File Format > Create File Format**.
- The Create Remote Destination Profile File Format Configuration window displays.
- Step 2** From the Related Links drop-down list box on the top, right corner of the window, choose Back to Find/List and click **Go**.
- Step 3** From the Find Remote Destination File Format where Format Name drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - ends with
  - is exactly
  - is empty
  - is not empty
- Step 4** Specify the appropriate search text, if applicable, and click **Find**.

**Tip**

To find all Remote Destination Profile formats, click **Find** without entering any search text.

- Step 5** To further define your query and to add multiple filters, check the Search Within Results check box and choose **AND** or **OR** from the drop-down box, and repeat Steps 3 and 4.
- Step 6** From the list of records, click the file format name that matches your search criteria.
- The Remote Destination File Format Configuration window displays.

**Additional Information**

See the [“Related Topics” section on page 58-25](#)

## Configuring a Remote Destination Profile File Format


Use the following topics to create, copy, modify, or delete a Remote Destination Profile file format:

- [Creating a File Format, page 58-17](#)
- [Copying a File Format, page 58-18](#)
- [Modifying a File Format, page 58-19](#)
- [Deleting a File Format, page 58-19](#)

### Creating a File Format

To create your file format for the text-based CSV data file, use the following procedure.

**Procedure**

- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile File Format > Create File Format**.
- The Remote Destination Profile File Format Configuration window displays.
- Step 2** In the Format Name field, enter a name for this custom format.
- Step 3** Under Device Fields, choose the device field names that you want to define for each Remote Destination Profile. In the Device Field box, click a device field name and click the arrow to move the field to the Selected Device Fields box.
- A CSV data file must include Remote Destination Profile Name and Description; therefore, these fields always remain selected.
-  **Tip** You can select several random field names in the list by holding down the Ctrl key and then clicking the arrow to select them together. You can select a range of items by using the Shift key.
- Step 4** Click line field names in the Line Field box and click the arrow to move the fields to the Selected Line Fields box.

**Tip**

You can change the order of the items in the Selected Line Fields and Selected Device Fields Order boxes. Select an item and then use the up arrow to move the item closer to the beginning of the list or the down arrow to move it to the end of the list.

- Step 5** In the IP Phone Services Maximums area, enter the maximum value in the Maximum Number of Lines field.
- Step 6** To save your custom file format, click **Save**. The name of the file format displays in the File Format Names list in the Find and List Remote Destination Profile File Formats window.

**Additional Topics**

See the [“Related Topics”](#) section on page 58-25.

## Copying a File Format

To copy an existing format for the CSV data file, use the following procedure.

**Procedure**

- Step 1** Find the Remote Destination Profile file format that you want to copy by using [“Finding a Remote Destination File Format”](#) section on page 58-16.
- Step 2** In the Search Results area, choose a file format that you want to copy. The Remote Destination Profile File Format Configuration window displays.
- Step 3** To make a copy of the chosen file format, click **Copy**.

**Note**

To copy the file format, you can also click the corresponding Copy icon in the Find and List Remote Destination Profile File Formats window.

- Step 4** In the Format Name field, enter a new name for the copied format.
- Step 5** Modify the copied format by using one of these methods:
- Add new fields by choosing them from the Device Fields or Line Fields box and then clicking the arrow to move the chosen fields into the Selected Device Field or Selected Line Fields Order box.
  - Remove selected fields by choosing them from the Selected Device Fields or Selected Line Fields Order box and then clicking the arrow to move the chosen fields into the Device Fields or Line Fields box.
  - Change the order of the fields by choosing a field name in the Selected Device Fields or Selected Line Fields Order box and using the up or down arrow to change its location.
- Step 6** After making your changes, click **Save** to save the copied file format with changes in the list.


**Additional Topics**

See the [“Related Topics”](#) section on page 58-25.

## Modifying a File Format

To modify an existing file format for the CSV data file, use the following procedure. You can modify custom formats only.

### Procedure

- 
- Step 1** Find the Remote Destination Profile file format that you want to copy by using [“Finding a Remote Destination File Format” section on page 58-16](#).
- Step 2** In the Search Results area, choose a file format that you want to modify. The Remote Destination Profile File Format Configuration window displays.
- Step 3** Modify the copied format by using one of these methods:
- Add new fields by choosing them from the Device Fields or Line Fields box and then clicking the arrow to move the chosen fields into the Selected Device Field or Selected Line Fields Order box.
  - Remove fields by choosing them from the Selected Device Fields or Selected Line Fields Order box and then clicking the arrow to move the selected fields into the Device Fields or Line Fields box.
-  **Note** You cannot remove the required fields: Remote Destination Profile Name, and Description.
- Change the order of the fields by choosing a field name in the Selected Device Fields Order or Selected Line Fields Order box and using the up or down arrow to change its location.
- Step 4** After making your changes, click **Save** to save the changes to the file format.
- 

### Additional Topics

See the [“Related Topics” section on page 58-25](#).

## Deleting a File Format

To delete an existing file format for the CSV data file, use the following procedure. You can delete only custom formats.

### Procedure

- 
- Step 1** Find the Remote Destination Profile file format that you want to copy by using [“Finding a Remote Destination File Format” section on page 58-16](#).
- Step 2** In the Search Results area, verify that this is the file(s) that you want to delete and check the check box to select the format(s).
- Step 3** To remove the file format(s) from the list, click **Delete Selected**. A message asks you to confirm that you want to delete the file format(s). Click **OK** to continue. The system removes the file format(s) name from the list.



**Note** Make sure to browse the entire list of displayed results before clicking **Delete Selected**.

---

**Additional Topics**

See the [“Related Topics”](#) section on page 58-25.

## Associating the File Format with the CSV Data File

When you used a text editor to create the CSV data file, you created a file format for entering values in the text-based file. You entered values in the text file in the order that the file format specified.

After the CSV data file is completed, you need to associate the file format with the text-based CSV data file. After associating the file format with the CSV file, the names for each field display as the first record in the CSV data file. You can use this information to verify that you entered the values for each field in the correct order.

To add the file format with the text-based CSV data file, use the following procedure.

**Procedure**

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; Remote Destination Profile &gt; Remote Destination Profile File Format &gt; Add File Format</b> . Add File Format window displays. |
| <b>Step 2</b> | In the File Name field, choose the text-based CSV file that you created for this transaction.   |
| <b>Step 3</b> | In the File Format Name field, choose the file format that you created for this type of bulk transaction.   |
| <b>Step 4</b> | To create a job for associating the matching file format with the CSV data file, click <b>Submit</b> .  |
| <b>Step 5</b> | Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.   |
- For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)
- 

**Additional Topics**

See the [“Related Topics”](#) section on page 58-25.

## Inserting Remote Destination Profile

You can use the Bulk Administration menu to insert Remote Destination Profiles (RDPs) in batches, rather than performing individual updates through Cisco Unified CallManager Administration.

**Before You Begin**

- You must have a Cisco Unified CallManager Bulk Administration (BAT) Remote Destination Profile template for the devices that you are adding.
- You must have a data file in comma separated value (CSV) format that contains the unique details for the Remote Destination Profiles.
- Upload the data files by choosing the relevant target and function for the transaction.

**Additional Topics**


See the [“Related Topics”](#) section on page 58-25



## Inserting Remote Destination Profiles into Cisco Unified CallManager

Use the following procedure to insert Remote Destination Profiles into Cisco Unified CallManager

### Procedure

- 
- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile Insert**.  
The Insert Remote Destination Profile Configuration window displays.
- Step 2** In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction.
- Step 3** In the Remote Destination Profile Template Name drop-down list box, choose the BAT Remote Destination Profile template that you created for this type of bulk transaction.
-  **Note** Remote Destination Profile template is optional while inserting Remote Destination Profiles. Ensure that the CSV data file has a 'Desk Phone Name' when a Remote Destination Profile template is not selected.
- 
- Step 4** Checking the Override the existing configuration check box overwrites the existing Remote Destination Profile settings with the information that is contained in the file that you want to insert.
- Step 5** In the Job Information area, enter the Job description.
- Step 6** To insert the Remote Destination Profile records immediately, click the Run Immediately radio button or click Run Later to insert the Remote Destination Profile records at a later time.
- Step 7** To create a job for inserting the Remote Destination Profile records, click **Submit**.
- Step 8** Use the Job Configuration window to schedule and/or activate this job.  
For more information on jobs, see the [Chapter 66, "Scheduling Jobs."](#)  
For information on log files, see ["BAT Log Files" section on page 66-3.](#)
- 

### Additional Topics

See the ["Related Topics" section on page 58-25](#)

## Deleting Remote Destination Profile

You can use the Bulk Administration menu to delete and export Remote Destination Profiles (RDPs) in batches, rather than performing individual updates through Cisco Unified CallManager Administration.

## Using Custom File to Delete Remote Destination Profiles

You can create a custom file of Remote Destination Profiles that you want to delete by using a text editor. You can have MAC addresses and device names in the same custom file, but you cannot have directory numbers in the same file. You need to create separate files—one file that contains the device names and MAC addresses and another file that contains the directory numbers.

**Before You Begin**

1. Create a text file that lists one of these details for the RDPs that you want to delete:
  - Name
  - Description
  - Device Pool
  - Calling Search Space
2. Put each item on a separate line in the text file.
3. Upload the custom file to Cisco Unified CallManager server. For more details on uploading files, see the [“Uploading a File” section on page 2-3](#).

To delete RDPs that are listed in a custom file, use the following procedure.

**Procedure**

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; Remote Destination Profile &gt; Remote Destination Profile Delete</b> .<br>The Delete Remote Destination Profile Configuration window displays.  |
| <b>Step 2</b> | In the Delete Remote Destination Profile where drop-down list box, choose the type of custom file that you have created from one of the following criteria: <ul style="list-style-type: none"><li>• Name</li><li>• Description</li><li>• Device Pool</li><li>• Calling Search Space</li></ul> |
| <b>Step 3</b> | In the list of custom files, choose the filename of the custom file for this delete.  |
| <b>Step 4</b> | Click <b>Find</b> . A list of RDPs matching your search criteria displays.  |
| <b>Step 5</b> | In the Job Information area, enter the Job description.   |
| <b>Step 6</b> | Click the Run Immediately radio button to delete RDP records immediately or, click Run Later to delete the RDP records at a later time.   |
| <b>Step 7</b> | Click <b>Submit</b> to create a job for deleting the RDP records.   |
| <b>Step 8</b> | Use the Job Configuration window to schedule and/or activate this job.  |
- 

**Additional Topics**

See the [“Related Topics” section on page 58-25](#).



## Exporting Remote Destination Profile

You can use the export utility to merge records from multiple Cisco Unified CallManager servers onto one Cisco Unified CallManager server. Use this procedure to move records from one Cisco Unified CallManager server to another.

## Using Remote Destination Profile Export

Use the following procedure to export remote destination profile details.

### Procedure

- 
- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile Export**.  
The Export Remote Destination Profile Configuration window displays.
- Step 2** From the first Find Remote Destination Profile where drop-down list box, choose one of the following criteria:
- Name
  - Description
  - Device Pool
  - Calling Search Space
- From the second Find Remote Destination Profile where drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - ends with
  - is exactly
  - is empty
  - is not empty
- Step 3** Specify the appropriate search text, if applicable.
-  **Tip** To find all Remote Destination Profiles that are registered in the database, click **Find** without entering any search text.
- 
- Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, repeat steps 2 and 3.
- Step 5** Click **Find**.  
A list of discovered Remote Destination Profiles displays by:
- Name
  - Description
  - Device Pool
  - Calling Search Space
-  **Note** Make sure to browse the entire list of displayed results before submitting the job.
- 
- Step 6** Click **Next**.  
The next Export Remote Destination Profile Configuration window displays.
- Step 7** Enter an export file name in the File Name field.

- Step 8** Choose a file format from the File Format drop-down list box.
- Step 9** In the Job Information area, enter the Job description. Delete Remote Destination Profiles is the default description.
- Step 10** Click the Run Immediately radio button to export Remote Destination Profile records immediately or, click Run Later to export the Remote Destination Profile records at a later time.
- Step 11** Click **Submit** to create a job for deleting the Remote Destination Profile records.
- Step 12** Use the Job Configuration window to schedule and/or activate this job.
- For more information on jobs, see [Chapter 66, “Scheduling Jobs.”](#)
- For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

## Default Remote Destination Profile File Format

When you export Remote Destination Profile records by using Default Remote Destination Profile file format option, you export Remote Destination Profile records along different line attributes that are associated with the Remote Destination Profile. You cannot use the query to limit the number of records.

[Table 58-3](#) lists the fields that are exported when you choose the Default Remote Destination Profile Format file format.

**Table 58-3**      *Exported Fields in the Default Remote Destination Profile File Format*

Field Types	Exported Fields
Device Fields	Remote Destination Profile Name, Description, User ID, Device Pool, CSS, AAR CSS, Media Resource List, User Hold Audio Source, Location, Privacy, Device Presence Group, Rerouting CSS

**Table 58-3**      **Exported Fields in the Default Remote Destination Profile File Format (continued)**

Field Types	Exported Fields
Line Fields	Directory Number, Partition, Voice Mail Profile, Line CSS, AAR Group(Line), Line User Hold Audio Source, Line Network Hold Audio Source, Forward All Destination, Forward All CSS, Forward Busy Internal Destination, Forward Busy Internal CSS, Forward Busy External Destination, Forward Busy External CSS, Forward No Answer Internal Destination, Forward No Answer Internal CSS, Forward No Answer External Destination, Forward No Answer External CSS, Forward No Coverage Internal Destination, Forward No Coverage Internal CSS, Forward No Coverage External Destination, Forward No Coverage External CSS, Forward No Answer Ring Duration, Call Pickup Group, MLPP Target, MLPP CSS, MLPP No Answer Ring Duration, External Phone Number Mask, Maximum Number Of Calls, Busy Trigger, Alerting Name, Alerting Name ASCII, Display, Line Description, Line Presence Group, Secondary CSS For Forward All, ASCII Display, Forward On CTI Failure Destination, Forward On CTI Failure CSS, AAR Destination Mask, Forward Unregistered Internal Destination, Forward Unregistered Internal CSS, Forward Unregistered External Destination, Forward Unregistered External CSS, Hold Reversion Ring Duration, Hold Reversion Notification Interval

**Additional Information**

See the [“Related Topics” section on page 58-25](#).

## Related Topics

- [Remote Destination Profile Templates, page 58-1](#)
- [Remote Destination Profile File Format, page 58-15](#)
- [Inserting Remote Destination Profile, page 58-20](#)
- [Deleting Remote Destination Profile, page 58-21](#)
- [Exporting Remote Destination Profile, page 58-22](#)





## **PART 12**

### **Region Matrix**







## CHAPTER 59

# Updating the Region Matrix

---

The region tables define physical locations, whereas the region matrix tables define available bandwidth within (intra) and between (inter) regions. Use the Region Matrix menu in BAT to populate or depopulate the region matrix.

## Populating and Depopulating the Region Matrix

Use the following steps to populate or depopulate the region matrix:

- 
- Step 1** Choose **Bulk Administration>Region Matrix>Populate/Depopulate Region Matrix**. The Region Matrix Configuration window displays.
  - Step 2** In the Region Matrix Options section, choose Populate Region Matrix or Depopulate Region Matrix based on what you want to do.
  - Step 3** In the Job Information section, enter a name for the job. This helps you to identify your job.
  - Step 4** Select Run now or Run later depending upon when you want to run the job.
  - Step 5** Click the Submit button.
  - Step 6** View the Job Scheduler window to check the status of the job that you submitted. You can use this window to reschedule the job if required.



### Note

Unlike other BAT processes, the progress of a job to populate or depopulate the region matrix cannot be measured in terms of records passed, failed, or processed. The results can be viewed only after the entire process is complete.

---



### Note

The number of records criterion is not applicable to this transaction.

---

An administrator can change the region bandwidth defaults, however, this cannot be done through the BAT menu.

**Note**

---

Choose **System>Service Parameters** in Cisco Unified Communications Manager to access the region bandwidth defaults. The parameter type specifies Cisco CallManager and the four parameters of interest comprise part of the Clusterwide Parameters (System - Location and Region) section.

---

**Note**

---

Refer to the *Cisco Unified CallManager Bulk Administration Guide 5.0(4)* for detailed information on the rest of the BAT features.

---



## **PART 13**

### **Import/Export**





# CHAPTER 60

## Import/ Export

---

You can use the Import/Export menu in Cisco Unified Communications Manager Bulk Administration Tool (BAT) to export or import parts of the Cisco Unified Communications Manager database to another server, or to the same server with modifications. This reduces the configuration time that is required by importing a preconfigured database to the installed Cisco Unified Communications Manager server.

The following topics provide procedures for carrying out these tasks:

- [Exporting Configuration, page 60-1](#)
- [Editing the .tar File, page 60-5](#)
- [Importing Configuration, page 61-1](#)

## Exporting Configuration

To export configuration data from Cisco Unified Communications Manager, use the following procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration > Import/Export> Export**.

The Export Data window displays.

**Step 2** In the Job Information section, enter the .tar file name, without the extension, in the Tar File Name field. BPS uses this filename to export the configuration details.



---

**Note** All files that are exported at the same time get bundled together (.tar) and can be downloaded from the server.

---

**Step 3** In the Select items to Export section, check the appropriate check boxes under System Data from the following options:

- Cisco Unified Communications Manager
- Cisco Unified Communications Manager Group
- Date/Time Group
- Device Pool
- Enterprise Parameter

- Location
- Phone NTP Reference
- Region
- Server
- Service Parameter
- SRST
- Security Profile (Phone & SIP Trunk)
- Physical Location
- Device Mobility group
- Presence Group
- LDAP System
- Device Mobility Info
- DHCP Server
- DHCP Subnet
- Application Server
- LDAP Directory
- LDAP Authentication
- MLPP Domain
- Resource Priority Namespace Network Domain
- Resource Priority Namespace List
- CUMA Server Security Profile

**Step 4** Check the appropriate check boxes under Call Routing Data from the following options:

- Application Dial Rules
- CSS (Class of Control)
- Partitions (Class of Control)
- Route Filter
- Time Period (Class of Control)
- Time Schedule (Class of Control)
- Translation Pattern
- AAR Group
- Forced Authorization Codes
- Directory Lookup Dial Rules
- Client Matter Codes
- Call Park
- Call Pickup Group
- Directory Number
- MeetMe Number
- Cisco Attendant Console Pilot Point

- Directed Call Park
- SIP Dial Rules
- Line Group
- Route Group
- Hunt List
- Route List
- Hunt Pilot
- Intercom Route Partition
- Intercom CSS
- Access List
- Route Pattern
- Called Party Transformation Pattern
- SIP Route Pattern
- Intercom Directory Number
- Mobility Configuration
- Intercom Translation Pattern
- Calling Party Transformation Pattern
- Time Of Day Access

**Step 5** Check the appropriate check boxes under Media Resources from the following options:

- Annunciator
- Conference Bridge
- Media Resource Group
- Media Resource Group List
- Media Termination Point
- Transcoder
- MOH Server
- Mobile Voice Access

**Step 6** Check the appropriate check boxes under User Data from the following options:

- SIP Realm
- Application User
- User Group
- Role
- Application User CAPF Profile
- Credential Policy Default
- Credential Policy
- End User
- End User CAPF Profile
- Cisco Attendant Console User

**Step 7** Check the appropriate check boxes under Device Data from the following options:

- Softkey Template
- Gate Keeper
- Trunk
- SIP Profile
- Phone Services
- Phone Button Template
- Common Phone Profile
- Gateway
- Device Defaults
- Device Profile
- Common Device Configuration
- CTI Route Point
- Phone
- Recording Profile
- Remote Destination
- Remote Destination Profile

**Step 8** Check the appropriate check boxes under Voice Mail Data from the following options:

- Message Waiting Numbers
- Voice Mail Pilot
- Voice Mail Profile
- Voice Mail Port

**Step 9** You can use the **Select All** button to check all the check boxes at once and the **Clear All** button to clear all the check boxes.

**Step 10** In the Job Description field, enter the description that you want to provide for the job. Export Configuration is the default description.

**Step 11** You can choose to run the job immediately or later by selecting the corresponding radio button.

**Step 12** To check for interdependency of tables to make sure that the related records are also exported, click **Check Dependency**.



**Note** You can de-select any of the check boxes after checking dependency. You also have the option to skip checking dependency.

**Step 13** To create a job for exporting the selected data, click **Submit**.

A message in the Status section lets you know that the job was submitted successfully.

**Step 14** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#)



## Log Files

Multiple log files are created for a single export transaction. One for the overall transaction, and one each for the items selected for export. These log files display separate results for each item. The log file name is prepended with the item name, to make it easier to identify the logs.

These files can be accessed from the Job Scheduler page.

### Additional Topics

See the [“Related Topics” section on page 60-6](#)

## Editing the .tar File

The tar file comprises a list of CSV files and a header file. Header file can be used to refer to the details of the server from where the export was carried out and the time when it was carried out. The header file also has details regarding the files in the package.

If you want to make any changes to the configuration after you have exported the required data, you can do so by editing the exported .tar file by using the following procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration>Upload/Download Files**.

The Find and List Files page displays.

**Step 2** Download the .tar file that you want to update by using the procedure that mentioned in [“Downloading a File” section on page 2-2](#).

**Step 3** Un-tar the .tar file to some location on your machine by using the `tar -xvf` command.

The .csv file gets extracted to the location that you specified.

**Note**

The "tar -xvf" command may not work on a Windows server, TAR and UNTAR operations are possible in Windows using 7-Zip, which is a freeware available on the World Wide Web.

**Note**

The name of the .csv file is always the same as the item name.

**Step 4** Use MS Excel to edit the .csv file and save your changes.

**Note**

You can edit the .csv file by using Notepad/Wordpad also, but Cisco recommends using MS Excel to edit the .csv file.

Always maintain the same filename and file format for the .csv file. If you add a new file to the tar package, ensure that the file has the same name and file format as it would have if it is exported from Cisco Unified Communications Manager. Also make sure that the new filename is added to the Header file.

**Tip**

If you are expecting to add a new item, always try to export that item from Cisco Unified Communications Manager, even if there are no records for that item. This will create a .csv file with the correct name and file format.

**Step 5** Re-tar the files using the `tar -cvf` command while making sure that the new .tar file is saved in the default common location.

**Note**

The "tar -cvf" command may not work on a Windows server, TAR and UNTAR operations are possible in Windows using 7-Zip, which is a freeware available on the World Wide Web.

**Caution**

The .tar files must maintain the original directory structure when you re-tar the files, because BPS looks for .tar files at the default location only.

**Step 6** Upload the .tar file for import by using the procedure that is mentioned in [“Uploading a File” section on page 2-3](#).

**Note**

Make sure that you select the Target as Import/Export and the Transaction Type as Import.

**Note**

If you decide to use notepad or wordpad for the edit, make sure that you add a comma for every new entry in the file format.

## Related Topics

- [Exporting Configuration, page 60-1](#)
- [Editing the .tar File, page 60-5](#)
- [Finding a File, page 2-1](#)
- [Downloading a File, page 2-2](#)
- [Uploading a File, page 2-3](#)
- [Deleting a File, page 2-3](#)
- [Importing Configuration, page 61-1](#)



# CHAPTER 61

## Importing Configuration

---

To import configuration data to Cisco Unified Communications Manager using the Bulk Administration Menu, use the following procedure.

### Procedure

---

**Step 1** Choose **Bulk Administration > Import/Export > Import**.

The Import Configuration window displays.

**Step 2** Select the .tar file name in the File Name field and click **Next**.



**Note** The File Name drop-down list box lists all uploaded .tar files. For information on uploading the .tar file, refer to [Chapter 2, “Uploading a File.”](#)

---

**Step 3** The Import Configuration section lists all the components of the .tar file. Check the corresponding check boxes for the options that you want to import.

**Step 4** To make BPS update the item if it exists, and insert if it does not, check the **Override the existing configuration** check box. Overriding the existing configuration is optional.



**Note** In case the files are modified, then the filename and the file format must not be changed during the update.

---

**Step 5** You can click **Select All** to select all the options at once, and click **Clear All** to clear all selections.

**Step 6** Choose to run the job immediately or later by selecting the corresponding radio button.

**Step 7** To create a job for importing the selected data, click **Submit**.

A message in the Status section lets you know that the job was submitted successfully.

**Step 8** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.



**Note** You can use Override when you are running the same tar file with corrections, after a failed job-run.

---

## Log Files

Multiple log files are created for a single import transaction. One for the overall transaction, and one each for the items selected for import. The log file name is prepended with the item name, to make it easier to identify the logs.

These files can be accessed from the Job Scheduler page.

## Cyclic Dependency

Some entities in Cisco Unified Communications Manager depend upon each other in such a way that one cannot be imported without importing the other. Import/Export carries out the import process for such entities in two stages:

1. The entity with the higher priority is imported first, with a blank value for the supporting entity.



---

**Note** This occurs because the value of the supporting entity is not available at the time.

---

2. After importing all the entities in the .tar, Import/Export updates the higher priority entity with the value of the supporting entity to complete the import process.



---

**Note** The value of the supporting entity becomes available in the next cycle.

---

### Example

Consider the following example to understand how cyclic dependency works:

Device Pool and Media Resource Group List (MRGL)—Device Pool (entity with the higher priority) gets imported first, with a blank value for MRGL (supporting entity), because the value of MRGL is not available at the time. After importing all the entities in the .tar file, Import/Export updates Device Pool, replacing the blank value with the true value of MRGL to complete the import process.

Consider the following entities as bound by cyclic dependency:

- Device Pool and MRGL
- Device Pool and Route Group
- Partition and Time Schedule
- App User and User group



---

**Note** Be aware that Import/Export generates two logs files for every import of dependent entities. The first log file indicates the status of insert of the first entity; the other indicates whether the first entity was successfully updated with the value of the supporting entity.

---

## Override Only

Import/Export does not support insert functionality for the following entities in the Cisco Unified Communications Manager database. You can only update/override these entities.

- Cisco Unified CM

- [LDAP System](#)
- [Enterprise Parameters](#)
- [Service Parameter](#)
- [Mobility Configuration](#)
- [Annunciator](#)
- [MOH Server](#)
- [Device Defaults](#)
- [Credential Policy Default](#)

## Related Topics

- [Exporting Configuration, page 60-1](#)
- [Editing the .tar File, page 60-5](#)
- [Finding a File, page 2-1](#)
- [Downloading a File, page 2-2](#)
- [Uploading a File, page 2-3](#)
- [Deleting a File, page 2-3](#)





## CHAPTER 62

# Validate Import File

---

You can use the Validate Import File page in BAT to validate the import .tar file. You can use this feature to validate the following:

- The .tar file includes a header file.
- All files listed in the header file are actually present in the .tar file.
- All files in the .tar file are listed in header file.
- File names are correct (as per the Import/Export convention).
- File format for the CSV files in the .tar file is correct.



### Note

This feature does not include field level validation for valid characters, string length, etc.

---

### Procedure

---

**Step 1** Choose **Bulk Administration > Import/Export > Validate Import File**.

The Validate Import File window displays.

**Step 2** Select the .tar file name in the Tar File Name field and click **Submit**.



### Note

The File Name drop-down list box lists all uploaded .tar files. For information on uploading the .tar file, refer to [Chapter 2, “Uploading a File.”](#)

---

A message in the Status section lets you know that the job was submitted successfully.

**Step 3** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.

---

## Log Files

Multiple log files are created for a single validate import file transaction. One for the overall transaction, and one each for the items selected for import. The log file name is prepended with the item name, to make it easier to identify the logs.

These files can be accessed from the Job Scheduler page.

If there are any problems encountered during validation, these are listed in the log files.

**Note**

---

The validation procedure is carried out only for the items listed in the preceding section.

---

## Related Topics

- [Exporting Configuration, page 60-1](#)
- [Editing the .tar File, page 60-5](#)
- [Finding a File, page 2-1](#)
- [Downloading a File, page 2-2](#)
- [Uploading a File, page 2-3](#)
- [Deleting a File, page 2-3](#)





## **PART 14**

### **CUP**





## CHAPTER 63

# Working with Licenses

---

The Cisco Unified Presence Server (CUPS), a critical component for delivering the full value of a Cisco Unified Communications environment, collects information about user availability. Using this information, applications such as Cisco Unified Personal Communicator (CUPC) and Cisco Unified Communications Manager can improve productivity by determining the most effective way for collaborative communication.

You can use the CUP menu in BAT to update and export licenses of all CUP and CUPC users.

## Using the CUP Menu

This section describes the CUP menu in BAT and details its use to update and export the CUP and CUPC users.

New additions to the Bulk Administration menu under CUP include the following two items:

- **Update CUP/CUPC Users** — Bulk Administration > CUP > Update CUP/CUPC Users
- **Export CUP/CUPC Users** — Bulk Administration > CUP > Export CUP/CUPC Users

## Update CUP/CUPC Users

Use the following steps to add/change the license:

---

**Step 1** Use the Upload/Download Files window to upload the csv file.



**Note** You must ensure that you select the correct BAT target and transaction type while uploading the csv file.

---

**Step 2** Navigate to the Update CUP window, select the csv file that is uploaded, and submit the job.



**Note** You can choose to run the job immediately or later by clicking the respective radio button. If you choose Run Later, you need to use the Job Scheduler window to schedule and activate this job.

---

**Step 3** Use the Job Scheduler window to monitor the progress of the BAT job that is submitted.

---

## Export CUP/CUPC Users

You can use the Export Users Query window can be used to obtain the current license information about all users for CUP and CUPC.

**Note**

No option currently exists to select a subset of CUP users; all CUP users in the system get exported to file.

Use the following steps to Export licenses:

- 
- Step 1** Navigate to the Export Users Query window.
  - Step 2** To view the basic user information and their license status, click Find.
  - Step 3** To view the Export window for CUP/CUPC, click Next.
  - Step 4** Specify the file name to be exported and click Submit to start the BAT job.
  - Step 5** Go to the Job Scheduler window to view the status of the BAT job that is submitted.

**Note**

After the job is completes, you can go to the Upload/Download Files window to download the exported .csv file.



## **PART 15**

### **Tool for Auto-Registered Phones Support**





## CHAPTER 64

# Working with the Tool for Auto-Registered Phones Support (TAPS)

---

The Tool for Auto-Registered Phones Support (TAPS) enables phone users to call the TAPS directory number and download the preconfigured phone settings for the user's directory number. TAPS works in conjunction with Cisco Unified Communications Manager Administration to provide these capabilities:

**Configure TAPS**—Allows you to enable TAPS usage for all phones that use auto-registration or to limit TAPS to only phones that are added through BAT with dummy MAC addresses. See the [“Configuring Auto-Registration Options for TAPS”](#) section on page 64-7.

**Secure TAPS**—Allows you to keep some directory numbers from being updated through TAPS. See the [“Setting Secure Directory Numbers”](#) section on page 64-8.

**User Locales for TAPS**—Allows you to choose the languages for TAPS prompts. See the [“Setting the User Locales for Tool for Auto-Registered Phones Support”](#) section on page 65-1.

The following topics provide information about using, installing, and configuring TAPS:

- [Introducing TAPS, page 64-1](#)
- [Installing TAPS, page 64-4](#)
- [Uninstalling TAPS, page 64-5](#)
- [Activating TAPS Service, page 64-6](#)
- [Starting/Stopping/Restarting TAPS, page 64-6](#)
- [Setting TAPS Options, page 64-7](#)
- [Setting Secure Directory Numbers, page 64-8](#)
- [Viewing TAPS Log Files, page 64-10](#)
- [Tool for Auto-Registered Phones Support Information for End Users, page 65-2](#)

## Introducing TAPS

TAPS components get installed on the Cisco Unified Communications Manager first node as part of the Cisco Unified Communications Manager installation. You must enable auto-registration in Cisco Unified Communications Manager Serviceability for TAPS to function.

**Note**

When you use TAPS, it leads to the depletion of auto-registration range on the Cisco Unified Communications Manager. After update through TAPS, the auto-registered directory number (DN) of the phone becomes an unassigned DN. You should delete unassigned DNs using BAT periodically to free up the auto-registration range. For more information, refer to *Cisco Unified Communications Manager Administration Guide*.

You must install TAPS application on the Cisco Customer Response Solutions (Cisco CRS) server. TAPS requires the Cisco IP Interactive Voice Response (IP IVR) application that runs on the Cisco CRS server for the user interface and prompts.

Administrators need to provide instructions to tell end users how to use TAPS to configure their new phones. For end user instructions, see the [“Tool for Auto-Registered Phones Support Information for End Users” section on page 65-2](#)

**Note**

Cisco recommends that you stop the TAPS service when you are not using TAPS to add phones to Cisco Unified Communications Manager database.

**Additional Topics**

See the [“Related Topics” section on page 64-10](#).

## Auto-registration Options for TAPS

You can set the following options for using TAPS to update auto-registering phones.

- Update MAC addresses and download a predefined configuration for new phones.
- Reload the configuration for replacement phones.

Use the following topics.

- [Using TAPS with New Phones, page 64-2](#)
- [Using TAPS for Reloading Configurations, page 64-3](#)

## Using TAPS with New Phones

After BAT has added the new phone configurations with dummy MAC addresses in Cisco Unified Communications Manager Administration, you can plug the phones into the network. You or the phone user can dial a TAPS directory number that causes the phone to download its configuration. At the same time, the phone gets updated in Cisco Unified Communications Manager Administration with the correct MAC address. You must make sure that Auto-registration is enabled in Cisco Unified Communications Manager Administration for TAPS to function.

**Note**

When you use TAPS, it leads to the depletion of auto-registration range on the Cisco Unified Communications Manager. After update through TAPS, the auto-registered directory number (DN) of the phone becomes an unassigned DN. You should delete unassigned DNs using BAT periodically to free up the auto-registration range. For more information, refer to *Cisco Communications Manager Administration Guide*.



**Example**

You have 100 new-hire employees starting on Monday. You must add these users and their new phones to Cisco Unified Communications Manager Administration. You can use BAT to create a phone template for these 100 phones and a CSV data file for phones and users. By using the dummy MAC address option in the CSV data file, you do not need to add the individual MAC addresses for the new phones. With auto-registration enabled in Cisco Unified Communications Manager, you can plug the phones directly into the network. You or the new employee can load the configuration by dialing the TAPS directory number and following the voice-prompt instructions.

## Using TAPS for Reloading Configurations

When you must replace an existing phone that is not functioning, you can use TAPS to download the existing phone configuration to the new phone. After the user receives the new phone and plugs the phone into the network, the user dials the TAPS directory number to download configuration for the previous phone. The user makes no configuration changes during this process.

In Cisco Unified Communications Manager Administration, you must enable auto-registration. You must ensure that you configure TAPS usage for all phones to enable a user to download an existing phone configuration. See the [“Configuring Auto-Registration Options for TAPS”](#) section on page 64-7.

**Note**

When you use TAPS, it leads to the depletion of auto-registration range on the Cisco Unified Communications Manager. After update through TAPS, the auto-registered directory number (DN) of the phone becomes an unassigned DN. You should delete unassigned DNs using BAT periodically to free up the auto-registration range. For more information, refer to *Cisco Unified Communications Manager Administration Guide*.

**Example**

John’s Cisco Unified IP Phone model 7940 gets short-circuited during a lightning storm. He receives a new Cisco Unified IP Phone model 7940 and plugs it into the network. John can dial the TAPS directory number, and the new phone will download the configuration that was previously used for the damaged phone. TAPS automatically updates device information in Cisco Unified Communications Manager Administration.

**Additional Topics**

See the [“Related Topics”](#) section on page 64-10.

## Secured Directory Numbers

Because TAPS can replace a directory number, you can protect certain directory numbers from being overwritten. To protect important directory numbers, you can use the Secure TAPS option. See the [“Setting Secure Directory Numbers”](#) section on page 64-8 for more information.

**Example**

The directory number 5000 provides voice-messaging access for your system. You do not want a new user to mistakenly configure 5000 on the new phone. The Secure TAPS option allows you to specify that TAPS cannot access directory number “5000.”

**Additional Topics**

See the [“Related Topics”](#) section on page 64-10.

## Language Prompts for TAPS Users

You can configure user prompts for TAPS to play in several languages. Administrators can choose the languages to make available to users. See the [“Setting the User Locales for Tool for Auto-Registered Phones Support” section on page 65-1](#).

If you need to use language prompts other than English prompts, make sure that you installed the Cisco Unified Communications Manager Locale Installer on every Cisco Unified Communications Manager and Cisco CRS server in the cluster before you install, upgrade, or configure TAPS. 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 Unified Communications Manager Locale Installer, refer to the specific locale installer documentation.

### Additional Topics

See the [“Related Topics” section on page 64-10](#).

## Installing TAPS

This section provides information about installing, reinstalling, and uninstalling TAPS. TAPS interfaces with both Cisco Unified Communications Manager server and Cisco Customer Response Solution (CRS) 4.5 server. This installation procedure involves installing TAPS on the CRS server.

You cannot use Windows Terminal Services to install TAPS. You must install TAPS directly from the Cisco Unified Communications Manager first node server and the Cisco CRS server.

### Before You Begin

The following prerequisites apply to the TAPS installation for BAT Release 5.2(1):

- Make sure that the Cisco Unified Communications Manager first node database is configured and running.
- Have the IP address for the Cisco Unified Communications Manager first node server.
- Ensure the Cisco CRS server is configured. The Cisco CRS 4.5 application can reside on its own dedicated server.
- Be sure to use the locale installer to create the country-specific TAPS prompts.

To install TAPS on CRS application server, use the following procedure:

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Log on with administrator privileges to the system that is running the Cisco Unified Communications Manager first node database.                  |
| <b>Step 2</b> | Choose <b>Applications &gt; Plugins</b> . The Find and List Plugins window displays.  |
| <b>Step 3</b> | Find TAPS for Windows and click <b>Download</b> and save the plugin to your Windows server where the CRS application server is installed.         |
| <b>Step 4</b> | The Welcome window for the installation wizard opens. This installation program installs TAPS on the CRS applications server. Click <b>Next</b> . |

**Note**

When you are installing TAPS in a network with a dedicated CRS server, you must run the TAPS installation program again on the CRS server. Use CRS online help for assistance with installation and configuration.

- Step 5** Enter the CRS application server IP address in the IP Address field, and click **Next**.
- Step 6** The Installing TAPSonAppsServer window displays a progress bar that shows the status of the installation. Click **Next** to begin the installation.
- Step 7** The Installation Completed window displays when the installation ends. Click **Finish**.

**Additional Topics**

See the [“Related Topics” section on page 64-10](#).

## Configuring the TAPS Application in CRS Applications Server

You can review the Cisco CRS 4.5 application server documentation by browsing to Cisco Voice Applications and Tools at <http://www.cisco.com>. Refer to the *Cisco Customer Response Administration Guide* for instructions on how to configure an application.

**Additional Topics**

See the [“Related Topics” section on page 64-10](#).

## Uninstalling TAPS

The uninstall program removes the TAPS applications from the Cisco CRS server.

To uninstall TAPS by using the Add/Remove Programs in the Control Panel, use the following procedure.

**Procedure**

- Step 1** On the Cisco CRS server, choose **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 2** Choose TAPS and click the **Change/Remove** button. A message displays that confirms the uninstall operation.
- Step 3** To uninstall TAPS, click **Yes**; or **No** to cancel. If you clicked Yes, TAPS gets uninstalled from the Cisco CRS server.
- Step 4** To exit the uninstallation, click **OK**.

**Additional Topics**

See the [“Related Topics” section on page 64-10](#).

## Activating TAPS Service

You can activate and deactivate TAPS service by using Cisco Unified Communications Manager Serviceability after you access it by using the appropriate URL. Use the following procedure to activate the service.

### Procedure

- 
- Step 1** Access Cisco Unified Communications Manager Serviceability.
  - Step 2** Choose **Tools > Service Activation**.  
The Service Activation window displays.
  - Step 3** Choose the appropriate server from the drop-down list box. Click **Next**.
  - Step 4** Choose TAPS Service from Database and Admin Services of the Unified CM Services list and click **Save**.




---

**Note** If the service is already activated, the Activation Status will display as Activated.

---

- Step 5** The service gets activated, and the Activation Status column displays the status as Activated.
- 

## Starting/Stopping/Restarting TAPS

The TAPS service starts automatically after it is activated by using Cisco Unified Communications Manager Serviceability. This section describes the procedures to stop or restart the TAPS service.

### Procedure

- 
- Step 1** In Cisco Unified Communications Manager Serviceability, choose **Tools > Control Center - Feature Services**.  
The Control Center–Feature Services window displays.
  - Step 2** Choose the Cisco Unified Communications Manager server from the Servers drop-down list box.  
TAPS Service displays in list under Database and Admin Services column, in the Unified CM Services.




---

**Note** If TAPS was activated by using [“Activating TAPS Service” section on page 64-6](#), the Status displays as Activated.

---

- Step 3** Check the check box that corresponds to TAPS Service.
- Step 4** If you want to restart the TAPS service, click **Restart**.  
The service restarts, and the message, Service Successfully Restarted, displays.
- Step 5** If you want to stop the TAPS service, click **Stop**.  
The service stops, and the message, Service Successfully Stopped, displays.
- Step 6** If you want to start a stopped TAPS service, click **Start**.

The service starts, and the message, Service Successfully Started, displays.

## Setting TAPS Options

Administrators can choose how to use TAPS in their Cisco Unified Communications Manager system. These TAPS feature options provide more flexibility when allowing users to update phones or download phone profiles. TAPS options include:

- [Configuring Auto-Registration Options for TAPS, page 64-7](#)
- [Setting Secure Directory Numbers, page 64-8](#)
- [Setting the User Locales for Tool for Auto-Registered Phones Support, page 65-1](#)

## Configuring Auto-Registration Options for TAPS

The Configure TAPS option provides two ways to use TAPS to update phones that auto-register with the Cisco Unified Communications Manager database.

- For phones that are added by using BAT and have a dummy MAC address.
- For existing phones in Cisco Unified Communications Manager Administration

The default setting limits use of TAPS to phones that have a dummy MAC address with a device name that starts with the prefix “BAT.”

You can set the Configure TAPS option to allow any phone to auto-register in the Cisco Unified Communications Manager system, including phones that have a standard MAC address.



### Note

When you use TAPS, it leads to the depletion of auto-registration range on the Cisco Unified Communications Manager. After update through TAPS, the auto-registered directory number (DN) of the phone becomes an unassigned DN. You should delete unassigned DNs using BAT periodically to free up the auto-registration range. For more information, refer to *Cisco Unified Communications Manager Administration Guide*.

To set the Configure TAPS option, use this procedure.

### Procedure

- Step 1** In the Cisco Unified Communications Manager Administration window, choose **System > Service Parameters**. The Service Parameter Configuration window displays.
- Step 2** From the Server drop-down list, choose the appropriate server.
- Step 3** From the Service drop-down list, choose **TAPS Service**.
- Step 4** Choose one of these two options from the Parameter Value drop-down list box.
  - **Allow Auto-Registered phones to reset with a profile with a dummy MAC address.**  
TAPS updates auto-registered phones with a profile that have the dummy MAC address only.
  - **Allow Auto-Registered phones to reset with any profile.**

TAPS updates auto-registered phones with any profile.

- Step 5** Click **Save**. A status message indicates that the update is successful.
- Step 6** To return to the TAPS Options window, click **Back**.

#### Additional Topics

See the [“Related Topics” section on page 64-10](#).

## Setting Secure Directory Numbers

The Secure TAPS options let you specify directory numbers that TAPS cannot access. Use this capability when you want to protect directory numbers from being accidentally assigned to another phone.



#### Note

When you use TAPS, it leads to the depletion of auto-registration range on the Cisco Unified Communications Manager. After update through TAPS, the auto-registered directory number (DN) of the phone becomes an unassigned DN. You should delete unassigned DNs using BAT periodically to free up the auto-registration range. For more information, refer to *Cisco Unified Communications Manager Administration Guide*.

Use the following sections to find restricted directory numbers or to add restrict more directory numbers:

- [Finding Secure Directory Numbers, page 64-8](#)
- [Restricting Directory Numbers, page 64-9](#)
- [Lifting Restriction on a Directory Number, page 64-9](#)

## Finding Secure Directory Numbers

Use the following procedure to find and list the directory numbers that have been restricted.

#### Procedure

- Step 1** Choose **Bulk Administration > TAPS > Secure TAPS**. The Find and List Secure Directory Numbers window displays.
- Step 2** Click **Next**. The Secure Directory Numbers window displays.
- Step 3** Enter the appropriate search criteria and click **Search**. A list of restricted directory numbers displays.
- Step 4** To restrict more directory numbers, see the [“Restricting Directory Numbers” section on page 64-9](#). To lift restriction on a directory number, see the, [“Lifting Restriction on a Directory Number” section on page 64-9](#).

#### Additional Topics

See the [“Related Topics” section on page 64-10](#).

## Restricting Directory Numbers

To block TAPS from using directory numbers that you specify, use this procedure. TAPS cannot use any directory number that you include in the list of secured directory numbers.

### Procedure

- 
- Step 1** Choose **Bulk Administration > TAPS > Secure TAPS**. The Find and List Secure Directory Numbers window displays.
  - Step 2** Click **Add New**. The Secure Directory Numbers Configuration window displays.
  - Step 3** In the Directory Number field, enter the number(s) that you want to protect from TAPS. To enter multiple Directory Numbers, use one line for each Directory Number entry.
  - Step 4** Click **Save**.
  - Step 5** To return to Find and List Directory Numbers window, choose **Back to Find/List** from the Related links drop-down list box on the right, top corner of the window and click **Go**.

TAPS cannot use the directory numbers that are shown in this list. If a user tries to update a device profile by entering one of the directory numbers in this list, TAPS will refuse the request.

---

### Additional Topics

See the [“Related Topics” section on page 64-10](#).

## Lifting Restriction on a Directory Number

To remove a directory number from the list of directory numbers that TAPS cannot access, use this procedure.

### Procedure

- 
- Step 1** Choose **Bulk Administration > TAPS > Secure TAPS**. The Find and List Secure Directory Numbers window displays.
  - Step 2** To find the directory numbers you want to delete, see [“Finding Secure Directory Numbers” section on page 64-8](#).
  - Step 3** Choose the directory numbers that you want to remove from the secure directory number list and click **Delete**.



### Note

If two or more phones lines share an unrestricted directory number, and you are trying to update any of these phones, you will be prompted to enter the external phone mask of your phone.

---

### Additional Topics

See the [“Related Topics” section on page 64-10](#).

---

# Viewing TAPS Log Files

Use the following procedure to view TAPS log files.

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Bulk Administration &gt; TAPS &gt; View Taps Log File</b> . |
| <b>Step 2</b> | The View TAPS Log File window displays.                               |
| <b>Step 3</b> | Each row of the log file represents each TAPS transaction.            |
- 

## Additional Topics

See the [“Related Topics”](#) section on page 64-10.

## Related Topics

- [Introducing TAPS, page 64-1](#)
- [Installing TAPS, page 64-4](#)
- [Uninstalling TAPS, page 64-5](#)
- [Activating TAPS Service, page 64-6](#)
- [Starting/Stopping/Restarting TAPS, page 64-6](#)
- [Setting TAPS Options, page 64-7](#)
- [Setting Secure Directory Numbers, page 64-8](#)
- [Auto-registration Options for TAPS, page 64-2](#)
- [Viewing TAPS Log Files, page 64-10](#)
- [Setting the User Locales for Tool for Auto-Registered Phones Support, page 65-1](#)
- [Tool for Auto-Registered Phones Support Information for End Users, page 65-2](#)





## CHAPTER 65

# User Locales for Tool for Auto-Registered Phones Support

---

Administrators can specify the languages for TAPs voice prompts by using the User Locales for TAPS option. You can configure user prompts for TAPS in several languages. Make sure that the Cisco Unified Communications Manager Locale Installer is installed on every Cisco Unified Communications Manager and Cisco CRS 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 that are available for the phones. For more information on the Cisco Unified Communications Manager Locale Installer, refer to the specific locale installer documentation.



### Note

You have to select at least one user locale for TAPS to work.

---

## Setting the User Locales for Tool for Auto-Registered Phones Support

Use the following procedures to add or remove languages for TAPS prompts:

- [Adding Languages for Tool for Auto-Registered Phones Support Prompts, page 65-1](#)
- [Removing Languages for Tool for Auto-Registered Phones Support Prompts, page 65-2](#)

## Adding Languages for Tool for Auto-Registered Phones Support Prompts

To set the languages for TAPS prompts, use the following procedure.

### Procedure

---

- Step 1** In the Cisco Unified Communications Manager Administration window, choose **Bulk Administration > TAPS > User Locales for TAPS**. The User Locales Configuration window displays.
- Step 2** In the User Locales list box, which is the list of languages that are installed on Cisco Unified Communications Manager, choose the languages that you want to use for user prompts. Click the arrow to move the chosen language to the Selected User Locales list box.

You can choose as many languages as you need for user prompts and move them to the Selected User Locales list box.

- Step 3** After you have chosen the languages for user prompts, to create a job, click **Submit**.
- Step 4** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)
- 

#### Additional Topics

See the [“Related Topics” section on page 65-3.](#)

## Removing Languages for Tool for Auto-Registered Phones Support Prompts

To remove the languages for TAPS prompts, use the following procedure.

#### Procedure

- 
- Step 1** Choose **Bulk Administration > TAPS > User Locales for TAPS**. The Select User Locales window displays. The User Locales Configuration window displays.
- Step 2** In the Selected User Locales list box, which is the list of languages that is chosen for user prompts, choose the language that you want to remove.
- Step 3** Click the arrow to move the chosen language to the User Locales list box. You can choose one or many languages from user prompts and move them to the User Locales list box.
- Step 4** Click **Submit**. A status message indicates that the update is complete.
- Step 5** To return to the TAPS Options window, click **Back**.
- 

#### Additional Topics

See the [“Related Topics” section on page 65-3.](#)

## Tool for Auto-Registered Phones Support Information for End Users

To configure your new phone, use this procedure.

#### Procedure

- 
- Step 1** Plug the phone into a port. The phone automatically registers and displays a number.

**Note**

It takes around 20-25 seconds for downloading phone profile and making necessary updates in first node and directory.

- Step 2** Dial the CTI Route Point number provided by your system administrator and follow the prompts.
- Step 3** Dial the TAPS extension that your system administrator provided.
- Step 4** A voice prompts you to choose the language that you want to use. Choose appropriately.
- Step 5** Dial your personal extension number, that your system administrator provided, followed by #.

**Note**

You may be instructed to enter the complete telephone number (including area code).

- Step 6** To confirm, enter your personal extension number again, followed by #.  
You will receive confirmation prompt.
- Step 7** Hang up the phone.  
The phone resets and displays your extension number.

If you experience any problems, contact your system administrator.

**Additional Topics**

See the [“Related Topics” section on page 65-3](#).

## Related Topics

- [Setting the User Locales for Tool for Auto-Registered Phones Support, page 65-1](#)
- [Tool for Auto-Registered Phones Support Information for End Users, page 65-2](#)
- [Installing TAPS, page 64-4](#)
- [Uninstalling TAPS, page 64-5](#)
- [Activating TAPS Service, page 64-6](#)
- [Starting/Stopping/Restarting TAPS, page 64-6](#)
- [Setting TAPS Options, page 64-7](#)
- [Setting Secure Directory Numbers, page 64-8](#)





## **PART 16**

### **Scheduling Jobs**





# CHAPTER 66

## Scheduling Jobs

---

You can schedule bulk transactions and specify a time when they need to start these transactions.

All jobs that are submitted through the Bulk Administration menu in the Cisco Unified Communications Manager Administration, queue up on the Bulk Provisioning Service (BPS). Depending on the start time specified for a job, the transaction starts running. If no start time is mentioned, the transactions execute in the order that they are received.

The following topics provide information about activating BPS and scheduling jobs:

- [Activating Bulk Provisioning Service, page 66-1](#)
- [Starting/Stopping/Restarting BPS, page 66-2](#)
- [Deactivating BPS, page 66-2](#)
- [Finding a Job, page 66-3](#)
- [Scheduling Jobs, page 66-4](#)

## Activating Bulk Provisioning Service

Before submitting a job for execution BPS should be activated.

Use the following procedure to activate BPS.

### Procedure

---

- Step 1** From Cisco Unified Communications Manager Serviceability window, choose **Tools > Service Activation**.
- The Service Activation window displays.
- Step 2** From the Service drop-down list box, choose the server that is running Cisco Unified Communications Manager.
- Step 3** In the Database and Admin Services area, check the check box corresponding to Cisco Bulk Provisioning Service.



---

**Note** If the service is already activated, the Activation Status will display as Activated.

---

- Step 4** Click **Update**.

- Step 5** The window refreshes and the Activation Status corresponding to Bulk Provisioning Service displays **Activated**.



**Note** BPS starts automatically after it is activated. See the [“Starting/Stopping/Restarting BPS” section on page 66-2](#) to stop, start, or restart the service.



**Note** Every time that the service is started, BPS synchronizes with Cisco Unified Communications Manager database.

## Starting/Stopping/Restarting BPS

BPS starts automatically after it is activated by using Cisco Unified Communications Manager Serviceability. This section describes the procedures to stop or restart the BPS.

### Procedure

- Step 1** In Cisco Unified Communications Manager Serviceability, choose **Tools > Control Center - Feature Services**.

The Control Center–Feature Services window displays.

- Step 2** Choose the Cisco Unified Communications Manager server from the Servers drop-down list box. Cisco Bulk Provisioning Service displays in list under Service Name column, in the Database and Admin Services area.



**Note** If BPS was activated using [“Activating Bulk Provisioning Service” section on page 66-1](#), the Status displays as Activated.

- Step 3** Check the check box corresponding to BPS.

- Step 4** If you want to restart BPS, click **Restart**.

The service restarts, and the message, Service Successfully Restarted, displays.

- Step 5** If you want to stop BPS, click **Stop**.

The service stops, and the message, Service Successfully Stopped, displays.

- Step 6** If you want to start the stopped BPS, click **Start**.

The service starts, and the message, Service Successfully Started, displays.

## Deactivating BPS

You can deactivate BPS when you do not require it. This section describes the procedure to deactivate BPS service and log out of the tool.



### Procedure

- 
- Step 1** In Cisco Unified Communications Manager Serviceability, choose **Tools > Service Activation**.  
The Service Activation window displays.
- Step 2** Choose the Cisco Unified Communications Manager server from the Servers drop-down list box.  
Cisco Bulk Provisioning Service displays in the list under Service Name column, in the Database and Admin Services area.
- Step 3** Uncheck the check box corresponding to the Cisco Bulk Provisioning Service and click **Update**.  
The service deactivates, and the Status column displays the status as Deactivated.
- 

## Finding a Job

Use the following procedure to find jobs that are already submitted to BPS through the Bulk Administration menu on Cisco Unified Communications Manager Administration.

### Procedure

- 
- Step 1** Choose **Bulk Administration > Job Scheduler**. The Find and List Job window displays.
- Step 2** From the first Find Job where drop-down list box, choose one of the following options.
- User
  - Status
  - Job ID
  - Description
  - Scheduled Date Time
- Step 3** From the second Find Job where drop-down list box, choose one of the following options.
- begins with
  - contains
  - is exactly
  - ends with
  - is empty
  - is not empty
- Step 4** From the third drop-down list box, choose **Show** to display completed jobs.
- Step 5** Specify the appropriate search text, if applicable.




---

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

---

- Step 6** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat steps 2 through 5.
- Step 7** Click **Find**.

A list of discovered jobs displays by:

- Job Id
- Scheduled Date Time
- Submit Date Time
- Sequence
- Description
- Status
- Last User



**Note** The Status displays Hold if Run Later radio button was selected while scheduling the job. The Status displays Pending if Run Immediately radio button was selected. The Status displays Completed for completed jobs and it displays Incomplete for jobs that had an error and could not be completed.

**Step 8** Click the Job ID for the job in process or on hold, that you want to schedule and/or activate. The job Configuration window displays.

#### Additional Topics

See the [“Related Topics” section on page 66-6](#)

## Scheduling Jobs

Use the following procedure to schedule submitted jobs.

#### Procedure

- Step 1** Find the job you want to schedule using the [“Finding a Job” section on page 66-3](#).
- Step 2** In the Job Configuration window, enter the settings for scheduling and activating the job as described in [Table 66-1](#).

**Table 66-1** Job Configuration Settings

Field	Description
Job Id	Displays the job ID that is created when the job is submitted.
Job Status	Displays the status of the job from one of the following options: <ul style="list-style-type: none"><li>• Hold</li><li>• Pending</li><li>• Completed</li><li>• Incomplete</li></ul>

**Table 66-1**      **Job Configuration Settings**

Field	Description
Scheduled Date Time	Choose the month, date, year from the drop-down list boxes. Enter the time when you want the job to be scheduled.
Submit Date Time	Displays the date and time when the job was submitted.
Sequence	Choose from the drop-down list box, the sequence in which the job should be run. You can choose a number between 1 and 20.  <b>Note</b> If the scheduled date and time is same for two or more jobs, then the jobs are queued in BPS according the sequence number. If the scheduled date and time, and Sequence is same, then the jobs are queued depending on the submitted date and time.
Job Description	Displays the description you entered when the job was created.
Frequency	Choose from the following options, the frequency of the transaction: <ul style="list-style-type: none"> <li>• Once</li> <li>• Monthly</li> <li>• Weekly</li> <li>• Daily</li> <li>• Hourly</li> </ul> For example, if you choose Daily, the transaction will be repeated daily at the time entered in the Schedule Time and Date field.
Job End Time	Displays the end time for recurring (frequency) job.
last Modified By	Displays the user ID of the administrator who last modified this job.

**Step 3** Click **Activate job** to activate the job at the scheduled time or click **Save** to save the configuration settings to activate the job at a later time.

The Find and List Jobs window displays.



**Note** If a Job is saved, but not activated then status of the job will be displayed as Hold. These jobs will not be processed by BPS unless they are activated.

**Step 4** Click the job ID for the job you have activated. In the Job Configuration window, the following information displays in the Job Results area, for all jobs that are complete, incomplete, stop requested, or processing.

- Job Launched Date
- Job Result Status
- Number of records Processed
- Number of Records Failed
- Total Number of Records
- Log File Name



---

**Note** Click on the link in the Log File Name column to view the log file for this transaction.

---

**Step 5** To go back to the list of jobs, choose Back to Find/List from the Related Links drop-down list box and click **Go**.

---

## Related Topics

- [Activating Bulk Provisioning Service, page 66-1](#)
- [Starting/Stopping/Restarting BPS, page 66-2](#)
- [Deactivating BPS, page 66-2](#)
- [Finding a Job, page 66-3](#)
- [Scheduling Jobs, page 66-4](#)



## **PART 17**

### **Troubleshooting BAT and TAPS**





## CHAPTER 66

# Troubleshooting BAT and TAPS

---

For information about problems and messages that you might encounter when you are using Cisco Unified Communications Manager Bulk Administration (BAT) or Tool for Auto-Registered Phones Support, use the following topics.

- [BAT Log Files, page 66-3](#)
- [Viewing Trace Configuration Files, page 66-1](#)
- [Troubleshooting BAT, page 66-3](#)
- [Troubleshooting BAT and TAPS, page 66-7](#)
- [Tool for Auto-Registered Phones Support Error Messages, page 66-7](#)

## Viewing Trace Configuration Files

Trace files provide a means of tracking problems in the functioning of a tool. The system writes trace files for BAT and TAPS to the server on which BAT and TAPS are installed. You can choose to enable or disable the writing of trace files feature from the Service Control window in Cisco Unified Communications Manager Serviceability.

This section describes the procedure to enable and disable the writing of trace files.

Use the following procedure to enable the feature.

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In Cisco Unified Communications Manager Serviceability, choose <b>Trace &gt; Trace Configuration</b> . The Trace Configuration window displays.   |
| <b>Step 2</b> | Choose the Cisco Unified Communications Manager server, from the Server drop-down list box.   |
| <b>Step 3</b> | Choose one of the following services from the Configured Services drop-down list box. <ul style="list-style-type: none"><li>• For BAT trace file settings, choose Cisco Bulk Provisioning Service</li><li>• For TAPS trace file settings, choose TAPS Service</li></ul> |
| <b>Step 4</b> | To activate the trace feature, click the Trace On check box.  |
| <b>Step 5</b> | In the Trace Filter Settings, choose the trace level that you want to set from the Debug Trace Level drop-down list box. Click the desired debug trace level as described in <a href="#">Table 66-1</a> .   |

**Table 66-1**      **Debug Trace Levels**

Level	Description
Fatal	Traces very severe error events that may cause the application to abort.
Error	Traces alarm conditions and events. Used for all traces that are generated in abnormal path. Uses minimum number of CPU cycles.
Warn	Traces potentially harmful situations.
Info	Traces the majority of servlet problems and has a minimal effect on system performance.
Debug	Traces all State Transition conditions plus media layer events that occur during normal operation. Trace level that turns on all logging.

**Step 6** Check the check boxes for Cisco Bulk Provisioning Service Trace Fields and Device Name Based Trace Monitoring, as needed.

**Step 7** In the Trace Output Settings, enter values for the maximum number of files, maximum number of lines per file, and maximum number of minutes per file.

**Step 8** Click **Update**.

The system enables the feature, and the trace files get written to the following locations on the server:

- BAT trace files: /var/log/active/cm/trace/bps/log4j
- TAPS trace files: /var/log/active/cm/trace/taps/log4j

The BAT trace file displays in the following format:

bps<index number>.log

The TAPS trace file displays in the following format

taps<index number>.log

where <index number> ranges from 1- 250.

After you have configured information that you want to include in the trace files, you can collect and view trace files by using the trace and log central option in the Real-Time Monitoring Tool (RTMT). For more information, refer to *Cisco Unified Communications Manager Serviceability System Guide*.

Use the following procedure to disable the writing trace files feature.

#### Procedure

**Step 1** In Cisco Unified Communications Manager Serviceability, choose **Trace > Trace Configuration**.

The Trace Configuration window displays.

**Step 2** Choose the Cisco Unified Communications Manager server from the Server drop-down list box.

**Step 3** Choose Cisco Bulk Provisioning Service from the Configured Services drop-down list box.

**Step 4** To deactivate the trace feature, uncheck the Trace On check box.



**Step 5** Click **Update**.

This action means that the feature is disabled.

---

## BAT Log Files

BAT generates log files for each bulk transaction. The log file shows the key value of a record, so the administrator may reexamine the record. The MAC address of the phone serves as the key value when you are adding, updating, or modifying phones. When users are added, the User ID serves as the key value. To view the log files for each job that is created in BAT, find the appropriate job, by using [“Finding a Job” section on page 66-3](#), and click on the link in the Log File Name column. A pop-up window displays the log file details of that job.

The log file names designate the operation that was performed and the time that the operation ended.

- **Log File Names**—File name shows the Job ID, which is a unique identifier that the system creates when a job is submitted.
- **TimeStamp**—The timestamp format that is included in the log file name specifies *mmddyyyyhhmmss*.
- The log file name is of the format `jobid#timestamp.txt`

**Additional Topics**

See the [“Related Topics” section on page 66-8](#).

## Troubleshooting BAT

The following list describes some scenarios that could occur and provides possible resolutions.

**Symptom** Bulk Administration menu does not display in Cisco Unified Communications Manager Administration.

**Explanation** Bulk Administration menu is accessible only from first node of Cisco Unified Communications Manager.

**Recommended Action** Make sure that you are logged into first node of Cisco Unified Communications Manager.

**Symptom** Cannot access complete Bulk Administration functionality.

**Explanation** After logging into Cisco Unified Communications Manager Administration, all the Bulk Administration windows are not accessible.

**Recommended Action** This problem may arise due to restricted access to the application given to the User ID. Contact the System Administrator to be granted required permissions

**Symptom** Export to BAT Format button does not work in BAT.xlt file.

**Explanation** Clicking the **Export to BAT Format** button in the BAT.xlt file does not seem to do anything.

**Recommended Action** Click a blank cell. The button can seem to be disabled if the cursor is on the text in a cell or in the text box.

**Symptom** BAT Excel spreadsheet gives a compilation error while exporting data to the CSV format.

**Explanation** Check the version of Microsoft Excel that you are using. Customers have reported problems with BAT.xlt when they were using Excel 97.

**Recommended Action** Use Microsoft Excel 2000 version or higher.

**Symptom** BAT Excel spreadsheet does not respond to actions.

**Explanation** .BAT Excel spreadsheet does not respond to actions like Add More Lines and so on.

**Recommended Action** .Ensure that Enable Macros option is selected while opening BAT Excel spreadsheet.To enable macros in BAT.xlt use the following steps:

- a. Open BAT.xlt.
- b. Go to **Menu >Tools >Macro > Security**.
- c. Set the Security Level to Medium.
- d. Close BAT.xlt and open it again. When prompted, choose Enable Macros.

**Symptom** Data files (CSV) format do not match Phone Template/Sample File.

**Explanation** The number of lines in the data file should be less than or equal to the number of lines that are configured in the BAT phone template, but is not. For example, the phone template has three lines, and, of these, Lines 1, 2, and 3 are configured. You should use a phone data file with up to three configured lines. 1111, 2222, 4444 results in Line1-1111, Line2-2222, Line3-none, Line4-4444.

**Recommended Action** Check the BAT phone template that you intend to use. The number of lines that are specified on the CSV data file should not exceed the number of lines that are configured in the BAT phone template. Also, the number of speed dials that the CSV data file specifies should not exceed the maximum possible number of speed dials for the BAT phone template that you plan to use.

**Symptom** Uploaded CSV file does not display in the File Name drop-down list box.

**Explanation** The CSV file that you uploaded to Cisco Unified Communications Manager Server using File Upload Configuration window, does not display in the File Name drop-down list box field for various operations. For example, if you uploaded a CSV file for inserting phones using Uploading/Downloading menu option in Bulk Administration menu, but the file does not appear as one of the options in the Insert Phone Configuration window File Name drop-down list box.

**Recommended Action** Check and make sure that the file is uploaded for the right function. In the preceding example, the you might have uploaded the file for Phones - Insert All details, where as the CSV file actually belongs to Phones -Insert Specific details.  
Delete the file through Upload/Download Files menu option and upload it for the right function.

**Symptom** Jobs remain in Pending state even after the scheduled time expires.

**Explanation** You schedule jobs with a specific scheduled time for execution. But, the jobs remain in Pending state, even after the scheduled time.

**Recommended Action** Check for the following details:

- a. Check that Cisco Bulk Provisioning Service (BPS) is started.
- b. Check that there is no other job in Processing state. BPS can process only one job at a time.
- c. Check if Stop Processing is requested for BPS transactions. If so, go to Job Scheduler window and click **Start Processing**.

**Symptom** Jobs remain in Hold state.

**Explanation** After you submit jobs with all the required data, the jobs show in Hold state on the job scheduler window. These jobs do not get executed.

**Recommended Action** You need to activate jobs that are in Hold state, before they can be executed by BPS. Go to Job Scheduler window and follow the process to activate the job.

**Symptom** Job does not display in the Find and List Jobs window.

**Explanation** After you submit a job with all the required data, choose **Bulk Administration > Job Scheduler**. Enter the appropriate search criteria for the job you scheduled and click **Find**. The job does not display in the search results. Check if Hide is chosen in the third drop-down list box in the Search Options area of the Find and List Jobs window. This option hides all the completed jobs. If the job you submitted is already complete then it will not be displayed in the Search Results area.

**Recommended Action** In the Find and List jobs window, choose Show from the third drop-down window and click **Find** again. The search results now display completed jobs also.

**Symptom** Port number not configured in the template.

**Explanation** The CSV file specified the port number, but no corresponding ports are configured in the BAT template.

**Recommended Action** In the BAT template, configure the ports that you have specified in the CSV file.

**Symptom** MAC address values are not allowed in the file if dummy MAC address values are desired.

**Explanation** The CSV file contains MAC addresses. You cannot provide dummy MAC addresses when MAC addresses are present in any row in the CSV file.

**Recommended Action** If you want to use dummy MAC addresses, create a new CSV file that contains only those records for which you have not specified MAC addresses. Alternatively, you can specify MAC addresses in the CSV file and not check the Create Dummy MAC Address check box.

**Symptom** The BAT.xlt spreadsheet does not work with Microsoft Excel XP (Office XP)

**Explanation** In Microsoft Excel packaged with Office XP, macro security is set to high by default. Due to this setting, macros in BAT.xlt cannot run which renders BAT.xlt unusable.

**Recommended Action** To enable macros in BAT.xlt use the following steps:

- a. Open BAT.xlt.
- b. Go to **Menu >Tools >Macro > Security**.
- c. Set the Security Level to Medium.
- d. Close BAT.xlt and open it again. When prompted, choose Enable Macros.

**Symptom** After the request to migrate an SCCP phone to SIP through the Migrate Phones - SCCP TO SIP window is submitted, Cisco Unified IP Phones model 7940 and 7960 continue to show up as SCCP phones.

**Recommended Action** To solve this problem, power cycle (power off and on) individual phones after migration.



**Note** For Cisco Unified IP phones (models 7905, 7911, 7912, 7941, 7961, 7970, and 7971), the migration activity works correctly, and the phones register as SIP after migration.

## Troubleshooting BAT Performance

Keep in mind that it is best to send bulk transactions during low-traffic periods. When you insert BAT files to the first node database during the time when Cisco Unified Communications Manager is processing a high volume of calls, the BAT transactions can be slow. In fact, you can adversely affect how Cisco Unified Communications Manager processes calls.

You can improve BAT performance by restricting the file size of the file to less than 12000 records per file.

You can also improve BAT performance by stopping the TFTP service before you insert the BAT files to the first node database. You must restart the TFTP service when the insert transaction complete.

Use the following procedure to stop the TFTP service on the Cisco Unified Communications Manager first node server.

#### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In Cisco Unified Communications Manager Serviceability window, choose <b>Tools &gt; Control Center - Feature Services</b> . |
| <b>Step 2</b> | Choose Cisco TFTP from the Unified CMService list by clicking the corresponding radio button.                               |
| <b>Step 3</b> | Click <b>Stop</b> and click <b>OK</b> .   |
- 



#### Note

You must restart the TFTP service when the insert transaction is complete. Use the same procedure and click **Start** to restart the service.

---

#### Additional Topics

See the [“Related Topics” section on page 66-8](#).

## Troubleshooting BAT and TAPS

When you install TAPS, you must install the application on the Cisco Unified Communications Manager CRS server console. If you attempt to use Windows Terminal Services to install TAPS, you receive a message that indicates that TAPS installation is not supported over Terminal Services.

As a general rule, Cisco recommends that you stop TAPS service when TAPS is not in use. You can prevent undesired TAPS usage by stopping the service, and you can save some CPU time.

#### Additional Topics

See the [“Related Topics” section on page 66-8](#).

## Viewing Tool for Auto-Registered Phones Support Log Files

TAPS generates a row of information for each

To view TAPS log file, choose **Bulk Administration > TAPS > View TAPS Log File**.

## Tool for Auto-Registered Phones Support Error Messages

You may receive the following messages while running TAPS on the Cisco CRS server.

**Symptom** When dialing the TAPS route point number, the caller receives a busy tone.

**Explanation** The busy tone indicates that the maximum number of simultaneous sessions for TAPS has been reached. The maximum number of sessions for TAPS equals the number of ports that are assigned to the TAPS application in CRS configuration.

**Recommended Action** You must increase the number of ports that are assigned to TAPS in CRS configuration to prevent this situation.

**Symptom** When the Cisco CRS server starts, the JTAPI subsystem shows partial service or out of service

**Explanation** Message occurs because of configuration problems in the Cisco Unified Communications Manager or the Cisco CRS server.

**Recommended Action** Perform one or all of the following steps until the problem has been corrected:

- Verify that Cisco Unified Communications Manager is started.
- Make sure that JTAPI is installed on the Cisco CRS server.
- Make sure that the JTAPI version on the CRS server is the same as the JTAPI version that is installed on Cisco Unified Communications Manager. If the version is not the same, install the JTAPI client from the Cisco Unified Communications Manager plug-ins window on the CRS server.
- Verify that the CRS engine configuration has a valid application engine host name. You can use the IP address to eliminate name resolution issues.
- Make sure that the Route Points and CTI ports are properly configured on the Cisco Unified Communications Manager.
- Verify that the Allow control of device from CTI check box is checked for the JTAPI user; you can verify that this in the user window in Cisco Unified Communications Manager Administration.
- Verify that the CTI Manager service is started.
- Verify that the ports and the route point are associated to the user in the Cisco Unified Communications Manager user configuration.

For further troubleshooting, collect and review MIVR log files for Cisco CRS server. You can find these files on the CRS server in the following folder: C:\program files\wfavvid\log\.

#### Additional Topics

See the [“Related Topics”](#) section on page 66-8.

## Related Topics

- [BAT Log Files, page 66-3](#)
- [Viewing Trace Configuration Files, page 66-1](#)
- [Troubleshooting BAT, page 66-3](#)
- [Troubleshooting BAT Performance, page 66-6](#)
- [Troubleshooting BAT and TAPS, page 66-7](#)



## **PART 18**

### **Appendix**







# APPENDIX **A**

## Text-Based CSV Files

---

Cisco Unified Communications Manager Bulk Administration (BAT) uses data that is entered in a comma separated values (CSV) file format to provide information for insert transactions to the Cisco Unified Communications Manager database on the first node server. By using the CSV data format, you can build a textual file that contains data records in a tabular format.

You can create a CSV data file by using a text editor, such as Microsoft Notepad. You must use a separate line to enter data for each record. Separate each data field with a comma and include comma separators for blank fields. Enter data on every line in the data file because an error occurs during the insert transaction if you enter a blank line in a CSV file.

When you insert the data records to the Cisco Unified Communications Manager database, BAT accesses a set of designated folders that reside on the server that is running the first node database. For BAT to access the appropriate CSV data file for the transaction, you must upload the CSV data file to the first node database server of Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).

The following topics provide information and file formats for the following text-based CSV files:

- [Creating a Text-Based CSV File for Phones, page A-1](#)
- [Creating a Text-Based CSV File for Users, page A-6](#)
- [Creating a Text-Based CSV File for User Device Profile, page A-9](#)
- [Creating a Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations, page A-12](#)
- [Creating a Text-Based CSV File for Cisco VG200 Gateways, page A-13](#)
- [Creating a Text-Based CSV File for Cisco VG224 Gateways, page A-15](#)
- [Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports, page A-16](#)
- [Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, page A-18](#)
- [Creating a Text-Based CSV File for Call Pickup Groups, page A-20](#)
- [Creating a Text-Based CSV File for Remote Destination Profile, page A-22](#)
- [Creating a Text-Based CSV File for Time of Day Access, page A-23](#)

## Creating a Text-Based CSV File for Phones

Instead of using the BAT spreadsheet for data input when you are adding phones, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

Use the following procedure to create a CSV text file for phones, IP telephony devices, and user combinations.

#### Procedure

- 
- Step 1** Open a text editor (such as Microsoft Notepad) or any application that allows you to export or create a CSV file.
- Step 2** Use a separate line to enter the values for each phone, IP telephony device, or user combination that you want to add to Cisco Unified Communications Manager. You must create separate CSV files for each type of device. Keep in mind the following rules when you create the CSV data file.
- Always include comma separators, even if a field is blank.
  - Specify the user ID if the phone is to be associated to a user.
  - Directory Number fields are optional only when you are creating the CSV file for use with a BAT template that has no lines. If lines are configured on the BAT phone template, you must supply directory numbers in the CSV file for each device.
  - An error occurs when you insert a CSV file with blank lines.
- See the [“Phone CSV Data File Formats” section on page A-2](#) for information about the CSV data file formats that you must use for different phone types.
- Step 3** Upload the CSV file to the first node of Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).
- 

For information about CSV file formats for other phone types, see these topics:

- [Phone CSV Data File Formats, page A-2](#)
- [Export File Fields for All Phone Details Option, page A-4](#)
- [Phone CSV File Examples, page A-5](#)

## Phone CSV Data File Formats

Different types of phones require specific data formats. Keep in mind that fields that are labeled as optional in the phone file format become mandatory fields when certain conditions are met.

The following topics provide the formats and samples for these phone types:

- [Phones With Users Combinations File Format, page A-2](#)
- [CTI Ports/H.323 Clients File Format, page A-3](#)
- [CTI Ports-Users and H.323 Client-Users Combinations File Format, page A-3](#)

## Phones With Users Combinations File Format

The following sample shows the field length and whether the field is optional or mandatory for a text-based CSV file for phones and the fixed user format.

**First Name**(Mandatory, 1 to 50 characters), **Last Name**(Mandatory, 1 to 50 characters), **User ID**(Mandatory, 1 to 30 characters), **Password**(Optional, up to 20 characters), **Manager User ID**(Optional, up to 30 characters, must use the ID that exists in global directory), **Department**(Optional, up to 50 characters), **PIN**(Optional up to 20 numerals), **Default Profile**(Optional, up to 50

characters), **User Locale** (Optional, up to 50 characters), **Telephone Number** (Optional, up to 20 numerals), **Primary Extension** (Optional, up to 50 numerals), **Associated PC** (Optional, up to 50 characters), **ICD Extension** (Optional, up to 50 numerals), **Mail ID** (Optional, up to 30 characters), **Presence Group** (Optional, up to 50 characters), **Subscribe Calling Search Space** (Optional, up to 50 characters), **MAC Address** (Mandatory, up to 12 characters), **Description** (Optional, up to 50 characters), **Location** (Optional, up to 50 characters), **Directory Number** (Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters), **Line Text Label** (Optional, up to 30 characters), **Forward Busy External** (Optional, up to 50 numerals and special characters), **Forward No Answer External** (Optional, up to 50 numerals and special characters), **Forward No Coverage External** (Optional, up to 50 numerals and special characters), **Forward Busy Internal** (Optional, up to 50 numerals and special characters), **Forward No Answer Internal** (Optional, up to 50 numerals and special characters), **Forward No Coverage Internal** (Optional, up to 50 numerals and special characters), **Call Pickup Group** (Optional, up to 50/50 characters), **Speed Dial** (Optional, up to 50 numerals and special characters), **Speed Dial Label** (Optional, up to 30 characters)

### Sample

```
John,Smith,johns,abcde,Daviss,12,12345,johnProfile,English United
States,1,1231123245AB,Dallas,9725557154,9725557154,Mike,9725557172,9725557196,9725557112,9
725557127,9725557158,9725557189,9725557121/TollByPass,1230000000,Helpdesk
```

## CTI Ports/H.323 Clients File Format

The following sample shows the field length and whether the field is optional or mandatory for a text-based CSV file for CTI ports and H.323 clients format.

**Device Name** (Mandatory, up to 15 characters for CTI ports and up to 50 characters for H.323 Clients), **Description** (Optional, up to 50 characters), **Location** (Optional, up to 50 characters), **User ID** (Optional, 1 to 30 characters), **Directory Number** (Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters), **Line Text Label** (Optional, up to 30 characters), **Forward Busy External** (Optional, up to 50 numerals and special characters), **Forward No Answer External** (Optional, up to 50 numerals and special characters), **Forward No Coverage External** (Optional, up to 50 numerals and special characters), **Forward Busy Internal** (Optional, up to 50 numerals and special characters), **Forward No Answer Internal** (Optional, up to 50 numerals and special characters), **Forward No Coverage Internal** (Optional, up to 50 numerals and special characters), **Call Pickup Group** (Optional, up to 50/50 characters)

### Sample

```
TAPS Port 1,CTI TAPS Port 1,Dallas,johns,9728437154,9728437154,
Mike,9728437172,9728437196,9728437127,9728437154,9728437178,
9728437189,9728437121/TollByPass,1230000000,Helpdesk
```

## CTI Ports-Users and H.323 Client-Users Combinations File Format

The following sample shows the field length and whether the field is optional or mandatory for a text-based CSV file for CTI ports with users and H.323 clients with users format.

**First Name** (Mandatory, 1 to 50 characters), **Last Name** (Mandatory, 1 to 50 characters), **User ID** (Mandatory, up to 30 characters), **UserID** (Mandatory, 1 to 30 characters), **Password** (Optional, up to 20 characters), **Manager User ID** (Optional, up to 30 characters, must use existing ID in global directory), **Department** (Optional, up to 50 characters), **PIN** (Optional, up to 20 numerals), **Default Profile** (Optional, up to 50 characters), **User Locale** (Optional, up to 50 characters), **Telephone Number** (Optional, up to 20 numerals), **Primary Extension** (Optional, up to 50 numerals), **Associated PC** (Optional, up to 50 characters), **ICD Extension** (Optional, up to 50 numerals), **Mail ID** (Optional, up to 30 characters)

characters), **Presence Group** (Optional, up to 50 characters), **Subscribe Calling Search Space** (Optional, up to 50 characters), **Device Name** (Mandatory, up to 15 characters for CTI ports-users combination and up to 50 characters for H.323client-users combinations), **Description** (Optional, up to 50 characters), **Location** (Optional, up to 50 characters), **Directory Number** (Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters), **Line Text Label** (Optional, up to 30 characters), **Forward Busy External** (Optional, up to 50 numerals and special characters), **Forward No Answer External** (Optional, up to 50 numerals and special characters), **Forward No Coverage External** (Optional, up to 50 numerals and special characters), **Forward Busy Internal** (Optional, up to 50 numerals and special characters), **Forward No Answer Internal** (Optional, up to 50 numerals and special characters), **Forward No Coverage Internal** (Optional, up to 50 numerals and special characters), **Call Pickup Group** (Optional, up to 50 characters)

### Sample

```
John,Smith,johns,abcde,Daviss,12,12345,johnProfile,English United States,1,TAPS Port 1,CTI
TAPS Port
1,9725557154,9725557154,Mike,9725557172,9725557196,9725557112,9725557127,9725557158,972555
7189,9725557121/TollByPass,1230000000,Helpdesk
```



#### Note

If you use a comma or double quotes as part of the value in one of the fields, you must enclose the entire text value with double quotation marks to designate it as a single value.

For example, if you entered John, Bill as a text value, then you must enter the value as “John,Bill”.

If you entered a double quote in a value, then you must replace the double quote with two consecutive double quotes and enclose the value with double quotes. For example you must enter John “Chief as “John”“Chief”.

### Additional Topics

See the [“Related Topics”](#) section on page A-23.

## Export File Fields for All Phone Details Option

When you are using the export utility to generate a file that containing all the details for the phone records, the export file has the following format.



#### Caution

Cisco does not recommend editing the file that is generated with the export utility. The system dynamically generates fields, such as Logout time and Login time, that must not be edited at all. You must ensure that the login user ID and Product Specific XML fields are accurate for them to work properly, and you must not edit them. Use BAT to update the product specific configurations.

```
Device Name,Description,Device Pool,Phone Template,CSS,AAR CSS,Location,Extension
Mobility,Network Locale,Media Resource Group List,User Hold Audio Source,Network Hold Audio
Source,Device User Locale,Signal Packet Capture Mode,Packet Capture Duration,Built in
Bridge,Privacy,Retry Video Call as Audio,Ignore Presentation Indicators,Softkey Template,Module
1,Module 2,Phone Load Name,Module 1 Load Name,Module 2 Load
Name,Information,Directory,Messages,Services,Authentication Server,Proxy Server,Idle,Idle
Timer,MLPP Indication,MLPP Preemption,MLPP Domain,Device Type,User ID,Common
Profile,Owner User ID,Allow CTI Control Flag,Device Presence Group,Security Profile,Device
Subscribe CSS,Unattended Port,Require DTMF Reception,RFC2833 Disabled,Certificate
Operation,Authentication String,Certification Operation Completion Time,Device Protocol,Secure
```

Shell User,Secure Shell Password,XML,Dial Rules,CSS Reroute,CSS Refer,DTMF Signalling,Default DTMF Capability,SIP Profile,SIPCodec\_MTPPPreferredOrigCodec,Logout Profile,MTP Required,Digest User

Directory Number,Partition,Voice Mail Profile,Line CSS,AAR Group,Line User Hold Audio Source,Line Network Hold Audio Source ,Auto Answer,Forward All Voice Mail,Forward All Destination,Forward All CSS,Forward Busy Internal Voice Mail,Forward Busy Internal Destination,Forward Busy Internal CSS,Forward Busy External Voice Mail,Forward Busy External Destination,Forward Busy External CSS,Forward No Answer Internal Voice Mail,Forward No Answer Internal Destination,Forward No Answer Internal CSS,Forward No Answer External Voice Mail,Forward No Answer External Destination,Forward No Answer External CSS,Forward No Coverage Internal Voice Mail,Forward No Coverage Internal Destination,Forward No Coverage Internal CSS,Forward No Coverage External Voice Mail,Forward No Coverage External Destination,Forward No Coverage External CSS,Forward No Answer Ring Duration,Call Pickup Group,MLPP Target,MLPP CSS,MLPP No Answer Ring Duration,Line Text Label,External Phone Number Mask,Maximum Number of Calls,Busy Trigger,Message Waiting Lamp Policy,Ring setting (Phone Idle),Ring Setting (Phone Active),Caller Name,Caller Number,Redirected Number,Dialed Number,Line Description,Alerting Name,Alerting Name ASCII,Line Presence Group,Secondary CSS for Forward All,Forward on CTI Failure Voice Mail,Forward on CTI Failure Destination,Forward on CTI Failure CSS,Display,ASCII Display

Speed Dial Number,Speed Dial Label,Speed Dial Label ASCII,Service Name,Subscribed Service Name,Subscribed Service Name ASCII,Parameter Name,Parameter Value,Busy Lamp Field Destination,Busy Lamp Field Directory Number,Busy Lamp Field Label,Busy Lamp Field Label ASCII

#### Additional Topics

See the [“Related Topics” section on page A-23](#).

## Phone CSV File Examples

The following list provides examples of commonly used phone CSV data files:

#### Using a Template Attribute-Forward Busy Destination

If Forward Busy Destination is 3001 on a phone template, all records in a CSV file that have no value for Forward Busy Destination use 3001.

```
1231123245AB,SEP1231123245AB,Dallas,johns,9728437154,9728437154,Mike,,9728437196,9728437127,9728437154,9728437178,9728437189,9728437121/TollByPass,1230000000,Helpdesk
```

#### No Phone Description Entry

If the description for a phone is blank, use this format:

```
1231123245AB,,Dallas,johns,9728437154,9728437154,Mike,9728437172,9728437196,9728437127,9728437154,9728437178,9728437189,9728437121/TollByPass,1230000000,Helpdesk
```

#### No Active Line or Location Entry

If no active line is required and the location is also blank, use this format:

```
1231123245AB,SEP1231123245AB,,,1230000000,HelpDesk
```

#### Two Active Lines

If two active lines are required, use this format:

```
1231123245AB,SEP1231123245AB,Dallas,johns,9725557154,9725557154,Mike,9725557172,9725557196
,9728437127,9728437154,9728437178,9728437189,9725557121/TollByPass,9725557155,9725557155,K
elvin,9725557133,9725557196,9728437112,9728437145,9728437187,9728437198,9725557112/TollByP
ass,1230000000,Helpdesk
```

**Note**

For the MAC Address, enter MAC address values or check the option for creating dummy MAC addresses.

**Mandatory Phone Entries**

If one line is required and you want to include only the required values and none of the optional values, use this format:

```
1231123245AB,,,9725557154,,,,,
```

**Using Dummy MAC Address Option**

If the option is checked for a dummy MAC address and you want one line, use this format:

```
,Dallas,9725557154,9725557154,Mike,9725557172,9725557196,9728437127,9728437154,9728437178,
9728437189,9725557121/TollByPass,johns,1230000000,Helpdesk
```

**Additional Topics**

See the [“Related Topics” section on page A-23](#).

## Creating a Text-Based CSV File for Users

Instead of using the BAT spreadsheet for data input when you are adding users, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

Use this procedure to create a CSV text file for users.

**Procedure**

- Step 1** Open a text editor (such as Microsoft Notepad) or any application that allows you to export or create a CSV file.
- Step 2** Using a separate line for each user, enter the values for each user that you want to add to Cisco Unified Communications Manager. See [Users File Format, page A-7](#), for detailed information about the formatting that you must use in the text-based CSV file.

You can associate any number of existing devices to a new user by entering the device name of all the devices separated by a comma at the end of the record.

You can associate a directory number to a user, even if that user does not control any device.

**Note**

An error occurs if any blank lines exist in the CSV file.

- Step 3** Upload the file to first node of the Cisco Unified Communications Manager. See [“Downloading a File” section on page 2-2](#).

**Related Topics**

See the [“Related Topics” section on page A-23](#).

# Users File Format



Tip

You must specify PIN and Password values, either on the CSV file or when using BAT for file insertion. If you want to apply individual PINs or passwords for each user or group of users, specify the PIN and password information in the CSV file. If you want to use a default PIN and password that all users can use, do not specify PIN or password values in the CSV file and instead provide this information when you use BAT to insert the CSV file in Cisco Unified Communications Manager.

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for users.

**First Name**(Optional, 1 to 50 characters),**Last Name**(Mandatory, 1 to 50 characters),**User ID**(Mandatory, up to 30 characters),**Manager User ID**(Optional, up to 30 characters, must use existing ID in global directory),**Department** (Optional, up to 50 characters),**PIN** (Optional, up to 20 numerals),**Default Profile**(Optional, up to 50 characters),**User Locale** (Optional, up to 50 characters),**Telephone Number** (Optional, up to 20 numerals),**Primary Extension** (Optional, up to 50 numerals),**Associated PC** (Optional, up to 50 characters),**ICD Extension**(Optional, up to 50 numerals),**Mail ID** (Optional, up to 30 characters),**Presence Group** (Optional, up to 50 characters),**Subscribe Calling Search Space** (Optional, up to 50 characters)

## Sample

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
United States,SEP1231123245AB,9725557154,SEP0010EB001234
```

You must specify delimiters even if a field is blank. Refer to the following examples and sample CSV records when you are creating CSV files.

## Example 1

If the manager for a user is blank, use this format:

```
John,Smith,johns,abc123de,,0012055,9989,johns profile,English United
States,SEP1231123245AB,9725557154,SEP0010EB001234
```

## Example 2

When you want to complete only the mandatory fields, use this format:

```
Smith,johns,,,,,,,,
```

## Example 3

When you want to complete only the mandatory fields and associate the user to a phone, use this format:

```
Smith,johns,,,,,,,,SEP1231123245AB,
```

## Example 4

A user can control more than one device. You can add device names for additional devices at the end of the record.

- If the user controls only one device, use this format:

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
United States,SEP1231123245AB,9725557154
```

- If the user controls three devices, use this format:

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
UnitedStates,SEP1231123245AB,9725557154,SEP0010EB001234,SEP0010EB432101
```

## Updating Users File Format

Use a text editor to create the CSV text file for updating users. Upload the file to first node server. See [“Uploading a File” section on page 2-3](#).

When you are updating a record, you need to supply all mandatory fields for a file. If you have stored values in the optional fields, and you update a record with blank optional fields, you will reset the values to blank. See the [“Retaining Stored Values” section on page 18-2](#) for information about keeping previously stored values.

The following sample format shows the field length and string types followed by examples of CSV files for updating users.

**UserID** (Mandatory, 1 to 30 characters),**Password** (Optional, up to 20 characters),**Manager** (Optional, up to 30 characters, must use existing ID in global directory),**Department** (Optional, up to 50 characters),**PIN** (Optional, up to 20 numerals),**Default Profile**(Optional, up to 50 characters),**User Locale** (Optional, up to 50 characters),**Telephone Number** (Optional, up to 20 numerals),**Primary Extension** (Optional, up to 50 numerals),**Associated PC** (Optional, up to 50 characters),**ICD Extension**(Optional, up to 50 numerals),**Mail ID** (Optional, up to 30 characters)

### Sample

```
johns,Daviss,123,johnProfile,English United States,SEP8612113425AC,9725557154
```



### Note

You must specify delimiters even if a field is blank. Refer to the following examples and sample CSV records when you are creating CSV files.

### Example 1

If the manager for a user is blank, use this format:

```
johns,,123,johnProfile,English United States,SEP8612113425AC,9725557154
```

### Example 3

Mandatory fields include the following fields:

```
John,Daviss,123,johnProfile,,, ,
```

### Additional Topics

See the [“Related Topics” section on page A-23](#).



# Creating a Text-Based CSV File for User Device Profile

Instead of using the BAT spreadsheet for data input when you are adding user device profiles, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.



## Note

If you use comma or double quotes as part of string in one of the fields, you must enclose the entire text string with double quotes.

To create a CSV text file for user device profiles, use this procedure.

## Procedure

- Step 1** Open Microsoft Notepad to create the CSV file.
- Step 2** Using a separate line for each user device profile, enter the values for each user device profile that you want to add to Cisco Unified Communications Manager. See [User Device Profiles File Format, page A-9](#), for detailed information about the formatting that you must use in the text-based CSV file.



## Note

An error occurs if any blank lines exist in the CSV file.

- Step 3** Upload the CSV file to the first node server for Cisco Unified Communications Manager.

## Additional Topics

See the [“Related Topics” section on page A-23](#).

## User Device Profiles File Format

The following sample format shows the field length and string types followed by examples of a CSV files for user device profiles.

**Device Profile Name**(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 50 characters),**Login UserID** (Optional, 4 to 30 characters),**Directory Number**(Optional, up to 24 numerals and special characters),**Display**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label**(Optional, up to 30 characters),**Forward Busy External Destination**(Optional, up to 50 numerals),**Forward No Answer External Destination**(Optional, up to 50 numerals),**Forward No Coverage External**(Optional, up to 50 numerals),**Forward Busy Internal Destination**(Optional, up to 50 numerals),**Forward No Answer Internal Destination**(Optional, up to 50 numerals),**Forward No Coverage Internal**(Optional, up to 50 numerals),**Call Pickup Group**(Optional, up to 50/50 characters),**Speed Dial Number**(Optional, up to 50 numerals),**Speed Dial Label**(optional, up to 30 characters)

## Sample

```
John Profile,John's
Profile,Johns,9725557154,9725557154,Mike,9725557172,9725557196,9725557126,9725557154,97255
57178,9725557189,9725557121/TollByPass,1230000000,Helpdesk
```

**Example 1**

You must specify delimiters even if a field is blank. The following example shows the correct format for not specifying a Display setting:

```
John Profile,John's
Profile,Johns,9725557154,,Mike,9725557172,9725557196,9725557126,9725557154,9725557178,9725
557189,9725557121/TollByPass,1230000000,Helpdesk
```

**Example 2**

If it is a 0-line profile and only mandatory fields are added, use the following example:

```
John Profile,,,,,
```

**Example 3**

If only the mandatory fields are completed and you want to associate the user device profile to only one directory number, use this format:

```
John Profile,,,9725557154,,,,,
```

## User Device Profile with Two Lines and Two Speed Dials

The following example format shows the field length and string types of a CSV file for user device profiles with two lines.

**User Device Profile Name**(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 50 characters),**Login UserID** (Optional, 4 to 30 characters),**Directory Number1**(Optional, up to 24 numerals and special characters),**Display1**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label1**(Optional, up to 30 characters),**Forward Busy External Destination1**(Optional, up to 50 numerals),**Forward No Answer External Destination1**(Optional, up to 50 numerals),**Forward No Coverage External Destination1**(Optional, up to 50 numerals),**Forward Busy Internal Destination1**(Optional, up to 50 numerals),**Forward No Answer Internal Destination1**(Optional, up to 50 numerals),**Forward No Coverage Internal Destination1**(Optional, up to 50 numerals),**Call Pickup Group1**(Optional, up to 50/50 characters),**Directory Number2**(Optional, up to 24 numerals and special characters),**Display2**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label2**(Optional, up to 30 characters),**Forward Busy External Destination2**(Optional, up to 50 numerals),**Forward No Answer External Destination2**(Optional, up to 50 numerals),**Forward No Coverage External Destination2**(Optional, up to 50 numerals),**Forward Busy Internal Destination2**(Optional, up to 50 numerals),**Forward No Answer Internal Destination2**(Optional, up to 50 numerals),**Forward No Coverage Internal Destination2**(Optional, up to 50 numerals),**Call Pickup Group2**(Optional, up to 50/50 characters),**Speed Dial Number1**(Optional, up to 50 numerals),**Speed Dial Label1**(optional, up to 30 characters),**Speed Dial Number2**(Optional, up to 50 numerals),**Speed Dial Label2**(optional, up to 30 characters)

**Example**

```
John Profile,John's
Profile,John's,9725557154,9725557154,Mike,9725557172,9725557196,9725557126,9725557154,9725
557178,9725557189,9725557121/TollByPass,9725557155,9725557155,Kelvin,9725557133,9725557196
,9725557113,9725557145,9725557187,9725557198,9725557112/TollByPass,1230000000,Helpdesk,214
9523460,Keith
```

## Export File Fields for User Device Profile with All Details Option

When you are using the export utility to generate a file that contains all the details for the user device profiles, the export file will have the following format. The example shows the length and type of fields in the export all details file.

The export utility does not generate model-specific fields for user device profiles.



### Caution

Cisco does not recommend editing the file that is generated with the export utility. The system dynamically generates some fields, such as Logout time and Login time, that must not be edited at all. You must ensure that the login user ID and Product Specific XML fields are accurate for them to work properly, and you must not edit them. Use BAT to update the product-specific configurations.

Device Profile Name,Description,Device Pool,Phone Template,CSS,AAR CSS,Location,Extension Mobility,Network Locale,Media Resource Group List,User Hold Audio Source,Network Hold Audio Source,Device User Locale,Signal Packet Capture Mode,Packet Capture Duration,Built in Bridge,Privacy,Retry Video Call as Audio,Ignore Presentation Indicators,Softkey Template,Module 1,Module 2,Phone Load Name,Module 1 Load Name,Module 2 Load Name,Information,Directory,Messages,Services,Authentication Server,Proxy Server,Idle,Idle Timer,MLPP Indication,MLPP Preemption,MLPP Domain,Device Type,User ID,Common Profile,Owner User ID,Allow CTI Control Flag,Device Presence Group,Security Profile,Device Subscribe CSS,Unattended Port,Require DTMF Reception,RFC2833 Disabled,Certificate Operation,Authentication String,Certification Operation Completion Time,Device Protocol,Secure Shell User,Secure Shell Password,XML,Dial Rules,CSS Reroute,CSS Refer,DTMF Signalling,Default DTMF Capability,SIP Profile,SIPCodec\_MTPPPreferredOrigCodec,Logout Profile,MTP Required,Digest User

Directory Number,Partition,Voice Mail Profile,Line CSS,AAR Group,Line User Hold Audio Source,Line Network Hold Audio Source ,Auto Answer,Forward All Voice Mail,Forward All Destination,Forward All CSS,Forward Busy Internal Voice Mail,Forward Busy Internal Destination,Forward Busy Internal CSS,Forward Busy External Voice Mail,Forward Busy External Destination,Forward Busy External CSS,Forward No Answer Internal Voice Mail,Forward No Answer Internal Destination,Forward No Answer Internal CSS,Forward No Answer External Voice Mail,Forward No Answer External Destination,Forward No Answer External CSS,Forward No Coverage Internal Voice Mail,Forward No Coverage Internal Destination,Forward No Coverage Internal CSS,Forward No Coverage External Voice Mail,Forward No Coverage External Destination,Forward No Coverage External CSS,Forward No Answer Ring Duration,Call Pickup Group,MLPP Target,MLPP CSS,MLPP No Answer Ring Duration,Line Text Label,External Phone Number Mask,Maximum Number of Calls,Busy Trigger,Message Waiting Lamp Policy,Ring setting (Phone Idle),Ring Setting (Phone Active),Caller Name,Caller Number,Redirected Number,Dialed Number,Line Description,Alerting Name,Alerting Name ASCII,Line Presence Group,Secondary CSS for Forward All,Forward on CTI Failure Voice Mail,Forward on CTI Failure Destination,Forward on CTI Failure CSS,Display,ASCII Display

Speed Dial Number,Speed Dial Label,Speed Dial Label ASCII,Service Name,Subscribed Service Name,Subscribed Service Name ASCII,Parameter Name,Parameter Value,Busy Lamp Field Destination,Busy Lamp Field Directory Number,Busy Lamp Field Label,Busy Lamp Field Label ASCII



### Note

Use True and False for settings with Boolean values.

### Additional Topics

See the [“Related Topics”](#) section on page A-23.

# Creating a Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations

Instead of using the BAT spreadsheet for data input when you are adding Unified CM Assistant managers and assistants, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

To create a CSV text file for Unified CM Assistant manager and assistants, use this procedure.

## Procedure

- 
- Step 1** Open a text editor (such as Notepad) or any application that allows you to export or create a CSV file.
- Step 2** Using a separate line for each manager-assistants association, enter the values for each manager-assistant that you want to add to Cisco Unified Communications Manager. See [Managers and Assistants File Formats, page A-12](#), for detailed information about the formatting that you must use in the text-based CSV file.



---

**Note** An error occurs if any blank lines exist in the CSV file.

---

You can assign multiple assistants to a manager by entering the user IDs of the manager and assistants separated by a comma at the end of the record.

- Step 3** Upload the file to the server that is running the first node database for Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).
- 

## Additional Topics

See the [“Related Topics” section on page A-23](#).

## Managers and Assistants File Formats

The following sample formats and examples show the field length and string types for Unified Communications Manager Assistant manager and assistant associations. Use the user ID of the manager for the Manager ID and the user ID of the assistant for the Assistant ID. You can also associate many managers to one assistant by putting the Assistant ID first, followed by a list of Manager IDs. When you insert the CSV file, you select the type of association.

## Default Manager-Assistant Association

Use the following default format for manager-assistant association.

**ManagerID** (Mandatory, 1 to 30 characters),**AssistantID 1** (Mandatory, 1 to 30 characters),**AssistantID 2** (Optional, 1 to 30 characters)...**AssistantID #** (Optional, 1 to 30 characters)

### Sample

Johns, Mikeh, Larryh

## Default Assistant-Manager Association

Use the following default format for assistant-manager association.

**AssistantID** (Mandatory, 1 to 30 characters),**ManagerID 1**(Mandatory, 1 to 30 characters),**ManagerID 2** (Optional, 1 to 30 characters)...**ManagerID #** (Optional, 1 to 30 characters)

### Sample

Larryh, Johns, Mikeb, Karend

## Custom Manager-Assistant Association

For proxy line configurations, you can build a CSV data file that specifies the proxy lines on assistant phones by using this format.

**ManagerID** (Mandatory, 1 to 30 characters),**Device Name** (Optional, 15 characters),**Intercom DN** (Optional, 1 to 24 characters),**Assistant User ID** (Mandatory, 1 to 30 characters),**Device Name** (Optional, 15 characters),**Intercom DN** (Optional, 1 to 24 characters),**Proxy Line DN** (Mandatory, 1 to 24 characters),**Manager Line DN** (Mandatory, 1 to 24 characters)

### Example

Johns, SEP1231123245AB, 90001, Mikeh, SEP2342342342AB, 20001, 20002, 90002

### Additional Topics

See the [“Related Topics” section on page A-23](#).

## Creating a Text-Based CSV File for Cisco VG200 Gateways

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG200 gateways, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

To create a CSV text file for VG200 gateways, use this procedure.

### Procedure

- Step 1** Open a text editor (such as Notepad) or any application that allows you to export or create a CSV file.
- Step 2** Using a separate line for each gateway, enter the values for each gateway and port that you want to add to Cisco Unified Communications Manager.

The sections, [FXO or FXS Trunks CSV File Format, page A-14](#), and [T1 CAS, T1 PRI, or E1 PRI Trunks File Format, page A-14](#), provide descriptions and examples.



**Note** An error occurs if any blank lines exist in the CSV file.

- Step 3** Upload the file to the server that is running the first node database for Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).

**Additional Topics**

See the [“Related Topics”](#) section on page A-23.

## FXO or FXS Trunks CSV File Format

The following sample format shows the required field length and string types followed by sample of CSV files for a Cisco VG200 gateway.

**MGCP Domain Name**(Mandatory, 1 to 64 characters),**Description**(Optional, up to 100 characters),**Slot**(Mandatory, up to 3 numerals), **Subunit** (Mandatory, up to 3 numerals), **Port Number**(Mandatory, up to 3 numerals), **Port Description** Optional, up to 50 characters),**Port Directory Number**(Optional, up to 24 numerals and special characters)

**Sample**

```
MGCPTest,VG200 Lab Gateway,0,1,0,Port 0,97255576601
MGCPTest,VG200 Lab Gateway,0,1,1,Port 1,97255572001
```

**Note**

You must include comma separators even if a field is blank. Specify the directory number and route partition only if the port type in the Cisco VG200 gateway template is POTS.

**Example 1**

If the Description for a Cisco VG200 gateway is blank, use this format:

```
MGCPTest, ,0,1,0,Port 0,97255576601
```

**Additional Topics**

See the [“Related Topics”](#) section on page A-23.

## T1 CAS, T1 PRI, or E1 PRI Trunks File Format

The following sample format shows the required field length and string types followed by examples of CSV files for the Cisco VG200 gateway.

**T1 CAS Trunks**

**MGCP Domain Name**(Mandatory, 1 to 64 characters),**Description**(Optional, up to 100 characters),**Slot**(Mandatory, up to 3 numerals),**Subunit**(Mandatory, up to 3 numerals),**Port Number**(Mandatory, up to 3 numerals),**Port Description** (Optional, up to 50 characters),**CAS Port Number**(Optional, up to 3 numerals)

**Sample 1**

```
MGCPTest,VG200 Lab Gateway,001,001,001,, ,
```

**T1 PRI or E1 PRI**

**MGCP Domain Name**(Mandatory, 1 to 64 characters),**Description**(Optional, up to 100 characters),**Slot**(Mandatory, up to 3 numerals), **Subunit**(Mandatory, up to 3 numerals), **Port Number**(Mandatory, up to 3 numerals), **Port Description** (Optional, up to 50 characters)

**Sample 2**

```
MGCPTest,VG200 Lab Gateway,001,001,001,,
```

**Note**

You must include comma separators even if a field is blank.

**Example for Both Trunk Options**

If you provide only the mandatory value, use this format:

```
MGCPTest,,001,001,001,,
```

**T1 CAS Examples**

If the Description for a Cisco VG200 gateway is blank, use this option:

```
MGCPTest,,001001,001,001,MGCP Port,
```

For port identifiers, ensure the first digit is either 0 or 1 (signifying either Sub-Unit 0 or Sub-Unit 1), followed by the port number, 01 to 24. Acceptable values include 001 through 024 or 101 through 124. If the Cisco VG200 gateway template has three port identifiers, use this option:

```
MGCPTest,VG200 Lab Gateway,001,002,003
```

**Additional Topics**

See the [“Related Topics” section on page A-23](#).

## Creating a Text-Based CSV File for Cisco VG224 Gateways

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG224 gateways, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

To create a CSV text file for VG224 gateways, use this procedure.

**Procedure**

- Step 1** Open a text editor (such as Notepad) or any application that allows you to export or create a CSV file.
- Step 2** Using a separate line for each gateway, enter the values for each gateway and port that you want to add to Cisco Unified Communications Manager.

The section [FXS Trunks CSV File Format for VG224, page A-16](#), provides descriptions and examples.

**Note**

An error occurs if any blank lines exist in the CSV file. Upload the file to the server that is running the first node database for Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).

## FXS Trunks CSV File Format for VG224

The following sample format shows the required field length and string types followed by sample of CSV files for a Cisco VG224 gateway.

**MGCP Domain Name**(Mandatory, 1 to 64 characters),**Description**(Optional, up to 100 characters),**Slot**(Mandatory, up to 3 numerals), **Subunit** (Mandatory, up to 3 numerals), **Port Number**(Mandatory, up to 3 numerals), **Port Description** Optional, up to 50 characters),**Port Directory Number**(Optional, up to 24 numerals and special characters)

**Sample**

```
MGCPTest,VG224 Lab Gateway,2,0,0,Port 0,97255576601
MGCPTest,VG224 Lab Gateway,2,0,1,Port 1,97255572001
```

**Note**

You must include comma separators even if a field is blank. Specify the directory number and route partition only if the port type in the Cisco VG224 gateway template is POTS.

**Example 1**

If the Description for a Cisco VG224 gateway is blank, use this format:

```
MGCPTest, ,2,0,0,Port 0,97255576601
```

**Additional Topics**

See the [“Related Topics” section on page A-23](#).

## Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports

Instead of using the BAT spreadsheet for data input when you are adding Cisco Catalyst 6000 FXS ports, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

Use this procedure to create a CSV text file for Cisco Catalyst 6000 FXS ports.

**Procedure**

- Step 1** Open a text editor (such as Notepad) or any application that allows you to export or create a CSV file.



- Step 2** Using a separate line for each port, enter the values for each port that you want to add to Cisco Unified Communications Manager. See [Cisco Catalyst 6000 \(FXS\) Ports File Format, page A-17](#), for detailed information about the formatting that you must use in the text-based CSV file.



**Note** An error occurs if any blank lines exist in the CSV file.

- Step 3** Upload the CSV file to the first node of Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).

#### Additional Topics

See the [“Related Topics” section on page A-23](#).

## Cisco Catalyst 6000 (FXS) Ports File Format

The CSV file contains information about each port as a record. Each record specifies the gateway MAC address and port number on that gateway to which you want to add or update the port details.



**Note** BAT does not add Cisco Catalyst 6000 (FXS) gateways. It only adds or updates ports to an existing gateway.

For the MAC address, enter no MAC address values for an existing Cisco Catalyst 6000 (FXS) gateway. This MAC address uses the last 12 characters in the Gateway Name.

If you provide no values for Partition for any record on the CSV file, the system uses values from the BAT template for these fields.

The following sample format shows the required field length and string types followed by examples of CSV files for Catalyst 6000 (FXS) ports.

**MAC Address** (Mandatory, 12 characters), **Port Number** (Mandatory, 2 numerals), **Directory Number** (Optional, up to 24 numerals and special characters)

#### Sample

```
1231123245AB,23,9725557250
```



**Note** You must include comma separators even if a field is blank.  
Do not specify a partition unless you have also specified a directory number.

#### Examples

If the directory number for a port is blank, use this format:

```
1231123245AB,23,
```

If you want to add only the mandatory values, use this format:

```
1231123245AB,23,
```

#### Additional Topics

See the [“Related Topics” section on page A-23](#).

# Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes

To create a custom text-based CSV file, perform the following procedure:

## Procedure

- 
- Step 1** Open a text editor (such as Notepad) or any application that allows you to export or create a CSV file.
- Step 2** Using a separate line for each code, create a custom Client Matter Codes (CMC) CSV file or a Forced Authorized Codes (FAC) CSV file, as described in the following steps:

- For CMC—[Step 3](#) and [Step 4](#)
- For FAC—[Step 3](#) and [Step 4](#)




---

**Tip** Remember that you must create two separate CSV files, one for CMC and one for FAC.

---

- Step 3** To create a CMC CSV file, enter the corresponding information, where x, y represent the following fields:

- x—The client matter code (mandatory entry for all additions, updates, and deletions)
- y—The description (optional if you update the entry)

For example, you may enter 5555,Acme Toys, where 5555 equals the mandatory client matter code, and Acme Toys equals the description.

- Step 4** To create a FAC CSV file, enter the corresponding information, where x,y,z represent the following fields:

- x—The forced authorization code (mandatory entry for all additions, updates, and deletions)
- y—The authorization code name (optional if you update the entry)
- z—The authorization level (optional if you update the entry)

For example, you may enter 1234,John Smith,20, where 1234 equals the forced authorization code, John Smith equals the authorization code name, and 20 equals the authorization level.



## Caution

---

If you add new codes at the same time that you update them, make sure that you enter all required information. You can change any part of an existing record, but you must include the code; for example, the forced authorization code or client matter code. Deleting information and leaving it blank does not remove the information from the database; a blank value does not overwrite an existing value in the database, but, updating the value, for example, to Acme Toys, Inc., or John L. Smith from the preceding examples, overwrites the existing value in the database.

---

- Step 5** Upload the CSV file to the first node of Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).
- Step 6** Perform one of the following tasks:
- If you made additions or updates, insert the file in BAT, as described in [“Using BAT to Update the Cisco Unified Communications Manager Database” section on page 51-6](#).
  - If you plan to delete code settings, see the [“Deleting Code Settings” section on page 52-1](#).

**Note**

You cannot perform insert and update operations simultaneously with the same CSV file. You have to create separate CSV files for insert and update.

**Additional Topics**

See the [“Related Topics” section on page A-23](#).

## CMC File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for client matter codes.

**Client Matter Code**(Mandatory, 1 to 16 numerals),**Description**(Optional, 1 to 50 Characters)

**Sample**

```
1234567890123456,Marketing
```

**Example**

If the value of the field includes a comma, that field must be enclosed in double quotes. Use this format for fields with commas:

```
1234567890123456,"Marketing, team"
```

**Additional Topics**

See the [“Related Topics” section on page A-23](#).

## Updating CMC File Format

Use a text editor to create the CSV text file for updating client matter codes.

The following sample format shows the field length and string types followed by examples of CSV files for updating client matter codes.

**Client Matter Code**(Mandatory, 1 to 16 numerals),**Description**(Optional, 1 to 50 Characters)

**Sample**

```
1234567890123456,Marketing
```

**Example**

If the description is empty, use this format:

```
1234567890123456,
```

**Additional Topics**

See the [“Related Topics” section on page A-23](#).

## FAC File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for forced authorization codes.

**Forced Authorization Code**(Mandatory, 1 to 16 numerals),**Authorization Code Name** (Mandatory, 1 to 50 Characters),**Authorization Level**(Mandatory, values range from 0 to 255)

### Sample

```
1234567890123456,John FAC,251
```

### Additional Topics

See the [“Related Topics”](#) section on page A-23.

## Updating FAC File Format

Use a text editor to create the CSV text file for updating client matter codes.

The following sample format shows the field length and string types followed by examples of CSV files for updating forced authorization codes.

**Forced Authorization Code**(Mandatory, 1 to 16 numerals),**Authorization Code Name** (Mandatory, 1 to 50 Characters),**Authorization Level**(Mandatory, values range from 0 to 255)

### Sample

```
1234567890123456,John FAC,251
```

### Example

Values you do not want to update must still include the delimiter. If only the Authorization Code Name has to be updated use the following format:

```
1234567890123456,John FAC,
```

If only the Authorization level has to be updated, use the following format:

```
1234567890123456,John FAC,220
```

### Additional Topics

See the [“Related Topics”](#) section on page A-23.

## Creating a Text-Based CSV File for Call Pickup Groups

To create a custom text-based CSV file, perform the following procedure:

### Procedure

- 
- Step 1** Open a text editor (such as Notepad) or any application that allows you to export or create a CSV file. Using a separate line for each call pickup group name, create a custom call pickup group CSV file as described in the following steps:

**Step 2** Enter the Pickup Group Name, Pickup Group Number, Partition, Other Pickup Group Name-Member1... Other Pickup Group Name-Member10.

For example, you may enter Marketing,7815,Part1,Marketing,Managers,Training, where Marketing is the mandatory pickup group name, 7815 is the mandatory pickup group number. Part1 is the partition, Marketing, Managers, and Training are the other pickup group names that are associated to the pickup group Marketing.



**Caution**

Deleting information and leaving it blank does not remove the information from the database; a blank value does not overwrite an existing value in the database, but updating the value, for example, to Sales from Marketing, from the preceding examples, overwrites the existing value in the database.

**Step 3** Upload the CSV file to the first node of Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).

**Step 4** Perform one of the following tasks:

- If you made additions or updates, insert the file in BAT, as described in [“Using BAT to Update the Cisco Unified Communications Manager Database” section on page 51-6](#).
- If you plan to delete call pickup groups settings, see the [“Deleting Code Settings” section on page 52-1](#).

**Additional Topics**

See the [“Related Topics” section on page A-23](#).

## CPG File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for call pickup groups.

**Pickup Group Name**(Mandatory, 1 to 50 characters),**Pickup Group Number**(Mandatory, 1 to 24 numerals),**Partition**(Optional, 1 to 50 Characters),**Other Pickup Group Name-Member1... Other Pickup Group Name-Member10**(Optional, 1 to 50 Characters)

**Sample**

Marketing,7815,Part1,Marketing,Managers,Training

**Example**

Optional values that you do not want to specify at this time must still include the delimiter (a comma) except for Other Pickup Group members.

If the Partition for a Pickup Group is blank, use the following format:

Marketing,7815,

**Additional Topics**

See the [“Related Topics” section on page A-23](#).

## Updating CPG File Format

Use a text editor to create the CSV text file for updating the call pickup group.

The following sample format shows the field length and string types followed by examples of CSV files for updating call pickup groups.

**Pickup Group Name**(Mandatory, 1 to 50 characters),**Pickup Group Number**(Mandatory, 1 to 24 numerals),**Partition**(Optional, 1 to 50 Characters),**Other Pickup Group Name-Member1... Other Pickup Group Name-Member10**(Optional, 1 to 50 Characters)

### Sample

```
Marketing,,Marketing,Managers,Training
```

### Example

If you do not want to update Other Pickup Group member, do not include the delimiter (a comma). Use the following format:

```
Marketing,,Managers,Marketing,Training
```

### Additional Topics

See the [“Related Topics” section on page A-23](#).

## Creating a Text-Based CSV File for Remote Destination Profile

Instead of using the BAT spreadsheet for data input when you are adding Remote Destination Profiles (RDPs), you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

Use the following procedure to create a CSV text file for RDPs.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Open a text editor (such as Microsoft Notepad) or any application that allows you to export or create a CSV file.  |
| <b>Step 2</b> | Use a separate line to enter the values for each RDP that you want to add to Cisco Unified Communications Manager. Keep in mind the following rules when you create the CSV data file. <ul style="list-style-type: none"> <li>• Always include comma separators, even if a field is blank.</li> <li>• Specify the user ID if the RDP is to be associated to a user.</li> <li>• Consider Directory Number fields as optional only when you are creating the CSV file for use with a BAT template that has no lines. If lines are configured on the BAT RDP template, you must supply directory numbers in the CSV file for each RDP.</li> <li>• An error occurs when you insert a CSV file with blank lines.</li> </ul> |
| <b>Step 3</b> | Upload the CSV file to the first node of Cisco Unified Communications Manager. See the <a href="#">“Uploading a File” section on page 2-3</a> .  |
-

# Creating a Text-Based CSV File for Time of Day Access

Instead of using the BAT spreadsheet for data input when you are adding time of day access, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.


**Note**

If you use comma or double quotes as part of string in one of the fields, you must enclose the entire text string with double quotes.

To create a CSV text file for user device profiles, use this procedure.

**Procedure**

- Step 1** Open a text editor (such as Microsoft Notepad) or any application that allows you to export or create a CSV file.
- Step 2** Using a separate line for each time of day access list, enter the values for each user device profile that you want to add to Cisco Unified Communications Manager. For detailed information about the formatting that you must use in the text-based CSV file, see [Time of Day Access File Format, page A-23](#).


**Note**

An error occurs if any blank lines exist in the CSV file.

- Step 3** Upload the CSV file to the first node server for Cisco Unified Communications Manager.

## Time of Day Access File Format

The following sample format and example shows the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for time of day access.

**Name**(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 128 characters),**Owner ID**(Mandatory, 1 to 128 characters), **Time Schedule Name 1**(Optional, 1 to 50 characters), **Access List Name 1**(Optional, 1 to 50 characters).

**Sample**

Name,Description,Owner ID,Time Schedule Name 1,Access List Name1

john,johntod,johns,ts1,all


**Note**

Be aware that only one time schedule and one access list are allowed for a time-of-day access.

## Related Topics

- [Creating a Text-Based CSV File for Phones, page A-1](#)
- [Creating a Text-Based CSV File for Users, page A-6](#)
- [Creating a Text-Based CSV File for User Device Profile, page A-9](#)

- [Creating a Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations, page A-12](#)
- [Creating a Text-Based CSV File for Cisco VG200 Gateways, page A-13](#)
- [Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports, page A-16](#)
- [Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, page A-18](#)
- [Creating a Text-Based CSV File for Call Pickup Groups, page A-20](#)
- [“Creating a Text-Based CSV File for Remote Destination Profile” section on page A-22](#)
- [“Creating a Text-Based CSV File for Time of Day Access” section on page A-23](#)





# APPENDIX B

## BAT Performance

Table [Table B-1](#) lists the performance values for various BAT transactions.



### Note

The following performance data occurs at laboratory conditions, and this data can change depending on Cisco Unified Communications Manager activity. Off-peak hour numbers only provide an approximate guidance to judge the overall time for transaction.

**Table B-1** *BAT Performance Measures for Various Transactions*

Transaction	Records Processed/Minute
<b>Forced Authorization Codes</b>	
Insert FAC	200
Delete FAC	500
<b>Client Matter Codes</b>	
Insert CMC	250
Delete CMC	500
<b>Call Pickup Groups</b>	
Insert CPG	200
Delete CPG	500
<b>Phones/Users</b>	
Validate Phones/Users	100
Insert Phones/Users	30
<b>Users</b>	
Insert Users	150
Update Users	65
Reset Password/PIN Query	500
Reset Password/PIN Custom	350
Generate User reports	500
Export Users - Specific	250
Export Users - All	200
Delete Users - Query	300
Delete Users - Custom	300

**Table B-1**      **BAT Performance Measures for Various Transactions**

<b>Transaction</b>	<b>Records Processed/Minute</b>
<b>Manager Assistants</b>	
Manager/Assistant Insert	75
Manager/Assistant CSV-Based Delete	300
Manager/Assistant Query-Based Delete	300
Manager/Assistant Custom File-Based Delete	300
<b>UDP Transactions</b>	
Validate UDP	300
Insert UDP Specific Details	65
Export All Details	50
Add lines UDP	75
Report UDP	125
Delete UDP	70
<b>Phone Transactions</b>	
Validate Phones	250
Insert Specific Phones	45
Export All Details	75
Update Phones	150
Add lines for Phones	75
Reset/Restart Phones	500
Generate Phone Reports	300
Delete Phones (Query)	75



## INDEX

---

### A

- activating services
  - BPS [66-1](#)
  - TAPS [64-6](#)
- adding intercom templates
  - field descriptions [3-44](#)
- adding lines
  - field descriptions for BAT spreadsheet [10-9, 43-3](#)
  - field descriptions for template [3-29](#)
  - to existing phones [10-7, 43-1](#)
  - to existing phones using BAT spreadsheet [10-8, 43-2](#)
  - to existing user device profiles [10-7, 43-1](#)
  - to phone template [3-4](#)
- associating file format for text-based CSV file [4-5, 25-1, 37-1, 58-20](#)
- auto-registration, enabled for Cisco Unified CallManager
  - enable auto-registration for TAPS [64-2](#)
- auto-registration options, configuring [64-7](#)

---

### B

- BAT
  - application overview [1-1](#)
  - browser requirements [1-11](#)
  - configuration process overview [1-3](#)
  - data input files [1-2](#)
  - error messages [66-3](#)
  - installation [1-2](#)
  - log files location [66-3](#)
  - online help [1-11](#)
  - scheduling jobs [66-1](#)
  - troubleshooting [66-3](#)
  - troubleshooting performance [66-6](#)
  - version [1-12](#)
- BAT.xlt, see BAT spreadsheet
- BAT Performance [B-1](#)
- BAT spreadsheet
  - adding lines to existing phones [10-8, 43-2](#)
  - Catalyst 6000 FXS ports [49-3](#)
  - field descriptions
    - adding lines [10-9, 43-3](#)
    - updating users [18-2](#)
    - user device profile [34-4](#)
  - IP telephony devices [3-46](#)
  - manager assistant associations [28-9](#)
  - overview [1-8](#)
  - phones [3-46](#)
  - phones with users [24-1](#)
  - Unified CM Assistant custom manager assistant for proxy mode [28-11](#)
  - Unified CM Assistant default manager assistant [28-10](#)
  - user device profile [34-2](#)
  - users [15-2](#)
  - using for CSV data file [1-8](#)
- VG200 gateway for T1 CAS or T1/E1 PRI [49-1](#)
- VG224 gateway for FXS or VG224 gateway
  - creating CSV data file for FXS
    - creating CSV data file for VG224 gateway [49-4](#)
- browser requirements [1-11](#)
- Bulk Provisioning Service
  - activating BPS [66-1](#)
  - deactivating BPS [66-2](#)

## C

### Call Pickup Groups

- BAT considerations [53-1](#)
- BAT settings for inserting CSV file (table) [53-5](#)
- creating a CSV file (BAT.xlt) [53-2](#)
- creating custom CSV file (text-based) [A-20](#)
- CSV file settings (table) [53-4](#)
- inserting CSV file in BAT [53-4](#)
- updating existing CSV file [53-3](#)
- using query to delete call pickup groups [54-1](#)

### Catalyst 6000 FXS ports

- creating CSV data file [49-3](#)
- text-based CSV file, creating [A-16](#)
- text-based CSV file format [A-17](#)

### Cisco CRS

- configuring TAPS [64-5](#)
- required for TAPS [64-2](#)
- troubleshooting TAPS [66-8](#)

### Cisco Customer Response Solutions, see Cisco CRS

### Cisco Unified CallManager

- enable auto-registration for TAPS [64-2](#)
- inserting
  - CTI ports [6-1, 17-1, 39-1, 49-1](#)
  - H.323 clients [6-1, 17-1, 39-1, 49-1](#)
  - phones [6-1, 17-1, 39-1, 49-1](#)
  - phones with users [27-1](#)
  - Unified CM Assistant manager-assistant associations [29-1](#)
  - users [17-1](#)
  - VG200 gateway (FXS or FXO) [49-6](#)
  - VG200 gateway (T1 CAS or T1/E1 PRI) [49-6](#)
- overview of inserting records [1-10](#)

### Cisco Unified CallManager Assistant, see Unified CM Assistant

### Cisco Unified CM Assistant Configuration Wizard [28-2](#)

### Cisco Unified IP-IVR

- required for TAPS [64-2](#)

### Client Matter Codes

### BAT considerations [51-2](#)

- BAT settings for inserting CSV file (table) [51-7](#)
- configuration checklist (table) [51-1](#)
- creating a CSV file (BAT.xlt) [51-3](#)
- creating custom CSV file (text-based) [A-18](#)
- CSV file settings (table) [51-5](#)
- deleting code settings (BAT) [52-1](#)
- inserting CSV file in BAT [51-6](#)
- updating existing CSV file [51-4](#)

### CMC

- text-based CSV file, updating [A-19](#)

### configuring Cisco Unified CallManager records, process [1-3](#)

### configuring gateway file format [47-2](#)

### copying

- file format for text-based CSV [36-3](#)
- file format for text-based CSV file [4-3, 47-3, 58-18](#)
- phone template [3-9](#)
- template [35-4](#)
- user template [16-3](#)

### CPG

- text-based CSV file, updating [A-22](#)

### CSV, comma separated values text file [1-2, A-1](#)

### CSV, text-based

- Catalyst 6000 FXS ports, creating [A-16](#)
- Catalyst 6000 FXS ports format [A-17](#)

### CMC

- options [51-4](#)
- updating [A-19](#)

### CPG

- options [53-3](#)
- updating [A-22](#)

### CTI ports format [A-3](#)

### CTI ports-users format [A-3](#)

### FAC

- options [51-4](#)
- updating [A-20](#)

### FXO or FXS ports format [A-14](#)

### H.323 clients format [A-3](#)

- H.323 client-users format [A-3](#)
- manager assistant associations
  - creating [A-12](#)
  - custom format [A-13](#)
- manager assistant default formats [A-12](#)
- overview [A-1](#)
- phones
  - creating [A-1](#)
  - export file, all details [A-4](#)
  - options [4-1](#)
  - tips for creating [A-2](#)
  - with users format [A-2](#)
- T1 CAS, T1/E1 PRI format [A-14](#)
- user device profile format [A-9](#)
- user device profile options [36-1](#)
- user device profiles
  - creating [A-9](#)
  - export file [A-11](#)
  - two lines format [A-10](#)
- users
  - creating [A-6](#)
  - format [A-7](#)
  - updating [A-8](#)
- VG200 gateways, creating [A-13](#)
- VG224 gateways, creating [A-15](#)
- CSV data file
  - adding new devices [1-5](#)
  - overview [1-5](#)
  - updating existing devices [1-6](#)
  - using BAT spreadsheet (BAT.xlt) [1-8](#)
- CTI ports
  - deleting [8-1, 13-1, 40-1](#)
  - dummy MAC address, using [6-2, 27-1, 39-2](#)
  - text-based CSV format [A-3](#)
- CTI ports-users
  - text-based CSV format [A-3](#)
- custom file
  - deleting phones [8-3, 40-2](#)
  - deleting Unified CM Assistant managers [31-2, 32-2](#)

- deleting users [19-2](#)
- updating phones [7-2](#)
- using [1-6](#)
- using to reset password and PIN [21-3](#)

## D

- delete
  - time of day access [57-2](#)
- deleting
  - call pickup groups [54-1](#)
  - file format for text-based CSV file [4-5, 36-4, 47-4](#)
  - manager-assistant associations [30-1](#)
  - phones using custom files [8-3, 40-2](#)
  - phones using query [8-1, 13-1](#)
  - phone template [3-10](#)
  - remote destination file format for text-based CSV file [58-19](#)
  - Remote Destination Profiles using query [58-21](#)
  - template [35-5](#)
  - Unified CM Assistant assistants [32-1](#)
  - Unified CM Assistant managers [31-1](#)
  - user device profiles [40-1](#)
  - users [19-1](#)
  - user template [16-3](#)
  - VG200 gateway [48-1](#)
- dialed number analyzer
  - trace configuration files [66-1](#)
- directory number
  - finding secure directory numbers from TAPS [64-8](#)
  - lifting restrictions [64-9](#)
  - restricting from TAPS [64-9](#)
  - securing from TAPS [64-8](#)
- downloading phone configuration using Unified TAPS [65-2](#)
- dummy MAC address [3-48, 6-2, 27-1, 39-2](#)
- generate a list [12-5](#)

## E

### E1 PRI

- creating CSV file for VG200 gateway [49-1](#)
- field descriptions for VG200 gateway template [46-22](#)
- text-based CSV file format [A-14](#)

### E1 PRI ports [46-8](#)

### error messages, BAT [66-3](#)

### export

- time of day access [57-3](#)

### exported fields [58-24](#)

- all phone details [9-2](#)
- all user device profile details [41-1](#)
- default phone details [9-2](#)
- default user device profile details [41-2](#)

### exporting

#### fields

- all phone details [9-2](#)
- all user device profile details [41-1](#)
- default phone details [9-2](#)
- Default Remote Destination Profile file format details [58-24](#)
- default user device profile details [41-2](#)

#### line appearance [23-2](#)

#### moving records from one Cisco Unified CallManager to another [9-1](#)

#### phone records options [9-1](#)

#### phones with more than one user [9-5](#)

#### remote destination profile records options [58-22](#)

#### steps for exporting phone records [9-3](#)

#### user device profile options [41-3](#)

#### user device profile records format [41-1](#)

#### user records format [20-1](#)

#### user records options [20-1](#)

#### using export files [1-6](#)

#### text-based CSV file, updating [A-20](#)

### field descriptions

#### adding or updating intercom template [3-44](#)

#### adding or updating lines [3-29](#)

#### BAT spreadsheet

##### adding lines [10-9, 43-3](#)

##### updating users [18-2](#)

##### user device profile [34-4](#)

#### phone template [3-10](#)

#### updating lines [10-3, 42-3](#)

#### updating users with BAT spreadsheet [18-2](#)

#### user device profile template [35-2](#)

#### user template [16-4](#)

#### VG200 gateway - T1/E1 PRI template [46-22](#)

#### VG200 gateway - T1 CAS template [46-19](#)

### file format for gateway

#### finding [47-1](#)

### file format for text-based CSV file

#### associating [4-5, 25-1, 37-1, 58-20](#)

#### copying [4-3, 36-3, 47-3, 58-18](#)

#### creating phone [4-2, 47-2](#)

#### creating remote destination profile [58-17](#)

#### creating user device profile [36-2](#)

#### deleting [4-5, 36-4, 47-4](#)

#### finding [4-2, 36-1, 58-16](#)

#### modifying [4-4, 36-4, 47-3](#)

#### overview [1-7](#)

### file format for text-based CSV file gateway

#### associating [47-5](#)

### finding

#### file [2-1](#)

#### gateway file format [47-1](#)

#### gateway templates [46-3](#)

#### gateway file format [47-1](#)

#### jobs [66-3](#)

#### line appearances [23-1](#)

#### phone file format [4-2](#)

#### phone template [3-2](#)

#### remote destination file format [58-16](#)

## F

### FAC

secure directory numbers from TAPS [64-8](#)

UDP file format for text-based CSV [36-1](#)

UDP template [35-1](#)

user template [16-1](#)

## Forced Authorization Codes

BAT considerations [51-2](#)

BAT settings for inserting CSV file (table) [51-7](#)

configuration checklist (table) [51-1](#)

creating a CSV file (BAT.xlt) [51-3](#)

creating custom CSV file (text-based) [A-18](#)

CSV file settings (table) [51-5](#)

deleting code settings (BAT) [52-1](#)

inserting CSV file in BAT [51-6](#)

updating existing CSV file [51-4](#)

## FXO

inserting VG200 gateway to Cisco Unified CallManager [49-6](#)

text-based CSV file format for VG200 gateway [A-14](#)

FXO ports [46-7](#)

## FXS

Catalyst 6000 ports

creating CSV data file [49-3](#)

text-based CSV format [A-17](#)

creating template for Catalyst 6000 ports [46-8](#)

VG200 gateways

inserting to Cisco Unified CallManager [49-6](#)

text-based CSV file format [A-14](#)

## G

gateway

associating file format for text-based CSV file [47-5](#)

gateway file format

configuring [47-2](#)

finding [47-1](#)

gateway template

adding or editing [46-4](#)

Catalyst 6000 FXS ports

creating template [46-8](#)

configuration settings [46-11](#)

finding [46-3](#)

port configuration settings (table) [46-35](#)

POTS port configuration settings (table) [46-36](#)

VG200 gateway template

creating template [46-4, 46-9](#)

FXO ports, adding [46-7](#)

T1-CAS ports, adding [46-8](#)

T1 PRI or E1 PRI ports, adding [46-8](#)

## H

H.323 clients

deleting [8-1, 13-1, 40-1](#)

text-based CSV format [A-3](#)

H.323 client-users

text-based CSV format [A-3](#)

help, online [1-11](#)

## I

import/export

validate [62-1](#)

insert

time of day access [57-1](#)

inserting records to Cisco Unified CallManager, overview [1-10](#)

installing

TAPS overview [64-4](#)

TAPS prerequisites [64-4](#)

instructions, TAPS for end-users [65-2](#)

Intercom DNs

Add [45-2](#)

Intercom Templates

adding or updating on template [3-7](#)

IP telephony devices

supported with BAT [16-1](#)

IP telephony devices, see phones

---

**J**

## jobs

- activating BPS [66-1](#)
- deactivating BPS [66-2](#)
- finding [66-3](#)
- scheduling [66-4](#)
- viewing log files [66-6](#)

---

**L**language prompts for TAPS [64-4](#)

## line appearance

- export [23-2](#)
- update [23-3](#)

## line appearances

- find [23-1](#)

## lineappearances

- view [23-1](#)

## lines

- adding or updating on template [3-4](#)
- field descriptions in template for adding or updating [3-29, 3-44](#)
- master phone template [1-5](#)
- maximum number [3-5, 3-8](#)
- updating to user device profiles [42-1](#)

## log files

- BAT [66-3](#)
- file naming convention [66-3](#)
- report log files [12-6, 22-2, 33-2, 50-2](#)
- viewing job log files [66-6](#)

---

**M**master phone template [1-5](#)

## MGCP

- T1-CAS ports [46-8](#)
- T1 PRI or E1 PRI ports, adding [46-8](#)

## modifying

file format for text-based CSV [36-4](#)

file format for text-based CSV file [4-4, 47-3](#)

phone template [3-8](#)

remote destination file format for text-based CSV file [58-19](#)

user template [16-3](#)

---

**N**

NM-1V [46-12](#)

NM-2V [46-12](#)

NM-HDV [46-12](#)

---

**O**

overriding template values [1-5](#)

## overview

- BAT application [1-1](#)
- BAT spreadsheet [1-8](#)
- Cisco Unified CM Assistant [28-1](#)
- CSV data file [1-5](#)
- data input files [1-2](#)
- file formats for text-based CSV files [1-7](#)
- inserting records to Cisco Unified CallManager [1-10](#)
- installation [1-2](#)
- reports [12-1, 22-1, 44-1](#)
- TAPS [64-1](#)
- templates [1-4](#)
- text-based CSV files [A-1](#)
- user device profiles [34-1](#)
- users [15-1](#)
- validating [1-10](#)

---

**P**

## passwords

- resetting [21-1](#)

## phones

- adding



- Intercom template [3-7](#)
- IP services [3-5](#)
- lines [3-4](#)
- lines to existing [10-7, 43-1](#)
- speed dial settings [3-6, 3-7](#)
- with users [24-1](#)
- configuring CAPF [3-68, 16-6](#)
- creating text-based CSV file [A-1](#)
- deleting [8-1, 13-1, 40-1](#)
- dummy MAC address, using [3-48, 6-2, 27-1, 39-2](#)
- dummy MAC addresses list [12-5](#)
- export file with all details [A-4](#)
- exporting records options [9-1](#)
- exporting records steps [9-3](#)
- generating reports [12-1](#)
- insert to Cisco Unified CallManager [6-1, 17-1, 39-1, 49-1](#)
- proxy mode for Unified CM Assistant [28-2](#)
- reloading configurations [64-3](#)
- report options [12-3](#)
- template
  - copying [3-9](#)
  - creating new [3-4](#)
  - deleting [3-10](#)
  - field descriptions [3-10](#)
  - finding template [3-2](#)
  - for IP telephony devices [3-4](#)
  - modifying [3-8](#)
- Unified CM Assistant assistant [28-5](#)
- Unified CM Assistant manager configuration [28-4](#)
- updating [7-1, 18-1, 19-1](#)
- updating with custom file [7-2](#)
- updating with query [7-1](#)
- using TAPS to configure [64-2](#)
  - enable auto-registration [64-2](#)
- validating records [5-1, 38-1](#)
- phones with users
  - inserting to Cisco Unified CallManager [27-1](#)
  - text-based CSV format [A-2](#)

- using BAT spreadsheet [24-1](#)

- validating records [26-1](#)

PINs

- resetting [21-1](#)

prerequisites

- TAPS [64-4](#)

---

## Q

query

- customizing a filter [1-6](#)

- deleting call pickup groups [54-1](#)

- deleting phones [8-1, 13-1](#)

- deleting Remote Destination Profiles [58-21](#)

- deleting Unified CM Assistant managers [31-1, 32-1](#)

- deleting users [19-1](#)

- updating lines [42-1](#)

- updating phones [7-1](#)

- using to reset password and PIN [21-1](#)

---

## R

remote destination file format for text-based CSV file

- deleting [58-19](#)

- modifying [58-19](#)

remote destination profile

- exporting records options [58-22](#)

Remote Destination Profile template [58-1](#)

reports

- dummy MAC addresses [12-5](#)

- overview [12-1, 22-1, 44-1](#)

- phone options [12-3](#)

- phones [12-1](#)

- Unified CM Assistant manager assistant [33-1](#)

- user device profile [44-1](#)

- users [22-1](#)

- VG200 gateway [50-1](#)

resetting password and PIN

- using custom file [21-3](#)
  - using query [21-1](#)
- resetting phones
  - after update [11-1](#)
  - using custom file [11-2](#)
  - using query [11-1](#)
- restarting phones
  - after update [11-1](#)
  - using custom file [11-2](#)
  - using query [11-1](#)
- retaining user records when updating [18-2](#)

---

## S

- securing directory numbers from TAPS [64-3, 64-8](#)
- services, adding or updating [3-5](#)
- speed dial settings, adding or updating [3-6, 3-7](#)
- sub-unit [46-5, 46-10](#)

---

## T

### T1 CAS

- creating CSV data file for VG200 gateway [49-1](#)
- field descriptions for VG200 template [46-19](#)
- text-based CSV file format [A-14](#)

T1-CAS ports, adding [46-8](#)

### T1 PRI

- creating CSV file for VG200 gateway [49-1](#)
- field descriptions for VG200 gateway template [46-22](#)
- text-based CSV file format [A-14](#)

T1 PRI ports [46-8](#)

### TAPS

- activating TAPS service [64-6](#)
- Cisco CRS required [64-2](#)
- Cisco Unified IP-IVR required [64-2](#)
- configuring auto-registration options [64-7](#)
- configuring on Cisco CRS server [64-5](#)
- finding secure directory numbers [64-8](#)

- installation overview [64-4](#)
- instructions for end-users [65-2](#)
- language prompts [64-4](#)
  - removing [65-2](#)
- lifting restriction on directory numbers [64-9](#)
- log files location [66-7](#)
- overview [64-1](#)
- reloading configurations [64-3](#)
- requirements [64-1](#)
- restarting service [64-6](#)
- restricting directory numbers [64-9](#)
- securing directory numbers [64-3, 64-8](#)
- setting options for using [64-7](#)
- starting service [64-6](#)
- stopping service [64-6](#)
- troubleshooting [66-7](#)
- uninstalling [64-5](#)

### templates

- adding or updating intercom templates [3-7](#)
- adding or updating IP services [3-5](#)
- adding or updating lines [3-4](#)
- adding or updating speed dial settings [3-6, 3-7](#)
- BAT template overview [1-4](#)
- copying [35-4](#)
- copying phone [3-9](#)
- copying users [16-3](#)
- deleting [35-5](#)
- deleting phone [3-10](#)
- deleting users [16-3](#)
- field descriptions
  - adding or updating intercom templates [3-44](#)
  - adding or updating lines [3-29](#)
  - phone [3-10](#)
  - user device profiles [35-2](#)
  - users [16-4](#)
  - VG200 gateway - T1 CAS gateway [46-19](#)
- finding [35-1](#)
- master phone [1-5](#)
- modifying [35-4](#)

- modifying phone [3-8](#)
- modifying users [16-3](#)
- overriding values [1-5](#)
- template type
  - Catalyst 6000 FXS ports [46-8](#)
  - IP telephony devices [3-4](#)
  - phones [3-4](#)
  - Unified CM Assistant assistant for proxy mode [28-3](#)
  - Unified CM Assistant manager for proxy mode [28-3](#)
  - user device profiles [35-2](#)
  - users [16-2](#)
  - VG200 gateway template [46-4, 46-9](#)
- time of day access [57-1](#)
  - delete [57-2](#)
  - export [57-3](#)
  - insert [57-1](#)
- trace configuration files
  - viewing [66-1](#)
- troubleshooting
  - BAT [66-3](#)
  - BAT log files [66-3](#)
  - BAT performance [66-6](#)
  - TAPS [66-7](#)
- troubleshooting message
  - BAT.xlt spreadsheet does not work with Excel XP (Office XP) [66-6](#)
  - BAT excel sheet does not respond to actions [66-4](#)
  - BAT menu does not display in Cisco Unified CallManager [66-3](#)
  - BAT spreadsheet gives a compilation error while exporting data [66-4](#)
  - cannot access complete BAT functionality [66-3](#)
  - CSV data files do not match phone template/sample file [66-4](#)
  - export to BAT does not work in BAT.xlt file [66-4](#)
  - job does not display in find and list job window [66-5](#)
  - jobs remain in hold state [66-5](#)
  - jobs remain in pending state [66-5](#)
  - MAC address values are not allowed in CSV file if dummy MAC address option selected [66-6](#)

- port number not configured in template [66-6](#)
- uploaded csv file does not display [66-5](#)
- when Cisco CRS starts, JTAPI shows partial service or out of service [66-8](#)
- when dialing TAPS number, caller hears busy [66-8](#)

## U

UDP, see user device profiles

### Unified CM Assistant

- assistant template for proxy mode [28-3](#)
- creating CSV data file [28-9](#)
- deleting assistants
  - described [31-1](#)
  - using custom file [32-2](#)
- deleting manager-assistant associations [30-1](#)
- deleting managers
  - described [31-1](#)
  - using custom file [31-2](#)
  - using query [31-1, 32-1](#)
- generating reports [33-1](#)
- inserting manager-assistant associations [29-1](#)
- manager and assistant line configurations, proxy mode [28-3](#)
- manager and assistant shared line configurations [28-8](#)
- manager template for proxy mode [28-3](#)
- overview [28-1](#)
- phones
  - assistant configuration options [28-5](#)
  - manager configuration options [28-4](#)
  - proxy line example [28-5](#)
  - proxy lines on existing [28-6](#)
  - proxy lines on new [28-6](#)
  - proxy mode [28-2](#)
  - shared line example [28-8](#)
  - shared line mode [28-7](#)
- setting up phones and lines [28-1](#)
- text-based CSV file, creating [A-12](#)
- text-based CSV file custom format [A-13](#)

Unified CM Assistant Configuration Wizard [28-2](#)

uninstalling

TAPS [64-5](#)

update

line appearance [23-3](#)

updating

lines to user device profiles [42-1](#)

phone configuration using TAPS [65-2](#)

updating lines

field descriptions [10-3, 42-3](#)

uploading/downloading file

delete [2-3](#)

download [2-2](#)

finding [2-1](#)

upload [2-3](#)

user device profiles

adding lines to existing [10-7, 43-1](#)

BAT spreadsheet

field descriptions [34-4](#)

using [34-2](#)

creating CSV data file [34-2](#)

deleting [40-1](#)

export file format [41-1](#)

export file with all details [A-11](#)

exporting record options [41-3](#)

overview [34-1](#)

removing [40-1](#)

reports, generating [44-1](#)

steps for adding [34-1](#)

template

copying [35-4](#)

creating [35-2](#)

deleting [35-5](#)

finding [35-1](#)

modifying [35-4](#)

text-based CSV file, creating [A-9](#)

text-based CSV file format [A-9](#)

updating lines [42-1](#)

validating records [38-1](#)

users

adding overview [15-1](#)

adding with phones [24-1](#)

creating CSV data file [15-2](#)

deleting [19-1](#)

using custom file [19-2](#)

using query [19-1](#)

exported records format [20-1](#)

exporting records [20-1](#)

field descriptions for updating with BAT spreadsheet [18-2](#)

generating reports [22-1](#)

inserting to Cisco Unified CallManager [17-1](#)

resetting passwords and PINs [21-1](#)

retaining stored values [18-2](#)

template

copying [16-3](#)

creating new [16-2](#)

deleting [16-3](#)

field descriptions [16-4](#)

finding [16-1](#)

for users [16-2](#)

modifying [16-3](#)

text-based CSV file, creating [A-6](#)

text-based CSV file, updating [A-8](#)

text-based CSV format [A-7](#)

updating [18-1](#)

updating users field descriptions [18-2](#)

users with phones

inserting to Cisco Unified CallManager [27-1](#)

using BAT spreadsheet [24-1](#)

validating records [26-1](#)

## V

validate

import/export [62-1](#)

validate import file [62-1](#)

validating

- options [1-10](#)
- overview [1-10](#)
- phone and user records [26-1](#)
- phone records [5-1, 38-1](#)
- user device profile records [38-1](#)
- version, finding [1-12](#)
- VG200 gateway
  - creating CSV data file for T1 CAS or T1/E1 PRI [49-1](#)
  - creating template [46-4, 46-9](#)
  - creating text-based CSV file [A-13](#)
  - deleting gateway [48-1](#)
  - field descriptions
    - T1/E1 PRI template [46-22](#)
    - T1 CAS template [46-19](#)
  - generating reports [50-1](#)
  - inserting to Cisco Unified CallManager (FXS or FXO) [49-6](#)
  - inserting to Cisco Unified CallManager (T1 CAS or T1/E1 PRI) [49-6](#)
- VG200 gateway template
  - FXO ports, adding [46-7](#)
- VG224 gateway
  - creating text-based CSV file [A-15](#)
- VIC-2FXO [46-5](#)
- VIC-2FXS [46-5, 46-10](#)
- viewing
  - line appearances [23-1](#)
- viewing trace configuration files [66-1](#)
- VWIC-1MFT-E1 [46-5](#)
- VWIC-1MFT-T1 [46-5](#)
- VWIC-2MFT-E1 [46-5](#)
- VWIC-2MFT-T1 [46-5](#)

