Bulk Administration Guide for Cisco Unified Communications Manager, Release 12.5(1)SU4

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BAT Performance 701

Preface

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

Note This document may not represent the latest Cisco product information available. You can obtain the most current documentation by accessing Cisco's product documentation page at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

- Purpose, on page xxvii
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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.

Layout of BAT Tool User Guide

Chapter	Description
Overview, on page 33	Unified Communications Manager Bulk Administration Overview Provides an overview of BAT.
File Upload and Download, on page 13	Upload/Download Files Describes how to upload and download files.
Phones, on page 19	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.
Users, on page 201	Users Describes how to add, update, and delete batches of users.
Phones and Users, on page 259	Phones and Users Describes how to add a group of users and their phones on a Unified Communications Manager server in one bulk transaction.
Managers and Assistants, on page 269	Managers and Assistants Describes how to add, update, or delete Manager Assistant Associations.
User Device Profiles, on page 303	User Device Profiles Describes how to add, update, or delete User Device Profiles.
Gateways, on page 377	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.
Forced Authorization Codes and Client Matter Codes, on page 483	Forced Authorization Codes and Client Matter Codes Describes how to add, update, or delete Client Matter Codes and Forced Authorization Codes.
Call Pickup Groups, on page 497	Pickup Groups Describes how to add, update, or delete call pickup groups.
Mobility, on page 507	Mobility Describes how to insert, delete, and export access lists, remote destinations and remote destination profiles.
Region Matrix, on page 537	Region Matrix Describes how to populate and depopulate the region matrix.

Import/Export, on page 541	Import/Export Describes how to import or export Unified Communications Manager database to another server, or to the same server with modifications.
Phone Migration, on page 563	Phone Migration Describes the Phone Migration menu in BAT and details the procedure to migrate phones in bulk.
Extension Mobility Cross Cluster (EMCC), on page 569	Extension Mobility Cross Cluster (EMCC) Describes the EMCC menu in BAT and details how to insert, delete, and update EMCC.
Intercompany Media Engine (IME), on page 579	Intercompany Media Services Describes the Intercompany Media Services menu in BAT and details how to insert and delete Trusted Element, Trusted Group, Enrolled Group, Exclusion Group, and Fallback Profile configuration.
CUPS, on page 607	CUPS Describes the CUPS menu in BAT and details its use to update and export the CUPS and CUPC users.
Tool for Auto-Registered Phones Support, on page 611	Tool for Auto-Registered Phones Support (TAPS). Describes how to install, configure, and use TAPS.
Scheduling Jobs, on page 627	Scheduling Jobs Describes how to schedule and activate jobs.
Troubleshooting BAT and TAPS, on page 635	Troubleshooting BAT and Unified CM Auto-Register Phone Tool 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.
Appendixes	Appendixes 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 Online Help*
- *Cisco Unified Communications Manager System Configuration Guide*
- *Release Notes for Cisco Unified Communications Manager*

- *Installing Cisco Unified Communications Manager*
- *Cisco Unified 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*
- *Feature Configuration Guide for Cisco Unified Communications Manager*
- *Troubleshooting Guide for Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Assistant User Guide*

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface.
italic font	Arguments for which you supply values are in italics.
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.
`boldface screen` font	Information you must enter is in **`boldface screen`** 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.

Documentation and Service Requests

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

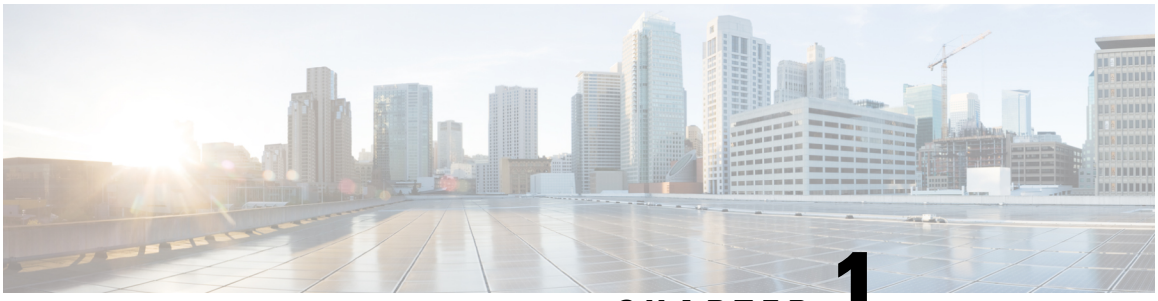
This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at
`http://www.access.gpo.gov/bis/ear/ear_data.html`

PART I

Overview

• Cisco Unified Communications Manager Bulk Administration Tool (BAT), on page 1



CHAPTER 1

Cisco Unified Communications Manager Bulk Administration Tool (BAT)

This chapter provides information about the Cisco Unified Communications Manager Bulk Administration Tool (BAT).

- About Cisco Unified Communications Manager Bulk Administration Tool, on page 1
- BAT Installation, on page 2
- BAT Data Input Files, on page 3
- Perform BAT Configuration Multistep Process, on page 3
- BAT Application Web Browser Considerations, on page 11
- Access BAT Online Help, on page 12
- Verify Cisco Unified Communications Manager Version, on page 12

About Cisco Unified Communications Manager Bulk Administration Tool

The Unified Communications Manager Bulk Administration Tool (BAT) is a web-based application that you can use to perform bulk transactions to the Unified Communications Manager database. You can use BAT to add, update, or delete a large number of similar phones, users, or ports at the same time. When you use 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 The Bulk Administration menu is visible only on the first node of Unified Communications Manager server.

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

Note When you perform a bulk transaction, limit the number of records 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, you can use BAT to "Enable CTI Application Use." This saves time when you add users who have applications that require a CTI port, such as Cisco IP SoftPhone.

An optional component of BAT, the Unified Communications Manager Auto-Register Phone Tool, further reduces the time and effort that is involved in administering a large system. 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.

Related Topics

Manage Tool for Auto-Registered Phones Support (TAPS), on page 613

BAT Installation

BAT is installed as part of the Unified Communications Manager Administration.

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 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.

Perform BAT Configuration Multistep 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:

Procedure

Step 1 Set up the template for data input.

Step 2 Define a format for the CSV data file.

Step 3 Collect the data for each device in the bulk transaction.

Step 4 Upload the data files choosing the relevant target and function for the transaction.

Step 5 Validate the data input files with the Unified Communications Manager database.

Step 6 Submit jobs for execution.

Step 7 Schedule jobs.

Step 8 Execute jobs to insert the devices into the Unified Communications Manager database.

Note To blank out a field, type "NULL" (without quotations) in the field. Do not leave the field blank.

About 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
- Phone Migration
- EMCC
- Intercompany Media Engine
- CUPS
- TAPS
- Infrastructure Devices
- 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.

BAT Configuration 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 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 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.

Standard Phone Templates

When you are adding a group of phones that have multiple lines, you can create a standard phone template that provides multiple lines and the most common values for a specific phone model. You can use the standard 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 standard 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.

CSV Data File Overrides Template Values

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.

Example Template Override

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.

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.

CSV Data File Adds 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.

Note BAT.xlt validates data only for valid characters, data types, and field length for particular fields.

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.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Validate CSV Data File Phone Records, on page 119
Text-Based CSV Files, on page 659

CSV Data File Updates 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.

You can also extract a group of phone records from the Unified Communications Manager database for inclusion in a CSV data file using the export utility.

Customized Query Searches

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, you choose the model but add no other criteria for the search. You get the records for all the Cisco Unified IP Phones that are configured in the database.

Custom File Searches

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.

Export Phone Records to CSV Data File

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 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.

Related Topics

Exported Phone Record Fields, on page 156

CSV Data File and Custom File Formats

CSV data files comprise a string of device attributes and information in a comma separated value (CSV) format. To insert data records into the 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 fourth field in the header, and the fifth field in the CSV file for the phone shows “johns.”

Note To blank out a field, type "NULL" (without quotations) in the field. Do not leave the field blank.

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 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
```

Associate Custom File Format with 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.

Procedure

Step 1 In the **Add File Format** window, choose the name of the CSV data file `<CSVfilename>.txt` from the **File Name** drop-down list.

Step 2 Choose a file format from the **File Format Name** drop-down list.

The data in the CSV data file must match the custom file format that is chosen.

BAT Spreadsheet Data Collection for CSV Data File Creation

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.

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 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.

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.

Note Most of the times when you download the BAT.xlt file to a local Windows machine, you will see a blocked content warning: "Macros in this document have been disabled by your enterprise administrator for security reasons." To solve this issue, download your BAT.xlt files in 97-2003 format (.xls instead of the new .xlsx format). Use this (*.xls) format to create BAT spreadsheets.

BAT.xlt files functions work best on a Windows machine and not on a Mac OS machine. We recommend you to use BAT.xlt files on a Windows machine.

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 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 folder that you choose. The filename 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 Unified Communications Manager database server by using Upload/Download Files option in the Bulk Administration of Unified Communications Manager Administration.

Related Topics

Upload and Download Files, on page 15
Validate CSV Data File Phone Records, on page 119

Validate BAT Data Input File

The system runs a validation routine to check for errors in the CSV data file and the BAT template 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.

Procedure

Step 1 Select the **Validate File** option and choose the name of the CSV data input file, the BAT template for the device, and the model, if applicable.

The CSV data file should contain all details.

Step 2 Select the validation method.

a) Choose Specific Details for validating records that follow the Default or Custom file format.
b) Choose All Details for validating records from a file that was generated from the export utility using the All Details option.

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.

Related Topics

Manage Troubleshooting BAT and TAPS, on page 637

Insert BAT Data Input File Records Into Database

When the data input file has passed validation, you are ready to use the **Insert** window to add the device records into the Unified Communications Manager first node database.

Before you begin

The CSV data input file must be valid. If any line information for a phone record fails, BAT does not insert that phone record.

Procedure

Step 1 In the **Insert** window choose the name of the CSV data input file, the BAT template for the device, and the model, if applicable.

The CSV data file should contain all details and be valid.

Step 2 Select the insert method.

a) Choose Specific Details to insert records that use a customized file format.
b) Choose All Details to insert records from a file that was generated from the export utility using the All Details option.

Step 3 Enter **Job Information** details and click **Submit**.
This creates a job that can be accessed 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.

Related Topics

Manage Troubleshooting BAT and TAPS, on page 637
Validate BAT Data Input File, on page 10

BAT Application Web Browser Considerations

The BAT is a web-based application that requires the use of a web browser. A web browser is a resource-intensive application that can consume large amounts of system memory and CPU cycles. When a web browser takes resources away from Unified Communications Manager, it adversely affects call processing.

Caution Possible consequences of using the browser on the same machine as the web server and Unified Communications Manager include delayed dial tone and dropped calls.

Access BAT Online Help

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.

Procedure

Step 1 Select the **Help** menu to access BAT online help.

Step 2 Choose a help feature.

a) Choose **Contents** and **Index** to open the BAT help file that you can browse for information or search the index.

b) Choose **For This Page** to open the help directly for the window that you are currently viewing.

You can still browse the remainder of the help or use the index.

Verify Cisco Unified Communications Manager Version

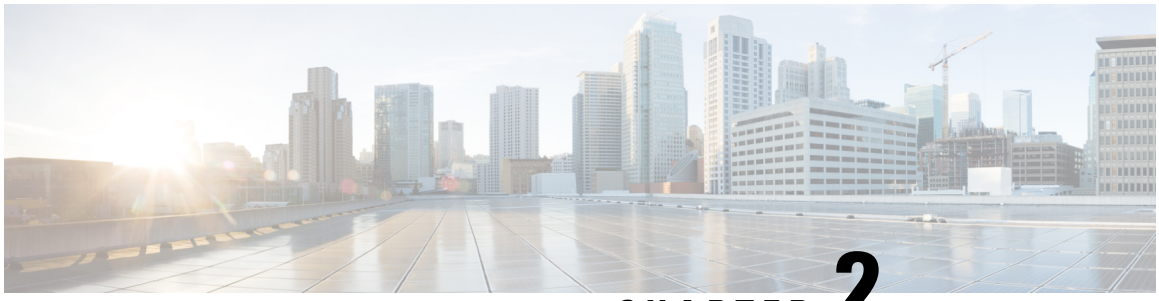
Procedure

Select **Help** > **About** to find the current version of Unified Communications Manager

PART II

File Upload and Download

- Upload and Download Files, on page 15



CHAPTER 2

Upload and Download Files

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

- Find Downloadable File on Server, on page 15
- Download File Off Server, on page 16
- Upload File to Server, on page 17
- Delete File From Server, on page 17

Find Downloadable File on Server

Use the following procedure to find files that you can download from the 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 In the second **Find Job where** drop-down list box, do one of the following:

a) If you chose **Name** in Step 2, on page 15, choose one of the following options and continue with Step 4, on page 15:

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

b) If you chose **Type** in Step 2, on page 15, continue with Step 4, on page 15.

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 Step 2, on page 15 through Step 4, on page 15.

Step 6 If you chose **Type** inStep 2, on page 15, 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 the following:

- File Name
- Function Type

If you chose **Type** in Step 2, on page 15, the list of discovered files displays by the following:

- File Name
- Launch Date and Time

What to do next

You can download a file(s) that you chose.

Related Topics

Download File Off Server, on page 16

Download File Off Server

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

Procedure

Step 1 Find the files that you want to download.

Tip To find files on the server, see Find Downloadable File on Server, on page 15.

Step 2 Check the check boxes corresponding to the files that you want to download and click **Download Selected**.

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

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

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.

Upload File to Server

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

Note The upload file format must always be using alphanumeric (a-z, A-Z and 0-9) characters. Valid characters include hyphens (-), dot (.), and underscore (_). Also, the file name should not begin with a dot nor contain double dots.

Procedure

Step 1 Choose **Bulk Administration** > **Upload/Download Files**.

Step 2 Click **Add New**.

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, choose the target for which you want to use the file.

Step 5 From the **Transaction Type** drop-down list, 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.

Delete File From Server

Use the following procedure to delete files from the Unified Communications Manager server. If you choose files to delete that are actively being used to execute jobs, those files will not get deleted.

Attention Do not delete the BAT.xlt file.

Procedure

Step 1 Find the files that you want to delete.

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

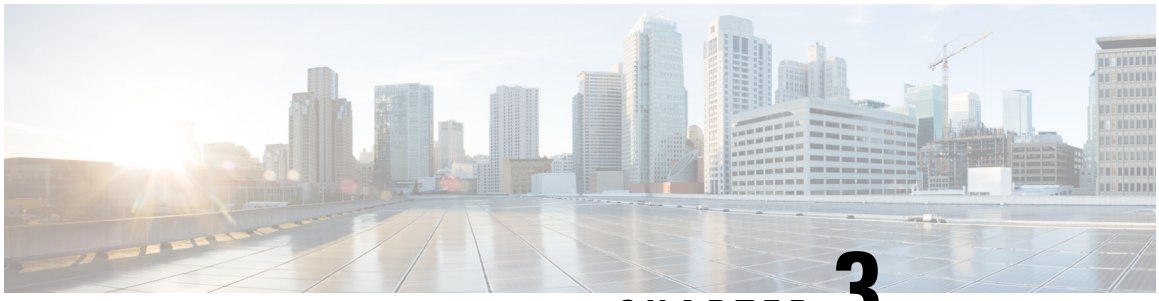
Related Topics

Find Downloadable File on Server, on page 15

PART III

Phones

- Phone Template, on page 21
- Phone File Formats, on page 113
- Phone Record Validation, on page 119
- Phone Insertions, on page 121
- Phone Updates, on page 125
- Phone Deletions, on page 149
- Phone Exports, on page 155
- Phone Line Addition and Updates, on page 161
- Phone Resets and Restarts, on page 179
- Phone Reports, on page 185
- Phone Migrations, on page 193
- Intercom Additions and Updates, on page 197



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

This chapter provides information about how to use BAT to work with phone templates and other IP telephony devices.

- Add Phones to Database, on page 21
- BAT Phone Templates, on page 22

Add Phones to Database

When you use BAT to add phones and other IP telephony devices in bulk to the 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)

Procedure

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

The **Find and List Phone Templates** window displays.

Step 2 Create a CSV data file to insert the phone templates.

Perform one of the following options:

a) Create a CSV data file using the BAT spreadsheet.

b) Create a CSV data file using a text editor as follows:

1. Choose **Bulk Administration** > **Phones** > **Phone File Format** > **Create File Format**.
2. Use a text editor and create the CSV data file for phones that follows the file format that you want to use.
3. Choose **Bulk Administration** > **Phones** > **Phone File Format** > **Add File Format** to associate the text-based file format with the CSV data file.

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

Step 4 Choose **Bulk Administration** > **phones** > **Insert phones** to insert phone records into the Unified Communications Manager database.

Related Topics

Associate Text-Based File Format with CSV Data File, on page 117
BAT Phone Templates, on page 22
Create Phone CSV Data File Using BAT Spreadsheet, on page 82
Create Text-Based CSV File for Phones, on page 660
Find Phone File Formats, on page 113
Insert Phones Into Unified Communications Manager, on page 121
Phone Record Validation, on page 119

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 Unified Communications Manager Administration. You cannot create new settings in BAT.

Find BAT Phone Template

Because you might have several phone templates, Unified Communications Manager lets you locate specific phone templates on the basis of criteria that you define.

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

Step 3 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 4 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 5 From the list of records, click the device name that matches your search criteria.
The window displays the phone template that you choose.

Create New BAT Phone Template

You can create new BAT phone templates. After you create a phone template, you can add lines, services, and speed dials.

Procedure

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

Step 2 Click **Add New**. The **Add a New Phone Template** window displays.

Step 3 From the **Phone Type** drop-down list, choose the phone model for which you are creating the template. Click **Next**.

Step 4 From the **Select the Device Protocol** drop-down list, choose the device protocol. Click **Next**.

The **Phone Template Configuration** window displays with fields and default entries for the chosen device type.

Step 5 In the **Template Name** field, enter a name for the template.

The name can contain up to 50 alphanumeric characters.

Step 6 In the Device Information area, enter the phone settings that this batch has in common.

Some phone models and device types do not have all the attributes that the table lists. See, the phone model documentation for information on all the attributes.

Step 7 After you have entered all the settings for this BAT phone template, click **Save**.

When the status indicates that the transaction has completed, you can add line attributes.

Add or Update Phone Lines in BAT Template

You can add one or more lines to the BAT template or to update existing lines. The button template in use for the BAT template determines the number of lines that you can add or update. You can create a primary phone template that has multiple lines. Then, you can use the standard template to add phones with a single line or up to the number of lines in the standard template. All phones or user device profiles in this batch will use the settings that you choose.

Cisco recommends that you use alphanumeric characters for the line template value, 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 and Call Park number.

The maximum number of lines that display for a BAT template depends on the model and button template that you chose when you created the BAT phone template. For some Cisco Unified IP Phone models, you can also add Cisco Unified IP Phone services and speed dials to the template.

Procedure

Step 1 Find the Phone Template to which you want to add the line.

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

The **Line Template Configuration** window displays.

Step 3 Enter or choose the appropriate values for the line settings.

Step 4 Click **Save**.

Step 5 To add settings for any additional lines, repeat Step 2, on page 24 through Step 4, on page 24.

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.

a) To find existing line template, enter the appropriate search criteria and click **Find**.

b) To add a new line template, click **Add New**.

Related Topics

Add or Update IP Services in BAT Template, on page 25
Add or Update Speed Dials in BAT Template, on page 25
Find BAT Phone Template, on page 22

Standard Phone Templates, on page 5

Add or Update IP Services in BAT Template

You can subscribe Cisco Unified IP Phone services to the Cisco Unified IP Phone models that include this feature directly in the BAT template. To bulk subscribe users or phones to IP services, the IP services must have common service parameters and be subscribed through a phone template. You can not bulk subscribe IP services that have unique service parameters. For services with unique parameters, use the CSV file.

Procedure

Step 1 Find the Phone Template to which you want add an IP service.

Step 2 From 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 Associate the selected services or add more services to the template.

a) To associate these phone services to the phone template, click **Save**.
b) To add more services, repeat Step 3, on page 25 through Step 6, on page 25.
c) To add all the services to the template, click **Update**.

After you are done adding or updating services for the selected template, proceed to the next step.

Step 7 Close the popup window.

Related Topics

Add or Update Speed Dials in BAT Template, on page 25
Find BAT Phone Template, on page 22

Add or Update Speed Dials in BAT Template

You can add and update speed dials in the BAT template for phones and Cisco VGC phones if the Phone Button Template provides speed-dial buttons. The Phone Button Template in use for the BAT template determines the number of available speed-dial buttons.

Procedure

Step 1 Find the Phone Template to which you want to add speed dials.

Step 2 From the **Phone Template Configuration** window, do one of the following:

a) Click **Add a new SD** in the **Associated Information** area.
b) 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.

Step 3 In the **Speed Dial Settings** area, enter the phone number, including any access or long-distance codes, in the **Number** field.

Note When you enter the phone number, it can be followed by Forced Authorized Code (FAC)/Client Matter Code (CMC) if applicable. You can enter the Phone number, FAC, CMC either in sequence or separated by a comma (,). The Speed dial may include any PIN, Password or any other digits to be sent as DTMF digits after the call is connected. If you require a pause while connecting through speed dial, you can enter one or more comma (,) where each comma represents a pause of 2 seconds. DTMF digits will be sent after the call is connected and the appropriate pause duration corresponding to the number of commas is entered.

Step 4 In the **Label** field, enter a label that corresponds to the speed-dial number.

Step 5 In the **Abbreviated Dial Settings** area, you can set abbreviated speed dials for applicable IP phone models. Repeat Step 3, on page 26.

Step 6 Click **Save**.
BAT inserts the speed-dial settings in the template and the popup window closes.

Related Topics

Find BAT Phone Template, on page 22

Add or Update Busy Lamp Field in BAT Template

You can add and update busy lamp filed speed dials in the BAT template for phones and Cisco VGC phones if the Phone Button Template provides speed-dial buttons. The Phone Button Template in use for the BAT template determines the number of available BLF SD buttons.

Procedure

Step 1 Find the Phone Template to which you want to add speed dials.

Step 2 In the **Phone Template Configuration** window, do one of the following:

a) Click **Add a new BLF SD** in the **Associated Information** area.

b) Choose Add/Update Busy Lamp Field Speed Dials from the **Related Links** drop-down list 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.

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

Related Topics

Find BAT Phone Template, on page 22

Add or Update Busy Lamp Field Directed Call Park in BAT Template

You can add and update busy lamp field (BLF) directed call park in the BAT template for phones and Cisco VGC phones if the Phone Button Template provides speed-dial buttons. The Phone Button Template in use for this BAT template determines the number of available BLF Directed Call Park buttons.

Procedure

Step 1 Find the Phone Template to which you want to add BLF speed directed call park.

Step 2 In the **Phone Template Configuration** window, do one of the following:

a) Click **Add a new BLF Directed Call Park** in the **Associated Information** area.

b) Choose **Add/Update BLF Directed Call Park** 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 BLF Directed Call Park buttons for Cisco Unified IP Phones and expansion modules.

Step 3 In the **Unassigned Busy Lamp Field/Directed Call Park Settings** area, choose the directory number from the drop-down list. You can click **Find** to search for directory numbers.

Step 4 In the **Label** field, enter a label that corresponds to the BLF Directed Call Park number.

Step 5 Click **Save**.
BAT inserts the BLF Directed Call Park settings in the template, and the popup window closes.

Related Topics

Find BAT Phone Template, on page 22

Add or Update Intercom Template in BAT Template

You can add one or more Intercom templates to the BAT template, or update existing Intercom templates in the BAT template The button template in use for the BAT template determines the number of lines that you can add or update. You can create a standard phone template that has multiple lines. Then, you can use the standard template to add phones with a single line or up to the number of lines in the standard template. All phones or user device profiles in this batch will use the settings that you choose for the intercom template.

We recommend 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 and Call Park number.

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. For some Cisco Unified IP Phone models, you can also add Cisco Unified IP Phone services and speed dials to the template.

Procedure

Step 1 Find the Phone Template to which you want to add the intercom template.

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.

Step 3 Enter or choose the appropriate values for the intercom template settings.

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, on page 27 through Step 4, on page 28.

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.

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.

a) Click **Find** and enter the appropriate search criteria and to find existing Intercom directory numbers.
b) In the **Find and List Intercom Directory Number** window, click **Add New** to add a new intercom directory number.

Related Topics

Add or Update IP Services in BAT Template, on page 25
Add or Update Phone Lines in BAT Template, on page 24
Add or Update Speed Dials in BAT Template, on page 25
Find BAT Phone Template, on page 22
Standard Phone Templates, on page 5

Modify BAT Phone Templates

Procedure

Step 1 Find the Phone Template that you want to modify.

Step 2 In the phone **Template Configuration** window, add, change, or remove settings in the template. See Table 2: Field Descriptions for Adding a Line to a BAT Template, on page 61 for more information.

Step 3 After you have modified the settings to update the template, click **Save**.

What to do next

You can proceed to add or update lines, IP services, or speed dials for the BAT template.

Related Topics

Add or Update IP Services in BAT Template, on page 25
Add or Update Phone Lines in BAT Template, on page 24
Add or Update Speed Dials in BAT Template, on page 25
Find BAT Phone Template, on page 22

Copy BAT Phone Template

You can copy the properties of an existing phone template into a new phone template when you want to change only a few fields. The copy duplicates all the values that were specified in the original template.

Note Ensure that the new template that you create is the same device type as the original template, such as Cisco IP Phone 7975.

Procedure

Step 1 Find the Phone Template that you want to copy.

Step 2 Copy the Phone Template. Do one of the following:

a) In the **Phone Template Configuration** window, verify that this is the template that you want to copy and click **Copy**.

b) In the **Find and List Phone Templates** window, click the icon in the **Copy** column that corresponds to the phone template that you want to copy.

c) To copy a template and all the lines associated with that template, in the **Find and List Phone Templates** window, click the icon in the **Super Copy** column that corresponds to the phone template with the lines that you want to copy.

Step 3 In the **Template Name** field, enter a name for the template.

The name can contain up to 50 alphanumeric characters.

Example:

Sales_7975.

Step 4 Update the fields as needed for the new template.

See Table 2: Field Descriptions for Adding a Line to a BAT Template, on page 61 for more information.

Step 5 Click **Save**.
The template that is added to BAT displays in the Phone Templates column on the left.

What to do next

You can continue to add or update phone lines, IP services, and speed dials to the template.

Related Topics

Add or Update IP Services in BAT Template, on page 25
Add or Update Phone Lines in BAT Template, on page 24
Add or Update Speed Dials in BAT Template, on page 25
Find BAT Phone Template, on page 22

Delete BAT Phone Template

You can delete BAT phone templates.

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

Procedure

Step 1 Find the Phone Template that you want to delete.

Step 2 Delete the Phone Template. Do one of the following:

a) In the **Phone Template Configuration** window, verify that this is the template that you want to delete and click **Delete**.

b) In 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.

Related Topics

Find BAT Phone Template, on page 22

BAT Phone Template Field Descriptions

The following table provides descriptions of all possible fields that display when you add a BAT phone template for all IP telephony devices. Some device types do not require all the phone settings, and only some fields show the values that were configured in Unified Communications Manager Administration. Field names that have an asterisk in the BAT user interface require an entry. Treat fields that do not have an asterisk as optional.

Table 1: Field Descriptions for a Phone Template

Field	Description
Device Information	
Device Trust Mode	Select whether the device is trusted or not trusted. You can configure this setting for analog phones using SCCP, and for some third-party endpoints.
Template Name	Enter the name for the template.
Description	Enter a description for the phone template that you want to create. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
Requires Activation Code for Onboarding	Check this check box if you want to use activation codes, rather than autoregistration, to onboard phones that use this template. **Note** This option is available only for phones that support activation codes.

Field	Description
Device Pool	Choose the device pool for this group of phones or ports. For devices, a device pool defines sets of common characteristics, such as region, date/time group, 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. 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, 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.

Field	Description
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.
Location	Choose the appropriate location for this group of IP phones or ports. 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 Cisco IP Phone 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. Set AAR Group to <None> to prevent rerouting blocked calls.
User Locale	Choose 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 Unified Communications Manager user windows and phones.
Network Locale	Choose the network locale that you want to associate with this group of phones. 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.
Built In Bridge	Enable or disable the built-in conference bridge for the barge feature by using the **Built In Bridge** drop-down list (choose On, Off, or Default).
Privacy	For each phone that wants Privacy, choose On in the **Privacy** drop-down list.

Field	Description
Device Mobility Mode	From the drop-down list, turn the device mobility feature on or off for this device or choose Default to use the default device mobility mode. Click **View Current Device Mobility Settings** to display the current values of these device mobility parameters: • Cisco Unified Communications Manager Group • Roaming Device Pool • Location • Region • Network Locale • AAR Group • AAR Calling Search Space • Device Calling Search Space • Media Resource Group List • SRST
Owner User ID	Enter a user ID for the primary phone user.
Mobility User ID (Dual-mode phones only)	From the drop-down list, choose the user ID of the person to whom this dual-mode phone is assigned. **Note** The Mobility User ID configuration gets used for the Cisco Unified Mobility and Mobile Voice Access features for dual-mode phones. **Note** The Owner User ID and Mobility User ID can differ.

Field	Description
Phone Personalization	From the drop-down list, 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: • Disabled—None of the personalization settings on the phone get activated. • 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. • Default—Use the phone personalization setting that is in the Common Phone Profile.
Services Provisioning	From the drop-down list, choose the Services Provisioning setting that you want to use from the following values: • Internal • External URLs • Both • Default: Internal 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. This is a required field.
Phone Load Name	Enter the custom phone load, if applicable. **Note** Any value that is entered in this field overrides the default value for the chosen model. For more information about Cisco IP Phone software and configuration, refer to the Cisco IP Phone Administration Guide for Unified Communications Manager, which is specific to the phone model.

Field	Description
Single Button Barge	From the drop-down list, enable or disable the Single Button Barge/cBarge feature for this device or choose **Default** to use the service parameter setting. • Off—This setting disables the Single Button Barge/cBarge feature; however, the regular Barge or cBarge features will still work. • Barge—This setting enables the Singe Button Barge feature. • cBarge—This setting enables the Single Button cBarge feature. • Default—This setting uses the Single Button Barge/cBarge setting that is in the service parameter.
Join Across Lines	From the drop-down list, enable or disable the Join Across Lines feature for this device or choose **Default** to use the service parameter setting. • 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.

Field	Description
Use Trusted Relay Point	From the drop-down list, enable or disable whether Unified Communications Manager inserts a trusted relay point (TRP) device with this media endpoint. Choose one of the following values: • Default—If you choose this value, the device uses the Use Trusted Relay Point setting from the common device configuration with which this device associates. • Off—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. • On—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. A Trusted Relay Point (TRP) device designates an MTP or transcoder device that is labeled as Trusted Relay Point. 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). If both TRP and MTP are required for the endpoint, TRP gets used as the required MTP.
BLF Audible Alert Setting (Phone Idle)	From the drop-down list, choose the BLF Audible Alert setting that you want to use from the following values: • On • Off • Default 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 lamp field (BLF) button. This is a required field.

Field	Description
BLF Audible Alert Setting (Phone Busy)	This parameter for this required field 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 lamp field (BLF) button. From the drop-down list, choose the BLF Audible Alert setting that you want to use from the following values: • On • Off • Default
Always Use Prime Line	From the drop-down list, choose one of the following options: • Off—When the phone is idle and receives a call on any line, the phone user answers the call from the line on which the call is received. • On—When the phone is idle (off-hook) and receives a call on any line, the primary line gets chosen for the call. Calls on other lines continue to ring, and the phone user must select those other lines to answer these calls. • Default—Unified Communications Manager uses the configuration from the Always Use Prime Line service parameter, which supports the Cisco CallManager service.

Field	Description
Always Use Prime Line for Voice Message	From the drop-down list, choose one of the following options: • On—If the phone is idle, the primary line on the phone becomes the active line for retrieving voice messages when the phone user presses the Messages button on the phone. • Off—If the phone is idle, pressing the Messages button on the phone automatically dials the voice-messaging system from the line that has a voice message. Unified Communications Manager always selects the first line that has a voice message. If no line has a voice message, the primary line gets used when the phone user presses the Messages button. • Default—Unified Communications Manager uses the configuration from the Always Use Prime Line for Voice Message service parameter, which supports the Cisco CallManager service.
Geo Location	From the drop-down list, choose a geo location. You can choose the **Unspecified** geo location, which designates that this device does not associate with a geo location. You can also choose a geolocation that has been configured with the **System** > **Geolocation Configuration** menu option.
Feature Control Policy	Choose the Feature Control Policy for this group of phones. A feature control policy specifies the appearance of features and the associated softkeys that are displayed on the phone.

Field	Description
Device Security Mode	From the drop-down list, choose the mode that you want to set for the device: Use System Default—The phone uses the value that you specified for the enterprise parameter, Device Security Mode. Non-secure—No security features exist for the phone. A TCP connection opens to Unified Communications Manager. Authenticated—Unified Communications Manager provides integrity and authentication for the phone. A TLS connection that uses NULL/SHA opens. Encrypted—Unified Communications Manager provides integrity, authentication, and encryption for the phone. A TLS connection that uses AES128/SHA opens. This field displays only if the phone model supports authentication or encryption.
Retry Video Call as Audio	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. 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. 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.
Ignore Presentation Indicators (Internal Calls Only)	Check this check box to configure call display restrictions on a call-by-call basis. When this check box is checked, Unified Communications Manager ignores any presentation restriction that is received for internal calls.

Field	Description
Allow Control of Device from CTI	Check this check box to allow control of all CTI controllable devices from CTI. You can enable or disable this check box based on CTI Controllable Device Type and Device Protocol. **Note** Cisco dual-mode devices (Jabber) such as Android, iPhone, and iPad operating in WiFi mode are monitored through CTI and not controlled. However, devices operating in GSM mode cannot be monitored or controlled.
Logged into Hunt Group	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. Users use the softkey on the phone to log their phone in or out of the hunt list.
Remote Device	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 Unified Communications Manager to allocate a buffer for the phone device when it registers and to bundle SCCP messages to the phone. 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.
Protected Device	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. **Tip** For a detailed description of the secure-tone feature and the configuration requirements, see the *Cisco Unity Connection System Administration Guide*.

Field	Description
Hotline Device	Check this check box to make this device a Hotline device. Hotline devices can only connect to other Hotline devices. This feature is an extension of PLAR, which configures a phone to automatically dial one directory number when it goes off-hook. Hotline provides additional restrictions that you can apply to devices that use PLAR. To implement Hotline, you must also create a softkey template without supplementary service softkeys, and apply it to the Hotline device.
Number Presentation Transformation	
Caller ID for Calls from This Phone	
Calling Party Transformation CSS	From the drop-down list, choose the calling search space (CSS) that contains the calling party transformation pattern that you want to apply on the calling number when this phone initiates a call. When this phone initiates a call, Unified Communications Manager transforms the calling party using the digit transformations that are configured on the matching calling party transformation pattern. This setting allows you to transform the calling party number before Unified Communications Manager routes the call. For example, a transformation pattern can change a phone extension to an E.164 number. This setting is generally configured when users dial using a URI instead of digits. Unified Communications Manager allows calling party transformations on various patterns when users dial using digits; this setting provides similar transformation provision even when users dial using a URI.
Use Device Pool Calling Party Transformation CSS (Caller ID for Calls from This Phone)	Check this check box to use the Calling Party Transformation CSS that is configured at the device pool to which this phone belongs for transforming the calling party for calls that are initiated from this phone. At the device pool, the Calling Party Transformation CSS that is present under Phone Settings is used to transform the calling party for calls initiated from this phone. Leave this check box unchecked to apply the Calling Party Transformation CSS setting that appears in this configuration window.
Remote Number Transformation	

Field	Description
Calling Party Transformation CSS	From the drop-down list, choose the calling search space (CSS) that contains the calling party transformation pattern that you want to apply on the remote calling number for the calls that are received on this phone. Unified Communications Manager transforms the remote calling number using the digit transformations that are configured on the matching calling party transformation pattern before presenting it to this device. For example, a transformation pattern can change a remote number in E.164 format to a localized version. Use this setting to transform the remote connected number for direct calls that are initiated from this phone. Use this setting also to transform a remote connected number after you invoke the feature irrespective of the direction of the call. The transformation of the remote connected number is controlled using the service parameter "Apply Transformations on Remote Number," present under the Advanced section of Cisco Call Manager service. For more information, refer to the description for this parameter.
Use Device Pool Calling Party Transformation CSS (Device Mobility Related Information)	Check this check box to apply the Calling Party Transformation CSS that is configured at the device pool to which this phone belongs for transforming the remote calling and remote connected number. At the device pool, the Calling Party Transformation CSS present under Device Mobility Related Information section is used to transform the remote calling and remote connected number. Leave this check box unchecked to apply the Calling Party Transformation CSS setting that appears in this configuration window for transforming the remote number.
Associated Mobility Identity —These mobility fields are available only for Nokia S60 device and Cisco Unified Mobile Communicator phones. Click the **Add New Mobile Identity** link to display the Mobile Identity Configuration page.	
Name	Enter a name that identifies the mobile identity.

Field	Description
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, choose a time-of-day access record to associate with this destination.
Time Zone	From the drop-down list, choose a time zone to use for this remote destination. **Note** 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. **Note** You must check this check box for Cisco Unified Mobility to work with this remote destination.

Field	Description
Enable Cisco Unified Mobility	Check the check box to allow an incoming call to ring your desktop phone and remote destination at the same time.
Associated Remote Destinations— Click the **Add a New Remote Destination** link to display the **Remote Destination Configuration** page	
Name	Enter a name that identifies the remote destination.
Destination Number	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. 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, choose a time-of-day access record to associate with this remote destination.
Time Zone	From the drop-down list, choose a time zone to use for this remote destination. **Note** 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.

Field	Description
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. **Note** You must check this check box for Cisco Unified Mobility to work with this remote destination.
Enable Cisco Unified Mobility	Check the check box to allow an incoming call to ring your desktop phone and remote destination at the same time.
Protocol Specific Information	
Packet Capture Mode	From the drop-down list, choose the mode that you want to set for signal packet capture: • None—Choose None if you do not want to specify a mode. • Real-Time Mode—Use this mode for real-time signal packet capture. • Batch Processing Mode—Use this mode for batch processing signal packet capture mode.
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.
BLF Presence Group	Used with the BLF 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. If you want the phone to receive the status of the presence entity, choose a BLF Presence group that is allowed to view the status of the Presence group that is applied to the directory number, as indicated in the BLF Presence Group Configuration window.

Field	Description
SIP Dial Rules	If required, choose the appropriate SIP dial rule. SIP dial rules provide local dial plans for Cisco IP phones 7940, and 7975 that are running SIP, so users do not have to press a key or wait for a timer before the call gets processed. Leave the SIP Dial Rules field set to <None> 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.
Device Security Profile	For phones that are running SCCP or SIP, choose the security profile that you want to apply to the device. All phones require that you apply a security profile. If the phone does not support security, choose a nonsecure profile.
MTP Preferred Originating Codec	From the drop-down list, choose the codec to use if a media termination point is required for SIP calls.
Rerouting Calling Search Space	From the drop-down list, choose a calling search space to use for rerouting. 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. The redirection (3xx) primitive and transfer feature also uses the rerouting calling search space to find the redirect-to or transfer-to target.
Out-of-Dialog Refer Calling Search Space	From the drop-down list, choose an out-of-dialog refer calling search space. 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.
SUBSCRIBE Calling Search Space	Used with the Presence feature, the SUBSCRIBE Calling Search Space determines how Unified Communications Manager routes the subscription requests that come from the phone. From the drop-down list, choose the calling search space that you want to use for this purpose.

Field	Description
SIP Profile	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.
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 *Cisco Unified Communications Manager Security Guide*.
Media Termination Point Required	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). 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. 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.
Unattended Port	Check this check box to indicate an unattended port on this device.
Require DTMF Reception	For phones that are running SIP and SCCP, check this check box to require DTMF reception for this phone.
RFC2833 Disabled	For phones that are running SCCP, check this check box to disable RFC2833 support.
Certification Authority Proxy Function (CAPF) Information (These parameters display only for devices with the capability to support authentication or encryption.)	

Field	Description
Certificate Operation	From the drop-down list, choose the Certification Operation that you want to perform from the following options: • No Pending Operation—No pending Certification Operation lists exist for this device. Choosing this option disables the remaining CAPF fields. • Install/Upgrade—Install or upgrade a Certification Operation. • Delete—Delete a Certification Operation. • Troubleshoot—Troubleshoot a Certification Operation.

Field	Description
Authentication Mode	From the drop-down list, choose the Authentication Mode by which you want the phone to authenticate with CAPF during the certificate operation from the following options: • By Null String—Install/upgrade, delete, or troubleshoot a locally significant certificate without user intervention. • <None> **Note** This option prompts you to specify a value for the Authentication Mode. • By Authentication String—Installs/upgrades, deletes, or troubleshoots a locally significant certificate only when the user enters the CAPF authentication string on the phone. • By Existing Certificate (precedence to LSC)—Installs or upgrades, deletes, or troubleshoots a locally significant certificate if a manufacture-installed certificate (MIC) or locally significant certificate (LSC) exists in the phone. **Note** 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. • By Existing Certificate (precedence to MIC)—Installs/upgrades, deletes, or troubleshoots a locally significant certificate if a LSC or MIC exists in the phone. **Note** 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.
Authentication String	If you chose the By Authentication String option from the **Authentication Mode** drop-down list 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.

Field	Description
Key Order	This field specifies the sequence of the key for CAPF. Select one of the following values from the drop-down list: • **RSA Only** • **EC Only** • **EC Preferred, RSA Backup** **Note** When you add a phone based on the value in **Key Order**, **RSA Key Size**, and **EC Key Size** fields, the device security profile is associated with the phone. If you select the **EC Only** value with the **EC Key Size** value of 256 bits then the device security profile appends with **EC-256** value.
RSA Key Size (Bits)	From the drop-down list, choose one of the these values—**512**, **1024**, **2048**, **3072**, or **4096**. **Note** Some phone models may fail to register if the RSA **key length** selected for the CallManager **Certificate Purpose** is greater than 2048. From the Unified CM Phone Feature List Report on the Cisco Unified Reporting Tool (CURT), you can check the 3072/4096 RSA key size support feature for the list of supported phone models.
EC Key Size (Bits)	From the drop-down list, choose one of the these values—**256**, **384**, or **521**.
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.
Expansion Module Information	
Module 1	Choose the expansion module if it is installed in the phone.

Field	Description
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.
Cisco Unified IP Phone - External Data Locations	
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.
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 Phone models that require authentication will not function. Leave this field blank to accept the default setting. By default, this URL accesses a Cisco Unified Communications Self Care Portal window that was configured during installation.
Proxy Server	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. 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. Leave this field blank to accept the default setting.

Field	Description
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.
Secure Authentication URL	Enter the secure URL that the phone uses to validate requests that are made to the phone web server. **Note** If you do not provide a Secure Authentication URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. By default, this URL accesses a Cisco Unified CM User Options window that was configured during installation. Leave this field blank to accept the default setting. Maximum length: 255
Secure Directory URL	Enter the secure URL for the server from which the phone obtains directory information. This parameter specifies the URL that secured Cisco Unified IP Phones use when you press the Directory button. **Note** If you do not provide a Secure Directory URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. Leave this field blank to accept the default setting. Maximum length: 255

Field	Description
Secure Idle URL	Enter the secure URL for the information that displays on the Cisco Unified IP Phone display when the phone is idle, as specified in Idle Timer field. For example, you can display a logo on the LCD when the phone has not been used for 5 minutes. **Note** If you do not provide a Secure Idle URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length: 255
Secure Information URL	Enter the secure URL for the server location where the Cisco Unified IP Phone can find help text information. This information displays when the user presses the information (i) button or the question mark (?) button. **Note** If you do not provide a Secure Information URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length: 255
Secure Messages URL	Enter the secure URL for the messages server. The Cisco Unified IP Phone contacts this URL when the user presses the Messages button. **Note** If you do not provide a Secure Messages URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length: 255

Field	Description
Secure Services URL	Enter the secure URL for Cisco Unified IP Phone services. The is the location that the secure Cisco Unified IP Phone contacts when the user presses the Services button. **Note** If you do not provide a Secure Services URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length: 255
Extension Mobility (Device Profile) Information	
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.
Log Out Profile	Choose the profile that a phone should load when an extension mobility user logs out. You must configure logout profiles in 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.
MultiLevel Precedence and Preemption (MLPP) Information	

Field	Description
MLPP Indication	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. From the drop-down list, choose a setting to assign to this device from the following options: • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not send indication of an MLPP precedence call. • On—This device does send indication of an MLPP precedence call. **Note** Do not configure a device with the following combination of settings: MLPP Indication is set to Off while MLPP Preemption is set to Forceful.
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. From the drop-down list, choose a setting to assign to this device from the following options: • Default—This device inherits its MLPP preemption setting from its device pool. • Disabled—This device does not preempt calls in progress when it places an MLPP precedence call. • Forceful—This device preempts calls in progress when it places an MLPP precedence call. **Note** Do not configure a device with the following combination of settings: MLPP Indication is set to Off while MLPP Preemption is set to Forceful.
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 FFFFFF.
H.323 Device Information	

Field	Description
Signaling Port	The value designates the H.225 signaling port that this device uses. The default value specifies 1720. Valid values include 1 through 65535.
Retry Video Call as Audio	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. 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. 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.
Wait for Far End H.245 Terminal Capability Set	By default, the system keeps this check box checked to specify that Unified Communications Manager should initiate capabilities exchange. This check box specifies that the Unified Communications Manager needs to receive the far-end H.245 Terminal Capability Set before it sends its H.245 Terminal Capability Set.
H.323 Protocol Specific Information	
SRTP Allowed	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.
MTP Preferred Originating Codec	From the drop-down list, choose the codec to use if a media termination point is required for SIP calls.

Field	Description
Media Termination Point Required	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). 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. 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. 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.
H.323 Information	
Outgoing Caller ID Pattern	For incoming calls to the phone, enter the pattern, from 0 to 24 digits, that you want to use for caller ID.
Calling Party Selection	Choose one of the following options to specify which directory number is sent: • Originator—Send the directory number of the calling device. • First Redirect Number-—Send the directory number of the redirecting device. • Last Redirect Number—Send the directory number of the last device to redirect the call. • First Redirect Number(external)—Send the directory number of the redirecting device. • Last Redirect Number(external)—Send the directory number of the last device to redirect the call.

Field	Description
Calling Party Presentation	Choose whether the central office transmits or blocks caller ID: • Choose Allowed if you want the central office to send caller ID. • Choose Restricted if you do not want the central office to send caller ID. • Default displays the caller ID unless the caller ID was restricted in a previous level in the call stream.
Display IE Delivery	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.
Redirecting Number IE Delivery—Outbound	Check this check box to include the Redirecting Number IE in the outgoing SETUP message from the Unified Communications Manager to indicate the first redirecting number and the redirecting reason of the call when the call is forwarded. Uncheck the check box to exclude the first redirecting number and the redirecting reason from the outgoing SETUP message. Use Redirecting Number IE for voice-messaging integration only. If your configured voice-messaging system supports Redirecting Number IE, check the check box.
Redirecting Number IE delivery—Inbound	Use Redirecting Number IE when you are integrating a voice-messaging system that supports Redirecting Number IE. Check this check box to accept the Redirecting Number IE in the incoming SETUP message to the Unified Communications Manager. Uncheck the check box to exclude the Redirecting Number IE in the incoming SETUP message to the Unified Communications Manager.
Gatekeeper Information	

Field	Description
Gatekeeper Name	Choose the gatekeeper for the gatekeeper-controlled H.323 device from the drop-down list. **Note** If you do not choose the device, the system disables the E.164, Technology Prefix, and Zone fields. **Note** You cannot change the device to a gatekeeper-controlled phone if more than one directory number is configured for the device.
E.164	Choose the E.164 address that is registered with the gatekeeper. **Note** Ensure the H.323 client is configured as a gatekeeper-controlled device. **Note** 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.
Technology Prefix	Enter the technology prefix to eliminate the need for entering the IP address for every Unified Communications Manager system when the gw-type-prefix 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: gw-type-prefix `1#*` default-technology. **Note** 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.
Zone	On the gatekeeper, enter the specific zone with which Unified Communications Manager will register. The zone specifies the total bandwidth that is available for calls between this zone and another zone. **Note** 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.
Gatekeeper Controlled H.323 Client	Check this check box to configure the H.323 client gatekeeper as a controlled gatekeeper.
Do Not Disturb (DND)	

Field	Description
Do Not Disturb	Check this check box if you want DND to be enabled.
DND Option	From the drop-down list, choose a DND option from the following options: • None • Ringer Off
DND Incoming Call Alert	From the drop-down list, choose one of the following options: • None • Disable • Flash Only • Beep Only
Secure Shell Information	
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 you are configuring does not support secure shell access, this field does not display. Contact TAC for further assistance.
Product-Specific Configuration	
Model-specific configuration fields defined by the device manufacturers	The device manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific device that you are configuring or contact the manufacturer.

BAT Template Phone Line Field Descriptions

The following table provides descriptions of all possible fields that display when you add or update a line in the BAT templates.

- BAT phone template
- Gateway template
- UDP template
- Remote destination template

Some device types do not require all the phone settings. Only some fields show the values that were configured in Unified Communications Manager Administration. Field names that have an asterisk in the BAT user interface require an entry. Treat fields that do not have an asterisk as optional.

Table 2: Field Descriptions for Adding a Line to a BAT Template

Field	Description
Directory Number Information	
Line Template Name	Enter a unique name for the line template. Be aware that this field is available only when you are adding a line and not when you are updating an existing line.
Route Partition	Choose a route partition to which the directory number belongs. **Note** The directory number can appear in more than one partition.
Description	Enter description for the line template. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand ('), or angle brackets (<>).
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, Unified Communications Manager ignores the DN.
Directory Number Settings	

Field	Description
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. **Note** 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.
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.
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	Choose one of the following options to activate the Auto Answer feature for this directory number: • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone **Note** Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with headset or Auto Answer with speakerphone. Do not configure Auto Answer for devices that have shared lines.
AAR Settings—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.	

Field	Description
AAR Voice Mail	Check this check box to use settings in the Voice Mail Profile Configuration window. **Note** When this check box is checked, Unified Communications Manager ignores the settings in the Coverage/Destination box and Calling Search Space.
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	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.
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.
Visual Message Waiting Indicator Policy	Use this field to configure the handset lamp illumination policy. Choose one of the following options: • Use System Policy (The directory number refers to the service parameter "Message Waiting Lamp Policy" setting.) • Light and Prompt • Prompt Only • Light Only • None 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.)

Field	Description
Audible Message Waiting Indicator Policy	Use this field to configure an audible message waiting indicator policy. Choose one of the following options: • Off • On—When you select this option, you will receive a stutter dial tone when you take the handset off hook. • Default—When you select this option, the phone uses the default that was set at the system level.
Call Pickup Group Audio Alert Setting (Phone Idle)	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). • 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. • Disable—No alert is sent to members of the call pickup group. • Ring Once—A short ring is sent to members of the call pickup group.
Call Pickup Group Audio Alert Setting (Phone Active)	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 only or hear nothing (disabled). • 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. • Disable—No alert is sent to member of the call pickup group. • Beep Only—A beep is sent to members of the call pickup group.

Field	Description
Recording Option	This field determines the recording option on the line appearance of an agent. By default, the recording option specifies Call Recording Disabled. Choose one of the following options: • Call Recording Disabled—The calls that the agent makes on this line appearance are not recorded. • Automatic Call Recording Enabled—The calls that the agent makes on this line appearance are automatically recorded. • Application Invoked Call Recording Enabled—The calls that the agent makes on this line appearance are recorded if an application invokes calling recording. 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. When automatic recording is enabled, the application's recording requests get rejected.
Recording Profile	This field determines the recording profile on the line appearance of an agent.
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. Set the monitoring calling search space on the supervisor line appearance window. Choose an existing calling search space from the drop-down list box. The default value specifies None.
Call Forward and Pickup Settings	
Forward All Voice Mail	Check this check box if you want calls to forward to the number that you chose in the voice-mail profile. Checking this check box makes the **Forward All Destination** field and **Forward All Calling Search Space** check box not relevant.

Field	Description
Forward All Destination	Enter the directory number or directory URI to which all calls are forwarded. **Note** The 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 Calling Search Space	Choose the calling search space to use when calls are forwarded to the specified destination. **Note** This setting applies to all devices that are using this directory number.
Secondary Calling Search Space for Forward All	Choose the secondary calling search space (CSS) from the drop-down list box. 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. 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. Unified Communications Manager uses this combination to validate the CFA destination and to forward the call.
Forward Busy Internal Voice Mail	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. Checking this check box makes the Forward Busy Internal Destination field and Calling Search Space check box not relevant.
Forward Busy Internal Destination	Enter the directory number or directory URI to which an internal call is forwarded when the line is in use. **Note** This setting applies to any internal, dialable phone number and to all devices that are using this directory number.

Field	Description
Forward Busy Internal Calling Search Space	Choose the calling search space to use when internal calls are forwarded to the specified destination. **Note** This setting applies to all devices that are using this directory number.
Forward Busy External Voice Mail	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. Checking this check box makes the **Forward Busy External Destination** field and **Calling Search Space** check box not relevant.
Forward Busy External Destination	Enter the directory number or directory URI to which an external call is forwarded when the line is in use. **Note** 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.
Forward Busy External Calling Search Space	Choose the calling search space to use when external calls are forwarded to the specified destination. **Note** This setting applies to all devices that are using this directory number.
Forward No Answer Internal Voice Mail	Check this check box if you want calls from an internal number forwarded to the number that you chose in the voice-mail profile. Checking this check box makes the **Forward No Answer Internal Destination** field and **Calling Search Space** check box not relevant.
Forward No Answer Internal Destination	Enter a directory number or directory URI to which an internal call is forwarded when the phone is not answered. **Note** This setting applies to any internal, dialable phone number and to all devices that are using this directory number.
Forward No Answer Internal Calling Search Space	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. **Note** This setting applies to all devices that are using this directory number.

Field	Description
Forward No Answer External Voice Mail	Check this check box if you want calls to forward to an external number that you chose in the voice-mail profile. Checking this check box makes the **Forward No Answer Externally Destination** field and **External Calling Search Space** check box not relevant.
Forward No Answer External Destination	Enter a directory number or directory URI to which an external call is forwarded when the phone is not answered. **Note** 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.
Forward No Answer External Calling Search Space	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. **Note** This setting applies to all devices that are using this directory number.
Forward No Coverage Internal Voice Mail	Check this check box if you want calls from an internal number forwarded to the number that you chose in the voice-mail profile. Checking this check box makes the **Forward No Answer Destination** field and **Calling Search Space** check box not relevant.
Forward No Coverage Internal Destination	Enter a directory number or directory URI to which an internal call is forwarded when the phone has no coverage. **Note** This setting applies to any internal, dialable phone number and to all devices that are using this directory number.
Forward No Coverage Internal Calling Search Space	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. **Note** This setting applies to all devices that are using this directory number.

Field	Description
Forward No Coverage External Voice Mail	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. Checking this check box makes the **Forward No Answer Destination** field and **Calling Search Space** check box not relevant.
Forward No Coverage External Destination	Enter a directory number or directory URI to which an external call is forwarded when the phone has no coverage. **Note** 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.
Forward No Coverage External Calling Search Space	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. **Note** This setting applies to all devices that are using this directory number.
Forward on CTI Failure Voice Mail	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. Check this check box to use settings in the **Voice Mail Profile Configuration** window. When this check box is checked, 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.

Field	Description
Forward on CTI Failure Destination	This setting specifies the directory number or directory URI 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. 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.
Forward on CTI Failure Calling Search Space	This setting applies to all devices that are using this directory number. 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.
No Answer Ring Duration	Enter the number of seconds to allow the call to ring before the system forwards 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.
Park Monitoring	
Park Monitoring Forward No Retrieve Destination External	When the parkee is an external party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination External parameter. If the **Park Monitoring Forward No Retrieve Destination External** field value is empty, the parkee will be redirected to the parker's line.
Park Monitoring Forward No Retrieve Destination Internal	When the parkee is an internal party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination Internal parameter. If the **Park Monitoring Forward No Retrieve Destination Internal** field value is empty, the parkee will be redirected to the parker's line.

Field	Description
Park Monitoring Reversion Timer	This parameter determines the number of seconds that Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the Park softkey on the phone, and a reminder is issued when the timer expires. Default: 60 seconds **Note** If you configure a non-zero value, this value overrides the value of this parameter set in the **Service Parameters** window. However, if you configure a value of 0 here, then the value in the **Service Parameters** window will be used.
Park Monitoring Forward No Retrieve Internal Voice Mail	Check this check box to use settings in the **Voice Mail Profile Configuration** window. **Note** When this check box is checked, Unified Communications Manager ignores the settings in the **Destination** box and Calling Search Space.
Park Monitoring Forward No Retrieve Destination External Voice Mail	Check this check box to use settings in the **Voice Mail Profile Configuration** window. **Note** When this check box is checked, Unified Communications Manager ignores the settings in the Destination box and Calling Search Space.
Park Monitoring Forward No Retrieve External CSS	Choose the calling search space to apply to the directory number.
Park Monitoring Forward No Retrieve Internal CSS	Choose the calling search space to apply to the directory number.
Forward Unregistered Internal Voice Mail	This field applies to unregistered internal DN calls. The calls are rerouted to a specified Destination Number or Voice Mail. 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. Checking this check box makes the **Forward Unregistered Internal Destination** field and **Calling Search Space** drop-down list box not relevant.

Field	Description
Forward Unregistered Internal Destination	Enter the directory number to which an unregistered internal call is forwarded when the line is in use. This setting applies to any internal, dialable phone number and to all devices that are using this directory number.
Forward Unregistered Internal CSS	Choose the calling search space to use when unregistered internal calls are forwarded to the specified destination. This setting applies to all devices that are using this directory number.
Forward Unregistered External Voice Mail	This field applies to unregistered external DN calls. The calls are rerouted to a specified Destination Number or Voice Mail. **Note** You must also specify the maximum number of forwards in the **Service Parameters Configuration** window for a Directory Number.
Forward Unregistered External Destination	Enter the directory number to which an external call is forwarded when the line is in use. 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.
Forward Unregistered External CSS	Choose the calling search space to use when external calls are forwarded to the specified destination. This setting applies to all devices that are using this directory number.
Multilevel Precedence and Preemption Alternate Party Settings	
Target (Destination)	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. Values can include numeric characters, pound (#), and asterisk (*).
MLPP Calling Search Space	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.

Field	Description
MLPP No Answer Ring Duration (Seconds)	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. Leave this setting blank to use the value that is set in the Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.
Line Settings for This Phone	
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 **Display (Internal Caller ID)** field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the **ASCII Display (Internal Caller ID)** field. Setting applies only to the current device unless you check the check box at right (Update Shared Device Settings) and click the **Propagate Selected** 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. **Note** The default language specifies English
External Phone Number Mask	Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line. 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.

Field	Description
Visual Message Waiting Indicator Policy	Use this field to configure the handset lamp illumination policy. Choose one of the following options: • Use System Policy (The directory number refers to the service parameter "Message Waiting Lamp Policy" setting.) • Light and Prompt • Prompt Only • Light Only • None 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.)
Audible Message Waiting Indicator Policy	Use this field to configure an audible message waiting indicator policy. Choose one of the following options: • Off • On—When you select this option, you will receive a stutter dial tone when you take the handset off hook. • Default—When you select this option, the phone uses the default that was set at the system level.
Ring Setting (Phone Idle)	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: • Use system default • Disable • Flash only • Ring once • Ring
Ring Setting (Phone Active)	Choose the ring setting that is used when this phone has another active call on a different line. Choose one of the following options: • Use system default • Disable • Flash only • Ring once • Ring • Beep only

Field	Description
Call Pickup Group Audio Alert Setting (Phone Idle)	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). • 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. • Disable—No alert is sent to members of the call pickup group. • Ring Once—A short ring is sent to members of the call pickup group.
Call Pickup Group Audio Alert Setting (Phone Active)	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 only or hear nothing (disabled). • 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. • Disable—No alert is sent to member of the call pickup group. • Beep Only—A beep is sent to members of the call pickup group.

Field	Description
Recording Option	This field determines the recording option on the line appearance of an agent. By default, the recording option specifies Call Recording Disabled. Choose one of the following options: • Call Recording Disabled—The calls that the agent makes on this line appearance are not recorded. • Automatic Call Recording Enabled—The calls that the agent makes on this line appearance are automatically recorded. • Application Invoked Call Recording Enabled—The calls that the agent makes on this line appearance are recorded if an application invokes calling recording. 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. When automatic recording is enabled, the application's recording requests get rejected.
Recording Profile	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 **Device** > **Device Settings** > **Recording Profile** menu option. The default value specifies None.
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. Set the monitoring calling search space on the supervisor line appearance window. Choose an existing calling search space from the drop-down list box. The default value specifies None.
Log Missed Calls	This check box allows you to turn this feature on or off. If the check box displays as checked (turned on), which is the default for this setting, Unified Communications Manager logs missed calls in the call history for that directory number on the phone.

Field	Description
Forward All CSS Activation Policy	Select one of the following options from the drop-down list box: • Use System Default • With Configured CSS • With Activating Device/Line CSS If you select the With Configured CSS 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. 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 With Activating Device/Line CSS 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.
Hold Reversion Ring Duration (seconds)	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. If you enter a value of 0, Unified Communications Manager does not invoke the reverted call feature for a held call.
Hold Reversion Notification Interval (seconds)	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. If you enter a value of 0, Unified Communications Manager does not send reminder alerts.

Field	Description
Party Entrance Tone	Choose one of the following options from the drop-down list box: • Default—Use the value that you configured in the Party Entrance Tone service parameter. • On—A tone plays on the phone when a basic call changes to a multi party call; that is, a barge call, cBarge call, ad hoc conference, meet-me conference, or a joined call. In addition, a different tone plays when a party leaves the multi party call. If the controlling device, that is, the originator of the multi party call has a built-in bridge, the tone gets played to all parties if you choose On for the controlling device. When the controlling device, for example, the conference controller, no longer remains present on the call or if the controlling device cannot play the tone, Unified Communications Manager does not play the tone even if you choose On. • Off—A tone does not play on the phone when a basic call changes to a multi party call.
Multiple Call/Call Waiting Settings	
Maximum Number of Calls	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. The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2. 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.
Busy Trigger	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. Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.

Field	Description
Forwarded Call Information Display for This Device	
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.
Directory URI Fields	
URI (1-5) on Directory Number	Enter a directory URI to associate with the directory number for this phone. Follow the username@host format. Enter a username of up to 47 alphanumeric characters. For the host address, enter an IPv4 address or fully qualified domain name. You can associate up to five directory URIs to a single directory number. **Note** Within Cisco Unified CM Administration, you can enter directory URIs with embedded double quotes or commas. However, when you use Bulk Administration to import a csv file that contains directory URIs with embedded double quotes and commas, you must use enclose the entire directory URI in double quotes and escape the embedded double quotes with a double quote. For example, the Jared, "Jerry",Smith@test.com directory URI must be input as "Jared,""Jerry"",Smith@test.com" in the csv file.
URI (1-5) Route Partition on Directory Number	Enter the partition on which the directory URI belongs. If you do not want to restrict access to the directory URI, leave the field blank.
URI (1-5) Is Primary on Directory Number	Enter a '**t**' (True) to indicate that this directory URI is the primary directory URI for this extension. Otherwise, enter an '**f**' (False) to indicate that this is not the primary directory URI for this extension. **Note** You can associate up to five directory URIs to a single directory number, but you must select a single primary directory URI.

Related Topics

Add or Update Phone Lines in BAT Template, on page 24
Add or Update Lines in Remote Destination Profile Template, on page 519
Add Lines to Existing UDPs, on page 361
Add or Edit Gateway Template, on page 386

BAT Template Field Descriptions to Add Intercom Template

The following table provides descriptions of all possible fields that display when you add an Intercom template in a BAT phone, gateway, or UDP template. Some device types do not require all the phone settings. Only some fields show the values that were configured in Unified Communications Manager Administration. Field names that have an asterisk in the BAT user interface require an entry. Treat fields that do not have an asterisk as optional.

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

Field	Description
Intercom Directory Number Information	
Intercom Template Name	Enter a unique name for the intercom template.
Route Partition	Choose a route partition to which the directory number belongs. **Note** The directory number can appear in more than one partition.
Description	Enter a description of the directory number and route partition. The description can include up to 50 characters in any language, but it cannot include double-quotes (""), percentage sign (%), ampersand (&), or angle brackets (<>).
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 a secretary or assistant who monitors multiple directory numbers.

Field	Description
ASCII Display (Internal Caller ID)	This field provides the same information as the **Display (Internal Caller ID)** field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the **ASCII Display (Internal Caller ID)** field. Setting applies only to the current device unless you check the check box at right (Update Shared Device Settings) and click the **Propagate Selected** 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. **Note** The default language specifies English
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	Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line. 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.
Intercom Directory Number Settings	

Field	Description
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	Configure this field with the presence feature. 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.
Auto Answer	Choose one of the following options to activate the auto answer feature for this directory number: • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone **Note** Do not configure auto answer for devices that have shared lines.
Default Activated Device	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. **Note** You must specify a default activated device for this intercom directory number to be active as an intercom line. **Note** 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.

Create Phone CSV Data File Using BAT Spreadsheet

Use the BAT spreadsheet to create the CSV data file. 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.

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

You can use the dummy MAC address option when adding CTI ports. This option gives a unique device name to each CTI port in the form of dummy MAC addresses that you can manually update later using the or the Unified CM Auto-Register phone Tool. Do not use the dummy MAC address option for H.323 clients, VGC phones, or VGC virtual phones.

The dummy MAC address option automatically generates dummy MAC addresses in the following format:

XXXXXXXXXXXX

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

Attention The number of lines and speed dials that you define for phones in the BAT spreadsheet must not exceed the numbers that are defined in the BAT phone template, otherwise, an error occurs when you attempt to insert the CSV data file and BAT template.

After you have finished editing all the fields in the BAT spreadsheet, you can export the content to a CSV formatted data file. A default filename is assigned to the exported CSV formatted data file:

`<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.

You can rename the CSV formatted data file after you save the exported file to your local workstation.

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

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 phones options, click the **Phones** tab at the bottom of the spreadsheet.

Step 4 Choose the radio button for one of the following device types:

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

- 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.

Step 5 Choose the device and line fields to appear in the BAT spreadsheet for each phone. Do the following:

a) Click **Create File Format**.

b) 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 To select a range of items in the list, hold down the **Shift** key. To select random field names, hold down the **Ctrl** key and click field names.

c) 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 To change the order of the items in the **Selected Line** and **Device** boxes, choose an item and use the up and down arrows to move the field up or down in the list.

d) A message asks whether you want to overwrite the existing CSV format. Click **Create** to modify the CSV data file format.

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

Step 6 Scroll to the right to locate the **Number of Phone Lines** box and enter the number of lines for the phone.

Note The number of lines you enter must not exceed the number of lines that are configured in the BAT template.

Step 7 For phones, you must enter the number of speed-dial buttons in the **Maximum Number of Speed Dials** box.

Note The number of speed dials you enter must not exceed the number of speed dials that are configured in the BAT template.

After you enter the number, columns display for each speed-dial number.

Step 8 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 9 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. See online help for phone field descriptions.

Step 10 If you did not enter the MAC address for each phone, check the **Create Dummy MAC Address** check box.

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

Step 11 To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

Tip 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.

The system saves the file with the default filename: `<tabname>-<timestamp>.txt` to your choice of a folder on your local workstation.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
TAPS Overview, on page 613
Upload and Download Files, on page 15

Phone Field Descriptions in BAT Spreadsheet

The following table provides descriptions of the phone fields that are available for adding device and line details in a CSV data file.

Table 4: Phone Field Descriptions for the BAT Spreadsheet

Field	Description
Device Fields	
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 **Create Dummy MAC Addresses** 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. The description can include up to 50 characters in any language, but it cannot include double-quotes (`"`), percentage sign (`%`), ampersand (&), back-slash (`\`), or angle brackets (<>).
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.

Field	Description
Network Hold MOH 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 Unified Communications Manager user windows and phones.
Network Locale	Enter the network locale that you want to associate with this group of phones. 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.
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.
Device Presence Group	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. 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.
Phone Load Name	Enter the custom phone load, if applicable. **Note** Any value that is entered in this field overrides the default value for the chosen phone. Value does not apply for CTI ports.
Security Profile	Enter the security profile that you want to apply to the device. If the phone does not support the profile that you choose, Unified Communications Manager does not allow you to apply the configuration. All phones require that you apply a security profile. If the phone does not support security, choose a nonsecure profile.

Field	Description
Device SUBSCRIBE CSS	Used with the presence feature, the SUBSCRIBE Calling Search Space determines how Unified Communications Manager routes the subscription requests that come from the phone. Enter the calling search space that you want to use for this purpose.
E.164	Choose the E.164 address that is registered with the gatekeeper. **Note** Ensure the H.323 client is configured as a gatekeeper-controlled device. **Note** 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.
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 FFFFFF
MLPP Indication	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. • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not handle nor process indication of an MLPP precedence call. • On—This device does handle and process indication of an MLPP precedence call.

Field	Description
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. • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not handle nor process indication of an MLPP precedence call. • On—This device does handle and process indication of an MLPP precedence call.
Signal Packet Capture Mode	Enter the mode that you want to set for signal packet capture: • None—Choose None if you do not want to specify a mode. • Real-Time Mode—Use this mode for real-time signal packet capture. • Batch Processing Mode—Use this mode for batch processing signal packet capture mode.
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 Yes or No to configure call display restrictions on a call-by-call basis. When this check box is checked, 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.

Field	Description
Log Out Profile	Enter the profile that a phone should load when an extension mobility user logs out. You must configure logout profiles in 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_MTPPreferredOrigCodec	Enter the codec to use if a media termination point is required for SIP calls.
Dial Rules	If required, enter the appropriate SIP dial rule. SIP dial rules provide local dial plans for Cisco Unified IP Phones 7940, and 7975 that run SIP, so users do not have to press a key or wait for a timer before the call gets processed. Leave the SIP Dial Rules field set to <None> 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.
CSS Reroute	Enter a calling search space to use for rerouting. 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. The redirection (3xx) primitive and transfer feature also uses the rerouting calling search space to find the redirect-to or transfer-to target.
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	Enter an out-of-dialog refer calling search space. 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.

Field	Description
Certificate Operation	Enter the Certification Operation that you want to perform from the following options: • No Pending Operation—No pending Certification Operation lists exist for this device. Choosing this option disables the remaining CAPF fields. • Install/Upgrade—Install or upgrade a Certification Operation. • Delete—Delete a Certification Operation • Troubleshoot—Troubleshoot a Certification Operation.
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.
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.
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.
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.

Field	Description
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 Self Care Portal window that was configured during installation.
Proxy Server	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. 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.
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 Time field. For example, you can display a logo on the LCD screen when the phone has not been used for 5 minutes.
Idle Timer	Enter the seconds that you want to elapse before the phone displays the URL that is specified in the Idle field.
Secure Authentication URL	Enter the secure URL that the phone uses to validate requests that are made to the phone web server. **Note** If you do not provide a Secure Authentication URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. By default, this URL accesses a Cisco Unified IP Phone Self Care Portal window that was configured during installation. Leave this field blank to accept the default setting. Maximum length: 255

Field	Description
Secure Directory URL	Enter the secure URL for the server from which the phone obtains directory information. This parameter specifies the URL that secured Cisco Unified IP Phones use when you press the Directory button. **Note** If you do not provide a Secure Directory URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. Leave this field blank to accept the default setting. Maximum length: 255
Secure Idle URL	Enter the secure URL for the information that displays on the Cisco Unified IP Phone display when the phone is idle, as specified in Idle Timer field. For example, you can display a logo on the LCD when the phone has not been used for 5 minutes. **Note** If you do not provide a Secure Idle URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length: 255
Secure Information URL	Enter the secure URL for the server location where the Cisco Unified IP Phone can find help text information. This information displays when the user presses the information (i) button or the question mark (?) button. **Note** If you do not provide a Secure Information URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length: 255
Secure Messages URL	Enter the secure URL for the messages server. The Cisco Unified IP Phone contacts this URL when the user presses the Messages button. **Note** If you do not provide a Secure Messages URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length: 255

Field	Description
Secure Services URL	Enter the secure URL for Cisco Unified IP Phone services. The is the location that the secure Cisco Unified IP Phone contacts when the user presses the Services button. **Note** If you do not provide a Secure Services URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length: 255
Hotline Device	Enter 'T' or 'F'. Hotline devices can only connect to other Hotline devices. This feature is an extension of PLAR, which configures a phone to automatically dial one directory number when it goes off-hook. Hotline provides additional restrictions that you can apply to devices that use PLAR. To implement Hotline, you must also create a softkey template without supplementary service softkeys, and apply it to the Hotline device.
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	Turn the device mobility feature on or off for this device or enter Default to use the default device mobility mode.
DND Option	Choose a DND option from the following options: • None • Ringer Off
DND Incoming Call Alert	Enter one of the following options: • None • Disable • Flash Only • Beep Only
Privacy	Enter one of the following options: • On • Off • Default

Field	Description
Use Trusted Relay Point	Enter one of the following options: • Default • Off • On
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	Enter one of the following options: • Off—This setting disables the Single Button Barge/cBarge feature; however, the regular Barge or cBarge features will still work. • Barge—This setting enables the Singe Button Barge feature. • cBarge—This setting enables the Single Button cBarge feature. • Default—This setting uses the Single Button Barge/cBarge setting that is in the service parameter.
Join Across Lines	Enter one of the following options: • 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.
BLF Audible Alert Setting (Phone Idle)	Enter the BLF Audible Alert setting that you want to use from the following values: • On • Off • Default For this required field, 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.

Field	Description
BLF Audible Alert Setting (Phone Busy)	For this required field, enter the BLF Audible Alert setting that you want to use from the following values: • On • Off • Default
Always Use Prime Line	Enter the Always Use Prime Line setting that you want to use from the following values: • On • Off • Default
Always Use Prime Line for Voice Message	Enter the Always Use Prime Line for Voice Message setting that you want to use from the following values: • On • Off • Default
Services Provisioning	For this required field, enter one of the following values: • Internal • External URLs • Both • Default: Internal
Phone Personalization	Enter one of the following values: • Disabled—None of the personalization settings on the phone get activated. • 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. • Default—Use the phone personalization setting that is in the Common Phone Profile.
Mobility Identity Name	Enter a name that identifies the remote destination.
Mobility Identity Destination Number	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. Add the necessary translation pattern or route patterns to route the destination number.

Field	Description
Mobility Identity 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
Mobility Identity 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
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. **Note** 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' in 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.
Geo Location	Enter the geo location that you want to associate with the phone. Enter "unspecified" if you do not want to associate the phone to any geo location.
Feature Control Policy	Enter the Feature Control Policy for this group of phones. A feature control policy specifies the appearance of features and the associated softkeys that are displayed on the phone.
Line Fields (Optional)	
Directory Number	Enter the directory number, up to 24 digits and special characters, for the phone.

Field	Description
Route Partition	Enter a route partition to which the directory number belongs. **Note** 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). **Note** If this filed is left blank, the system uses the value that is entered in the Directory Number field. **Note** The default language specifies English.
Line Text Label	Enter text that identifies this directory number for a line/phone combination. **Note** 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. **Note** 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.
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. **Note** This setting applies to all devices that are using this directory number.
Secondary CSS for Forward All	Enter the secondary calling search space (CSS).
Forward All Destination	Enter the directory number or directory URI to which all calls get forwarded. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

Field	Description
Forward Busy External CSS	Enter the calling search space to use when a call from an external number gets forwarded to the specified destination. **Note** 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. **Note** This setting applies to all devices that are using this directory number.
Forward Busy Destination External	Enter the directory number or directory URI to which a call that is coming from an external number gets forwarded when the line is in use. **Note** 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 or directory URI to which a call that is coming from an internal number gets forwarded when the line is in use. **Note** 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 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. **Note** 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. **Note** This setting applies to all devices that are using this directory number.
Forward No Answer External Destination	Enter the directory number or directory URI to which a call that is coming from an external number gets forwarded when the phone is not answered. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

Field	Description
Forward No Answer Internal Destination	Enter the directory number or directory URI to which a call that is coming from an internal number gets forwarded when the phone is not answered. **Note** 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. **Note** 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. **Note** This setting applies to all devices that are using this directory number.
Forward No Coverage External Destination	Enter the directory number or directory URI to which a call that is coming from an external number gets forwarded when the phone does not have coverage. **Note** 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 Internal Destination	Enter the directory number or directory URI to which a call that is coming from an internal number gets forwarded when the phone does not have coverage. **Note** 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. **Note** 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 or directory URI to which a call coming from an internal or an external number should get forwarded when a phone or CTI application fails.

Field	Description
Forward on CTI Failure Destination	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. 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.
Forward on CTI Failure Calling Search Space	This setting applies to all devices that are using this directory number. 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.
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	Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line. 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.
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)	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. Values can include numeric characters, pound (#),and asterisk (*).
Calling Search Space (MLPP)	Enter the calling search space to associate with the alternate party target (destination) number.

Field	Description
No Answer Ring Duration (MLPP)	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. Leave this setting blank to use the value that is set in the Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.
Maximum Number of Calls	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. The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2. 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.
Busy Trigger	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. Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.
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.

Field	Description
Auto Answer	Enter one of the following options to activate the Auto Answer feature for this directory number: • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone **Note** Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with headset or Auto Answer with speakerphone. Do not configure Auto Answer for devices that have shared lines.
Route Filter	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. **Note** 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.
Dial Plan	Enter a dial plan; for example, North American Numbering Plan.
Line 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)	Enter the ring setting that is used when this phone has another active call on a different line. Choose one of the following options: • Use system default • Disable • Flash only • Ring once • Ring • Beep only

Field	Description
Ring Setting (Phone Idle)	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: • Use system default • Disable • Flash only • Ring once • Ring
E.164	Enter the E.164 address that is registered with the gatekeeper. **Note** Ensure the H.323 client is configured as a gatekeeper-controlled device. **Note** 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.
AAR Destination Mask	Enter the setting to use instead of the external phone number mask to determine the AAR Destination to be dialed.
Forward Unregistered Internal Destination	Enter the directory number to which an unregistered internal call is forwarded when the line is in use. This setting applies to any internal, dialable phone number and to all devices that are using this directory number.
Forward Unregistered Internal CSS	Enter the calling search space to use when unregistered internal calls are forwarded to the specified destination. This setting applies to all devices that are using this directory number.
Forward Unregistered External Destination	Enter the directory number to which an external call is forwarded when the line is in use. 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.
Forward Unregistered External CSS	Enter the calling search space to use when external calls are forwarded to the specified destination. This setting applies to all devices that are using this directory number.

Field	Description
Audible Message Waiting Indicator Policy	Use this field to configure an audible message waiting indicator policy. Enter one of the following options: • Off • On—When you enter this option, you will receive a stutter dial tone when you take the handset off hook. • Default—When you enter this option, the phone uses the default that was set at the system level.
Call Pickup Group Audio Alert Setting (Phone Idle)	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). • 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. • Disable—No alert is sent to members of the call pickup group. • Ring Once—A short ring is sent to members of the call pickup group.
Call Pickup Group Audio Alert Setting (Phone Active)	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 or hear nothing (disabled). • 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. • Disable—No alert is sent to member of the call pickup group. • Beep Only—A beep is sent to members of the call pickup group.

Field	Description
Call Recording Option	This field determines the recording option on the line appearance of an agent. By default, the recording option specifies Call Recording Disabled. Enter one of the following options: • Call Recording Disabled—The calls that the agent makes on this line appearance are not recorded. • Automatic Call Recording Enabled—The calls that the agent makes on this line appearance are automatically recorded. • Application Invoked Call Recording Enabled—The calls that the agent makes on this line appearance are recorded if an application invokes calling recording. 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. When automatic recording is enabled, the application's recording requests get rejected.
Recording Profile	This field determines the recording profile on the line appearance of an agent.
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 the monitoring calling search space on the supervisor line appearance window. The default value specifies None.
Forward All CSS Activation Policy	Enter one of the following options: • Use System Default • With Configured CSS

Field	Description
Party Entrance Tone	Enter one of the following Party Entrance Tone options: • Default—Use the value that you configured in the Party Entrance Tone service parameter. • On—A tone plays on the phone when a basic call changes to a multi-party call; that is, a barge call, cBarge call, ad hoc conference, meet-me conference, or a joined call. In addition, a different tone plays when a party leaves the multi-party call. If the controlling device, that is, the originator of the multi-party call has a built-in bridge, the tone gets played to all parties if you choose On for the controlling device. When the controlling device, for example, the conference controller, is no longer present on the call or if the controlling device cannot play the tone, Unified Communications Manager does not play the tone even if you choose On. • Off—A tone does not play on the phone when a basic call changes to a multi-party call.
Park Monitor Forward No Retrieve Ext Destination	When the parkee is an external party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination External parameter. If the **Forward No Retrieve Destination External** field value is empty, the parkee will be redirected to the parker's line.
Park Monitor Forward No Retrieve Int Destination	When the parkee is an internal party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination Internal parameter. If the Forward No Retrieve Destination Internal is empty, the parkee will be redirected to the parker's line.
Park Monitor Forward No Retrieve Int Voice Mail	This setting uses the settings in the **Voice Mail Profile Configuration** window. With this setting, Unified Communications Manager ignores the settings in the **Destination** box and Calling Search Space.
Park Monitor Forward No Retrieve Ext Voice Mail	This setting uses the settings in the Voice Mail Profile Configuration window. With this setting, Unified Communications Manager ignores the settings in the **Destination** box and Calling Search Space.
Park Monitor Forward No Retrieve Ext CSS	Choose the calling search space to apply to the directory number.
Park Monitor Forward No Retrieve Int CSS	Choose the calling search space to apply to the directory number.

Field	Description
Park Monitor Reversion Timer	This parameter determines the number of seconds that Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the Park softkey on the phone, and a reminder is issued when the timer expires. Default: 60 seconds If you configure a non-zero value, this value overrides the value of this parameter set in the Service Parameters window. However, if you configure a value of 0 here, then the value in the Service Parameters window will be used.
Log Missed Calls	This field allows you to turn this feature on or off. Enter ‘T’ to enable Unified Communications Manager to log missed calls in the call history for that directory number on the phone. Enter ‘F’ to disable this feature.
URI (1-5) on Directory Number	Enter a directory URI to associate with the directory number for this phone. Follow the username@host format. Enter a username of up to 47 alphanumeric characters. For the host address, enter an IPv4 address or fully qualified domain name. You can associate up to five directory URIs to a single directory number. **Note** Within Cisco Unified CM Administration, you can enter directory URIs with embedded double quotes or commas. However, when you use Bulk Administration to import a csv file that contains directory URIs with embedded double quotes and commas, you must use enclose the entire directory URI in double quotes and escape the embedded double quotes with a double quote. For example, the Jared, "Jerry",Smith@test.com directory URI must be input as "Jared,""Jerry"",Smith@test.com" in the csv file.
URI (1-5) Route Partition on Directory Number	Enter the partition on which the directory URI belongs. If you do not want to restrict access to the directory URI, leave the field blank.
URI (1-5) Is Primary on Directory Number	Enter a '**t**' (True) to indicate that this directory URI is the primary directory URI for this extension. Otherwise, enter an '**f**' (False) to indicate that this is not the primary directory URI for this extension. **Note** You can associate up to five directory URIs to a single directory number, but you must select a single primary directory URI.
Enterprise Add to Local Route Partition	Enter a 't' to add this enterprise alternate number to a local route partition. Enter 'f' to leave the E.164 number off of local routing.

Field	Description
Enterprise Advertise via globally	Enter a 't' to enable ILS to advertise this alternate number to rest of the ILS network. Enter an 'f' if you don't want ILS to advertise this number.
Enterprise Is Urgent	Enter a 't' to classify routing for this alternate number as urgent. By default, if the dial plan contains overlapping route patterns Unified Communications Manager does not route the call until the interdigit timer expires (even if a possible route exists for the dialed digits). This setting guards against learned numbers that overlap with statically configured directory numbers and number patterns by allowing Unified Communications Manager to choose the best match of all available routes for the dial string. When you mark the number as urgent priority, Unified Communications Manager routes the call as soon as it finds a match between the dialed digits and an available route, without waiting for the interdigit timer to expire (for example, the T302 Timer service parameter).
Enterprise Number Mask	Enter the number mask to apply to the directory number. Unified Communications Manager applies the mask to create an enterprise alternate number that is an alias of this directory number.
Enterprise Route Partition	Enter the local route partition to which you want to assign this enterprise alternate number.
+E.164 Add to Local Route Partition	Enter a 't' to add this E.164 alternate number to a local route partition. Enter 'f' to leave the E.164 number off of local routing.
+E.164 Advertise via globally	Enter a 't' to enable ILS to advertise this alternate number to rest of the ILS network. Enter an 'f' if you don't want ILS to advertise this number.
+E.164 Is Urgent	Enter a 't' to classify routing for this alternate number as urgent. By default, if the dial plan contains overlapping route patterns Unified Communications Manager does not route the call until the interdigit timer expires (even if a possible route exists for the dialed digits). This setting guards against learned numbers that overlap with statically configured directory numbers and number patterns by allowing Unified Communications Manager to choose the best match of all available routes for the dial string. When you mark the number as urgent priority, Unified Communications Manager routes the call as soon as it finds a match between the dialed digits and an available route, without waiting for the interdigit timer to expire (for example, the T302 Timer service parameter).
+E.164 Number Mask	Enter the number mask to apply to the directory number. Unified Communications Manager applies the mask to create an +E.164 alternate number that is an alias of this directory number.

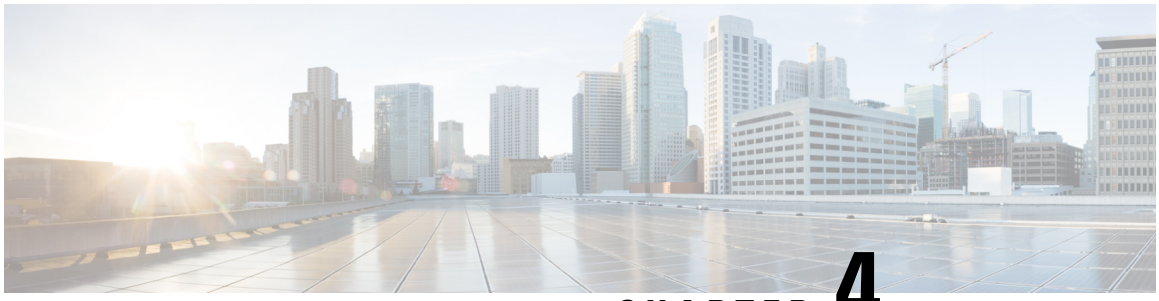
Field	Description
+E.164 Route Partition	Enter the local route partition to which you want to assign this +E.164 alternate number.
Intercom Fields (Optional)	
Intercom Directory Number	Enter a dialable phone number. Values can include numeric characters and route pattern wildcards and special characters except for (.) and (@). The directory number that you enter can appear in more than one partition. 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.
Intercom Route Partition	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. **Note** The directory number can appear in more than one partition.
Description	Enter a description of the directory number and route partition.
Alerting Name	Enter a name that you want to display on the phone of the caller. This setting, which supports the Identification Services for the QSIG protocol, applies to shared and nonshared directory numbers.
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.
Intercom Directory Number Settings	
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.

Field	Description
Intercom Display	Leave this field blank to have the system display the extension. 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).
Intercom ASCII Display	This field provides the same information as the Display (Internal Caller ID) field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the **ASCII Display (Internal Caller ID)** 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 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: • Call Recording Disabled—The calls that the agent makes on this line appearance are not recorded. • Automatic Call Recording Enabled—The calls that the agent makes on this line appearance are automatically recorded. • Application Invoked Call Recording Enabled—The calls that the agent makes on this line appearance are recorded if an application invokes calling recording.
Intercom Recording Profile	Enter the recording profile on the line appearance of an agent.

Field	Description
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: • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone **Note** Do not configure auto answer for devices that have shared lines.

Related Topics

Create Phone CSV Data File Using BAT Spreadsheet, on page 82



CHAPTER 4

Phone File Formats

This chapter provides information about configuring file formats for CSV data files that are created using a text editor.

- Text Editors for Phone CSV Data File Creation, on page 113
- Find Phone File Formats, on page 113
- Configure Phone File Format for CSV Data File, on page 114
- Associate Text-Based File Format with CSV Data File, on page 117

Text Editors for Phone CSV Data File Creation

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.

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 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.

Related Topics

Create Text-Based CSV File for Phones, on page 660

Find Phone File Formats

You can use the BAT 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 Step 2, on page 114 and Step 3, on page 114.

Tip To clear the text specified, click **Clear Filter**.

Step 5 From the list of records, click the file format name that matches your search criteria.
The **Create Phone File Format Configuration** window displays.

Related Topics

Create Text-Based CSV File for Phones, on page 660

Configure Phone File Format for CSV Data File

You can create, copy, modify, and delete a phone file format for a CSV data file.

Create Custom Phone File Format Using Text Editor

You can use a text editor to create a custom phone file format for the text-based CSV data file.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Phone File Format** > **Create File Format**.

Step 2 Click **Add New**.

Step 3 In the **Format Name** field, enter a name for this custom format.

Step 4 Choose the fields to appear in the custom file format. Do the following:

a) 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 To select a range of items in the list, hold down the **Shift** key. To select random field names, hold down the **Ctrl** key and click field names.

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

c) 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. Choose an item and use the up and down arrows to move the field up or down in the list.

Step 5 In the **IP Phone Services Maximums** area, enter the maximum values for the following fields:

- Maximum Number of Speed Dials
- Maximum Number of BLF Speed Dials
- Maximum Number of BLF Directed Call Parks
- Maximum Number of IP Phone Services
- Maximum Number of IP Phone Service Parameters

Step 6 Click **Save**.
The name of the custom file format displays in the **File Format Names** list in the **Find and List Phone File Formats** window.

Related Topics

Create Text-Based CSV File for Phones, on page 660

Copy Custom Phone File Format for CSV Data File

You can copy an existing custom phone file format for the text-based CSV data file.

Procedure

Step 1 Find the phone file format that you want to copy.

Step 2 In the **Search Results** area, choose the 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**.

Tip You can also click the corresponding **Copy** icon in the **Find and List Phone File Formats** window to copy the file format.

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

Step 5 Modify the fields that appear in the copied file format. Do the following:

a) To add new fields to the file format, click the field name in the **Device Fields**, **Line Fields**, or **Intercom DN Fields** box and then click the arrow to move the field to the **Selected Device Field**, **Selected Line Fields**, or **Selected Intercom DN Fields Order** box.
b) To remove fields from the file format, click the field name in the **Selected Device Fields**, **Selected Line Fields**, or **Selected Intercom DN Fields Order** box and then click the arrow to move the field to the **Device Fields**, **Line Fields**, or **Intercom DN Fields** box.

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

c) To change the order of items in the **Selected Device Fields**, **Selected Line Fields**, and **Selected Intercom DN Fields Order** boxes, choose an item and use the up and down arrows to move the field up or down in the list.

Step 6 Click **Save**.
The edited copy of the file format is saved.

Related Topics

Find Phone File Formats, on page 113

Modify Custom File Format for CSV Data File

You can modify an existing custom file format for the text-based CSV data file. You can modify custom formats only.

Procedure

Step 1 Find the phone file format that you want to modify.

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

Step 3 To modify the fields that appear in the file format, do the following:

a) To add new fields to the file format, click the field name in the **Device Fields**, **Line Fields**, or **Intercom DN Fields** box and then click the arrow to move the field to the **Selected Device Field**, **Selected Line Fields**, or **Selected Intercom DN Fields Order** box.
b) To remove fields from the file format, click the field name in the **Selected Device Fields**, **Selected Line Fields**, or **Selected Intercom DN Fields Order** box and then click the arrow to move the field to the **Device Fields**, **Line Fields**, or **Intercom DN Fields** box.

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

c) To change the order of items in the **Selected Device Fields**, **Selected Line Fields**, and **Selected Intercom DN Fields Order** boxes, choose an item and use the up and down arrows to move the field up or down in the list.

Step 4 Click **Save**.

The changes to the custom file format are saved.

Related Topics

Create Text-Based CSV File for Phones, on page 660

Find Phone File Formats, on page 113

Delete Existing CSV Data File Format

You can delete an existing custom file format for the CSV data file. You can delete only custom formats.

Procedure

Step 1 Find the phone file format that you want to edit.

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.

Tip Make sure you browse the entire list of displayed results before you click **Delete Selected**.

The system removes the file format(s) name from the list.

Related Topics

Create Text-Based CSV File for Phones, on page 660
Find Phone File Formats, on page 113

Associate Text-Based File Format with 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.

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 **Format File Name** field, choose the file format that you created for this type of bulk transaction.

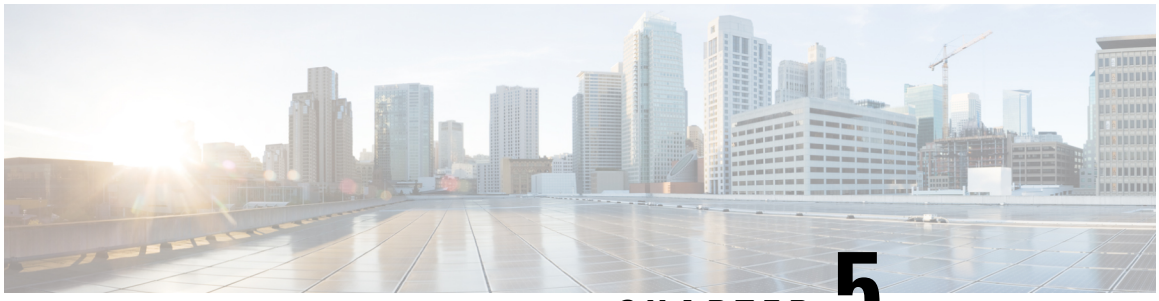
Step 4 In the **Job Information** area, enter the job description.

Step 5 To create a job for associating the matching file format with the CSV data file, click **Submit**.

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

Related Topics

Create Text-Based CSV File for Phones, on page 660
Manage Scheduled Jobs, on page 629



CHAPTER 5

Phone Record Validation

This chapter provides information to validate phone records. When you choose Validate Phones, the system runs a validation routine to check that the CSV data file and 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.

You must have a BAT phone template for the devices that you are adding. You can use a standard phone template with multiple lines to add phones that have a single line or several lines. You must also have a data file in comma separated variable (CSV) format that contains the unique details for the phones or other IP telephony devices.

- Validate CSV Data File Phone Records, on page 119
- Topics Related to Phone Record Validation, on page 120

Validate CSV Data File Phone Records

You can validate your CSV data file phone records.

Before you begin

- You must have a BAT phone template for the devices that you are adding. You can use a standard phone template with multiple lines to add phones that have a single line or several lines.
- 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.

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 Step 4, on page 119 and Step 5, on page 120.

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, 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**.
The job gets submitted and gets executed immediately.

Related Topics

BAT Log Files, on page 639
Standard Phone Templates, on page 5
Manage Scheduled Jobs, on page 629
Topics Related to Phone Record Validation, on page 120

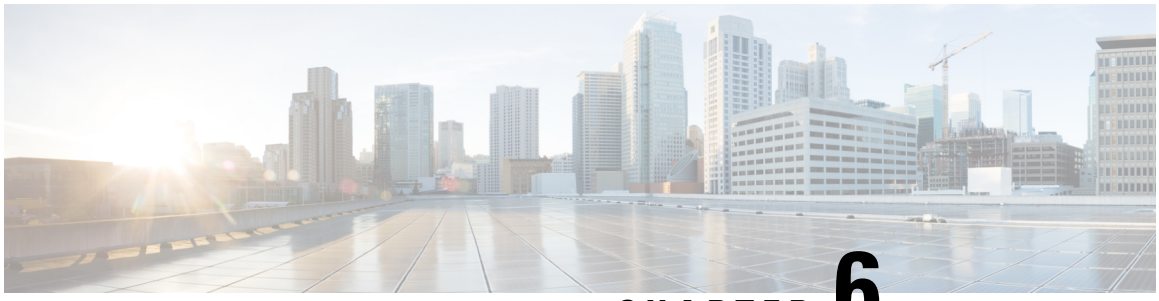
Phone Validation Limitations

The validation of phones has the following limitations:

- The validation process only checks for the number of lines that are configured on the template; it does not check the line numbers that are configured on the template. After running the Validate phones - specific details job, the administrator sees the following message in the log when the CSV date file contains more lines than are supported by the phone template: “WARNING: CSV contains more number of lines than are supported by the phone template.” If blank Directory Numbers and/or blank Speed dials and/or blank Busy Lamp Field Speed Dials exist, this indicates that the warning message that is displayed in the summary log file may be inaccurate.
- The validate process does not check whether mandatory fields are specified in the CSV file.
- If IP phone service parameters are specified in the phone text file, the validate process only checks whether a parameter exists with a name that is specified in the CSV on Unified Communications Manager. It does not check whether the parameter that is specified is configured on the IP phone service.

Topics Related to Phone Record Validation

- Phone Template, on page 21



CHAPTER 6

Phone Insertions

This chapter provides information to add phones, Cisco VGC Phones, CTI ports, or H.323 clients into the Cisco Unified Communications Manager database.

You must have a Cisco Unified Communications Manager Bulk Administration (BAT) phone template for the devices that you are adding, and a data file in comma separated value (CSV) format that contains the unique details for the phones or other IP telephony devices. You can choose the target and method of the data file upload. Phone records must be validated before insertion.

- Insert Phones Into Unified Communications Manager, on page 121
- Topics Related to Inserting Phones, on page 123

Insert Phones Into Unified Communications Manager

When you insert phone records into the Unified Communications Manager database, you define the target CSV data file and how the phone records get inserted. Select any combination of the listed actions to overwrite the existing phone records, or you can choose to insert the records during upload:

- Delete all existing Speed Dials before adding new one
- Delete all existing BLF Speed Dials before adding new one
- Delete all existing BLF Directed Call Parks before adding new one
- Delete all existing Subscribed Services before adding new one

Note Phone records must be validated before insertion.

Note BAT expects Directory Number URI fields for directory numbers in the following format:

URI 1 on Directory Number 1, URI 1 Route Partition on Directory Number 1, URI 1 is Primary on Directory Number 1.

You can use the dummy MAC address option. When adding CTI ports, this option gives a unique device name to each CTI port in the form of dummy MAC addresses that you can manually update later using the Unified Communications Manager Administration or the Unified CM Auto-Register Phone Tool. Do not use the dummy MAC address option for H.323 clients, VGC phones, or VGC virtual phones.

The dummy MAC address option automatically generates dummy MAC addresses in the following format:

XXXXXXXXXXXX

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

Before you begin

- You must have a Unified Communications Manager Bulk Administration (BAT) phone template for the devices that you are adding. You can choose the target and method of the data file upload. Phone records must be validated before insertion.
- 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.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Insert Phones**.

Step 2 Specify the file format type for the phone record that you are uploading.

a) To insert phone records that use a customized file format, click **Insert Phones Specific Details** radio button and continue with Step 3, on page 122 and Step 5, on page 122.

b) To insert phone records from an exported phone's file that was generated using the All Details option, click **Insert phones All Details** radio button.

Step 3 In the **File Name** drop-down list box, choose the CSV data file that you created for this specific bulk transaction. Next, check the **Allow Update Phone with Custom File** check box to allow updating the phone with the chosen custom file.

Step 4 Check the **Override the existing configuration** check box to overwrite the existing phone settings with the information that is contained in the file that you want to insert. Next, check the check boxes beside the upload action(s) to perform during the upload.

The following upload actions get enabled for selection after you have checked the **Override the existing configuration** check box.

- Delete all existing Speed Dials before adding new one.
- Delete all existing BLF Speed Dials before adding new one.
- Delete all existing BLF Directed Call Parks before adding new one.
- Delete all existing Subscribed Services before adding new one.

Note Leave the check boxes clear to append those records to the existing records in the CSV data file during the upload.

Step 5 For the Specific Details option, in the **Phone Template Name** drop-down list, choose the BAT phone template that you created for this type of bulk transaction.

Attention If you did not enter individual MAC addresses in the CSV data file, you must check the **Create Dummy MAC Address** check box. You can update this information manually later. Skip to Step 8, on page 123. If you supplied MAC addresses or device names in the data input file, do not choose this option.

If you do not know the MAC address of the phone that is assigned to the user, then choose this option. When the phone is plugged in, a MAC address registers for that device.

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

Step 7 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the phone records immediately.

b) Click **Run Later** to insert the phone records later.

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

Use the **Job Configuration** window to schedule or activate this job.

What to do next

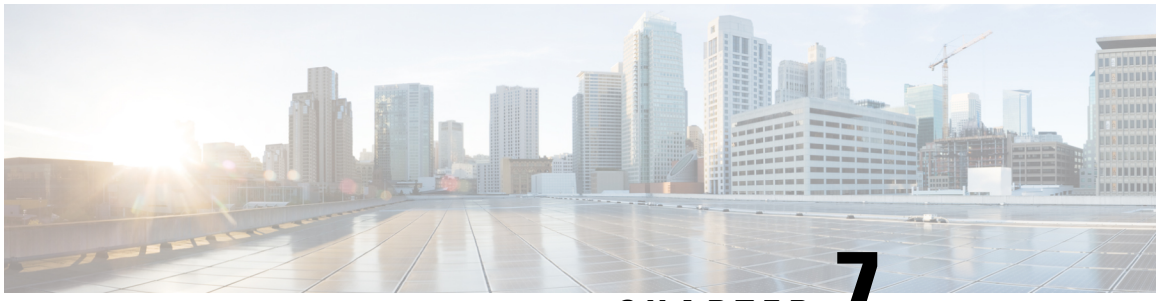
If the phones inserted are of the type Cisco Unified Mobile Communicator, then you must reset the devices after the insert job is completed. You can reset the phones using the **Bulk Administration** > **Phones** > **Reset/Restart Phones** option.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
TAPS Overview, on page 613
Topics Related to Inserting Phones, on page 123

Topics Related to Inserting Phones

- Phone Template, on page 21
- Phone File Formats, on page 113
- Upload and Download Files, on page 15
- Phone Record Validation, on page 119



CHAPTER 7

Phone Updates

This chapter provides information about how to use the Update Phones option to update phone settings, such as changing or adding the device pool or calling search space for a group of similar phones. You can locate existing phone records that you want to update using either a query or a custom file. After locating the phone records, you can proceed to define the update parameters.

- Update Phones Using Query, on page 125
- Update Phones Using Custom File, on page 126
- Choose Update Parameters, on page 128
- Phone Update Field Descriptions, on page 128

Update Phones Using Query

Create a query to locate phones to update. After locating phones following this procedure, you must proceed to choose the update parameters.

Procedure

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

The **Update Phones Query** window displays.

Note To update all phones, click **Find** and do not specify a query. Skip the rest of this procedure and proceed to choose the update parameters for the 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
- LSC Expires

- LSC Issued by
- LSC Issuer Expires by
- Authentication String
- Location
- Phone Load Name
- Device Protocol
- Security Profile
- Last Active
- Last Registered

Note The status of **LSC Expires** and **LSC Issuer Expires by** fields are set to "NA" when there is no LSC issued on a new device.

The status of **LSC Expires** and **LSC Issuer Expires by** fields are set to " Unknown" when the LSC is issued to a device before the upgrade to Unified Communications Manager11.5(1).

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

- is before
- is exactly
- is after
- 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 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 Step 2, on page 125 and Step 3, on page 126.

Step 5 Click **Find**.
A list of discovered phones displays. The **Update Phones** window displays the details of the phones that you choose.

What to do next

To complete the procedure for updating phones, continue to the Choose Update Parameters, on page 128.

Update Phones Using Custom File

Create a custom file to locate phones to update. After locating phones following this procedure, you must proceed to choose the update parameters.

Note Do not use the insert or export transaction files that are created with bat.xlt for the update transaction. Instead, you must create a custom file with details of the phone records that need to be updated. Use only this file for the update transaction.

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:
   - Device names
   - Directory numbers
   - Description

Note Enter values for device name, description, or directory number in the custom update file. You do not need to include a header in the custom update file.

3. Upload the text file to the Unified Communications Manager server. See Upload File to Server, on page 17.

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
- 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.

What to do next

To complete the procedure for updating phones, continue to the Choose Update Parameters, on page 128.

Choose Update Parameters

After you have located the phones to update, you can choose the parameters and define values for updating those 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 Table 5: Field Descriptions for Update Phones, on page 129 for descriptions of parameters.

Step 4 Select the update check box to the left of the field that you want to update.

This tells BAT to overwrite the existing value for the field.

Note Be aware that BAT updates only those fields for which you have selected the update check box.

Step 5 In the **Value** field for the checked parameter, enter the new value or choose a value from the list box.

Step 6 In the **Reset/Restart Phones** area, check one of the following choices:

- Don't Reset/Restart phones/Apply Config—To reset/restart devices at a later time.
- Reset phones—To reset (power-cycle) the phones
- Restart phones—To reset phones without power-cycling
- Apply Config—To reset only the settings that have changed since the last reset

Step 7 Update the required phone parameters. See Table 5: Field Descriptions for Update Phones, on page 129 for field descriptions.

Step 8 To create a job for updating the records, click **Submit**.

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

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Phone Update Field Descriptions

The following table provides descriptions for all possible fields that display when you are updating phones. Some device types do not require all the phone settings.

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

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

Tip Check the first check box if you need to update the field and the second check box to apply a checked value to the phones you select. For example, if you check the first check box for Do Not Disturb and leave the second one unchecked, you update phones with an unchecked value for Do Not Disturb.

Table 5: Field Descriptions for Update Phones

Field	Description
Description	Enter a description that makes the device easy to recognize. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
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, 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. 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. 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, choose a common phone profile from the list of available common phone profiles.

Field	Description
Calling Search Space	Choose the calling search space to which this group of phones/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.
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) to which this group of phones/ports should belong. 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.
User Hold MOH Audio Source	Choose the user-hold audio source for this group of phones or ports. The user-hold audio source plays music when a user places a call on hold.
Network Hold MOH Audio Source	Choose the network hold audio source that this group of IP phones or CTI ports should use. 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.
Location	Choose the location to which this group of phones/ports should belong. A location indicates the remote location that is accessed by using restricted bandwidth connections.
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. If no AAR group is specified, Unified Communications Manager uses the AAR group that is associated with Device Pool or Line.

Field	Description
User Locale	Choose the country and language set that you want to associate with this user. This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Unified Communications Manager user windows and phones.
Network Locale	Choose the network locale that you want to associate with this user. 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.
Built in Bridge	Enable or disable the built-in conference bridge for the barge feature by using the Built In Bridge drop-down list (choose On, Off, or Default).
Privacy	For each phone that wants Privacy, choose **On** in the Privacy drop-down list. For more configuration information, refer to Barge and Privacy Features in the *Feature Configuration Guide for Cisco Unified Communications Manager* .
Device Mobility Mode	From the drop-down list, turn the device mobility feature on or off for this device or choose Default to use the default device mobility mode. Click **View Current Device Mobility Settings** to display the current values of these device mobility parameters: • Cisco Unified Communications Manager Group • Roaming Device Pool • Location • Region • Network Locale • AAR Group • AAR Calling Search Space • Device Calling Search Space • Media Resource Group List • SRST

Field	Description
Mobility User ID	From the drop-down list, choose the user ID of the person to whom this dual-mode phone is assigned. **Note** Be aware that the Mobility User ID configuration is used for Mobile Connect and Mobile Voice Access for dual mode phones. **Note** The Owner User ID and Mobility User ID can differ.
Owner User ID	Enter a user ID for the primary phone user.
Phone Personalization	From the drop-down list, 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. • Disabled—None of the Cisco Unified Phone Application Suite features get activated. • 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. • Default—Use the phone personalization setting that is in the Common Phone Profile.

Field	Description
Services Provisioning	From the drop-down list, choose the Services Provisioning setting that you want to use from the following values: • Internal • External URLs • Both • Default: Internal 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. This is a required field.
Phone Load Name	Enter the custom phone load, if applicable. **Note** 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.
Single Button Barge	From the drop-down list, enable or disable the Single Button Barge/cBarge feature for this device or choose Default to use the service parameter setting. • Off—This setting disables the Single Button Barge/cBarge feature; however, the regular Barge or cBarge features will still work. • Barge—This setting enables the Singe Button Barge feature. • cBarge—This setting enables the Single Button cBarge feature. • Default—This setting uses the Single Button Barge/cBarge setting that is in the service parameter.

Field	Description
Join Across Lines	From the drop-down list, enable or disable the Join Across Lines feature for this device or choose Default to use the service parameter setting. • Off—This setting disables the Join Across Lines feature. • On—This setting enables the Join Across Lines feature. • Default—This setting uses the Join Across Lines setting that is in the service parameter.
Use Trusted Relay Point	From the drop-down list, enable or disable whether Unified Communications Manager inserts a trusted relay point (TRP) device with this media endpoint. Choose one of the following values: • Default—If you choose this value, the device uses the Use Trusted Relay Point setting from the common device configuration with which this device associates. • Off—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. • On—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. A Trusted Relay Point (TRP) device designates an MTP or transcoder device that is labeled as Trusted Relay Point. 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 RSVP Agent). If both TRP and MTP are required for the endpoint, TRP gets used as the required MTP.

Field	Description
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 choose contains the calling party transformation pattern that you want to assign to this device. 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.
Geolocation	From the drop-down list, choose a geolocation. You can choose the Unspecified geolocation, which designates that this device does not associate with a geolocation. You can also choose a geolocation that has been configured with the **System** > **Geolocation Configuration** menu option.
Emergency Location (ELIN) Group	Choose the Emergency Location (ELIN) group to which this group of phones should belong. An ELIN group identifies a location to which ELINs under this ELIN group must be mapped in the ALI database.
Feature Control Policy	Choose the Feature Control Policy for this group of phones. A feature control policy specifies the appearance of features and the associated softkeys that display on the phone.
BLF Audible Alert Setting (Phone Idle)	For this required field, from the drop-down list, choose the BLF Audible Alert setting that you want to use from the following values: • On • Off • Default 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 lamp field (BLF) button.

Field	Description
BLF Audible Alert Setting (Phone Busy)	For this required field, 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 lamp field (BLF) button. From the drop-down list, choose the BLF Audible Alert setting that you want to use from the following values: • On • Off • Default
Always Use Prime Line	From the drop-down list, choose the Always Use Prime Line setting that you want to use from the following values: • On • Off • Default
Always Use Prime Line for Voice Message	From the drop-down list, choose the Always Use Prime Line for Voice Message setting that you want to use from the following values: • On • Off • Default
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.

Field	Description
Allow Control of Device from CTI	Check this check box to allow CTI to control and monitor this device. 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. **Note** Cisco dual-mode devices (Jabber) such as Android, iPhone, and iPad operating in WiFi mode are monitored through CTI and not controlled. However, devices operating in GSM mode cannot be monitored or controlled.
Logged into Hunt Group	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. Users use the softkey on the phone to log their phone in or out of the hunt list.
Remote Device	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 Unified Communications Manager to allocate a buffer for the phone device when it registers and to bundle SCCP messages to the phone. **Note** 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.
Protected Device	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.
Protocol Specific Information	

Field	Description
Packet Capture Mode	From the drop-down list, choose the mode that you want to set for signal packet capture: None—Choose None if you do not want to specify a mode. Real-Time Mode—Use this mode for real-time signal packet capture. Batch Processing Mode—Use this mode for batch processing signal packet capture mode.
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	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. 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.
Device Security Profile	For phones that run SCCP and SIP, choose the security profile that you want to apply to the device. All phones require that you apply a security profile. If the phone does not support security, choose a nonsecure profile. **Tip** 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.
SUBSCRIBE Calling Search Space	Used with the Presence feature, the SUBSCRIBE Calling Search Space determines how Unified Communications Manager routes the subscription requests that come from the phone. From the drop-down list, choose the calling search space that you want to use for this purpose.

Field	Description
Outbound Call Rollover	From the drop-down list, choose the rollover option that you want to use for outbound calls. No Rollover—Choose this option to Switch off the rollover feature. Conference and transfer will not work in this mode. 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). 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.
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.
External Data Locations Information	
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.
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 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 Self Care Portal window that was configured during installation.

Field	Description
Proxy Server	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. 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. Leave this field blank to accept the default setting.
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.
Secure Authentication URL	Enter the secure URL that the phone uses to validate requests that are made to the phone web server. **Note** If you do not provide a Secure Authentication URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. By default, this URL accesses a Cisco Unified IP Phone Self Care Portal window that was configured during installation. Leave this field blank to accept the default setting. Maximum length specifies 255 characters.

Field	Description
Secure Directory URL	Enter the secure URL for the server from which the phone obtains directory information. This parameter specifies the URL that secured Cisco Unified IP Phones use when you press the **Directory** button. **Note** If you do not provide a Secure Directory URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. Leave this field blank to accept the default setting. Maximum length specifies 255 characters.
Secure Idle URL	Enter the secure URL for the information that displays on the Cisco Unified IP Phone display when the phone is idle, as specified in the Idle Timer field. For example, you can display a logo on the LCD when the phone has not been used for 5 minutes. **Note** If you do not provide a Secure Idle URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length specifies 255 characters.
Secure Information URL	Enter the secure URL for the server location where the Cisco Unified IP Phone can find help text information. This information displays when the user presses the information (i) button or the question mark (?) button. **Note** If you do not provide a Secure Information URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length specifies 255 characters.

Field	Description
Secure Messages URL	Enter the secure URL for the messages server. The Cisco Unified IP Phone contacts this URL when the user presses the Messages button. **Note** If you do not provide a Secure Messages URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length specifies 255 characters.
Secure Services URL	Enter the secure URL for Cisco Unified IP Phone services. This setting specifies the location that the secure Cisco Unified IP Phone contacts when the user presses the **Services** button. **Note** If you do not provide a Secure Services URL, the device uses the nonsecure URL. If you provide both a secure URL and a nonsecure URL, the device chooses the appropriate URL, based on its capabilities. To accept the default setting, leave this field blank. Maximum length specifies 255 characters.
Hotline Device	Enter T or F. Hotline devices can connect only to other Hotline devices. This feature extends the PLAR feature, which configures a phone to automatically dial one directory number when it goes off-hook. Hotline provides additional restrictions that you can apply to devices that use PLAR. To implement Hotline, you must also create a softkey template without supplementary service softkeys and apply the softkey template to the Hotline device.
Extension Information	
Enable Extension Mobility	Check this check box to enable extension mobility. Choose 0-Off to disable this feature, or choose 1-On to enable this feature. Extension mobility allows a user to log in and out of a Cisco Unified IP Phone.
IP Services1	Use Unified Communications Manager to choose any services that have been configured.

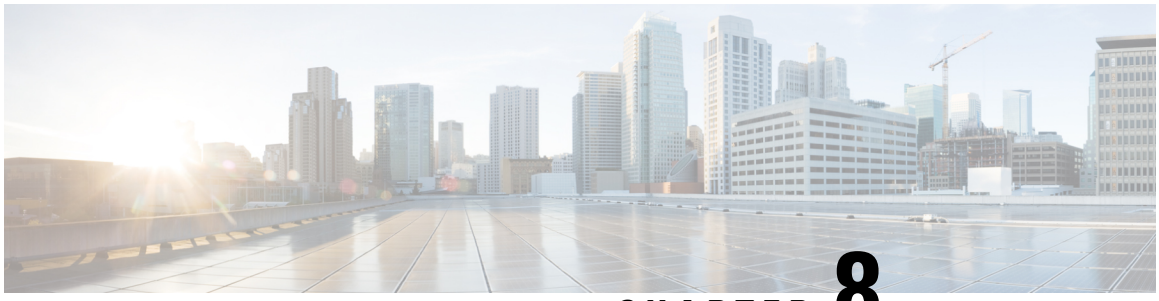
Field	Description
IP Services2	Use Unified Communications Manager to choose any services that have been configured. Using Unified Communications Manager Bulk Administration (BAT), you cannot update more than two IP services in one transaction.
Certification Authority Proxy Function (CAPF) Information (These parameters display only for devices with the capability to support authentication or encryption.)	
Certificate Operation	From the drop-down list, choose the Certification Operation that you want to perform from the following options: • No Pending Operation—No pending Certification Operation lists exist for this device. Choosing this option disables the remaining CAPF fields. • Install/Upgrade—Install or upgrade a Certification Operation. • Delete—Delete a Certification Operation. • Troubleshoot—Troubleshoot a Certification Operation.
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 **Generate String**.
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.
MultiLevel Precedence and Preemption (MLPP) Information	

Field	Description
MLPP Indication	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. From the drop-down list, choose a setting to assign to this device from the following options: • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not send indication of an MLPP precedence call. • On—This device does send indication of an MLPP precedence call. **Note** Do not configure a device with the following combination of settings: MLPP Indication is set to Off while MLPP Preemption is set to Forceful.
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. From the drop-down list, choose a setting to assign to this device from the following options: • Default—This device inherits its MLPP preemption setting from its device pool. • Disabled—This device does not preempt calls in progress when it places an MLPP precedence call. • Forceful—This device preempts calls in progress when it places an MLPP precedence call. **Note** Do not configure a device with the following combination of settings: MLPP Indication is set to Off while MLPP Preemption is set to Forceful.
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 FFFFFF.
Do Not Disturb (DND)	
Do Not Disturb	If you want to enable the DND feature, check this check box.

Field	Description
DND Option	From the drop-down list, choose a DND option from the following options: • None • Ringer Off • Call Reject • Use Common Phone Profile Setting
DND Incoming Call Alert	From the drop-down list, choose one of the following options: • None • Disable • Flash Only • Beep Only
Secure Shell Information	
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.
Assign IP Phone Services	
Add All Services From This Template	From the drop-down list, choose the template that contains list of services with which you want to update the phones. You can click the Edit IP Phone Service link to update the subscribed Cisco Unified IP Phones services on the template.
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.
Product Specific Information	

Field	Description
Device Security Mode	From the drop-down list, choose the mode that you want to set for the device: Use System Default—The phone uses the value that you specified for the enterprise parameter, Device Security Mode. Non-secure—No security features exist for the phone. A TCP connection opens to Unified Communications Manager. Authenticated—Unified Communications Manager provides integrity and authentication for the phone. A TLS connection that uses NULL/SHA opens. Encrypted—Unified Communications Manager provides integrity, authentication, and encryption for the phone. A TLS connection that uses AES128/SHA opens This field applies only if the phone model supports authentication or encryption.
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.

Field	Description
Video Capabilities	Choose Enabled or Disabled to control video capabilities access.
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.



CHAPTER 8

Phone Deletions

This chapter provides information to delete a group of phones or other IP telephony devices from the Cisco Unified Communications Manager database. You can locate existing phone records that you want to delete using either a query or a custom file. You can also search for and delete unassigned directory numbers.

- Delete Phones Using Query, on page 149
- Delete Phones Using Custom File, on page 151
- Delete Unassigned Directory Numbers, on page 152

Delete Phones Using Query

Create a query to locate phone records for deletion.

Caution The delete action is final. You cannot retrieve deleted 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

- Last Registered
- Last Active

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 Step 2, on page 149 and Step 3, on page 150.

Step 5 Click **Find**.

A list of discovered phones displays by

- Device Name
- Description
- Device Pool
- Device Protocol
- Status
- Last Registered
- Last Active
- Unified CM
- IP Address

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

Step 7 Choose a deletion method. Do one of the following:

a) Click **Run Immediately** to delete phone records immediately
b) Click **Run Later** to delete the phone records at a later time.

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

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

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

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

Related Topics

BAT Log Files, on page 639

Manage Scheduled Jobs, on page 629

Delete Phones Using Custom File

You can create a custom file of phones that you want to delete 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.

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.

Caution The delete action is final. You cannot retrieve deleted records.

Before you begin

1. Create a text file that lists one of these details on separate lines for each phone that you want to delete:
   - Device names
   - Description
   - Directory numbers

Note Enter values for device name, description, or directory number in the custom delete file. You do not need to include a header in the custom delete file.

2. Upload the custom file to Unified Communications Manager server.

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
   - 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 Choose a deletion method. Do one of the following:

a) Click **Run Immediately** to delete phone records immediately

b) Click **Run Later** to delete the phone records at a later time.

Caution The delete action is final. You cannot retrieve deleted records.

Step 7 Click **Submit** to create a job for deleting the phone records.

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

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload File to Server, on page 17

Delete Unassigned Directory Numbers

Delete unassigned directory numbers for phone records that you locate using query.

Caution The delete action is final. You cannot retrieve deleted unassigned directory numbers.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Delete Phones** > **Delete Unassigned DN**.
The Delete Unassigned Directory Numbers window displays.

Step 2 From the first **Delete Bulk Unassigned Directory Number where** drop-down list box, choose one of the following criteria:

- Pattern
- Description
- Route Partition

From the second **Delete Bulk Unassigned Directory Number 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.

Step 4 Click **Find**.

A list of discovered phones displays by the following criteria:

- Pattern
- Description
- Partition

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

Step 5 In the Job Information area, enter the Job description.

The default description is Delete Unassigned DN - Query.

Step 6 Choose a deletion method. Do one of the following:

a) Click **Run Immediately** to delete the unassigned directory numbers immediately.
b) Click **Run Later** to delete the phone records at a later time.

Caution The delete action is final. You cannot retrieve deleted unassigned directory numbers.

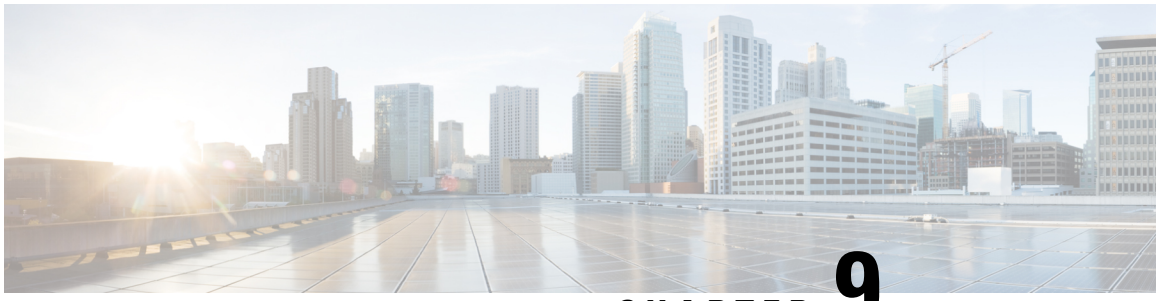
Step 7 Click **Submit** to create a job for deleting the phone records.

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

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

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629



CHAPTER 9

Phone Exports

This chapter provides information about using the export utility to merge records from multiple Cisco Unified Communications Manager servers onto one Cisco Unified Communications Manager server.

- Phone Record Exports, on page 155
- Exported Phone Record Fields, on page 156
- Export Phone Records, on page 158
- Multiple User Phones to Export or Import, on page 160
- Topics Related to Phone Exports, on page 160

Phone Record Exports

Use the phone record export option to move records from one Unified Communications Manager server to another. Only export the records that you are interested in moving. You can export the following:

- phone records
- user records
- user device profile records

Optionally, you can 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.

You can choose between two file format options when you export 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

When you are ready to insert the exported records, the order in which the records are inserted is important. You must insert user records first to ensure that devices properly associate with existing users.

1. Upload the CSV file to Unified Communications Manager server.

2. Insert User Records.
3. Insert Phone Records.
4. Insert User Device Profile Records.
5. Check the log files for errors.

Related Topics

BAT Log Files, on page 639
Export Phone Records, on page 158
Export User Device Profile Records, on page 355
Export User Records, on page 239
Topics Related to Phone Exports, on page 160
Upload File to Server, on page 17

Exported Phone Record Fields

Default Phone File Format Exported Fields

The export Default Phone file format option is useful when you want to export phone file formats for phones that have similar configurations. Default phone records are exported using a defined query.

The following table lists the fields that are exported when you choose the Default Phone file format.

Table 6: 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

All Phone Details File Format Exported Fields

When you export phone records 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.

The following table 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 7: 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
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

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

Export Phone Records

You can export phone records from the Cisco Unified Communications Manager database. After the phone records are exported, you can search and download the exported file using the Upload/Download Files option in the **Bulk Administration** menu.

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 For **All Details** option, choose the type of device or specific model in the **Device Type** drop-down list box. Skip to Step 4, on page 159.

See Table 6: Exported Fields in the Default Phone File Format, on page 156 for the list of exported fields in this format.

Step 3 For **Specific 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
- Last Registered
- Last Active

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 3.a, on page 159 through 3.c, on page 159 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 4 Enter the export file name in the **File Name** text box.

Step 5 In the **Job Information** area, enter the Job description.

Step 6 Choose an export method. Do one of the following:

a) Click **Run Immediately** to export phone records immediately.

b) Click **Run Later** to export at a later time.

Step 7 To create a job for exporting phone records, click **Submit**.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to Phone Exports, on page 160
Upload and Download Files, on page 15

Multiple User Phones to Export or Import

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.

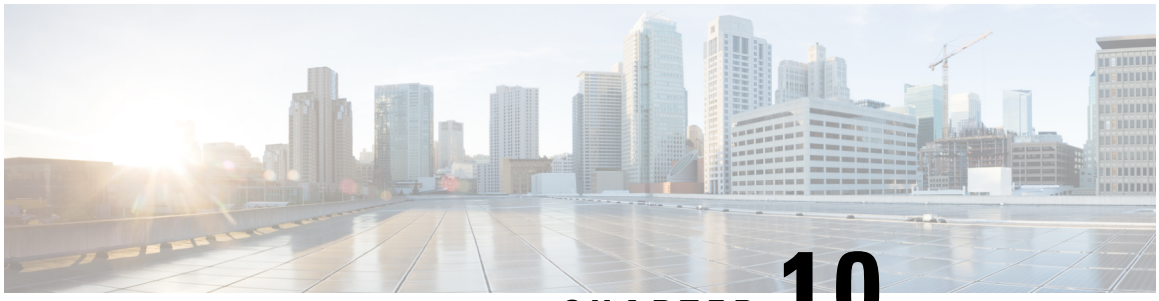
When you import the exported file that has phones with multiple users, all users get exported in the same record.

Related Topics

Topics Related to Phone Exports, on page 160

Topics Related to Phone Exports

- Export Phone Records, on page 158
- Export User Records, on page 239
- Export User Device Profile Records, on page 355



CHAPTER 10

Phone Line Addition and Updates

This chapter provides information to update line attributes for a specific group of devices or user device profiles using 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.

- Update Phone Lines Using Query, on page 161
- Phone Line Update Field Descriptions, on page 163
- Add Phone Lines to Existing Phones and UDPs, on page 171
- Add Phone Lines to Existing Phones Using BAT Spreadsheet, on page 172
- Phone Line Field Descriptions for Line Additions Using BAT Spreadsheet, on page 173

Update Phone Lines Using Query

You can update phone lines using query.

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 Phone Line Update Field Descriptions, on page 163.

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.

Example:

You can choose the **Route 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 Step 2 and Step 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.

Tip 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 Phone Line Update Field Descriptions, on page 163 for field descriptions.

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 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert lines immediately.
b) Click **Run Later** to insert at a later time.

Step 11 To create a job for inserting the phone records, click **Submit**.

To schedule this job, activate this job, or both, use the **Job Configuration** window.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Phone Line Update Field Descriptions

The following table provides the field descriptions for updating line details.

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

Table 8: Field Descriptions for Updating Line Details

Field	Description
Route Partition	Choose a partition. A partition indicates the route partition to which the directory number belongs. **Note** 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. **Note** 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. **Note** 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. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

Field	Description
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. **Note** This setting applies to all devices that are using this directory number.
Park Monitoring Forward No Retrieve Destination External	When the parkee is an external party, then the call will be forwarded to the specified destination in the parker''s Park Monitoring Forward No Retrieve Destination External parameter. If the **Forward No Retrieve Destination External** field value is empty, the parkee will be redirected to the parker's line.
Park Monitoring Forward No Retrieve Destination Internal	When the parkee is an internal party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination Internal parameter. If the **Forward No Retrieve Destination Internal** is empty, the parkee will be redirected to the parker's line.
Park Monitoring Forward No Retrieve Internal Voice Mail	Check this check box to use settings in the **Voice Mail Profile Configuration** window. When this check box is checked, Unified Communications Manager ignores the settings in the **Destination** box and Calling Search Space.
Park Monitoring Forward No Retrieve External Voice Mail	Check this check box to use settings in the Voice Mail Profile Configuration window. When this check box is checked, Unified Communications Manager ignores the settings in the **Destination** box and Calling Search Space.
Park Monitoring Forward No Retrieve External CSS	Choose the calling search space to apply to the directory number.
Park Monitoring Forward No Retrieve Internal CSS	Choose the calling search space to apply to the directory number.

Field	Description
Park Monitoring Reversion Timer	This parameter determines the number of seconds that Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the Park softkey on the phone, and a reminder is issued when the timer expires. Default: 60 seconds If you configure a non-zero value, this value overrides the value of this parameter set in the Service Parameters window. However, if you configure a value of 0 here, then the value in the **Service Parameters** window will be used.
Log Missed Calls	This check box allows you to turn this feature on or off. If the check box displays as checked (turned on), which is the default for this setting, Unified Communications Manager logs missed calls in the call history for that directory number on the phone.
Party Entrance Tone	Choose one of the following options from the drop-down list box: • Default—Use the value that you configured in the Party Entrance Tone service parameter. • On—A tone plays on the phone when a basic call changes to a multi-party call; that is, a barge call, cBarge call, ad hoc conference, meet-me conference, or a joined call. In addition, a different tone plays when a party leaves the multi-party call. If the controlling device, that is, the originator of the multi-party call has a built-in bridge, the tone gets played to all parties if you choose On for the controlling device. When the controlling device, for example, the conference controller, is no longer present on the call or if the controlling device cannot play the tone, Unified Communications Manager does not play the tone even if you choose On. • Off—A tone does not play on the phone when a basic call changes to a multi-party call.
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. **Note** This setting applies to all devices that are using this directory number.

Field	Description
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. **Note** 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. **Note** 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 to Voice Mail External	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. Checking this check box makes the values in the **Forward Busy Destination** field and Calling Search Space check box not relevant.
Forward Busy to Voice Mail Internal	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. Checking this check box makes the values in the **Forward Busy Destination** field and Calling Search Space check box not relevant.
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. **Note** This setting applies to all devices that are using this directory number.
Calling Search Space Forward No Answer Internal	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. **Note** This setting applies to all devices that are using this directory number.

Field	Description
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. **Note** 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. **Note** 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 to Voice Mail External	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.
Forward No Answer to Voice Mail Internal	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.
Calling Search Space Forward No Coverage 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. **Note** This setting applies to all devices that are using this directory number.
Calling Search Space Forward No Coverage Internal	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. **Note** This setting applies to all devices that are using this directory number.

Field	Description
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. **Note** 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. **Note** 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 to Voice Mail External	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.
Forward No Coverage to Voice Mail Internal	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.
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. **Note** 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.

Field	Description
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. **Note** Leave this field blank to use the value that is set in the 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, 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.

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. To prevent rerouting blocked calls, set AAR Group to <None>.
Target (Destination)	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. Values can include numeric characters, pound(#), and asterisk (*).
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	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. Leave this setting blank to use the value that is set in the Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.
External Phone Number Mask	Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line. 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.
Maximum Number of Calls	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. The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2. 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.

Field	Description
Busy Trigger	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. Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.

Add Phone Lines to Existing Phones and UDPs

You can add lines to exiting phones and UDP templates.

Before you begin

- You must have a BAT template for this transaction.
- You must have a CSV data file for this transaction.

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 Choose an insert method. Do one of the following:
a) Click **Run Immediately** to insert the phone records immediately.
b) 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**.
To schedule, this job, activate this job, or both, use the **Job Configuration** window.

Related Topics

Add Phone Lines to Existing Phones Using BAT Spreadsheet, on page 172
Add or Update Phone Lines in BAT Template, on page 24

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Add Phone Lines to Existing Phones Using BAT Spreadsheet

You can create a CSV data file using the BAT spreadsheet to add phone lines to existing phones.

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

`<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.

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

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

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.

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 Select the **Phones** radio button to add lines to a phone.

Note You can choose to add lines to a User Device Profile by selecting the **User Device Profile** radio button.

Step 5 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. See Table 9: Field Descriptions for Adding Lines Using the BAT Spreadsheet, on page 173 for field descriptions.

Step 6 To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

Tip 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.

The system saves the file to `C:\XLSDataFiles\` with the default filename `<tabname>-<timestamp>.txt`, or you can use **Browse** to save the file to another existing folder on your local workstation.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Upload and Download Files, on page 15
Upload File to Server, on page 17

Phone Line Field Descriptions for Line Additions Using BAT Spreadsheet

The following table provides the field descriptions when you add lines using the BAT spreadsheet.

Table 9: Field Descriptions for Adding Lines 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.
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). **Note** If this field is left blank the system uses the value that is entered in the Directory Number field. **Note** The default language specifies English.
Line Text Label	Enter text that identifies this directory number for a line/phone combination. **Note** The default language specifies English
Forward Busy External	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the line is in use. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

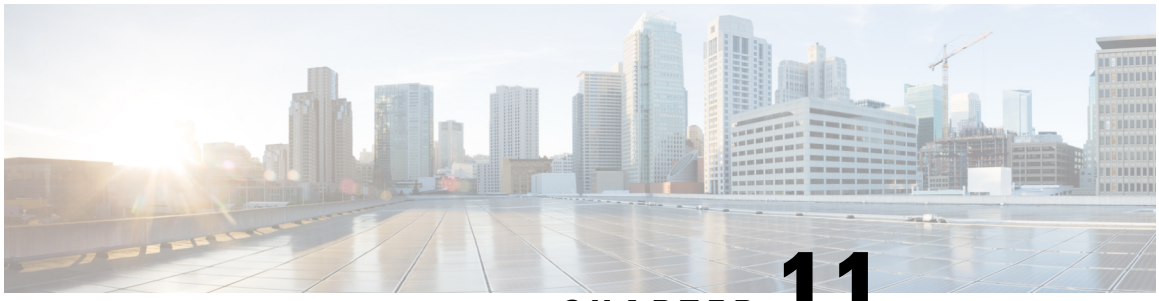
Field	Description
Forward No Answer External	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the phone is not answered. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage External	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the phone does not have coverage. **Note** 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 Internal	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the line is in use. **Note** 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 Internal	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the phone is not answered. **Note** 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 Internal	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the phone does not have coverage. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Call Pickup Group	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.

Field	Description
Park Monitoring Forward No Retrieve Destination External	When the parkee is an external party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination External parameter. If the **Forward No Retrieve Destination External** field value is empty, the parkee will be redirected to the parker's line.
Park Monitoring Forward No Retrieve Destination Internal	When the parkee is an internal party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination Internal parameter. If the **Forward No Retrieve Destination Internal** is empty, the parkee will be redirected to the parker's line.
Park Monitoring Reversion Timer	This parameter determines the number of seconds that Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the **Park** softkey on the phone, and a reminder is issued when the timer expires. Default: 60 seconds If you configure a non-zero value, this value overrides the value of this parameter set in the **Service Parameters** window. However, if you configure a value of 0 here, then the value in the Service Parameters window will be used.
Park Monitoring Forward No Retrieve Internal Voice Mail	This setting uses the settings in the **Voice Mail Profile Configuration** window. When this check box is checked, Unified Communications Manager ignores the settings in the **Destination** box and Calling Search Space.
Park Monitoring Forward No Retrieve External Voice Mail	This setting uses the settings in the **Voice Mail Profile Configuration** window. When this check box is checked, Unified Communications Manager ignores the settings in the **Destination** box and Calling Search Space.
Park Monitoring Forward No Retrieve External CSS	Choose the calling search space to apply to the directory number.
Park Monitoring Forward No Retrieve Internal CSS	Choose the calling search space to apply to the directory number.
Log Missed Calls	This field allows you to turn this feature on or off. Enter 'T' to enable Unified Communications Manager to log missed calls in the call history for that directory number on the phone. Enter 'F' to disable this feature.

Field	Description
Party Entrance Tone	Enter one of the following Party Entrance Tone options: • Default—Use the value that you configured in the Party Entrance Tone service parameter. • On—A tone plays on the phone when a basic call changes to a multi-party call; that is, a barge call, cBarge call, ad hoc conference, meet-me conference, or a joined call. In addition, a different tone plays when a party leaves the multi-party call. If the controlling device, that is, the originator of the multi-party call has a built-in bridge, the tone gets played to all parties if you choose On for the controlling device. When the controlling device, for example, the conference controller, is no longer present on the call or if the controlling device cannot play the tone, Unified Communications Manager does not play the tone even if you choose On. • Off—A tone does not play on the phone when a basic call changes to a multi-party call.
URI on Directory Number	Enter a directory URI that you want to associate with the directory number for this phone. Follow the username@host format. Enter a username of up to 47 alphanumeric characters. For the host address, enter an IPv4 address or fully qualified domain name. **Note** You can associate up to five directory URIs to a single directory number, but you must select one primary directory URI.
URI Route Partition on Directory Number	Enter the partition on which the directory URI belongs. If you do not want to restrict access to the directory URI, leave the field blank.
URI Is Primary on Directory Number	Enter a **'t'** (True) to indicate that this directory URI is the primary directory URI for this extension. Otherwise, enter an **'f'** (False) to indicate that this is not the primary directory URI for this extension. **Note** You can associate up to five directory URIs to a single directory number, but you must select one primary directory URI.
Enterprise Add to Local Route Partition	Enter a 't' to add this enterprise alternate number to a local route partition. Enter 'f' to leave the E.164 number off of local routing.

Field	Description
Enterprise Advertise via globally	Enter a 't' to enable ILS to advertise this alternate number to rest of the ILS network. Enter an 'f' if you don't want ILS to advertise this number.
Enterprise Is Urgent	Enter a 't' to classify routing for this alternate number as urgent. By default, if the dial plan contains overlapping route patterns Unified Communications Manager does not route the call until the interdigit timer expires (even if a possible route exists for the dialed digits). This setting guards against learned numbers that overlap with statically configured directory numbers and number patterns by allowing Unified Communications Manager to choose the best match of all available routes for the dial string. When you mark the number as urgent priority, Unified Communications Manager routes the call as soon as it finds a match between the dialed digits and an available route, without waiting for the interdigit timer to expire (for example, the T302 Timer service parameter).
Enterprise Number Mask	Enter the number mask to apply to the directory number. Unified Communications Manager applies the mask to create an enterprise alternate number that is an alias of this directory number.
Enterprise Route Partition	Enter the local route partition to which you want to assign this enterprise alternate number.
+E.164 Add to Local Route Partition	Enter a 't' to add this E.164 alternate number to a local route partition. Enter 'f' to leave the E.164 number off of local routing.
+E.164 Advertise via globally	Enter a 't' to enable ILS to advertise this alternate number to rest of the ILS network. Enter an 'f' if you don't want ILS to advertise this number.

Field	Description
+E.164 Is Urgent	Enter a 't' to classify routing for this alternate number as urgent. By default, if the dial plan contains overlapping route patterns Unified Communications Manager does not route the call until the interdigit timer expires (even if a possible route exists for the dialed digits). This setting guards against learned numbers that overlap with statically configured directory numbers and number patterns by allowing Unified Communications Manager to choose the best match of all available routes for the dial string. When you mark the number as urgent priority, Unified Communications Manager routes the call as soon as it finds a match between the dialed digits and an available route, without waiting for the interdigit timer to expire (for example, the T302 Timer service parameter).
+E.164 Number Mask	Enter the number mask to apply to the directory number. Unified Communications Manager applies the mask to create an +E.164 alternate number that is an alias of this directory number.
+E.164 Route Partition	Enter the local route partition to which you want to assign this +E.164 alternate number.



CHAPTER 11

Phone Resets and Restarts

This chapter provides information to 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 locate phones that you want to reset using either a query or a custom file.

- Reset or Restart Phone Using Query, on page 179
- Reset or Restart Phone Using Custom File, on page 180
- Wipe or Lock Phones Using Query, on page 182
- Wipe or Lock Phones Using Custom File, on page 183

Reset or Restart Phone Using Query

You can create a query to locate phones that you want to reset or restart.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Reset/Restart Phones** > **Query**.
The **Reset/Restart Phones Configuration** window displays.

Step 2 From the first **Find Phones 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 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 Step 2, on page 179 and Step 3, on page 180.

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
- Apply Config—To reset only the settings that have changed since the last reset

Step 8 In the Job Information area, enter the Job description.

Step 9 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert phone records immediately.
b) Click **Run Later** to insert phone records at a later time.

Step 10 To create a job for inserting the phone records, click **Submit**.

To schedule this job, activate this job, or both, use the **Job Configuration** window.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Reset or Restart Phone Using Custom File

You can create a custom file of phones that you want to reset or restart 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

Note Put each item on a separate line in the text file.

2. Upload the file to the first node of Unified Communications Manager.

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
- Directory Number
- Description

Step 3 In the list of custom files, choose the filename of the custom file for this update and then click **Find**.

Caution If no information is entered into the query text box, the system resets or restarts all phones.

Step 4 Click one of the following
- Reset—To reset (power-cycle) the phones
- Restart—To reset phones without power-cycling
- Apply Config—To reset only the settings that have changed since the last reset

Step 5 In the **Job Information** area, enter the Job description.

Step 6 Choose an insert method. Do one of the following:
a) Click **Run Immediately** to insert phone records immediately.
b) Click **Run Later** to insert phone records at a later time.

Step 7 To create a job for inserting the phone records, click **Submit**.
To schedule and/or activate this job, use the **Job Configuration** window.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload File to Server, on page 17

Wipe or Lock Phones Using Query

You can create a query to locate phones that you want to wipe and/or lock.

Caution The wipe operation cannot be undone. You should only perform this operation when you are sure you want to reset the phone to its factory settings.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Wipe and Lock Phones** > **Query**.
The **Wipe and Lock Phones Configuration** window displays.

Step 2 From the first **Find Phones 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 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 Step 2 and Step 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:

- Lock—To lock the phones
- Wipe—To wipe the phones
- Wipe and Lock—To wipe and lock the phones

Note If a phone does not support the functionality you have chosen, the transaction will fail for that phone. It will also fail if the functionality has already been requested for the phone.

Step 8 In the Job Information area, enter the Job description.

Step 9 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to wipe or lock phones immediately.
b) Click **Run Later** to wipe or lock phones at a later time.

Step 10 To create a job for locking and/or wiping the phones, click **Submit**.

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

Wipe or Lock Phones Using Custom File

You can create a custom file of phones that you want to wipe and/or lock using a text editor. You can use either device names or directory numbers in the custom file.

Before you begin

Caution The wipe operation cannot be undone. You should only perform this operation when you are sure you want to reset the phone to its factory settings.

1. Create a text file that lists one of these details for the phones that you want to wipe and/or lock:
   - Device names
   - Description
   - Directory numbers

Note Put each item on a separate line in the text file.

2. Upload the file to the first node of Unified Communications Manager.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Wipe and Lock Phones** > **Custom File**.
The **Wipe and Lock Phones 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
- Directory Number
- Description

Step 3 In the list of custom files, choose the filename of the custom file for this update and then click **Find**.

Caution If no information is entered into the query text box, the system wipes or locks all phones.

Step 4 Click one of the following:

- Lock—To lock the phones
- Wipe—To wipe the phones
- Wipe and Lock—To wipe and lock the phones

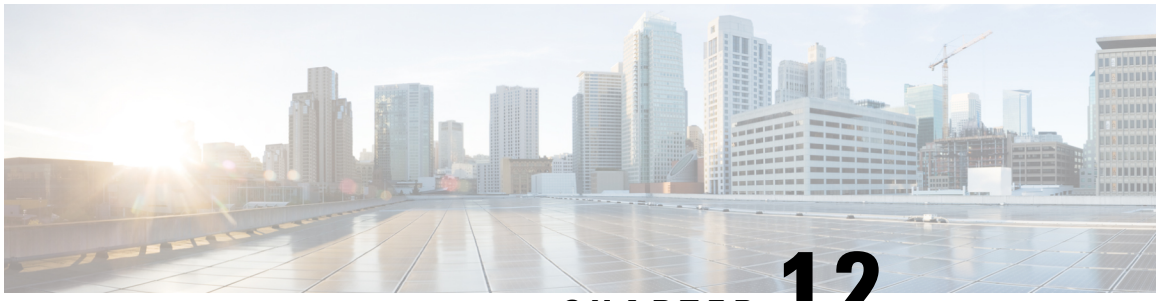
Note If a phone does not support the functionality you have chosen, the transaction will fail for that phone. It will also fail if the functionality has already been requested for the phone.

Step 5 In the **Job Information** area, enter the Job description.

Step 6 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to wipe or lock phones immediately.
b) Click **Run Later** to wipe or lock phones at a later time.

Step 7 To create a job for locking and/or wiping the phones, click **Submit**.
To schedule and/or activate this job, use the **Job Configuration** window.



CHAPTER 12

Phone Reports

This chapter provides information about CSV file format BAT reports that you can generate. You can customize BAT reports for phones and user device profiles but reports for users, managers, assistants, and gateways have a fixed format and can not be customized.

- Phone Report Generation, on page 185
- Generate Phone Reports, on page 185

Phone Report Generation

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.

Generate Phone Reports

You can generate reports for phones and other IP telephony devices.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Generate Phone Reports**.
The **Report Phone Query** window appears.

Step 2 In the first **Find Phone where** drop-down list box, choose the field to query such as **Device Name** or **Directory Number**.

Step 3 In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.

Step 4 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.

Step 5 Specify the appropriate search text, if applicable, and click **Find**.

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

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 Step 2, on page 186 through Step 5, on page 186.

A list of discovered phones appears.

Step 6 To choose details for your type of report, click **Next**.
The **Generate Phone Report Configuration** window appears and shows the Query that you chose.

Tip If you want to change the type of query, click **Back**.

Step 7 In the **Report File Name** field, enter your name for this report (required).

Step 8 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 must specify at least one device field to generate a report. You can choose multiple fields to include in your report. For a list of device and live fields, see the Phone and IP Telephony Device Reports, on page 187.

Tip To rearrange the order of the items in the **Selected Device Fields** for this **Report** list, choose an item and click the Up arrow or Down arrow to move the item to another position in the list.

Step 9 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 must specify at least one line field to generate a report. You can choose multiple fields to include in your report.

Tip To rearrange the order of the items in the **Selected Line Fields** for this **Report** list, choose an item and click the Up arrow or Down arrow to move the item to another position in the list.

Step 10 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 11 In the **Job Information** area, enter the Job description.

Step 12 Choose when to generate the report. Do one of the following:

a) Click **Run Immediately** to generate the report immediately.
b) Click **Run Later** to generate the report at a later time.

Step 13 To create a job for inserting the phone records, click **Submit**.

Use the **Job Configuration** window to schedule this job, activate this job, or both.

What to do next

You can search and download the report file using the Upload/Download Files option in the **Bulk Administration** menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload and Download Files, on page 15

Phone and IP Telephony Device Reports

You can produce phone reports for all phones and IP telephony devices or limit the report to one of these options:

- 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
- 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
- Geo Location
- Always Use Prime Line
- Always Use Prime Line for Voice Message

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
- Forward All CSS
- Forward All Destination
- Forward Busy External CSS
- Forward Busy External Destination
- Forward Busy Internal CSS
- Forward Busy Internal Destination
- Forward No Answer External CSS
- Forward No Answer External Destination
- Forward No Answer Internal CSS
- Forward No Answer Internal Destination
- Forward No Answer Ring Duration
- Forward No Coverage External CSS
- Forward No Coverage External Destination
- Forward No Coverage Internal CSS
- Forward No Coverage Internal Destination
- Forward Unregistered External CSS
- Forward Unregistered External Destination
- Forward Unregistered Internal CSS
- Forward Unregistered Internal Destination
- Forward on CTI Failure CSS

- Forward on CTI Failure Destination
- 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
- Party Entrance Tone
- Log Missed Calls
- Park Monitor Forward No Retrieve External Destination
- Park Monitor Forward No Retrieve Internal Destination
- Park Monitor Forward No Retrieve Internal Voice Mail
- Park Monitor Forward No Retrieve External Voice Mail
- Park Monitor Forward No Retrieve External CSS
- Park Monitor Forward No Retrieve Internal CSS
- Park Monitor Reversion Timer
- URI Is Primary on Directory Number (1-5)
- URI Route Partition on Directory Number (1-5)
- URI on Directory Number (1--5)

Generate List of Phones Having Dummy MAC Addresses

You can generate a list of phones that use dummy MAC addresses.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Generate Phone Reports**.
The **Report Phone Query** window displays.

Step 2 In the first **Find Phone(s) where** drop-down list box, choose **Device Name**.

Step 3 In the second drop-down list box, choose **begins with**.

Step 4 In the text field, enter **BAT**. All phones that are added with a dummy MAC address have device names that begin with BAT.

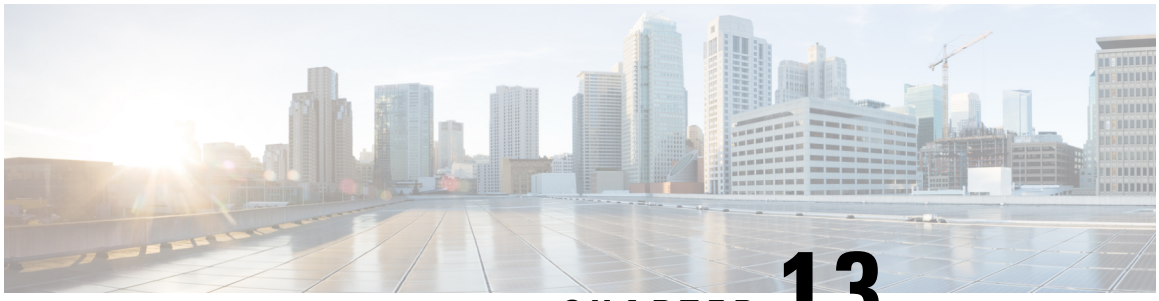
Step 5 Click **Find**. The text Device Name begins with 'BAT' and displays in the query text box.

Step 6 Click **Next**. The **Generate Phone Report Configuration** window displays.

What to do next

Complete the report generation procedure. Go to Generate Phone Reports, on page 185.

Refer to Report Log Files, on page 300.



CHAPTER 13

Phone Migrations

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).

- Migrate Phone From SCCP to SIP, on page 193
- Topics Related to Phone Migration, on page 195

Migrate Phone From SCCP to SIP

You can migrate phones from SCCP to SIP. During the SCCP to SIP migration, only SIP specific default values in the phone report get migrated. Other values in the template are not migrated.

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.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Migrate Phones** > **SCCP to SIP**.
The Migrate Phones—SCCP to SIP 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
- 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, then click **Find**.

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 Step 2, on page 193 through Step 4, on page 194.

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

A list of discovered phones displays by:

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

Step 5 Click **Next**.

Step 6 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 7 In the **Job Information** area, enter the Job description.

Step 8 Choose a migration method. Do one of the following:

a) Click **Run Immediately** to migrate phone records immediately.
b) Click **Run Later** to migrate phone records at a later time.

Step 9 To create a job for migrating the phone records, click **Submit**.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

What to do next

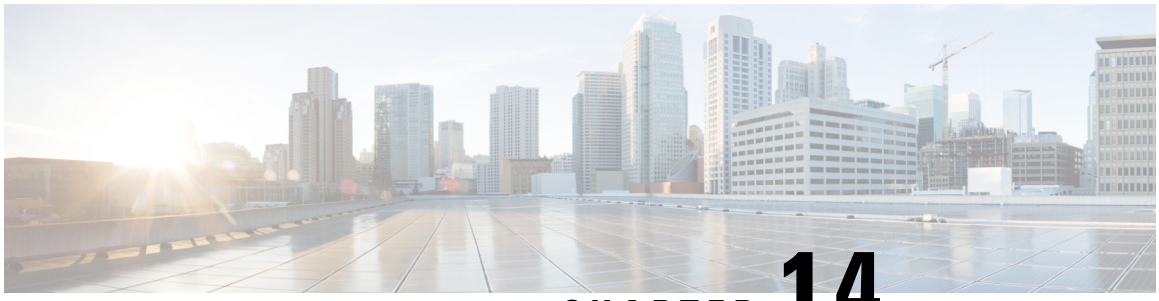
After submitting a job for migrating phones from SCCP to SIP, make sure that you reset these phones. Reset phones by using **Bulk Administration** > **Phones** > **Reset/Restart Phones** > **Query**.

Related Topics

BAT Log Files, on page 639
Reset or Restart Phone Using Query, on page 179
Manage Scheduled Jobs, on page 629
Topics Related to Phone Migration, on page 195

Topics Related to Phone Migration

- Migrate Phone From SCCP to SIP, on page 193
- Reset or Restart Phone Using Query, on page 179
- Manage Scheduled Jobs, on page 629



CHAPTER 14

Intercom Additions and Updates

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.

- Update Intercom DNs, on page 197
- Add Intercom DNs, on page 198
- Intercom DN Update Field Descriptions, on page 199

Update Intercom DNs

You can update Intercom DNs for phones or devices.

Procedure

Step 1 Choose which intercom DN to update. Do one of the following:

a) Choose **Bulk Administration** > **Phones** > **Add/Update Intercom** > **Update Intercom Directory Numbers** to update Phone intercom directory numbers.

b) Choose **Bulk Administration** > **User Device Profiles** > **Add/Update Intercom** > **Update Intercom Directory Numbers** to update User Device Profile intercom directory numbers.

The **Update Intercom Directory Number** window displays.

Step 2 From the first **Find and List Intercom Directory Numbers To Update where** drop-down list box, choose one of the following criteria:

- Intercom Directory Number
- Route Partition
- Description

Step 3 From the second **Find and List Intercom Directory Numbers To Update 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 Step 2, on page 197 and Step 3, on page 197.

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.

Related Topics

Intercom DN Update Field Descriptions, on page 199

Add Intercom DNs

You can add Intercom DNs to a Unified Communications Manager server.

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** > **Add Intercom Directory Numbers**.
The Bulk UDP 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 Choose a method to add Intercom DNs. Do one of the following:

a) Click **Run Immediately** to add Intercom DNs immediately.
b) Click **Run Later** to add Intercom DNs at a later time.

Step 7 To create a job for adding Intercom DNs, click **Submit**.

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

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Intercom DN Update Field Descriptions

The following table provides the field descriptions for updating line details.

Table 10: Field Description for Updating Intercom DN Details

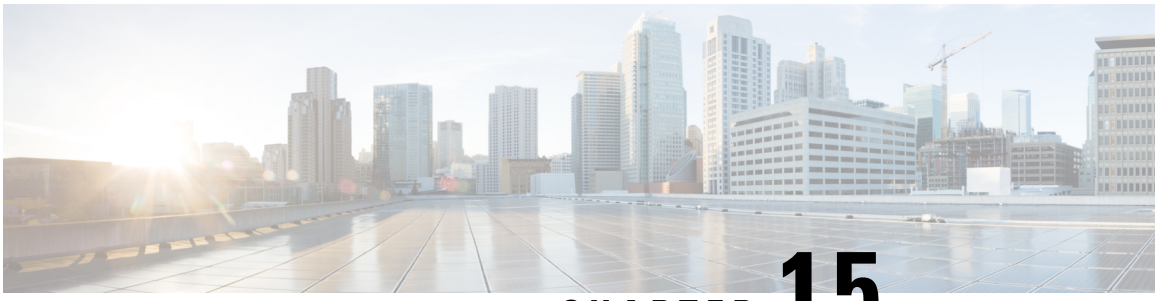
Field	Description
Intercom Directory Number Information	
Route Partition	Choose a route partition to which the directory number belongs. **Note** The directory number can appear in more than one partition.
Description	Enter a description that makes the device easy to recognize. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), or angle brackets (<>).
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.
Intercom Directory Number Settings	

Field	Description
Calling Search Space	Choose the calling search space to which this group of phones/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 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. 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.

PART IV

Users

- User Additions, on page 203
- User Templates, on page 211
- User Insertions, on page 219
- User Updates, on page 221
- User Deletions, on page 235
- User Record Exports, on page 239
- Password and PIN Resets, on page 243
- User Report Generation, on page 247
- Line Appearance, on page 249
- End User CAPF Profiles, on page 253



CHAPTER 15

User Additions

This chapter describes how to manage user records and work with user combinations, such as phones and users or CTI ports and user records in the Cisco Unified Communications Manager LDAP database.

- New User Group Additions and User Associations, on page 203
- Add Users, on page 203
- Create User CSV Data File From BAT Spreadsheet, on page 204
- BAT Spreadsheet User Data Field Descriptions, on page 205
- Topics Related to User Additions, on page 209

New User Group Additions and User Associations

You can use 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 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 reset passwords, and insert/update or delete users.

Related Topics

Add Users, on page 203

Export User Records, on page 239

Generate User Reports, on page 247

Add Users

You must create a CSV data file to add new users in bulk to the Unified Communications Manager database using the BAT spreadsheet. For users who have applications that require a CTI port, such as Cisco IP SoftPhone, BAT can associate CTI ports to existing users.

Procedure

Step 1 Create a comma separated values (CSV) data file to define individual values for each user that you want to add.

Step 2 Use BAT to insert the users in the Unified Communications Manager database.

Related Topics

Create Text-Based CSV User File, on page 665
Create User CSV Data File From BAT Spreadsheet, on page 204
Insert Users in Unified Communications Manager Database, on page 219
Topics Related to User Additions, on page 209

Create User CSV Data File From BAT Spreadsheet

You can provide details for adding new users to the Unified Communications Manager database in the BAT spreadsheet and then convert it in to a CSV data file.

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

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

`<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.

You can rename the CSV formatted data file after you save the exported file to your local workstation. If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

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

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 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 the online help files.

- If a user has multiple devices, the device name field should be repeated, once for each device.
- To enter additional device names that will be associated to a new user, enter a value in the **Number of Controlled Devices** text box.

Note You can associate all devices, including CTI ports, ATA ports, and H.323 clients, with a user.

Step 5 To enter additional device names that will be associated to a new user, enter a value in the **Number of Controlled Devices** text box.

Step 6 Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV formatted data file.

The system saves the file to C:\XLSDataFiles with the default file name <tabname>-<timestamp>.txt , or uses **Browse** to save the file to another existing folder.

Tip 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.

What to do next

You must upload the CSV data file to the first node of Unified Communications Manager database server so that BAT can access the data file.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Topics Related to User Additions, on page 209
Upload and Download Files, on page 15

BAT Spreadsheet User Data Field Descriptions

The following table provides the field descriptions for adding users details.

Table 11: Field Description in BAT Spreadsheet for Adding Users

Field	Description
First Name	Enter the first name, up to 64 characters, of the phone user.
Middle Name	Enter the middle name, up to 64 characters, of the phone user.
Last Name	Enter the last name, from 1 to 64 characters, of the phone user.
User ID	Enter the last name, from 1 to 128 characters, of the phone user.

Field	Description
Password	Enter the password, up to 128 characters, that the user needs to access the **Cisco IP Phone Configuration** window. You must specify the Password either in the CSV data file or by using the BAT user interface during the 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 128 characters, for the user of this phone.
Department	Enter the department number, up to 64 characters, for the user of this phone.
PIN	Enter the personal identification number (PIN), up to 128 numerals, to be used for extension mobility. You must enter a PIN either in the CSV data file or by using the BAT user interface during the 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.
Default Profile	Enter the default profile for this user and device, up to 50 characters. You can choose the user device profile from the list of existing UDPs in Cisco Unified Communications Manager Administration that appears in BAT.
User Locale	Enter the language and country set, up to 50 characters, that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Unified Communications Manager user windows and phones.
Controlled Device 1	Enter the name, up to 50 characters, for the phone or device that you want to associate with this user. **Note** The **Controlled Device** field(s) displays when the **Number of Controlled Devices** field, at the extreme right in the spreadsheet, is set to greater than Zero.

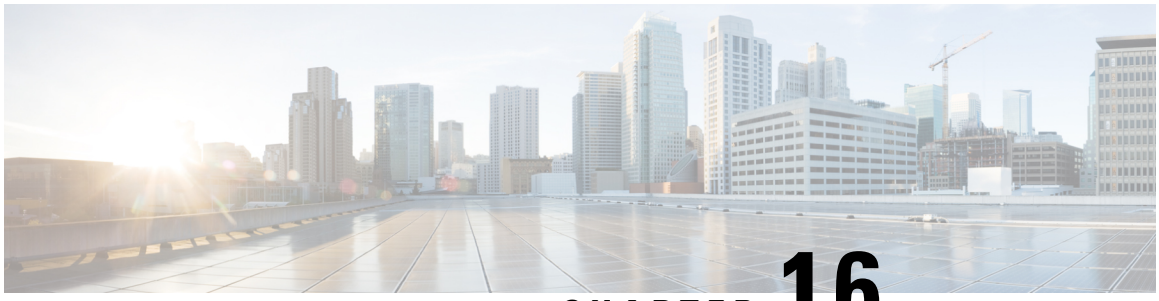
Field	Description
Telephone Number	Enter the telephone number, up to 64 numerals for the primary extension (usually Line 1) for the phone.
Primary Extension	This field displays after the user is added and represents the primary database number for the user. You choose no primary line when you associate 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.
IPCC Extension	From the drop-down list box, choose an IPCC extension for this user.
Mail ID	Enter the user e-mail address up to 255 characters.
Controlled Device 2	Enter the name, up to 50 characters, for any additional phones that you want to associate with this user. **Note** The **Controlled Device** field(s) displays when the **Number of Controlled Devices** field, at the extreme right in the spreadsheet, is set to greater than zero.
Presence Group	Enter the presence group that watches the status of the database number, the presence entity.
SUBSCRIBE Calling Search Space	All calling search spaces that you configure in Cisco Unified Communications Manager Administration display in the **SUBSCRIBE Calling Search Space** drop-down list box. The SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager routes the Presence subscription requests that come from the user. To configure a calling search space specifically for this purpose, you configure a calling search space as you do all calling search spaces (**Call Routing** > **Class Control** > **Calling Search Space**).

Field	Description
Digest Credentials	When you configure digest authentication for phones that are running SIP, 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. Enter a string of up to 128 alphanumeric characters. For more information on digest authentication, refer to the *Cisco Unified Communications Manager Security Guide Security Guide*.
User Group	Enter the user group to which the user belongs. **Note** 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.
Directory URI	Enter the primary directory URI that you want to associate to this user's primary extension. Follow the username@host format. Enter a username of up to 47 alphanumeric characters. For the host address, enter an IPv4 address or fully qualified domain name. **Note** Within Cisco Unified CM Administration, you can enter directory URIs with embedded double quotes or commas. However, when you use Bulk Administration to import a csv file that contains directory URIs with embedded double quotes and commas, you must use enclose the entire directory URI in double quotes and escape the embedded double quotes with a double quote. For example, the Jared, "Jerry",Smith@test.com directory URI must be input as "Jared,""Jerry"",Smith@test.com" in the csv file.
Self-Service User ID	The Self-Service User ID is a DTMF digit string that is used to identify a user (usually same as the user directory number).
User Profile	The User Profile is a profile that collects settings to share across a group of users. This profile is used when you create new devices.

Field	Description
EM MAX LOGIN TIME	Enter the maximum login time for Extension Mobility and Extension Mobility Cross Cluster users. Enter the value in minutes. The range of the value is from 0 to 10080 minutes (7 days).

Topics Related to User Additions

- Add Users, on page 203
- Export User Records, on page 239
- Generate User Reports, on page 247
- BAT Log Files, on page 639.



CHAPTER 16

User Templates

This chapter provides information about using Cisco Unified Communications Manager Bulk Administration (BAT) user templates to define the common user attributes to add a group of new users.

- Find BAT User Template, on page 211
- Create New BAT User Template, on page 212
- Modify BAT User Template, on page 212
- Copy BAT User Template, on page 213
- Delete BAT User Template, on page 213
- BAT User Template Field Descriptions, on page 214

Find BAT User Template

Unified Communications Manager lets you locate specific user templates on the basis of specific criteria, which is useful when you have more than one user template.

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 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 Template 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.

Create New BAT User Template

You can create new user templates.

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 BAT User Template Field Descriptions, on page 214 for field descriptions.

Step 4 Click **Save**.
When the user template is added to the database, the status indicates that the transaction has completed.

Modify BAT User Template

You can view or modify an existing user template.

Procedure

Step 1 Find the user template that you want to modify.

Step 2 In the **User Template Configuration** window, add, change, or remove settings in the template.

See Table 12: Field Descriptions for a User Template in BAT, on page 214 for field descriptions.

Step 3 After you have modified the settings to update the template, click **Save**.

Related Topics

Find BAT User Template, on page 211

Copy 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.

Procedure

Step 1 Find the user template that you want to copy.

Step 2 In the **User Template Configuration** window, 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 3 Update the fields as needed for the new template.
See Table 12: Field Descriptions for a User Template in BAT, on page 214 for field descriptions.

Step 4 Click **Save**.

Related Topics

Find BAT User Template, on page 211

Delete BAT User Template

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

Caution The delete action is final. You cannot retrieve deleted templates.

Procedure

Step 1 Find the user template that you want to delete.

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.

Caution If you submit a job with a particular user template, and if you delete that user template before the execution of the job, the job also gets deleted. You have to resubmit the job by creating another user template.

Related Topics

Find BAT User Template, on page 211

BAT User Template Field Descriptions

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

The following table provides descriptions of all possible fields that appear after you add a BAT user template.

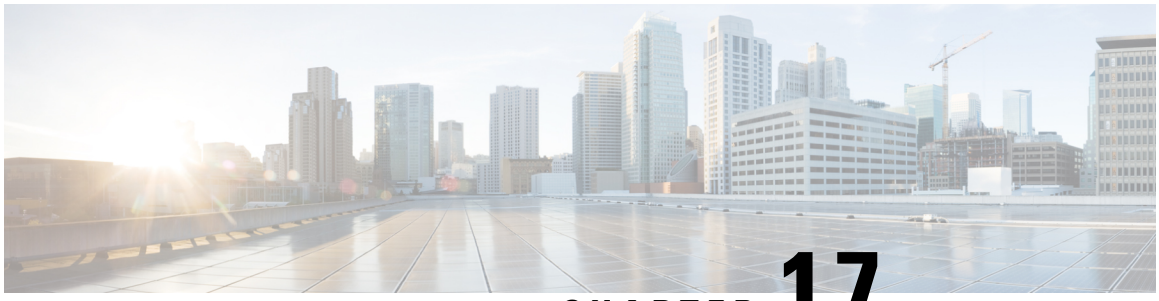
Table 12: Field Descriptions for a User Template in BAT

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 make the mail ID to default for the user ID.
Manager User ID	Enter manager user ID, up to 128 characters, for the user of this phone.
Department	Enter the department number, up to 64 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. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Unified CM user windows and phones.

Field	Description
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.
BLF Presence Group	From the drop-down list, choose the BLF presence group that watches the status of the directory number, the presence entity.
SUBSCRIBE Calling Search Space	All calling search spaces that you configure in Unified CM Administration appear in the SUBSCRIBE Calling Search Space drop-down list. The SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager routes the Presence subscription requests that come from the user. To configure a calling search space specifically for this purpose, you configure a calling search space as you do all calling search spaces (**Call Routing** > **Class Control** > **Calling Search Space**).
Allow Control of Device from CTI	Check this check box to allow CTI to control and monitor this device. If the associated directory number specifies a shared line, enable this check box as long as at least one associated device specifies a combination of device type and protocol that CTI supports. **Note** Cisco dual-mode devices (Jabber) such as Android, iPhone, and iPad operating in WiFi mode are monitored through CTI and not controlled. However, devices operating in GSM mode cannot be monitored or controlled.
EMCC Enabled	Check this check box to enable the EMCC service.
User Rank	From the drop-down list box, select the rank that you want to assign to this user. The highest rank is 1, the lowest is 10.
Access Control Group	From the drop-down list, choose the access control group to which the user belongs. Only those access control groups that are either the same or lower than the user's rank are available to select from.

Field	Description
Digest Credentials	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. Enter a string of up to 128 alphanumeric characters. For information about digest authentication, see the *Cisco Unified Communications Manager Security Guide*.
Confirm Digest Credentials	To confirm that you entered the digest credentials correctly, reenter the credentials in this field.
Home Cluster	Check this check box to home users in this user template to this cluster. The user must only be homed to one cluster within the enterprise. **Note** IM and Presence does not function properly if a user is assigned to more than one home cluster.
Enable User for Unified CM IM and Presence	Check this check box to enable users in this user template for IM and Presence. Configure IM and Presence in the associated service profile. **Note** You must install a Cisco Unified Communications Manager IM and Presence node along with this Cisco Unified Communications Manager cluster. Use the **User Management** > **User Settings** > **UC Services** menu to configure the IM and Presence service.
Include meeting information in Presence	Check this check box to enable the user to include meeting and calendar information in IM and Presence Service. The user must be on the home cluster and have IM and Presence enabled. Also ensure that an Exchange Presence Gateway is configured on the Cisco Unified Communications Manager IM and Presence Service server.

Field	Description
Assigned Presence Server	Assign a user to an IM and Presence Service server that is installed in the cluster if the system is nonbalanced. The server you specify using the Bulk Administration Tool must be part of a Presence Redundancy Group. For clusters that have the user assignment mode for the IM and Presence server set to balanced or active-standby, user assignments that are made using the Bulk Administration Tool override the automatic user assignments.
UC Service Profile	Choose a UC service profile from the drop-down list. **Note** Use the **User Management** > **User Settings** > **Service Profile** menu to set up service profiles for the users.
Enable Mobility	Check this check box to activate Cisco Unified Mobility, which allows a user to manage calls by using a single phone number and to pick up calls on the desk phone and mobile 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 Cisco Unified Mobility calls and activate or deactivate Cisco Unified Mobility capabilities.
Maximum Wait Time for Desk Pickup	Enter the maximum wait time, up to five numerals, for this user. This value indicates the maximum time that is permitted to pass before the user pickup a call that is transferred from the mobile phone to the desk phone.
Maximum Login Time (HHH:MM)	Enter the maximum login time in the HHH:MM format to configure maximum login time for the Extension Mobility and Extension Mobility Cross Cluster users. The value ranges from 00:01 to 168:00 hours. For example: 168:00, 25:16, 025:16, :30 or 00:30.
Remote Destination Limit	Enter the maximum number of phones, up to two numerals, to which the user is permitted to transfer calls from the desk phone.



CHAPTER 17

User Insertions

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

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

- Insert Users in Unified Communications Manager Database, on page 219
- Topics Related to User Insertions, on page 220

Insert Users in Unified Communications Manager Database

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

Attention 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.

Users can be inserted using BAT with primary extension configured without any devices selected for controlled devices. To do so, you must pre-populate the DN in Unified Communications Manager before inserting the users using BAT. The following steps outline the process of pre-populating the DN:

1. Create range of DNs to be associated for primary extension for users in the DN page.
2. Create a BAT template with primary extension configured (which should be the same DN's pre-populated).
3. Insert the users using BAT (as shown in the following procedure)

Before you begin

You must have a CSV data file that is saved in the UTF-8 encoding format and that contains the usernames, 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

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.

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **Insert Users**.

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, choose the user template you want to use for this insert.

Note The User Profile, Controlled Device Name, and Directory Number should exist in the Unified Communications Manager database. The controlled device name should be entered in full. If it contains only MAC Address, then BAT displays a non-existing device error.

Step 5 In the **Job Information** area, enter the Job description.

Step 6 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the user records immediately.
b) Click **Run Later** to insert the user records at a later time.

Step 7 To create a job for inserting the user records, click **Submit**.

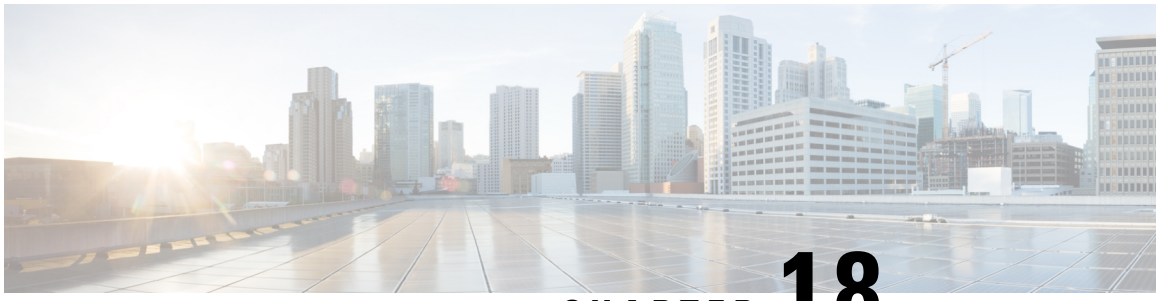
To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to User Insertions, on page 220

Topics Related to User Insertions

- Create New BAT User Template, on page 212
- BAT User Template Field Descriptions, on page 214
- Insert Users in Unified Communications Manager Database, on page 219



CHAPTER 18

User Updates

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

- Update User Information Using CSV Data File, on page 221
- Update User Information in Cisco Unified Communications Manager Directory, on page 227
- User Update Settings, on page 228
- Topics Related to User Updates, on page 233

Update User Information Using CSV Data File

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

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

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

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

Procedure

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

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

Related Topics

Create User Update CSV Data File Using BAT Spreadsheet, on page 222
Retain Existing User Information During Update, on page 222
Topics Related to User Updates, on page 233
Update Users File Format, on page 667
Update User Information in Cisco Unified Communications Manager Directory, on page 227

Retain Existing User Information During Update

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

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

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

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **Update Users**.

The User Update Configuration window appears.

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

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

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

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

Related Topics

Topics Related to User Updates, on page 233

Create User Update CSV Data File Using BAT Spreadsheet

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

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

```
Update_Users-timestamp.txt
```

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

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

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

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

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

Procedure

Step 1 Download and open the BAT.xlt file.

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

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

Step 4 Complete all mandatory fields and any relevant, optional fields.

Each column heading specifies the length of the field and whether it is required or optional. For field descriptions, see Table 13: Field Description in BAT Spreadsheet for Updating Users, on page 224.

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

Step 6 To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT**.

The system saves the file to `C:\XlsDataFiles\` with the default filename `Update_Users-timestamp.txt` or you can use **Browse** to save the file to another existing folder on your local workstation.

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

What to do next

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

Related Topics

Topics Related to User Updates, on page 233
Upload and Download Files, on page 15
Upload File to Server, on page 17

BAT Spreadsheet Update User Data Field Descriptions

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

Table 13: Field Description in BAT Spreadsheet for Updating Users

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

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

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

Field	Description
EM MAX LOGIN TIME	Enter the maximum login time for Extension Mobility and Extension Mobility Cross Cluster users. Enter the value in minutes.The range of the value is from 0 to 10080 minutes (7 days).

Update User Information in Cisco Unified Communications Manager Directory

You can update a group of user records in the Cisco Unified Communications Manager directory.

Before you begin

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

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **Update Users** > **Custom File**.

The **User Update Configuration** window appears.

Step 2 From the **File Name** drop-down list box, choose the .csv data file that you created for this bulk transaction.

Note Click **View File** to view the uploaded .csv data file.

Click **View Sample File** to view a sample .csv data file.

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** field, enter the symbol that you want to tell Unified CM Bulk Administration Tool to retain the value that was previously stored in the DC directory.

Note The value that you enter in the .csv file for updating users overrides the values that are provided in the user template.

Step 5 In the **Job Information** area, enter the Job description.

Step 6 Choose a method to update user records. Do one of the following:

- Select **Run Immediately** to update user records immediately.
- Select **Run Later** to insert the user records at a later time.

Step 7 To create a job for updating the user records, click **Submit**.

To schedule or activate this job, use the Job Scheduler option in the Bulk Administration main menu.

Related Topics

BAT Log Files, on page 639
Create User Update CSV Data File Using BAT Spreadsheet, on page 222

Retain Existing User Information During Update, on page 222
Manage Scheduled Jobs, on page 629
Topics Related to User Updates, on page 233

User Update Settings

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

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

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

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

Table 14: Field Descriptions for Update Users

Field	Description
User Information	
Manager User ID	Enter manager user ID, up to 128 characters, for the user of this phone.
Department	Enter the department number, up to 64 characters, for the user of this phone.
Associated PC	This field, which is required for Cisco SoftPhone and Cisco Unified Communications Manager Attendant Console users, displays after you add the user.
User Locale	Choose the language and country set that you want to associate with this user from the drop-down list. 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.

Field	Description
Digest Credentials	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. Enter a string of up to 128 alphanumeric characters. For more information on digest authentication, see the *Cisco Unified Communications Manager Security Guide*.
Confirm Digest Credentials	To confirm that you entered the digest credentials correctly, reenter the credentials in this field.
Service Setting	
Home Cluster	Check the check box if the end user is associated with this cluster. The end user must be associated with one cluster within the enterprise. **Note** IM and Presence feature does not function properly if an end user is associated with more than one home cluster.
Enable User for Unified CM IM and Presence	Check the check box to enable the end user (on the home cluster) for IM and Presence feature. Configure IM and Presence feature in the associated service profile. **Note** You can only enable IM and Presence feature for users that have this Unified CM cluster marked as their home cluster. **Tip** Use the **User Management** > **User Settings** > **UC Service** menu to configure the IM and Presence feature.
Assigned Presence Server	Assign the end user to an IM and Presence Service server that is installed in the cluster if the system is nonbalanced. The server you specify using the Bulk Administration Tool must be part of a Presence Redundancy Group. For clusters that have the user assignment mode for the IM and Presence server set to balanced or active-standby, user assignments that are made using the Bulk Administration Tool override the automatic user assignments.
UC Service Profile	Select a UC service profile from the drop-down list box to associate with end users. **Note** Use the **User Management** > **User Settings** > **Service Profile** menu to set up service profiles for end users.

Field	Description
Include Meeting Information in Presence (Requires Exchange Presence Gateway to be configured on CUCM IM and Presence server.)	Check this check box to create a sync between CUCM IM and Presence server so that it can include the meeting information under the Presence feature. **Note** You can only access this field if Home Cluster and Enable User for Unified CM IM and Presence is enabled.
Extension Mobility	
BLF Presence Group	From the drop-down list, choose the BLF presence group that watches the status of the directory number, the presence entity.
SUBSCRIBE Calling Search Space	All calling search spaces that you configure in Cisco Unified Communications Manager Administration display in the SUBSCRIBE Calling Search Space drop-down list. The SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager routes the Presence subscription requests that come from the end user. Use the **Call Routing** > **Class Control** > **Calling Search Space** menu to configure a calling search space specifically for this purpose.
Maximum Login Time (HHH:MM)	Enter the maximum login time in the HHH:MM format to configure maximum login time for Extension Mobility and Extension Mobility Cross Cluster users. The value ranges from 00:01 to 168:00 hours. For example: 168:00, 25:16, 025:16, :30 or 00:30.
Allow Control of Device from CTI	Check this check box to allow CTI to control and monitor this device. If the associated directory number specifies a shared line, the check box should be checked as long as at least one associated device specifies a combination of device type and protocol that CTI supports.
Enable Extension Mobility Cross Cluster	Check this check box to enable the Extension Mobility Cross Cluster CSS setting that gets used as the device CSS of the remote phone when the user selects this device profile during the EMCC login.
Mobility Information	
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 manage calls on the desk phone and mobile 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.

Field	Description
Maximum Wait Time for Desk Pickup	Enter the maximum wait time, up to 5 numerals, for this user. This indicates the maximum time that is permitted to pass before the user pickup a call that is transferred from the mobile phone to the desktop phone.
Remote Destination Limit	Enter the maximum number of phones, up to 2 numerals, to which the user is permitted to transfer calls from the desk phone.
Job Information	
Job Description	Enter the job description.
Run Immediately	Click this radio button to schedule and immediately activate the update users job.
Run Later (To schedule and activate this job, use Job Scheduler page.)	Click this radio button to schedule and activate the update users job later.

Related Topics

Update Users Using Query, on page 231
Select Update Parameters for User Query, on page 232

Update Users Using Query

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

Before you begin

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

Procedure

Step 1 Select **Bulk Administration** > **Users** > **Update Users** > **Query**

The **Update Users Query** window appears.

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

- Last Name
- First Name
- User ID
- Manager
- Department
- Has Home Cluster Enabled
- Does not have Home Cluster Enabled

- Has IM and Presence Enabled
- Does not have IM and Presence Enabled

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

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

Step 4 Specify the appropriate search text, if applicable.

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

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

Step 5 Select **Find**.

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

What to do next

Select update parameters for the user.

Related Topics

Select Update Parameters for User Query, on page 232
User Update Settings, on page 228

Select Update Parameters for User Query

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

Procedure

Step 1 In the **Update Users Query** window, select **Next**.

If you want to change the type of query, select **Back**.

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

Step 2 Check the check box to the left of the field that you want to update.

This selection tells BAT to overwrite the existing value for the field.

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

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

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

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

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

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

Step 6 Select **Submit**.

This action creates a job for updating the records.

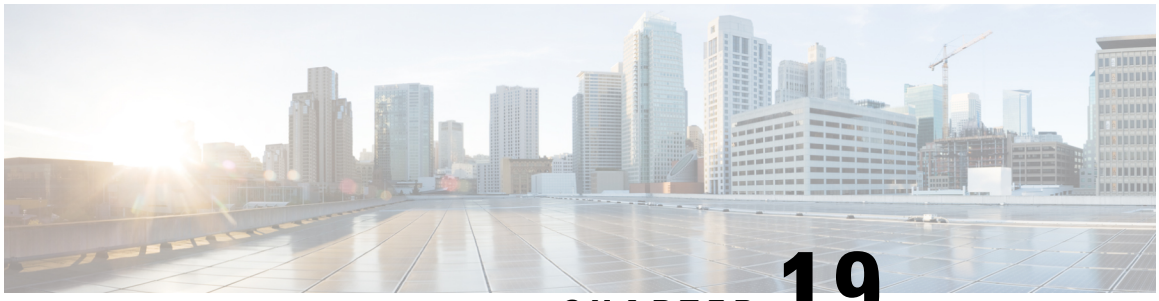
Note Use the Job Scheduler option in the Bulk Administration main menu to schedule and activate this job.

Related Topics

Update Users Using Query, on page 231
User Update Settings, on page 228

Topics Related to User Updates

- Update User Information Using CSV Data File, on page 221
- Retain Existing User Information During Update, on page 222
- Create User Update CSV Data File Using BAT Spreadsheet, on page 222
- Update User Information in Cisco Unified Communications Manager Directory, on page 227
- Upload and Download Files, on page 15



CHAPTER 19

User Deletions

This chapter provides information to delete a group of users from the Unified Communications Manager directory. You can locate existing user records to delete using either a query search or a custom file.

- Delete Users Using Query, on page 235
- Delete Users Using Custom File, on page 236

Delete Users Using Query

You can create a query filter to locate the user records for the users that you want to delete.

Caution The delete action is final. You cannot retrieve deleted records.

Procedure

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 Step 2, on page 235 and Step 3, on page 236.

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 Choose a method to delete user records. Do one of the following:

a) Click **Run Immediately** to delete user records immediately.
b) Click **Run Later** to delete the user records at a later time.

Caution The delete action is final. You cannot retrieve deleted records.

Step 8 To create a job for deleting the user records, click **Submit**.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to User Updates, on page 233

Delete Users Using Custom File

To locate and delete users, you can create a custom file of user IDs by using a text editor.

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.

Caution The delete action is final. You cannot retrieve deleted records.

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 Unified Communications Manager server.

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 Choose a method to delete user records. Do one of the following:

a) Click **Run Immediately** to delete user records immediately.
b) Click **Run Later** to delete the user records at a later time.

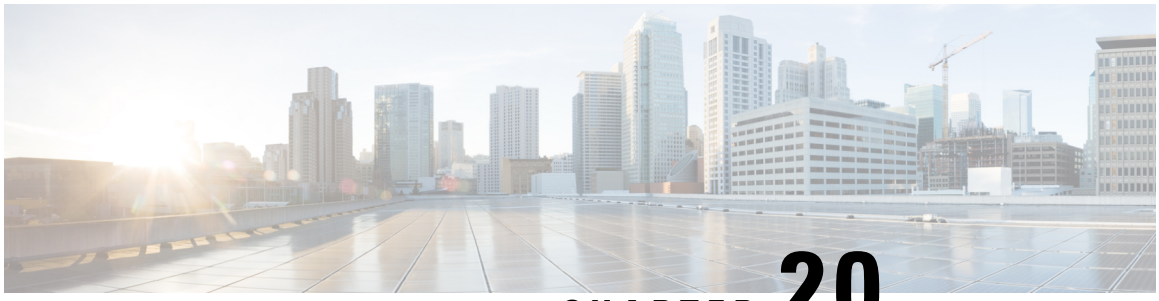
Caution The delete action is final. You cannot retrieve deleted records.

Step 7 To create a job for deleting the user records, click **Submit**.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to User Updates, on page 233
Upload and Download Files, on page 15



CHAPTER 20

User Record Exports

When you use Unified Communications Manager Bulk Administration (BAT) to export user records, the export utility sorts users according to the organizational hierarchy in the database.

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.

- Export User Records, on page 239
- Topics Related to User Record Exports, on page 241

Export User Records

When you export user records using BAT, some users might have a blank PIN because these user records were created prior to 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.

Caution The user ID, PKID, password, pin, and digest credentials columns in the exported file should not be modified under any circumstances.

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **Export Users**.

The **Find and List Users to Export** 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, on page 239 through Step 4, on page 240 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 Choose a method to export user records. Do one of the following:

a) Click **Run Immediately** to export user records immediately.
b) Click **Run Later** to export at a later time.

Step 12 To create a job for exporting user records, click **Submit**.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

What to do next

You can search and download the exported file using the Upload/Download Files option in the Bulk Administration menu.

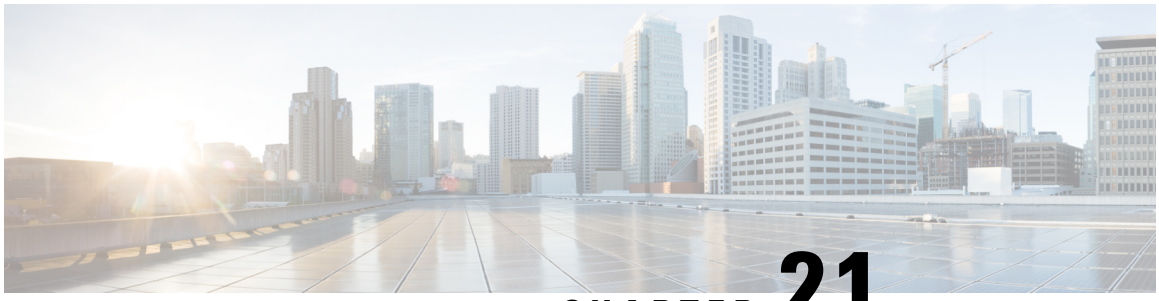
Caution The user ID, PKID, password, pin, and digest credentials columns in the exported file should not be modified under any circumstances.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to User Record Exports, on page 241
Upload and Download Files, on page 15

Topics Related to User Record Exports

- BAT Log Files, on page 639
- Upload and Download Files, on page 15



CHAPTER 21

Password and PIN Resets

This chapter provides information about how to reset user passwords used to log on to the Cisco Unified IP Phone Self Care Portal window and the extension mobility feature PINs used to log in to Cisco Unified IP Phones.

• Reset Passwords And PINs, on page 243

Reset Passwords And PINs

You can reset the password that users use when they log on to the Cisco Unified IP Phone Self Care Portal 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.

You can choose users for resetting passwords and PINs using either a query search or a custom file.

Note Be aware that the credential settings selected on the reset page apply to both the password and the pin.

Reset User Password and PIN Using Query

You can use a query to locate users and reset passwords and PINs to a default value.

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **Reset Password/PIN** > **Query**.

The Find and List Users 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, 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 Step 3, on page 243 and Step 4, on page 244.

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 Self Care Portal 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.

Note If you want your end users to be able to use this PIN to access their Cisco Unity Connection Voicemail, the **Enable End User PIN Synchronization** check box in the **Application Server Configuration** window must be checked for the connection to the Cisco Unity Connection server. The PIN in Cisco Unified Communications Manager gets updated only if the PIN in Cisco Unity Connection gets updated successfully.

Step 9 In the **Job Information** area, enter the Job description.

Step 10 Choose a method to change passwords or PINs. Do one of the following:

a) Click **Run Immediately** to change passwords or PINs immediately.
b) 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.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Tip The log file displays the number of users that were updated and the number of records that failed, including an error code.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Reset User Password and PIN Using Custom File

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.

Note Do not use the insert or export transaction files that are created with bat.xlt for the reset transaction. Instead, you must create a custom file with details of the user records that need to be reset. Use only this file for the reset transaction. In this custom reset file, you do not need a header, and you can enter values for user ID.

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **Reset Password/PIN** > **Custom File**.

The **Find and List Users** window displays.

Step 2 In the **Find and List Users** window, 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 Click **Next**.

Step 5 In the **Reset Password/PIN for Users** window, enter the values that you want to update for all the records.

- Password—Enter the default password that users use when they log on to the **Cisco Unified IP Phone Self Care Portal** 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.

Note If you want your end users to be able to use this PIN to access their Cisco Unity Connection Voicemail, the **Enable End User PIN Synchronization** check box in the **Application Server Configuration** window must be checked for the connection to the Cisco Unity Connection server. The PIN in Cisco Unified Communications Manager gets updated only if the PIN in Cisco Unity Connection gets updated successfully.

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

Step 7 Choose a method to change passwords or PINs. Do one of the following:

a) Click **Run Immediately** to change passwords or PINs immediately.

b) Click **Run Later** to change them at a later time.

Step 8 To create a job for resetting passwords or PINs, click **Submit**.

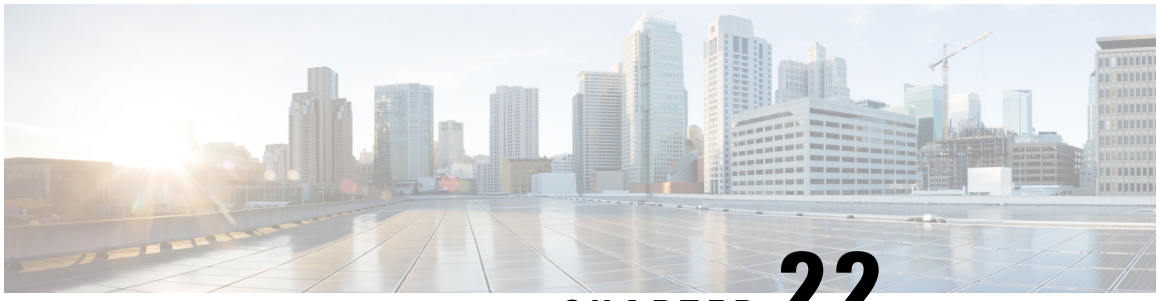
Step 9 To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Tip The log file displays the number of users that were updated and the number of records that failed, including an error code.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload File to Server, on page 17



CHAPTER 22

User Report Generation

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 Unified Communications Manager first node to review and print.

• Generate User Reports, on page 247

Generate User Reports

You can generate a report for all users by not specifying any query options, or you can specify a limited set of query options. The format of the reports for users can be customized.

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**.

Note 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.

Tip You can rearrange 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 9 In the **Job Information** area, enter the Job description.

Step 10 Choose a method to generate reports. Do one of the following:

a) Click **Run Immediately** to generate reports immediately.
b) Click **Run Later** to generate reports at a later time.

Step 11 To create a job for generating reports, click **Submit**.

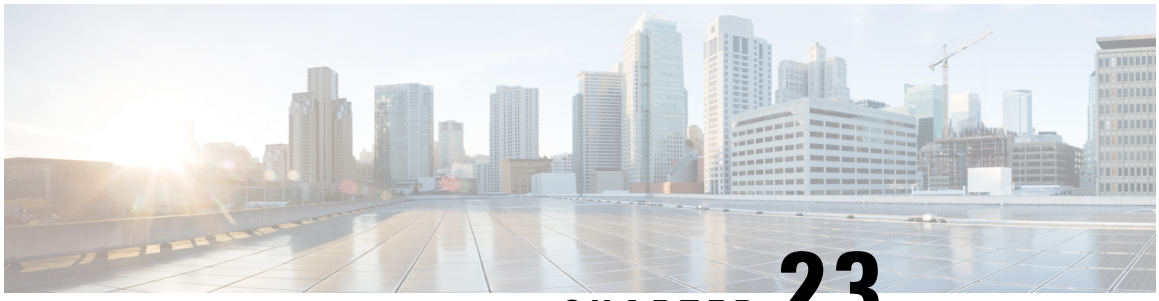
Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

What to do next

You can search and download the report file using the Upload/Download Files option in the **Bulk Administration** menu.

Related Topics

BAT Log Files, on page 639
Report Log Files, on page 300
Manage Scheduled Jobs, on page 629
Upload and Download Files, on page 15



CHAPTER 23

Line Appearance

This chapter provides information to use the Line Appearance menu in BAT to view, export, and update line appearances.

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 Presencepreviously, which led to inaccurate or incomplete presence state. The Line Appearance feature provides detailed information are multiple line appearances associate with a user.

- View Line Appearances, on page 249
- Export Line Appearances, on page 250
- Update Line Appearances, on page 251

View Line Appearances

Because you might have several line appearance records, Unified Communications Manager lets you locate specific records on the basis of specific criteria.

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.

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, on page 250.

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.

Export Line Appearances

After you have selected line appearance items to export, you can proceed to export the selected 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 Unified Communications Manager first node.
3. Find the line appearance records you want to export.

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.

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 Presenceusers.
- 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 Choose an export method. Do one of the following:

a) Click **Run Immediately** to export line appearances immediately.
b) Click **Run Later** to export line appearances at a later time.

Step 7 To create a job for generate reports, click **Submit**.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

What to do next

The log file displays the number of users that were updated and the number of records that failed, including an error code.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload File to Server, on page 17
View Line Appearances, on page 249

Update Line Appearances

You can update line appearances that are listed in a custom file.

Attention The line must be associated to the end user for the Update Line Appearance transaction to be successful.

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 Unified Communications Manager server.

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 Check the following check boxes to select these options, or skip to Step 4, on page 252.

a) If you want to update the line appearance for Cisco Unified Presenceusers only, check the **Update line appearance for CUP users only** check box.

b) If you want to disassociate the line appearance, check the **Disassociate line appearances** check box.

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

Step 5 Choose a method to update line appearances. Do one of the following:

a) Click **Run Immediately** to update line appearances immediately.

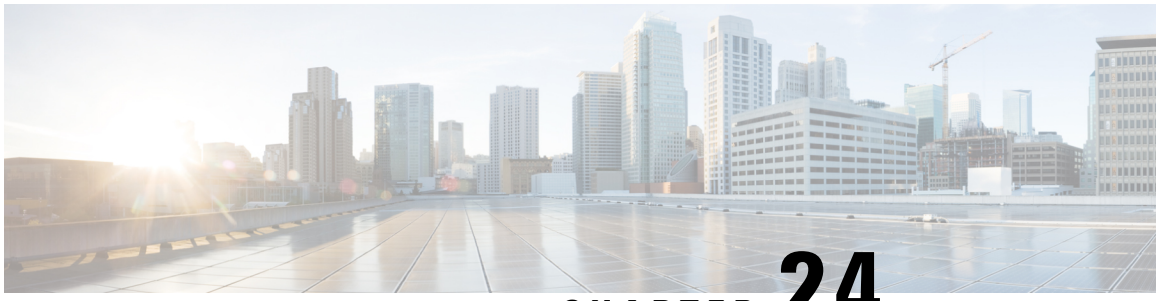
b) Click **Run Later** to update line appearances at a later time.

Step 6 To create a job for updating line appearances, click **Submit**.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload File to Server, on page 17



CHAPTER 24

End User CAPF Profiles

This chapter provides information about using Unified Communications Manager Bulk Administration Tool to add CAPF Profiles to the existing end users in the Unified Communications Manager database.

- Insert End User CAPF Profile, on page 253
- Delete End User CAPF Profile, on page 254
- Export End User CAPF Profile, on page 255
- BAT Spreadsheet End User CAPF Profile Field Descriptions, on page 256

Insert End User CAPF Profile

You can use a CSV data file to insert CAPF profiles for existing end user records in the Unified Communications Manager database.

Attention If any information for a record fails during insertion, BAT does not insert that CAPF profile record.

Before you begin

You must have a data file in comma-separated value (CSV) format that contains the unique details for the end user CAPF profiles.

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 End User CAPF Profile data

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **End User CAPF Profile** > **Insert End User CAPF Profile**. The **Insert End User CAPF Profile Configuration** window displays.

Step 2 From the **File Name** drop-down list box, choose the CSV data file that you created for this specific bulk transaction.

Step 3 To overwrite the existing CAPF Profile settings with the information that is contained in the file that you want to insert, select the **Override the existing configuration** check box.

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

Step 5 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the CAPF profile immediately.

b) Click **Run Later** to insert the CAPF profile at a later time.

Step 6 To create a job for inserting the CAPF profile, click **Submit**.

To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Attention If any information for a record fails during insertion, BAT does not insert that CAPF profile record.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Delete End User CAPF Profile

You can delete end user CAPF profiles from the Unified Communications Manager database using a custom file.

Before you begin

Before you can delete an end user CAPF profile from Cisco Unified Communications Manager Administration, you must perform the following tasks:

- Create a text file that lists each end user CAPF profile that you want to delete on a separate line.
- Upload the custom file with the first node of the Unified Communications Manager server.

Note Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, create a custom file with details of the end user CAPF profile records that need to be deleted. Use only this file for the delete transaction. The custom delete file does not require a header and you can enter values for the you can enter values for the Instance ID or End User ID.

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **End User CAPF Profile** > **Delete End User CAPF Profile**.
The **Delete End User CAPF Profile Configuration** window displays.

Step 2 From the **Delete End User CAPF Profile where End User ID/ Instance ID in custom file** drop-down list box, choose the file that you uploaded for deleting end user CAPF profile.

Step 3 Click **Find**.

The Job Information section displays along with the selected end user CAPF profile.

Step 4 You can choose to run the job immediately or later by selecting the corresponding radio buttons.

Step 5 Click **Submit** to create a job for deleting the End User CAPF Profile.
A message in the Status section lets you know that the job was submitted successfully.

Step 6 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

Upload and Download Files, on page 15

Export End User CAPF Profile

You can export end user CAPF profiles by using BAT.

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **End User CAPF Profile** > **Export End User CAPF Profile**.
The **Find and List End User CAPF Profiles To Export** window displays.

Step 2 In the first **Find End User CAPF Profile where** drop-down list box, choose a field to query from the following options:

- Instance Id
- End User Id

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 box, enter the value that you want to locate, such as a specific instance ID or end user ID.

Step 5 You can choose AND or OR to add multiple filters and repeat Step 2, on page 255 through Step 4, on page 255 to further define your query.

Step 6 Click **Find**.

All 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.

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

Step 7 From the list of records that display, click the link for the record that you want to view.
The window displays the record that you choose.

Step 8 Click **Next**.

The **Export End User CAPF Profile Configuration** window displays.

Step 9 In the **File Name** text box, enter the end user CAPF filename you intend to export.

Step 10 From the **File Format** drop-down list box, choose the CAPF file format.

Step 11 In the **Job Information** area, enter the job description.

Step 12 Choose an export method. Do one of the following:

a) Click **Run Immediately** to export the end user CAPF profiles immediately.
b) Click **Run Later** to export the end user CAPF profiles at a later time.

Step 13 Click **Submit** to create a job for exporting the End User CAPF Profile.

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

Note See BAT Spreadsheet End User CAPF Profile Field Descriptions, on page 256 for field descriptions.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

BAT Spreadsheet End User CAPF Profile Field Descriptions

The following table describes the fields that display when you are inserting, deleting, or exporting an end user CAPF profile.

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 15: Field Descriptions for an End User CAPF Profile in BAT

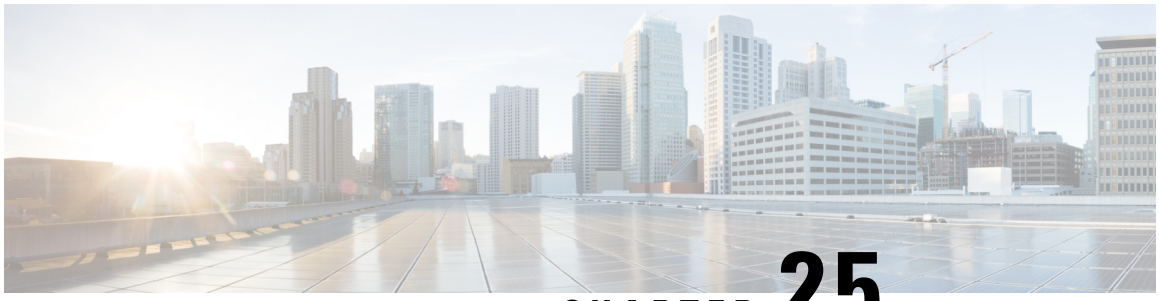
Field	Description
End User ID	Enter the end user User ID.
Instance ID	Enter 1-128 alphanumeric characters (a through z, A, through Z, and 0 through 9). The Instance ID identifies the user for the certificate operation.
Certificate Operation	Enter one of the following options: • No Pending Operation—Displays when no certificate operation is occurring. This is the default setting for certificate operation. • Install/Upgrade—Installs a new or upgrades an existing locally significant certificate for the application.
Authentication Mode	The authentication mode for the Install/Upgrade certificate operation specifies “By Authentication String,” which means that CAPF installs, upgrades, or troubleshoots a locally significant certificate only when the user/administrator enters the CAPF authentication string in the JTAPI/TSP Preferences window.
Authentication String	Enter a numeric string that contains between 4 and 10 digits.

Field	Description
Key Size (bits)	Enter the key size for the certificate. The default setting specifies 1024. Other options include 512 and 2048.
Operation Completes by	This field, which supports all certificate operations, specifies the date and time by which you must complete the operation.

PART V

Phones and Users

- Phones with Users, on page 261
- Phones and Users File Formats, on page 263
- Phone and User Validations, on page 265
- Phone and User Insertions, on page 267



CHAPTER 25

Phones with Users

This chapter provides information about using 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.

- Add New Phones with Users, on page 261
- Add Phones with Users Using the BAT Spreadsheet, on page 262
- Topics Related to Phones with Users, on page 262

Add New Phones with Users

Use the following steps to insert phones with users.

Procedure

Step 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 Add Phones with Users Using the BAT Spreadsheet, on page 262.
- For a text-based CSV file, see the Phones with Users Combinations File Format, on page 661.

Step 2 Associate file format with the CSV data file.

- See the Add Phone and User File Format, on page 263.

Step 3 Validate phones with users records

- See the Validate Phones and User Records, on page 265.

Step 4 Insert phones with users records.

- See the Insert Phones with Users Into Unified Communications Manager, on page 267.

Add Phones with Users Using the BAT Spreadsheet

Create a CSV data file for adding phones and users in bulk.

Procedure

Step 1 To open the BAT spreadsheet, locate and double-click BAT.xlt file.
You can download a BAT.xlt file.

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.

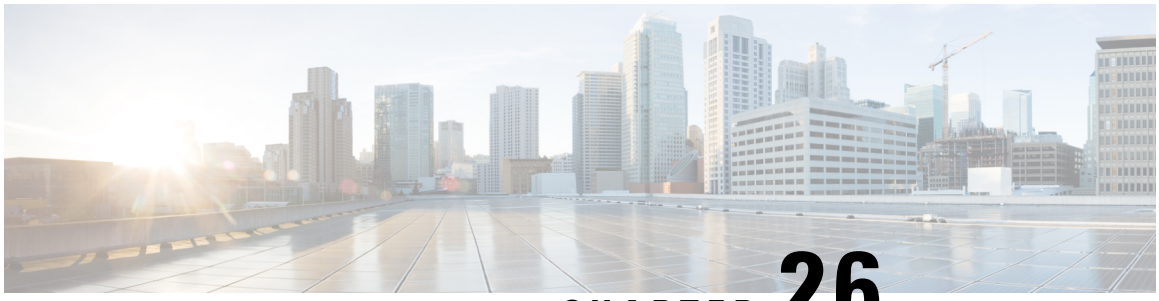
Step 4 Follow steps 4 through 10 in Create Phone CSV Data File Using BAT Spreadsheet, on page 82.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Topics Related to Phones with Users, on page 262
Upload and Download Files, on page 15

Topics Related to Phones with Users

- Add New Phones with Users, on page 261
- Phones with Users Combinations File Format, on page 661
- Add Phone and User File Format, on page 263
- Validate Phones and User Records, on page 265
- Insert Phones with Users Into Unified Communications Manager, on page 267



CHAPTER 26

Phones and Users File Formats

This chapter provides information to update phones and users file formats using a comma separated values (CSV) data file.

- Add Phone and User File Format, on page 263
- Topics Related to Phone and User File Formats, on page 264

Add Phone and User File Format

You can add the phone and user file format with a text-based CSV data file. After the CSV data file is created, 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.

Before you begin

You must create a CSV data file that defines individual values for each user that you want to update.

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.

Procedure

Step 1 Choose **Bulk Administration** > **Phones and Users** > **Phones & Users File Format** > **Assign File Format**. The **Add File Format Configuration** 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 **Format File 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 To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Note The user fields get added automatically when you add the file format.

Related Topics

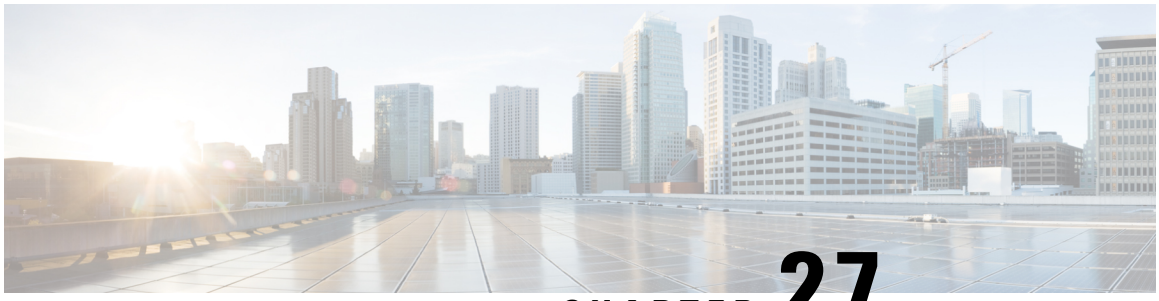
BAT Log Files, on page 639

Manage Scheduled Jobs, on page 629

Topics Related to Phone and User File Formats, on page 264

Topics Related to Phone and User File Formats

- Add Phones with Users Using the BAT Spreadsheet, on page 262
- Phones with Users Combinations File Format, on page 661
- BAT Log Files, on page 639



CHAPTER 27

Phone and User Validations

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.

- Validate Phones and User Records, on page 265
- Topics Related to Phone and User Validation, on page 266

Validate Phones and User Records

You can validate your CSV data file records for phones and users. 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.

Note The Primary Extension and Primary User Device of the user do not get validated.

Before you begin

1. 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.
2. You must create a comma separated values (CSV) data file that defines individual values for each phone/user that you want to validate. You can create the CSV data file using the BAT spreadsheet (BAT.xlt) and export data to the CSV format, or use a text editor to create a custom text file in CSV format.
3. Associate the file format with the CSV data file.

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**.

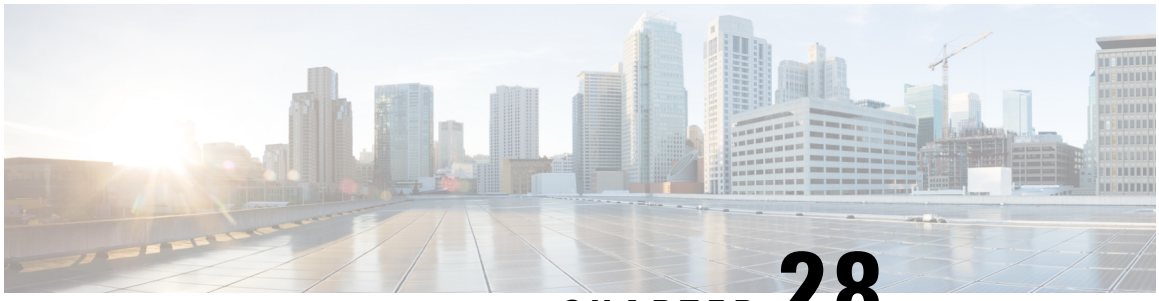
Step 5 To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Related Topics

Associate Text-Based File Format with CSV Data File, on page 117
BAT Log Files, on page 639
Standard Phone Templates, on page 5
Phones with Users Combinations File Format, on page 661
Manage Scheduled Jobs, on page 629
Topics Related to Phone and User Validation, on page 266
Validate Phones and User Records, on page 265

Topics Related to Phone and User Validation

- Phones with Users Combinations File Format, on page 661
- Associate Text-Based File Format with CSV Data File, on page 117
- BAT Log Files, on page 639
- Manage Scheduled Jobs, on page 629



CHAPTER 28

Phone and User Insertions

This chapter provides information to add a group of phones and users to the Unified Communications Manager database and directory.

- Insert Phones with Users Into Unified Communications Manager, on page 267
- Topics Related to Phone and User Insertion, on page 268

Insert Phones with Users Into Unified Communications Manager

You can add a group of phones and users to the Unified Communications Manager database and directory.

Note Phone records must be validated before insertion.

You can use the dummy MAC address option. When adding CTI ports, this option gives a unique device name to each CTI port in the form of dummy MAC addresses that you can manually update later using the Unified Communications Manager Administration or the Unified CM Auto-Register phone Tool. Do not use the dummy MAC address option for H.323 clients, VGC phones, or VGC virtual phones.

The dummy MAC address option automatically generates dummy MAC addresses in the following format:

XXXXXXXXXXXX

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

Before you begin

1. Create a comma-separated values (CSV) data file to define individual values for each phone with users that you want to insert. You can create the CSV data file using the BAT spreadsheet (BAT.xlt) to add phones with users, or create a custom text file in CSV format to add phones with users combinations.
2. Associate file format with the CSV data file.
3. Validate phones with users records.

Procedure

Step 1 Choose **Bulk Administration** > **Phones & Users** > **Insert Phones with Users**.

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.

Attention If you did not enter individual MAC addresses in the CSV data file, you must check the **Create Dummy MAC Address** check box. You can update this information manually later. If you supplied MAC addresses or device names in the data input file, do not choose this option.

If you do not know the MAC address of the phone that is assigned to the user, choose this option. When the phone is plugged in, a MAC address registers for that device.

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 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the phones with users immediately.
b) Click **Run Later** to insert the phones with users at a later time.

Step 7 To create a job for inserting the phones and user records, click **Submit**.

To schedule and activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Related Topics

Add Phone and User File Format, on page 263
Add Phones with Users Using the BAT Spreadsheet, on page 262
BAT Log Files, on page 639
Phones with Users Combinations File Format, on page 661
Manage Scheduled Jobs, on page 629
TAPS Overview, on page 613
Topics Related to Phone and User Insertion, on page 268
Validate Phones and User Records, on page 265

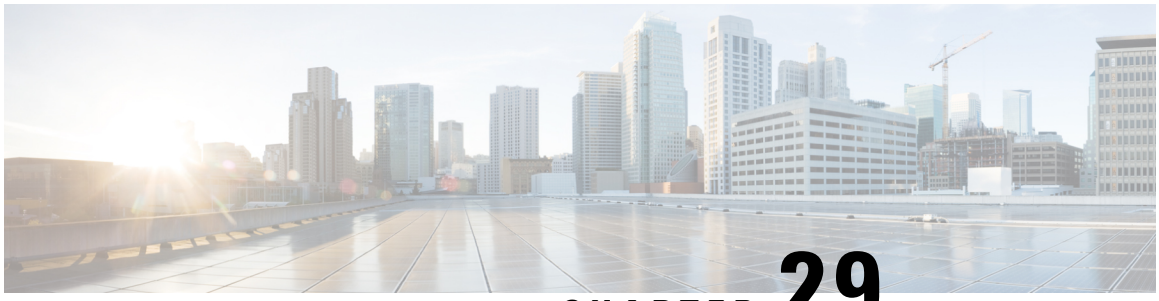
Topics Related to Phone and User Insertion

- Add Phones with Users Using the BAT Spreadsheet, on page 262
- Phones with Users Combinations File Format, on page 661
- Add Phone and User File Format, on page 263
- Validate Phones and User Records, on page 265
- Manage Scheduled Jobs, on page 629
- TAPS Overview, on page 613
- BAT Log Files, on page 639

PART VI

Managers and Assistants

- Cisco Unified Communications Manager Assistant, on page 271
- Manager and Assistant Insertions, on page 285
- Manager and Assistant Deletions, on page 289
- Manager Deletions, on page 291
- Assistant Deletions, on page 295
- Manager and Assistant Report Generation, on page 299



CHAPTER 29

Cisco Unified Communications Manager Assistant

This chapter provides information about setting up manager and assistant phones with either shared lines or proxy lines for the Unified Communications Manager Assistant. Information is also provided for adding and updating manager-assistant associations using a BAT spreadsheet, and for creating default and custom CSV data files for manager-assistants.

You can use the Cisco Unified Communications Manager Bulk Administration (BAT) to manage the Cisco Unified Communications Manager Assistant feature in Unified Communications Manager. You can add, update, and delete managers or assistants with their associations in bulk transactions.

For detailed tasks and information about Cisco Unified Communications Manager Assistant, see the *Feature Configuration Guide for Cisco Unified Communications Manager* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html.

- Phones and Lines for Cisco Unified Communications Manager Assistant, on page 271
- CSV Data File for Manager-Assistant Associations, on page 280
- Topics Related to CVS Data Files for Manager-Assistant, on page 284

Phones and Lines for 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.
- Shared line mode—The manager and assistant have a shared line on their phones that uses the same directory number and partition.

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.

Related Topics

Set Up Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant, on page 272
Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, on page 278
Insert Manager-Assistant Associations to Cisco Unified Communications Manager, on page 285

Set Up 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:

Procedure

Step 1 Set up and configure Unified CM Assistant requirements for your system. Cisco recommends that you use the Cisco Unified CM Assistant Configuration Wizard. 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.

See the*Feature Configuration Guide for Cisco Unified Communications Manager 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.

Step 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.

Step 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.
- You can delete the original phones and add new phones by using the Unified CM Assistant phone templates for managers and assistants.

Step 4 After you configure the phones and lines for managers and assistants, you associate the manager and assistant lines for Unified CM Assistant control.

Related Topics

Cisco Unified Communications Manager Assistant Manager Phone Template Default Settings, on page 273
Add Phone Lines to Existing Phones and UDPs, on page 171
Add Phones to Database, on page 21
Manager and Assistant Proxy Line Configurations, on page 273

Cisco Unified Communications Manager Assistant Manager Phone Template Default Settings

The following table lists the default settings for the Unified CM Assistant manager phone template.

Table 16: 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 • CSS = Generated_CSS_I_E • Partition = Generated_Managers
Line 2	Incoming Intercom line • CSS = Generated_CSS_I_E • Partition = Generated_Everyone • Also configure auto answer with headset option.
Services	Assistant Primary Service

The following table lists the default settings for the Unified CM Assistant assistant phone template.

Table 17: 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: • CSS = Generated_CSS_M_E • Partition = Generated_Everyone
Line 7 (On Expansion Module)	Intercom line • CSS = Generated_CSS_I_E • Partition = Generated_Everyone • Also configure auto answer with headset option.

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

Assistant Phone

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 Line Configurations

The following table lists all possible line configurations for a manager phone that BAT can set up when you are using manager-assistant associations.

Table 18: 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 Line Configurations

The following table lists the default line configurations for the assistant phones that BAT sets up during manager-assistant associations.

Table 19: 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

Assistant Phone

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.

Set Up Proxy Lines on New Manager and Assistant Phones for Cisco Unified Communications Manager Assistant

You can set up new Unified CM Assistant manager and assistant phones to use proxy lines.

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.

Procedure

Step 1 Choose **BAT Administration** > **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 Table 16: Default Settings for Manager Phone Templates for Proxy Lines, on page 273 for default manager phone template field descriptions. See Table 17: Default Settings for Assistant Phone Template for Proxy Lines, on page 273 for default assistant phone template field descriptions.

Step 2 Create the CSV data file for manager phones and another file for assistant phones using these options:

a) Use the BAT spreadsheet and choose the Phones tab.
b) Use a text editor and refer to the manager or assistant template fields as a guide.

What to do next

Follow the procedures in Add Phones to Database, on page 21 to insert new phones.

Set Up Proxy Lines on Existing Manager and Assistant Phones for Cisco Unified Communications Manager Assistant

You can set up existing Unified CM Assistant manager and assistant phones to use proxy lines.

Procedure

Step 1 Choose **BAT Administration** > **Phones** > **Add Lines**.
The **Phone Add Lines** window displays.

Step 2 You may need to copy and modify the Unified CM Assistant templates for BAT.

See Table 16: Default Settings for Manager Phone Templates for Proxy Lines, on page 273 for default manager phone template field descriptions, and see Table 17: Default Settings for Assistant Phone Template for Proxy Lines, on page 273 for default assistant phone template field descriptions.

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 using one of these options:

a) Use the BAT spreadsheet and choose the Add Lines tab.
b) Use a text editor and use the manager or assistant template fields as a guide.

What to do next

You can set up manager and assistant lines on existing phones.

Related Topics

Add Phone Lines to Existing Phones and UDPs, on page 171
Topics Related to CVS Data Files for Manager-Assistant, on page 284

Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant

You can set up manager and assistant phones to use shared lines when you create a BAT template to add new phones in the Cisco Unified Communications Manager database. Use the procedures for setting up new phones using BAT.

Before you begin

You must set up the Unified CM Assistant service parameters for shared line support in Cisco Unified Communications Manager.

Note If you have a Cisco Unified IP Phone model 7960, you need a phone button template with five or more lines.

Procedure

Create a BAT template to add new or update existing manager and assistant phones using the following guidelines:

a) For manager phones, see Manager Phone Settings for Shared Line Mode, on page 279.
b) For assistant phones, see Assistant Phone Settings for Shared Line Mode, on page 279.

What to do next

You must associate the manager and assistant lines for Unified CM Assistant control. Follow the procedures in the CSV Data File for Manager-Assistant Associations, on page 280.

Related Topics

Add Phones to Database, on page 21
Add Phone Lines to Existing Phones and UDPs, on page 171

Manager Phone Settings for Shared Line Mode

When you create the BAT template to add new or update existing manager phones with shared lines, use 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.

Related Topics

Add Phones to Database, on page 21
Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, on page 278

Assistant Phone Settings for Shared Line Mode

When you create the BAT template to add new or update existing assistant phones with shared lines, use 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

Related Topics

Add Phones to Database, on page 21
Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, on page 278

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 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.

Related Topics

Topics Related to CVS Data Files for Manager-Assistant, on page 284

CSV Data File for Manager-Assistant Associations

When you use BAT to insert manager-assistant associations to the Unified Communications Manager database, you can add new associations or update existing associations.

You have two options for creating a CSV data file to add or update manager-assistant associations: using the BAT spreadsheet or using a text editor to create a text file in CSV format.

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. 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.

Related Topics

Add or Update Manager-Assistant Associations Using BAT Spreadsheet, on page 281

Managers and Assistants File Formats, on page 672
Manager and Assistant Proxy Line Configurations, on page 273

Add or Update Manager-Assistant Associations Using BAT Spreadsheet

Use the BAT spreadsheet to add new or update existing Unified CM Assistant associations. The BAT spreadsheet includes data file templates with macros to make it easy to add, update, or delete manager-assistant associations.

Procedure

Add new Unified CM Assistant associations using the BAT spreadsheet.

a) To create manager-assistant associations with the default line configuration, see Create Default Manager-Assistant CSV Data Files, on page 281.

See Table 18: Manager Phone Line Configuration, on page 275 and Table 19: Assistant Phone Line Configurations, on page 275 for the default line configurations for the manager and assistant phones.

b) To assign proxy lines that do not follow the default line configuration, see Create Custom Manager-Assistant CSV Data Files, on page 283.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8

Manager-assistant Association Additions and Updates Using BAT Spreadsheet

The BAT spreadsheet includes data file templates with macros to make it easy to add, update, or delete manager-assistant associations.

When you use the BAT spreadsheet to add new Unified CM Assistant associations, you can set up the manager-assistant configurations in two ways:

- Create manager-assistant associations with the default line configuration. For the default line configurations for the manager and assistant phones, see Table 18: Manager Phone Line Configuration, on page 275and Table 19: Assistant Phone Line Configurations, on page 275.
- Assign proxy lines that do not follow the default line configuration using a custom CSV data file.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Create Custom Manager-Assistant CSV Data Files, on page 283
Create Default Manager-Assistant CSV Data Files, on page 281

Create Default Manager-Assistant CSV Data Files

Use the BAT spreadsheet to create a CSV data file for inserting, updating, or deleting default manager-assistant associations for both proxy and shared mode.

After you have finished editing all the fields in the BAT spreadsheet, you can export the content to a CSV formatted data file. The file is saved to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation and is assigned a default filename:

`<type of operation>ManagerAssistants-timestamp.txt`

where `<type of operation>` can be either insert or delete, and "`timestamp`" represents the precise date and time that the file was created.

Procedure

Step 1 Download and open the BAT.xlt file to open the BAT spreadsheet.

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.

a) 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, where the `#` symbol represents the number of assistants assigned to a manager.

Tip To add more assistants, click **Add more Assistants**.

b) 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. where 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:

a) To create new manager-assistant associations, click **Insert**.

b) 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**.

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

The system saves the file using the default filename `<type of operation>ManagerAssistants-timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

What to do next

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.

Related Topics

Download File Off Server, on page 16
Topics Related to CVS Data Files for Manager-Assistant, on page 284
Upload File to Server, on page 17

Create 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. Use the BAT spreadsheet to create a custom CSV data file for inserting or updating manager-assistant associations for proxy lines on the assistant phones.

After you have finished editing all the fields in the BAT spreadsheet, you can export the content to a CSV formatted data file. The system saves the file using the default filename `Custom Manager-Assistants-timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

Procedure

Step 1 Download the BAT.xlt file from Cisco Unified Communications Manager server.

Step 2 Open the BAT.xlt 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.

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

The system saves the file using the default filename `Custom Manager-Assistants-timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

What to do next

You must upload the CSV data file to the Unified Communications Manager first node database server so BAT can access the CSV data file.

Related Topics

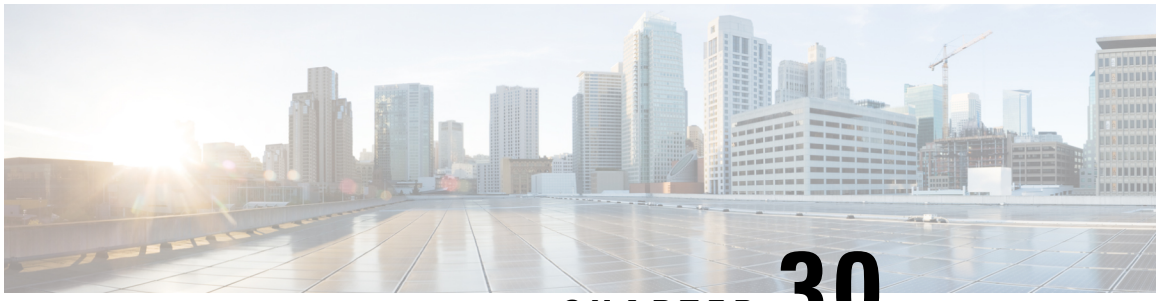
Topics Related to CVS Data Files for Manager-Assistant, on page 284
Upload File to Server, on page 17

Topics Related to CVS Data Files for Manager-Assistant

- Phones and Lines for Cisco Unified Communications Manager Assistant, on page 271
- CSV Data File for Manager-Assistant Associations, on page 280
- Insert Manager-Assistant Associations to Cisco Unified Communications Manager, on page 285
- Set Up Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant, on page 272
- Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, on page 278
- Delete Specific Manager-Assistant Associations From Cisco Unified Communications Manager, on page 289

For more information related to Cisco Unified CM Assistant, refer to this documentation.

- *Feature Configuration Guide for Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Assistant User Guide*



CHAPTER 30

Manager and Assistant Insertions

This chapter provides information to 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 with either proxy lines or shared lines.

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 Set Up Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant, on page 272.
- Shared line mode—The manager and assistant have a shared line on their phones that uses the same directory number and partition. See the Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, on page 278.

- Insert Manager-Assistant Associations to Cisco Unified Communications Manager, on page 285
- Topics Related to Manager and Assistant Insertion, on page 287

Insert Manager-Assistant Associations to Cisco Unified Communications Manager

To insert new manager-assistant associations or update existing associations, you need a CSV data file.

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

1. Make sure that you have configured manager and assistant phones using one of the following two procedures:

- Set Up Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant, on page 272
- Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, on page 278

2. You must have a data file in comma separated value (CSV) format that contains the unique details for the new manager-assistant associations.

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 the **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 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the manager-assistant associations immediately.
b) Click **Run Later** to insert the manager-assistant associations at a later time.

Step 8 To create a job for inserting the manager-assistant records, click **Submit**.
To schedule and activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Attention If there were not enough available lines when BAT performs an update to an assistant or manager configuration, the changes are only partially completed and the whole transaction record fails.

What to do next

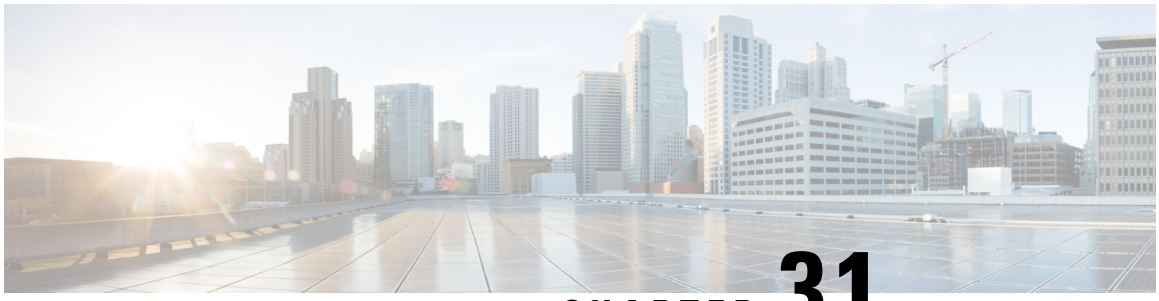
For changes to take effect, you must restart Cisco Unified CM Assistant service.

Related Topics

BAT Log Files, on page 639
CSV Data File for Manager-Assistant Associations, on page 280
Manage Scheduled Jobs, on page 629
Topics Related to Manager and Assistant Insertion, on page 287

Topics Related to Manager and Assistant Insertion

- Set Up Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant, on page 272
- Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant, on page 278
- CSV Data File for Manager-Assistant Associations, on page 280
- Manage Scheduled Jobs, on page 629
- BAT Log Files, on page 639



CHAPTER 31

Manager and Assistant Deletions

This chapter provides information to use Unified Communications Manager Bulk Administration (BAT) to delete a specific manager-assistant association from the Unified Communications Manager database.

- Delete Specific Manager-Assistant Associations From Cisco Unified Communications Manager, on page 289

Delete Specific Manager-Assistant Associations From Cisco Unified Communications Manager

You can delete specific manager-assistant associations from Cisco Unified Communications Manager.

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.

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:

```
jmorgan,dbaker
```

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 Choose a delete method. Do one of the following:

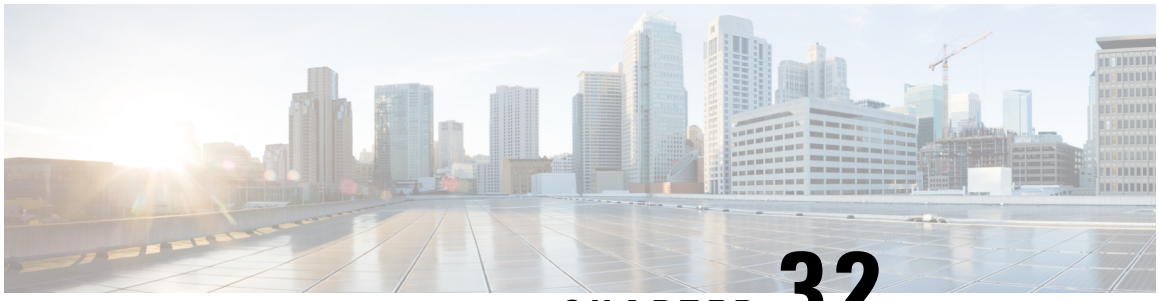
a) Click **Run Immediately** to delete the manager-assistant associations immediately.

b) Click **Run Later** to delete the manager-assistant associations at a later time.

Step 6 Click **Submit** to create a job for deleting the required manager-assistant associations.
Use the **Job Configuration** window to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Cisco Unified Communications Manager Assistant, on page 271
Manage Scheduled Jobs, on page 629



CHAPTER 32

Manager Deletions

This chapter provides information to delete managers with all their manager-assistant associations from the Unified Communications Manager database and LDAP Directory. You can use either a query search or a custom file to locate existing records to delete.

- Manager Deletions From Cisco Unified Communications Manager, on page 291
- Topics Related to Manager Deletions, on page 293

Manager Deletions From Cisco Unified Communications Manager

When you delete Unified CM Assistant managers with all their manager-assistant associations from the Unified Communications Manager database and LDAP Directory, 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.

You can use either a query search or a custom file to locate existing records to delete.

Delete Manager Associations Using Query

You can 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, then click **Find**.

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

a) 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.
b) 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 Step 2, on page 291 and Step 3, on page 292.

A list of discovered managers displays by

- User ID
- First Name
- Middle Name
- Last Name
- Department

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

Step 5 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete managers immediately.
b) Click **Run Later** to delete managers at a later time.

Step 6 Click **Submit** to create a job for deleting the chosen managers.

Use the **Job Configuration** window to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to Manager Deletions, on page 293

Delete Manager Associations Using Custom File

You can delete managers associations from the Cisco Unified Communications Manager database using a custom file that you create using a text-editor. Use the custom file to locate manager associations that you want to delete.

Attention 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.

Before you begin

1. Create a custom text-based CSV data file that lists user IDs for managers that you want to delete. Make sure you put each user ID on a separate line.

Note The custom delete CSV data file does not need a header and you can enter values for manager association IDs.

2. Upload the custom file to the first node of Cisco Unified Communications Manager server.

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 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete managers immediately.
b) Click **Run Later** to delete manages at a later time.

Step 7 Click **Submit** to create a job for deleting chosen managers.
Use the **Job Configuration** window to schedule and/or activate this job.

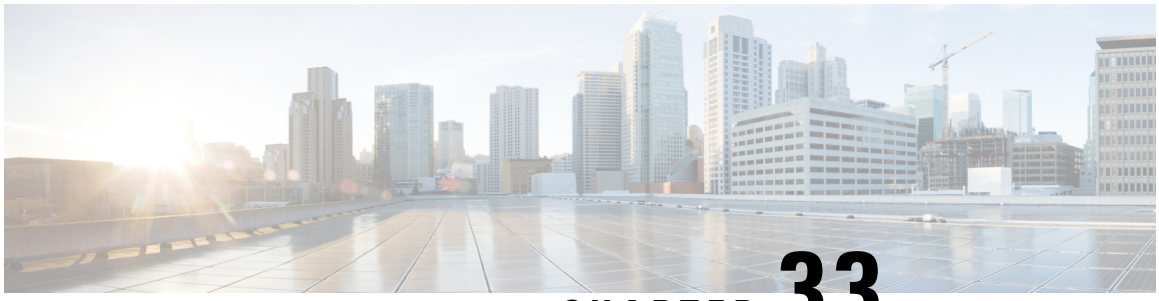
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload File to Server, on page 17

Topics Related to Manager Deletions

- Delete Specific Manager-Assistant Associations From Cisco Unified Communications Manager, on page 289
- Assistant Deletions From Cisco Unified Communications Manager, on page 295

- BAT Log Files, on page 639
- Upload File to Server, on page 17
- Manage Scheduled Jobs, on page 629



CHAPTER 33

Assistant Deletions

This chapter provides information to delete assistants from the Unified Communications Manager database and LDAP Directory. You can use either a query search or a custom file to locate existing records to delete.

• Assistant Deletions From Cisco Unified Communications Manager, on page 295

Assistant Deletions From Cisco Unified Communications Manager

When you delete Unified CM Assistant assistants from the Cisco Unified Communications Manager database and LDAP Directory, 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.

You can use either a query search or a custom file to locate existing records to delete.

Delete Assistants Associations Using Query

You can delete assistants from their associations with managers from the Cisco Unified Communications Manager directory.

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, then click **Find**.

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

a) 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.
b) 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 Step 2, on page 295 and Step 3, on page 296.

A list of discovered assistants displays by

- User ID
- First Name
- Middle Name
- Last Name
- Department

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

Step 5 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete assistants immediately.
b) Click **Run Later** to delete assistants at a later time.

Step 6 Click **Submit** to create a job for deleting the chosen assistants.

Use the **Job Configuration** window to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Delete Assistant Associations Using Custom File

You can delete assistants associations from the Cisco Unified Communications Manager database using a custom file that you create using a text-editor. Use the custom file to locate assistant associations that you want to delete.

Attention 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.

Before you begin

1. Create a custom text-based CSV data file that lists user IDs for assistants that you want to delete. Make sure you put each user ID on a separate line.

Note The custom delete CSV data file does not need a header and you can enter values for assistants association IDs.

2. Upload the custom file to the first node of Cisco Unified Communications Manager server.

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.

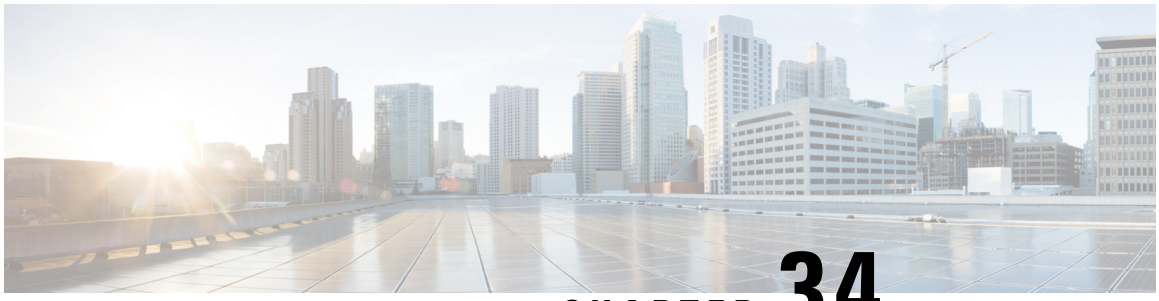
Step 6 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete assistants immediately.
b) Click **Run Later** to delete assistants at a later time.

Step 7 Click **Submit** to create a job for deleting chosen assistants.
Use the **Job Configuration** window to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload File to Server, on page 17



CHAPTER 34

Manager and Assistant Report Generation

This chapter provides information about generating reports for Cisco Unified CM Assistant managers and assistants. The reports follow a fixed format. You can generate a report by specifying a set of query options for either managers or assistants.

- Generate Reports for Cisco Unified Communications Manager Assistant Managers and Assistants, on page 299
- Report Log Files, on page 300
- Topics Related to Manager Assistant Report Generation, on page 301

Generate Reports for Cisco Unified Communications Manager Assistant Managers and Assistants

You can generate reports for managers or assistants.

Procedure

Step 1 Choose one of these options:

a) To generate a manager report, choose **Bulk Administration** > **Managers/Assistants** > **Generate Manager Reports**.
The **Manager Reports** window displays.

b) To generate an assistant report, choose **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, and click **Find**.

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

Note To further define your query, you can choose AND or OR to add multiple filters and repeat steps 2.a, on page 299 through 2.c, on page 300.

Step 3 To choose details for your type of report, click **Next**.

Tip 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 Choose a method to generate reports. Do one of the following:

a) Click **Run Immediately** to generate reports immediately.

b) Click **Run Later** to generate reports at a later time.

Step 8 To create a job for generating reports, click **Submit**.

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

Cisco Unified Communications Manager Bulk Administration (BAT) saves the report file on the first node of the Cisco Unified Communications Manager server.

What to do next

You can search and download the report file using the Upload/Download Files option in the **Bulk Administration** menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload and Download Files, on page 15

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 a link to log files from the **Job Configuration** window for

any job that generated a report. Click the link in the **Log File Name** column that corresponds to the job with the log file you want to view.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Topics Related to Manager Assistant Report Generation

- Generate Reports for Cisco Unified Communications Manager Assistant Managers and Assistants, on page 299
- BAT Log Files, on page 639
- Manage Scheduled Jobs, on page 629

PART VII

User Device Profiles

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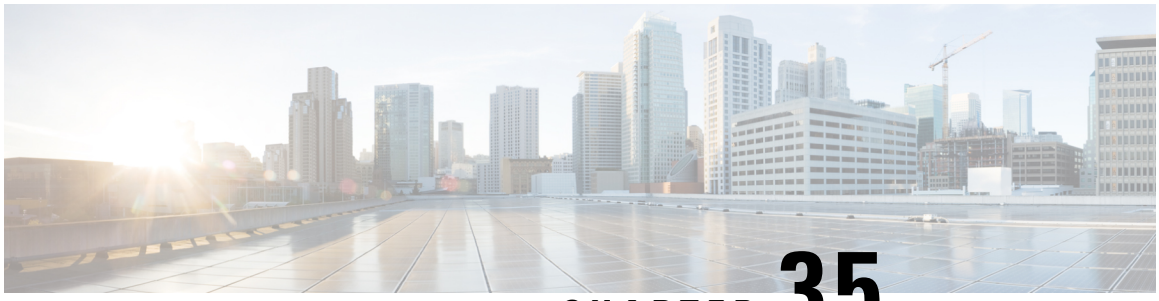


CHAPTER 35

Manage User Device Profiles

This chapter provides information about managing 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.

- Add User Device Profiles, on page 305
- Topics Related to User Device Profiles, on page 320

Add 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).

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **User Device Profile Template**.
The **Find and List UDP Templates** window displays.

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.

b) Text Editor option

1. Choose **Create UDP File Format**. The **UDP File Format Query** window displays.
2. Use a text editor and create the CSV data file for user device profiles that follows the file format that you want to use.
3. Choose **Add File Format**. The **Add File Format Configuration** window displays.

Step 3 Choose **Validate User Device Profiles**.
The **User Device Profiles Validation** window displays.

Step 4 Choose **Insert User Device Profiles**.

The User Device Profiles Insert Configuration window displays.

Related Topics

Add User Device Profile File Format, on page 333
Create Bulk Administration Tool (BAT) Template for User Device Profiles, on page 322
Create Text-Based CSV File for User Device Profile, on page 668
Create User Device Profile CSV Data Files Using BAT Spreadsheet, on page 306
Insert User Device Profiles for User Devices, on page 337
Topics Related to User Device Profiles, on page 320
User Device Profile File Format Setup, on page 329
Validate User Device Profiles, on page 335

Create User Device Profile CSV Data Files Using BAT Spreadsheet

You can create the CSV data file for adding new user device profiles using the BAT spreadsheet. When you use the BAT spreadsheet to add new user device profiles, you can define the file format within the spreadsheet. The spreadsheet uses the data file formats to display the fields for the CSV data file.

After you have finished editing all the fields in the BAT spreadsheet, you can export the content to a CSV formatted data file. The file is saved to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation and is assigned a default filename:

`<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.

Procedure

Step 1 Download the BAT.xlt file from the Cisco Unified Communications Manager server.

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

Step 8 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 9 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 10 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 20: Field Descriptions for User Device Profile in the BAT Spreadsheet, on page 307 for field descriptions.

Step 11 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 using the default filename `<tabname>-<timestamp>.txt` to `C:\XLSDataFiles\` or to your choice of another existing folder on your local workstation.

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.

What to do next

Upload the CSV file to Cisco Unified Communications Manager server.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Download File Off Server, on page 16
Topics Related to User Device Profiles, on page 320
Upload File to Server, on page 17

User Device Profile Fields Descriptions in BAT Spreadsheet

The following table describes all the user device profile fields in the BAT spreadsheet.

Table 20: Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Device Fields (Mandatory Fields)	
Device Profile Name	Enter a unique identifier for the device profile name.

Field	Description
Description	Enter a description such as “Conference Room A” or “John Smith” to help identify the phone or device. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
Device Fields (Optional Fields)	
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.

Field	Description
Always Use Prime Line	Enter one of the following options: • Off—When the phone is idle and receives a call on any line, the phone user answers the call from the line on which the call is received. • On—When the phone is idle (offhook) and receives a call on any line, the primary line gets chosen for the call. Calls on other lines continue to ring, and the phone user must select those other lines to answer these calls. • Default—Cisco Unified Communications Manager uses the configuration from the Always Use Prime Line service parameter, which supports the Cisco CallManager service.
Always Use Prime Line for Voice Message	Enter one of the following options: • On—If the phone is idle, the primary line on the phone becomes the active line for retrieving voice messages when the phone user presses the Messages button on the phone. • Off—If the phone is idle, pressing the Messages button on the phone automatically dials the voice-messaging system from the line that has a voice message. Cisco Unified Communications Manager always selects the first line that has a voice message. If no line has a voice message, the primary line gets used when the phone user presses the Messages button. • Default—Cisco Unified Communications Manager uses the configuration from the Always Use Prime Line for Voice Message service parameter, which supports the Cisco CallManager service.
MLPP Domain	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFF.
Feature Control Policy	Choose the Feature Control Policy for this group of phones. A feature control policy specifies the appearance of features and the associated softkeys that are displayed on the phone.
Extension Mobility Cross Cluster CSS	The Extension Mobility Cross Cluster CSS setting gets used as the device CSS of the remote phone when the user selects this device profile during EMCC login.
Line Fields (Optional Fields)	

Field	Description
Directory Number	Enter the directory number for the phone.
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). If this filed is left blank the system uses the value that is entered in the Directory Number field. The default language specifies English.
Forward All CSS	Choose the calling search space to use when a call is forwarded to the specified destination. This setting applies to all devices that are using this directory number.
Forward All Destination	Enter the directory number or directory URI to which all calls are forwarded. 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. 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. This setting applies to all devices that are using this directory number.
Forward Busy Destination External	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the line is in use. This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

Field	Description
Forward Busy Destination Internal	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the line is in use. 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. This setting applies to all devices that are using this directory number.
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. This setting applies to all devices that are using this directory number.
Forward No Answer External Destination	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the phone is not answered. 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 Internal Destination	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the phone is not answered. 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. This setting applies to all devices that are using this directory number.

Field	Description
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. This setting applies to all devices that are using this directory number.
Forward No Coverage External Destination	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the phone does not have coverage. 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 Internal Destination	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the phone does not have coverage. 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. 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 or directory URI 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	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. Leave this field blank to use the value that is set in the Cisco Unified Communications Manager service parameter, Forward No Answer Timer.

Field	Description
Route Filter	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. 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.
Party Entrance Tone	Enter one of the following options: • Default—Use the value that you configured in the Party Entrance Tone service parameter. • On—A tone plays on the phone when a basic call changes to a multi-party call; that is, a barge call, cBarge call, ad hoc conference, meet-me conference, or a joined call. In addition, a different tone plays when a party leaves the multi-party call. If the controlling device, that is, the originator of the multi-party call has a built-in bridge, the tone gets played to all parties if you choose On for the controlling device. When the controlling device, for example, the conference controller, is no longer present on the call or if the controlling device cannot play the tone, Cisco Unified Communications Manager does not play the tone even if you choose On. • Off—A tone does not play on the phone when a basic call changes to a multi-party call.
Log Missed Calls	This field allows you to turn this feature on or off. Enter 'T' to enable Cisco Unified Communications Manager to log missed calls in the call history for that directory number on the phone. Enter 'F' to disable this feature.
Park Monitoring Forward No Retrieve Destination External	When the parkee is an external party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination External parameter. If the Forward No Retrieve Destination External field value is empty, the parkee will be redirected to the parker's line.

Field	Description
Park Monitoring Forward No Retrieve Destination Internal	When the parkee is an internal party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination Internal parameter. If the Forward No Retrieve Destination Internal is empty, the parkee will be redirected to the parker's line.
Park Monitoring Forward No Retrieve Internal Voice Mail	This setting uses the settings in the **Voice Mail Profile Configuration** window. When this check box is checked, Cisco Unified Communications Manager ignores the settings in the Destination box and Calling Search Space.
Park Monitoring Forward No Retrieve External Voice Mail	This setting uses the settings in the **Voice Mail Profile Configuration** window. When this check box is checked, Cisco Unified Communications Manager ignores the settings in the Destination box and Calling Search Space.
Park Monitoring Forward No Retrieve External CSS	Choose the calling search space to apply to the directory number.
Park Monitoring Forward No Retrieve Internal CSS	Choose the calling search space to apply to the directory number.
Park Monitoring Reversion Timer	This parameter determines the number of seconds that Cisco Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the **Park** softkey on the phone, and a reminder is issued when the timer expires. Default: 60 seconds If you configure a non-zero value, this value overrides the value of this parameter set in the **Service Parameters** window. However, if you configure a value of 0 here, then the value in the Service Parameters window will be used.
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.

Field	Description
Line Calling Search Space	Enter partitions that are searched for numbers that are called from this directory number. **Note** 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.
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.
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.
Auto Answer	Enter one of the following values to activate the Auto Answer feature for this directory number: • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone (Intercom) **Note** Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with Headset or Auto Answer with Speakerphone.
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	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. To use the BAT phone template entry, leave this field blank.

Field	Description
Target Destination (MLPP)	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. Values can include numeric characters, pound (#) ,and asterisk (*).
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)	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. Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.
Line Text Label	Enter text that identifies this directory number for a line/phone combination. The default text specifies English
External Phone Number Mask	Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line. 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.
Maximum Number of Calls	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. The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2. 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.

Field	Description
Busy Trigger	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. Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.
Message Waiting Lamp Policy	Use this field to configure the handset lamp illumination policy. Choose one of the following options: • Use System Policy (The directory number refers to the service parameter "Message Waiting Lamp Policy" setting.) • Light and Prompt • Prompt Only • Light Only • None
Ring Setting (Phone Idle)	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: • Use system default • Disable • Flash only • Ring once • Ring **Note** The "Disable " or "Flash only" setting options apply only for the handset. The led light on the phone button line will still flash.

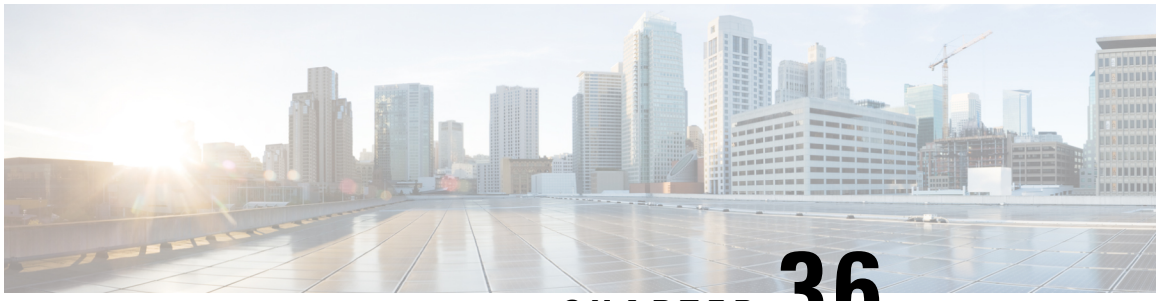
Field	Description
Ring Setting (Phone Active)	Choose the ring setting that is used when this phone has another active call on a different line. Choose one of the following options: • Use system default • Disable • Flash only • Ring once • Ring • Beep only **Note** The “Disable ” or “Flash only” setting options apply only for the handset. The led light on the phone button line will still flash.
URI (1-5) on Directory Number	Enter a directory URI to associate with the directory number for this phone. Follow the username@host format. Enter a username of up to 47 alphanumeric characters. For the host address, enter an IPv4 address or fully qualified domain name. **Note** Within Cisco Unified CM Administration, you can enter directory URIs with embedded double quotes or commas. However, when you use Bulk Administration to import a csv file that contains directory URIs with embedded double quotes and commas, you must use enclose the entire directory URI in double quotes and escape the embedded double quotes with a double quote. For example, the Jared, "Jerry",Smith@test.com directory URI must be input as "Jared,""Jerry"",Smith@test.com" in the csv file.
URI (1-5) on Route Partition	Enter the partition on which the directory URI belongs. If you do not want to restrict access to the directory URI, leave the field blank
URI (1-5) Is Primary on Directory Number	Enter a '**t**' (True) to indicate that this directory URI is the primary directory URI for this extension. Otherwise, enter an '**f**' (False) to indicate that this is not the primary directory URI for this extension. **Note** You can associate up to five directory URIs to a single directory number, but you must select a single primary directory URI.

Field	Description
Enterprise Add to Local Route Partition	Enter a 't' to add this enterprise alternate number to a local route partition. Enter 'f' to leave the E.164 number off of local routing.
Enterprise Advertise via globally	Enter a 't' to enable ILS to advertise this alternate number to rest of the ILS network. Enter an 'f' if you don't want ILS to advertise this number.
Enterprise Is Urgent	Enter a 't' to classify routing for this alternate number as urgent. By default, if the dial plan contains overlapping route patterns Cisco Unified Communications Manager does not route the call until the interdigit timer expires (even if a possible route exists for the dialed digits). This setting guards against learned numbers that overlap with statically configured directory numbers and number patterns by allowing Cisco Unified Communications Manager to choose the best match of all available routes for the dial string. When you mark the number as urgent priority, Cisco Unified Communications Manager routes the call as soon as it finds a match between the dialed digits and an available route, without waiting for the interdigit timer to expire (for example, the T302 Timer service parameter).
Enterprise Number Mask	Enter the number mask to apply to the directory number. Cisco Unified Communications Manager applies the mask to create an enterprise alternate number that is an alias of this directory number.
Enterprise Route Partition	Enter the local route partition to which you want to assign this enterprise alternate number.
+E.164 Add to Local Route Partition	Enter a 't' to add this E.164 alternate number to a local route partition. Enter 'f' to leave the E.164 number off of local routing.
+E.164 Advertise via globally	Enter a 't' to enable ILS to advertise this alternate number to rest of the ILS network. Enter an 'f' if you don't want ILS to advertise this number.

Field	Description
+E.164 Is Urgent	Enter a 't' to classify routing for this alternate number as urgent. By default, if the dial plan contains overlapping route patterns Cisco Unified Communications Manager does not route the call until the interdigit timer expires (even if a possible route exists for the dialed digits). This setting guards against learned numbers that overlap with statically configured directory numbers and number patterns by allowing Cisco Unified Communications Manager to choose the best match of all available routes for the dial string. When you mark the number as urgent priority, Cisco Unified Communications Manager routes the call as soon as it finds a match between the dialed digits and an available route, without waiting for the interdigit timer to expire (for example, the T302 Timer service parameter).
+E.164 Number Mask	Enter the number mask to apply to the directory number. Cisco Unified Communications Manager applies the mask to create an +E.164 alternate number that is an alias of this directory number.
+E.164 Route Partition	Enter the local route partition to which you want to assign this +E.164 alternate number.

Topics Related to User Device Profiles

- Add User Device Profiles, on page 305
- Insert User Device Profiles for User Devices, on page 337
- User Device Profile Deletions, on page 349
- Export User Device Profile Records, on page 355
- Add Phone Lines to Existing Phones and UDPs, on page 171
- Generate User Device Profile Reports, on page 369



CHAPTER 36

User Device Profile Templates

This chapter provides information to create and modify user device profiles.

- Find User Device Profile Template, on page 321
- Create Bulk Administration Tool (BAT) Template for User Device Profiles, on page 322
- User Device Profile Template Fields Descriptions in BAT Spreadsheet, on page 323
- Modify User Device Profile BAT Template, on page 326

Find User Device Profile Template

You can locate a specific user device profile (UDP) template in the Cisco Unified Communications Manager database on the basis of specific criteria because you can have several UDP 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 Templates where** drop-down list box, choose one of the following criteria:

- Profile Name
- Profile Description
- Device Type

From the second **Find UDP Templates 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.

Create Bulk Administration Tool (BAT) Template for User Device Profiles

You can 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 Enter data for an individual user device profile template 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 21: Field Descriptions for User Device Profile Template in the BAT Spreadsheet, on page 323 for field descriptions.

Note Depending on the model of device, some of the fields may not display.

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 5 Check the **Ignore Presentation Indicators** (Internal Calls Only) check box, as needed.

Step 6 Check the **Do Not Disturb** check box if you need the DND feature to be enabled.

Step 7 Choose the DND option from the **DND Option** drop down list box.

Step 8 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 9 Choose the **Extension Mobility Cross Cluster CSS** from the **Extension Mobility Cross Cluster CSS** drop-down list box.

Step 10 Choose the **Feature Control Policy** from the **Feature Control Policy** drop-down list box.

Note This field displays for RoundTable phones only.

Step 11 Click **Save**.
The **UDP Template Configuration** window displays.

Step 12 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.

Related Topics

Phone Template, on page 21

User Device Profile Template Fields Descriptions in BAT Spreadsheet

The following table describes all the user device profile template fields in the BAT spreadsheet.

Note Depending on the model of device, some of the fields may not be available.

Table 21: Field Descriptions for User Device Profile Template in the BAT Spreadsheet

Field	Description
User Device Profile Template Name	Enter a unique identifier for the device profile name up to 50 characters.
Description	Enter a description for the UDP template. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).

Field	Description
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.
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.
Phone Button Template	Choose a phone button template for this profile.
Softkey Template	Enter the softkey template to be used for all phones in this group.
Privacy	Choose the appropriate privacy option for the profile. For each Device that wants Privacy, choose **On** in the **Privacy** drop-down list box.
Single Button Barge	Choose the appropriate option for the single button barge feature. • Off—This setting disables the Single Button Barge/cBarge feature; however, the regular Barge or cBarge features will still work. • Barge—This setting enables the Singe Button Barge feature. • cBarge—This setting enables the Single Button cBarge feature. • Default—This setting uses the Single Button Barge/cBarge setting that is in the service parameter.
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.

Field	Description
Always Use Prime Line	Enter the Always Use Prime Line setting that you want to use from the following values: • On • Off • Default
Always Use Prime Line for Voice Message	Enter the Always Use Prime Line for Voice Message setting that you want to use from the following values: • On • Off • Default
MLPP Indication	To specify whether the device can play precedence tones when a MLPP precedence call is placed, choose one of the following values: • 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. • Disable—Does not preempt calls when it places an MLPP precedence call. • Foreceful—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 Foreceful.
MLPP Domain	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFF.
Expansion Module Information	Choose the type of expansion module if installed in the phone or choose <None> for Module 1 and Module 2.

Field	Description
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. **Note** 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.

Modify User Device Profile BAT Template

You can modify the properties of an existing BAT template when you want to change only a few fields for the same device.

Procedure

Step 1 Find the UDP template you want to modify.

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.

Related Topics

Find User Device Profile Template, on page 321

Copy User Device Profile 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.

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.

Related Topics

Find User Device Profile Template, on page 321

Delete User Device Profile Template

You can delete BAT user device profile templates when you no longer require them.

Procedure

Step 1 Find the UDP template you want to delete.

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.

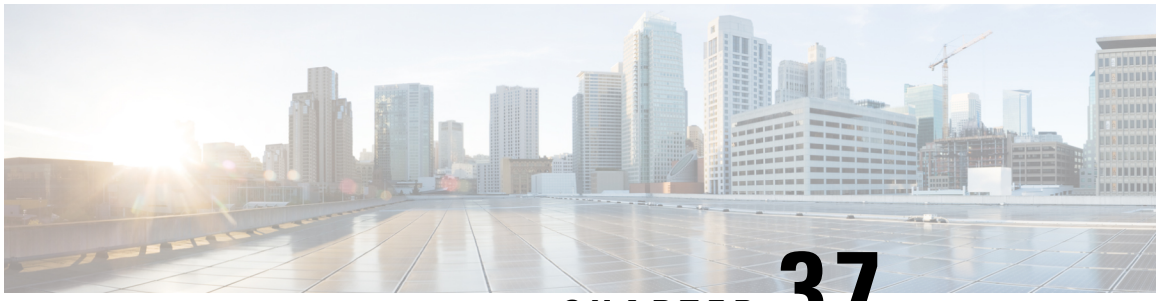
Note You can also delete the template by checking the check box next to the template name and clicking **Delete Selected**.

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.

Related Topics

Find User Device Profile Template, on page 321



CHAPTER 37

User Device Profile File Format

This chapter provides information about configuring user device profile file formats for CSV data files that you create using a text editor.

• User Device Profile File Format Setup, on page 329

User Device Profile File Format Setup

You can copy, modify, and delete user device profile file formats for CSV data files that you create using a text editor.

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.

Find UDP File Format

Use BAT to locate a user device profile file format.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **UDP File Format** > **Create UDP File Format**. The **Find and List UDP File Formats** 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.

Create UDP File Format

You can create a UDP file format for the text-based CSV data file.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **Create UDP File Format**.
The Create UDP File Format Configuration window displays.

Step 2 Click **Add new**.
The **Create UDP 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.

Note 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.

Copy UDP File Format

You can copy an existing user device profile file format for the CSV data file.

Procedure

Step 1 Find the UDP File Format you want to copy.

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:

a) 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.

b) 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.

c) 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.

Related Topics

Find UDP File Format, on page 329

Modify UDP File Format

You can modify an existing user device profile file format for the CSV data file.

Procedure

Step 1 Find the UDP File Format you want to update.

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:

a) 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.

b) 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.

c) 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.

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Related Topics

Find UDP File Format, on page 329

Delete UDP File Format

You can delete an existing user device profile file format for the CSV data file.

Procedure

Step 1 Find the UDP File Format you want to delete.

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.

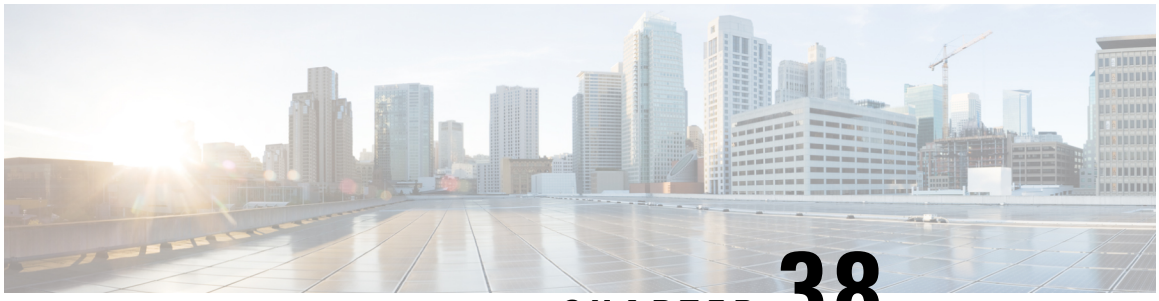
Step 3 To remove the file format from the File Format Name list, click **Delete**. A message asks you to confirm that you want to delete the file format. Click **OK** to continue.

The file format name is removed from the list.

Tip 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**.

Related Topics

Find UDP File Format, on page 329



CHAPTER 38

User Device Profile File Format Addition

This chapter provides information to associate the user device file format with the text-based CSV data file.

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. You must then associate the file format with the text-based CSV data file.

- Add User Device Profile File Format, on page 333
- Topics Related to UDP File Format Creation, on page 333

Add User Device Profile File Format

Use BAT to associate the file format with the text-based CSV data file.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profile** > **UDP File Format** > **Add File Format**.
The **Add File Format Configuration** 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 **File Format Name** field, choose the file format that you created for this type of bulk transaction.

Step 4 To add the matching file format with the CSV data file, click **Submit**.

A job is created in the Job Scheduler option in the **Bulk Administration** menu. Use **Job Configuration** window to modify the job schedule.

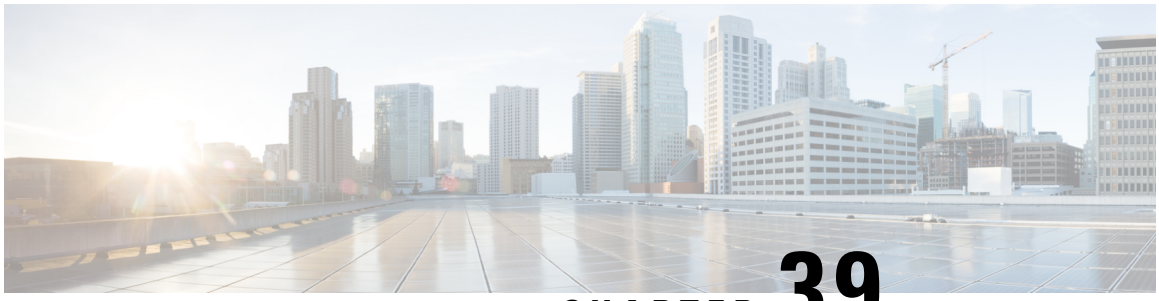
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Topics Related to UDP File Format Creation

- Add User Device Profile File Format, on page 333
- Upload File to Server, on page 17

- Manage Scheduled Jobs, on page 629
- BAT Log Files, on page 639



CHAPTER 39

User Device Profile Validation

This chapter provides information to validate that the records in the user device profile CSV data file has all required fields, such as device profile name and directory number, and to check for discrepancies with the records in the first node database.

- Validate User Device Profiles, on page 335
- Topics Related to User Device Profile Validation, on page 336

Validate User Device Profiles

You can use BAT to run a validation script to validate your CSV data file user device profile records. 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 records in 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.
- You must have a CSV data file that contains the unique details for the user device profiles.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **Validate User Device Profiles**.
The **User Device Profiles Validation** window displays.

Step 2 Choose the Insert option that corresponds to your CSV data file:

- Validate UDP Specific Details—If you are validating User Device Profile records that use a file format.
- Validate UDP All Details—If you are validating user device profile records from an export file that was generated by using the All Details option.

Step 3 In the **File Name** field, choose the CSV data file that you created for this specific bulk transaction.

Step 4 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.

Step 5 To verify the chosen CSV data file with the database, click **Submit**.
A job is created in the Job Scheduler option in the **Bulk Administration** menu. Use **Job Configuration** window to modify the job schedule.

Related Topics

BAT Log Files, on page 639
Create Bulk Administration Tool (BAT) Template for User Device Profiles, on page 322
Create User Device Profile CSV Data Files Using BAT Spreadsheet, on page 306
Manage Scheduled Jobs, on page 629
Validate User Device Profiles, on page 335

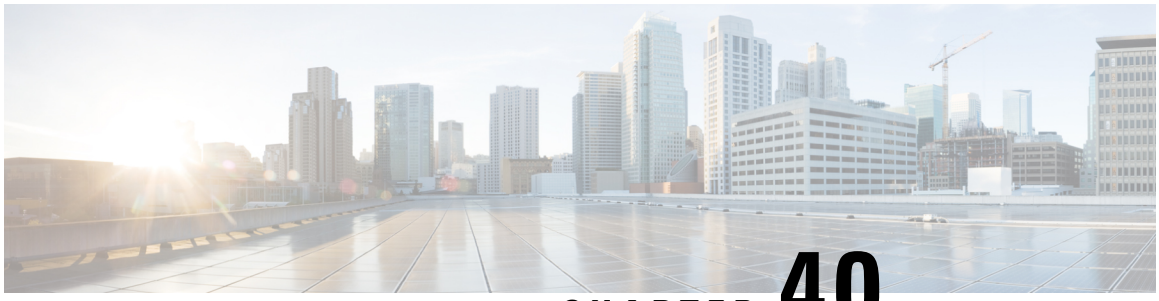
User Device Profile Validation Limitations

The validation of phones has the following limitations:

- The validation process only checks for the number of lines that are configured on the template; it does not check the line numbers that are configured on the template. After running the Validate UDP - specific details job, the administrator sees the following message in the log when the CSV date file contains more lines than are supported by the phone template: “WARNING: CSV contains more number of lines than are supported by the phone template.” If blank Directory Numbers and/or blank Speed dials and/or blank Busy Lamp Field Speed Dials exist, this indicates that the warning message that is displayed in the summary log file may be inaccurate.
- The validate process does not check whether mandatory fields are specified in the CSV file.
- If IP phone service parameters are specified in the phone text file, the validate process only checks whether a parameter exists with a name that is specified in the CSV on Cisco Unified Communications Manager. It does not check whether the parameter that is specified is configured on the IP phone service.

Topics Related to User Device Profile Validation

- Create Bulk Administration Tool (BAT) Template for User Device Profiles, on page 322
- User Device Profile Validation Limitations, on page 336
- Create User Device Profile CSV Data Files Using BAT Spreadsheet, on page 306
- Manage Scheduled Jobs, on page 629
- BAT Log Files, on page 639



CHAPTER 40

UDP Generation

This chapter provides information to 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.

- Insert User Device Profiles for User Devices, on page 337
- Topics Related to User Device Profile Generation, on page 339

Insert User Device Profiles for User Devices

You can generate user device profiles for all users.

When you are inserting a file that was generated with the export utility, 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. Use the appended suffixes to guide you in choosing a phone template with the correct line configuration during the UDP profile insertion.

You can use the dummy MAC address option when adding CTI ports. This option gives a unique device name to each CTI port in the form of dummy MAC addresses that you can manually update later using the Cisco Unified Communications Manager Administration or the Unified CM Auto-Register phone Tool.

The dummy MAC address option automatically generates dummy MAC addresses in the following format:

XXXXXXXXXXXX

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

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **Insert User Device Profiles**.
The **User Device Profiles Insert Configuration** window displays.

Step 2 Choose an insert method. Do one of the following:

a) Click **Insert User Device Profiles Specific Details** radio button to insert UDP records that use a customized file format. Continue with Step 3, on page 338 and Step 4, on page 338.

b) 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 3 In the **File Name** drop-down list box, choose the CSV data file that you created for this specific bulk transaction.

Step 4 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.

Step 5 If you did not enter individual MAC addresses in the CSV data file, you must check the **Create Dummy MAC Address** check box. Skip to Step 9, on page 338.

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.

Step 6 Select the following options if applicable:

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

Step 8 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the UDP records immediately.

b) Click **Run Later** to insert the UDP records at a later time.

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

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

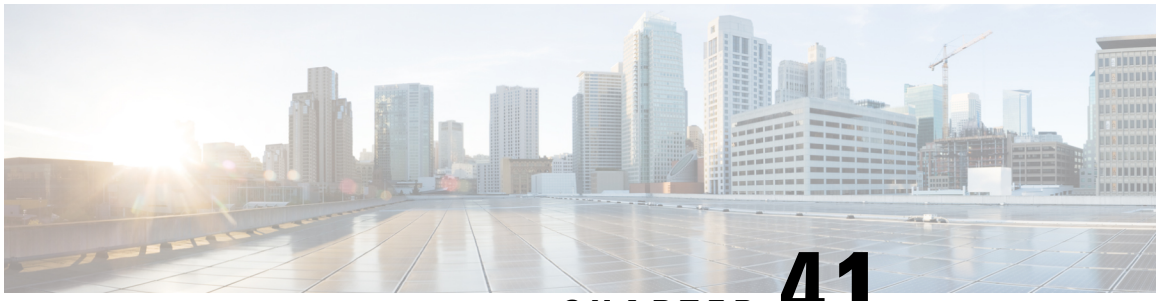
Note If any information for a record fails, BAT does not insert that user device profile record.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
TAPS Overview, on page 613
Topics Related to User Device Profile Generation, on page 339

Topics Related to User Device Profile Generation

- Insert User Device Profiles for User Devices, on page 337
- Manage Scheduled Jobs, on page 629
- TAPS Overview, on page 613
- BAT Log Files, on page 639



CHAPTER 41

User Device Profile Updates

This chapter provides information to update the user device profile (UDP) settings, such as changing or adding the device pool, or calling search space for a group of similar user device profiles. You can locate the existing UDP records that you want to update using either a query search or a custom file.

- Update UDPs Using Query, on page 341
- Update UDPs Using Custom File, on page 342
- Choose Update Parameters, on page 343

Update UDPs Using Query

You can create a query to locate UDPs to update.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **Update UDP** > **Query**.

The **Find and List User Device Profiles To Update** window displays.

Note You can update all user device profiles by not specifying a query and clicking Find. Skip to the Choose Update Parameters, on page 343.

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

- Profile Name
- Profile Description
- Profile Type
- Profile Protocol

Step 3 From the second **Find User 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 4 Specify the appropriate search text, if applicable.

Tip To find all user device profiles 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 Step 2, on page 341 and Step 3, on page 341.

Step 6 Click **Find**.
The details of all the records that match the criteria display in the **Find and List User Device Profiles To Update** window. 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.

What to do next

To complete the procedure for updating UDPs, proceed to choose the update parameters.

Related Topics

Choose Update Parameters, on page 343

Update UDPs Using Custom File

You can update UDPs using a list of UDPs in a custom file. Use the custom file to search for UDPs in the Cisco Unified Communications Manager database that you want to update.

Before you begin

Before you can update a UDP from Cisco Unified Communications Manager, you must perform the following tasks:

- Identify the UDPs that you need to update.
- Create a text file that lists one of these options on a separate line:
  - Profile Name
  - Description
  - Profile Type
  - Profile Protocol
- Upload the text file to the Cisco Unified Communications Manager server.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **Update UDP** > **Custom File**.
The **Find and List UDP** window displays.

Step 2 From the **Update Bulk UDP where** drop-down list box, choose the type of custom file that you have created from the following criteria:

- Profile Name

- Description
- Device Type
- Device Protocol

Step 3 From the list of custom files, choose the filename of the custom file for this update.

Step 4 Click **Find**.

Note Do not use the insert or export transaction files that are created with bat.xlt for the update transaction. Instead, create a custom file with details of the UDP records that need to be updated. Use only this file for the update transaction. In this custom update file, you do not need a header, and you can enter values for profile name, description, profile type, or profile protocol.

What to do next

To complete the procedure for updating UDPs, proceed to choose the update parameters.

Related Topics

Choose Update Parameters, on page 343
Upload File to Server, on page 17

Choose Update Parameters

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

Procedure

Step 1 Do one of the following:

a) Click **Next** in the **Find and List User Device Profiles To Update** window if you used the Query option to locate UDPs to update.

b) Click **Next** in the **Find and List UDP** window if you used the Custom File option to locate UDPs to update.

The **Update UDP** window shows the type of query that you chose. If you want to change the type of query, click **Back**.

Step 2 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.

Step 3 Update the required UDP parameters. See Table 22: Field Descriptions for Updating UDPs in BAT, on page 344 for field descriptions.

Step 4 Select the update check box to the left of the field that you want to update. This action tells BAT to overwrite the existing value for the field.

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

Step 5 In the **Job Information** area, enter the job description.

Step 6 Choose an activation method. Do one of the following:

a) Click **Run Immediately** to schedule and activate user device profiles immediately.
b) Click **Run Later** to schedule and activate user device profiles at a later time.

Step 7 Click **Submit** to create a job for updating the records.

Note On the **Update UDPs** window, certain fields may not display if the search results include devices of multiple types and protocols. Make sure that you have the UDPs of same type and protocol for all the fields to appear.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Update UDP Field Descriptions

The following table describes the fields that display when you are updating a UDP.

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 22: Field Descriptions for Updating UDPs in BAT

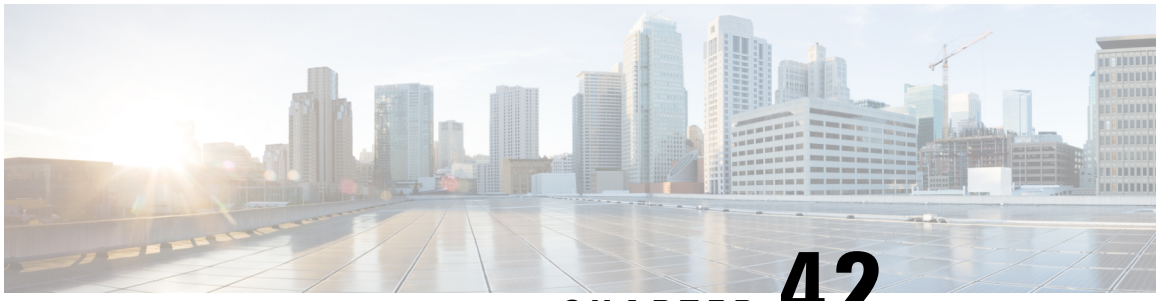
Field	Description
Description	Enter a description that makes the device easy to recognize. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), backslash (\), or angle brackets (<>).
User Hold MOH Audio Source	Choose the audio source for this group of UDPs or ports. The user hold audio source plays music when the user puts a call on hold.
User Locale	Choose the country and language set that you want to associate with this user. This choice determines which culture-dependent attributes exist for this user and which language displays for the user in the Cisco Unified Communications Manager user windows and phones.
Phone Button Template	Choose an appropriate phone button template for this profile. 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.

Field	Description
Softkey Template	Choose the softkey template to be used for all UDPs in this group.
Privacy	Choose the appropriate privacy option for the profile from the drop-down list box: • Off—Enables privacy for each device. • On—Disables privacy for each device. • Default—Applies the default privacy settings to the device.
SUBSCRIBE Calling Search Space	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.
Presence Group	From the drop-down list box, choose a presence group for this group of UDPs. The selected group specifies the devices, end users, and application users that can monitor this directory number.
Single Button Barge	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. • Off—This setting disables the Single Button Barge/cBarge feature; however, the regular Barge or cBarge features will still work. • Barge—This setting enables the Singe Button Barge feature. • cBarge—This setting enables the Single Button cBarge feature. • Default—This setting uses the Single Button Barge/cBarge setting that the service parameter specifies.
Join Across Lines	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. • Off—This setting disables the Join Across Lines feature. • On—This setting enables the Join Across Lines feature. • Default—This setting uses the Join Across Lines setting that the service parameter specifies.

Field	Description
Always Use Prime Line	From the drop-down list box, choose the Always Use Prime Line setting that you want to use from the following values: • On • Off • Default
Always Use Prime Line for Voice Message	From the drop-down list box, choose the Always Use Prime Line for Voice Message setting that you want to use from the following values: • On • Off • Default
Feature Control Policy	From the drop-down list box, choose the Feature Control Policy for this group of UDPs. A feature control policy specifies the appearance of features and the associated softkeys that display on the UDP.
Ignore Presentation Indicators (internal calls only)	Check this check box if the system must ignore presentation indicators.
Do Not Disturb	If you want to enable the DND feature, check this check box.
DND Option	From the drop-down list box, choose a DND option from the following options: • None • Ringer Off • Call Reject • Use Common Phone Profile Setting
DND Incoming Call Alert	From the drop-down list box, choose one of the following options: • None • Disable • Flash Only • Beep Only
Extension Mobility Cross Cluster CSS	From the drop-down list box, choose the appropriate setting for this group of UDPs. The Extension Mobility Cross Cluster CSS setting gets used as the device CSS of the remote phone when the user selects this device profile during EMCC login.
Multilevel Precedence and Preemption (MLPP) Information	

Field	Description
MLPP Domain	Enter a hexadecimal value for the MLPP domain that is associated with this device. Ensure that this value specifies blank or a value between 0 and FFFFFF.
MLPP Indication	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. From the drop-down list box, choose a setting to assign to this device from the following options: • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not send indication of an MLPP precedence call. • On—This device does send indication of an MLPP precedence call. **Note** Do not configure a device with the following combination of settings: MLPP Indication is set to Off while MLPP Preemption is set to Forceful.
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. From the drop-down list box, choose a setting to assign to this device from the following options: • Default—This device inherits its MLPP preemption setting from its device pool. • Disabled—This device does not preempt calls in progress when it places an MLPP precedence call. • Forceful—This device preempts calls in progress when it places an MLPP precedence call. **Note** Do not configure a device with the following combination of settings: MLPP Indication is set to Off while MLPP Preemption is set to Forceful.
Logged Out (Default) Profile Information	
Login User Id	From the drop-down list box, choose the user ID to be logged out before updating the UDP.
Assign IP Phone Services	

Field	Description
Add All Services From This Template	From the drop-down list box, choose the template that contains the list of services with which you want to update the UDPs. You can click the **Edit IP Phone Service** link to update the subscribed Cisco Unified IP Phones services on the template.
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.
Job Information	
Job Description	Enter an appropriate job description.
Run Immediately	Click this radio button to schedule and activate the update user device profiles job immediately.
Run Later	Click this radio button to schedule and activate the update user device profiles job at a later time.



CHAPTER 42

User Device Profile Deletions

This chapter provides information to delete a group of user device profiles (UDPs) from the Cisco Unified Communications Manager database. You can locate existing phone records that you want to delete using either a query search or a custom file.

- Delete UDP Using Query, on page 349
- Delete UDP Using Custom File, on page 350
- Topics Related to UDP Deletions, on page 351

Delete UDP Using Query

To locate the UDP records that you want to delete from the Cisco Unified Communications Manager database, you can define a query filter.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **Delete UDP** > **Query**.
The **Find and List Device Profiles To Delete** 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 Step 2, on page 349 and Step 5, on page 350.

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 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete UDP records immediately.
b) Click **Run Later** to delete UDP records at a later time.

Step 10 Click **Submit** to create a job for deleting the phone records.

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

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.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to UDP Deletions, on page 351

Delete UDP Using Custom File

You can create a custom file of UDPs that you want to delete 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.

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.

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

Note The custom file does not need a header, and you can enter values for name, description, or directory number. Put each item on a separate line in the text file.

2. Upload the custom files to the Cisco Unified Communications Manager server first node.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **Delete User Device Profiles** > **Custom File**. The **Delete User Device Profiles Custom Configuration** window displays.

Step 2 Click **Delete**.

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, then click **Find**. A list of UDPs matching your search criteria displays.

Step 5 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.

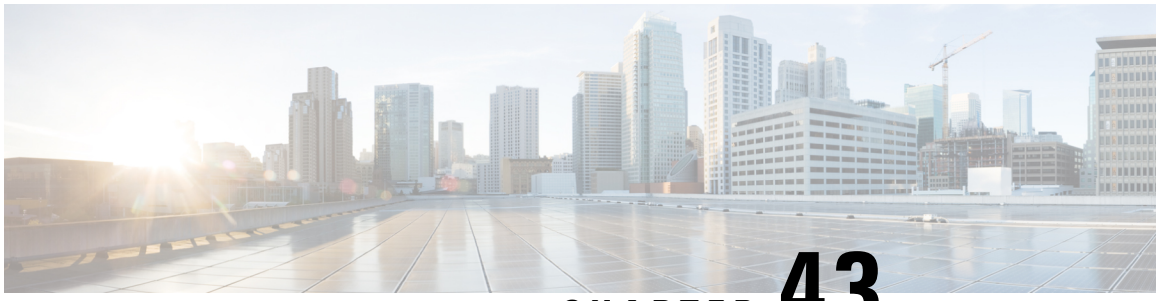
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to UDP Deletions, on page 351
Upload File to Server, on page 17

Topics Related to UDP Deletions

- Delete UDP Using Query, on page 349
- Delete UDP Using Custom File, on page 350
- Upload File to Server, on page 17
- Manage Scheduled Jobs, on page 629
- TAPS Overview, on page 613

- BAT Log Files, on page 639



CHAPTER 43

User Device Profile Exports

This chapter provides information to export user device profile records. 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, on page 353
- Specific User Device Profile Format, on page 354
- Export User Device Profile Records, on page 355

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.

The following table lists the fields that are exported when you choose the All User Device Profile Details file format.

Table 23: 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

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
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.

The following table lists the fields that can be exported when you choose the Default User Device Profile format.

Table 24: 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

Export User Device Profile Records

You can export user device profiles from Cisco Unified Communications Manager

Procedure

Step 1 Choose one of the following options:

a) Choose **Bulk Administration** > **User Device Profiles** > **Export User Device Profiles** > **Specific Details**. The **Find and List User Device Profiles To Export** window displays.

b) Choose **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, on page 356.

Step 3 For **Specific Details** option, you can customize the export file and set any of the following detail options:

a) Choose **Device Type** and **Device Protocol** from the drop-down list boxes.

b) In the first **Find a User Device Profile** drop-down list box, choose from the following options:

- Profile Name
- Profile Description

c) In the second drop-down list box, choose from the following options:

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

d) 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 3.b, on page 355 through 3.d, on page 355 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 Choose an export method. Do one of the following:

a) Click **Run Immediately** to export user device profiles immediately.

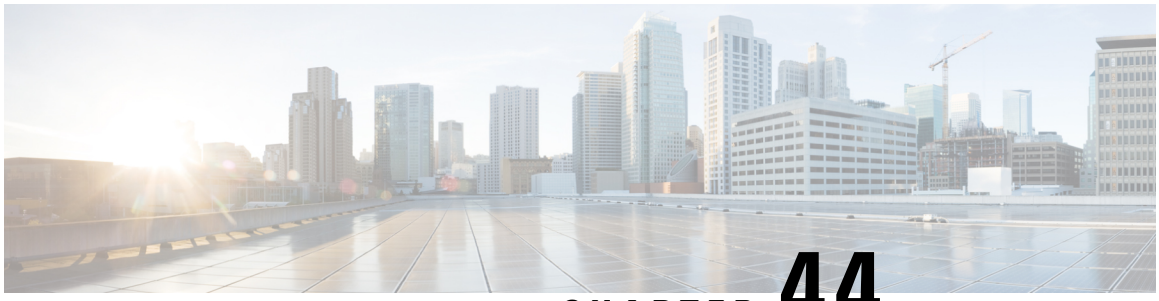
b) Click **Run Later** to export user device profiles at a later time.

Step 7 Click **Submit** to create a job for exporting user device profiles.

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

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629



CHAPTER 44

Line Attribute Updates for Devices and User Device Profiles

This chapter provides information to use a query to update lines for devices and User Device Profiles.

- Device and UDP Line Updates, on page 357
- Update Device and UDP Lines Using Query, on page 357
- Topics Related to User Device Profile Line Updates, on page 359

Device and UDP Line Updates

You can use a query to update lines for devices and 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.

Tip 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.

Update Device and UDP Lines Using Query

Use a query to update lines in devices and user device profiles.

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 2.

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 Step 2 and Step 3.

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.

Tip 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 BAT Template Phone Line Field Descriptions, on page 61 for field descriptions.

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

Step 9 In the **Job Information** area, enter the Job description.

Step 10 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert lines immediately.

b) Click **Run Later** to insert lines at a later time.

Step 11 Click **Submit** to create a job for inserting the phone records.

Use the **Job Configuration** window to schedule and/or activate this job.

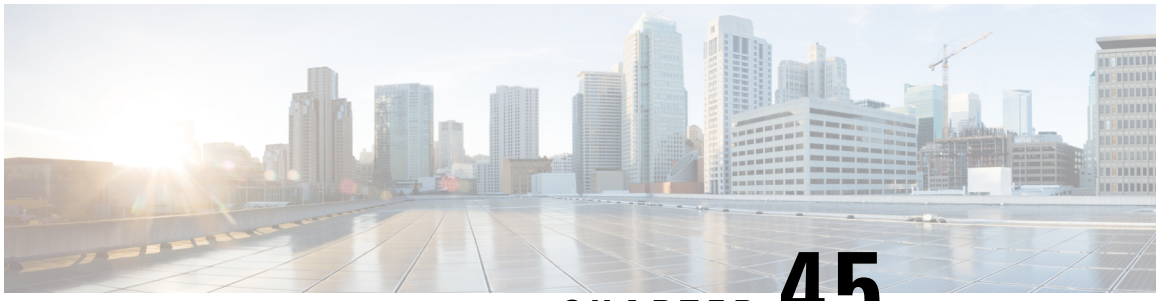
Note If any information for a line record fails, Cisco Unified Communications Manager Bulk Administration (BAT) does not update that line record.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to User Device Profile Line Updates, on page 359

Topics Related to User Device Profile Line Updates

- Update Device and UDP Lines Using Query, on page 357
- BAT Template Phone Line Field Descriptions, on page 61
- Manage Scheduled Jobs, on page 629
- BAT Log Files, on page 639



CHAPTER 45

UDP Line Additions

This chapter provides information to add lines to a group of existing user device profiles. When you use the BAT template to add new lines, you cannot change phone services or speed dials. Cisco Unified Communications Manager Bulk Administration (BAT) ignores those fields in the BAT template when you add lines to existing devices.

- Add Lines to Existing UDPs, on page 361
- Add Lines to Existing UDPs Using BAT Spreadsheet, on page 362
- UDP Line Field Descriptions in BAT Spreadsheet, on page 363
- Topics Related to UDP Line Additions, on page 367

Add Lines to Existing UDPs

You can to add lines to a group of existing user device profiles using a CSV data file. Cisco Unified Communications Manager Bulk Administration (BAT) ignores changes to phone services and speed dials when you add lines to existing devices.

Before you begin

- You must have a BAT template for this transaction.
- You must have a CSV data file for this transaction.

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 **Update the existing phone button template** 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 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the phone records immediately.

b) 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.

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

Related Topics

Add or Update Phone Lines in BAT Template, on page 24
BAT Log Files, on page 639
Create User Device Profile CSV Data Files Using BAT Spreadsheet, on page 306
Manage Scheduled Jobs, on page 629
Topics Related to UDP Line Additions, on page 367

Add Lines to Existing UDPs Using BAT Spreadsheet

Use the BAT spreadsheet to create the CSV data file for adding lines to existing UDPs. Cisco Unified Communications Manager Bulk Administration (BAT) ignores changes to phone services and speed dial fields in the template when you add lines to existing devices.

After you have finished editing the fields in the BAT spreadsheet, you can export the content to a CSV formatted data file. A default filename is assigned to the exported CSV formatted data file:

`<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.

Before you begin

- You must have a BAT template for this transaction.
- You must have a CSV data file for this transaction.

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 Select the appropriate radio button from the following options:

- Phones

- UDP

Step 5 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. See Table 25: Field Descriptions for Adding Lines to UDPs Using the BAT Spreadsheet, on page 363 for field descriptions.

Step 6 To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

Tip 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.

The system saves the file using the default name `<tabname>-<timestamp>.txt` to `C:\XLSDataFiles\` or you can use Browse to save your file in another existing folder on your local workstation.

What to do next

Upload the CSV file to Cisco Unified Communications Manager Server first node.

Related Topics

Add or Update Phone Lines in BAT Template, on page 24
BAT Log Files, on page 639
BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Create User Device Profile CSV Data Files Using BAT Spreadsheet, on page 306
Manage Scheduled Jobs, on page 629
Topics Related to UDP Line Additions, on page 367
Upload File to Server, on page 17

UDP Line Field Descriptions in BAT Spreadsheet

The following table provides the field descriptions when you add lines to UDPs using the BAT spreadsheet.

Table 25: Field Descriptions for Adding Lines to UDPs 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.

Field	Description
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). **Note** If this filed is left blank the system uses the value that is entered in the Directory Number field. **Note** The default language specifies English.
Line Text Label	Enter text that identifies this directory number for a line/phone combination. **Note** The default language specifies English
Forward Busy External	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the line is in use. **Note** 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 External	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the phone is not answered. **Note** 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	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the phone does not have coverage. **Note** 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 Internal	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the line is in use. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

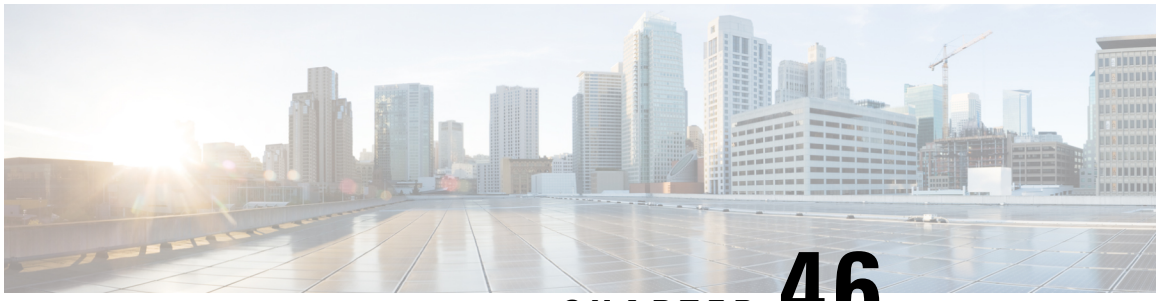
Field	Description
Forward No Answer Internal	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the phone is not answered. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage Internal	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the phone does not have coverage. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Party Entrance Tone	Enter one of the following Party Entrance Tone options: • Default—Use the value that you configured in the Party Entrance Tone service parameter. • On—A tone plays on the phone when a basic call changes to a multi-party call; that is, a barge call, cBarge call, ad hoc conference, meet-me conference, or a joined call. In addition, a different tone plays when a party leaves the multi-party call. If the controlling device, that is, the originator of the multi-party call has a built-in bridge, the tone gets played to all parties if you choose On for the controlling device. When the controlling device, for example, the conference controller, is no longer present on the call or if the controlling device cannot play the tone, Cisco Unified Communications Manager does not play the tone even if you choose On. • Off—A tone does not play on the phone when a basic call changes to a multi-party call.
Park Monitor Forward No Retrieve Ext Destination	When the parkee is an external party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination External parameter. If the Forward No Retrieve Destination External field value is empty, the parkee will be redirected to the parker's line.

Field	Description
Park Monitor Forward No Retrieve Int Destination	When the parkee is an internal party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination Internal parameter. If the Forward No Retrieve Destination Internal is empty, the parkee will be redirected to the parker's line.
Park Monitor Forward No Retrieve Int Voice Mail	This setting uses settings in the Voice Mail Profile Configuration window. When this setting is used, Cisco Unified Communications Manager ignores the settings in the Destination box and Calling Search Space.
Park Monitor Forward No Retrieve Ext Voice Mail	This setting uses the settings in the Voice Mail Profile Configuration window. When this setting is used, Cisco Unified Communications Manager ignores the settings in the Destination box and Calling Search Space.
Park Monitor Forward No Retrieve Ext CSS	Choose the calling search space to apply to the directory number.
Park Monitor Forward No Retrieve Int CSS	Choose the calling search space to apply to the directory number.
Park Monitor Reversion Timer	This parameter determines the number of seconds that Cisco Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the Park softkey on the phone, and a reminder is issued when the timer expires. Default: 60 seconds If you configure a non-zero value, this value overrides the value of this parameter set in the Service Parameters window. However, if you configure a value of 0 here, then the value in the Service Parameters window will be used.
Log Missed Calls	This field allows you to turn this feature on or off. Enter 'T' to enable Cisco Unified Communications Manager to log missed calls in the call history for that directory number on the phone. Enter 'F' to disable this feature.
Call Pickup Group	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.

Field	Description
URI (1-5) on Directory Number	Enter a directory URI to associate with the directory number for this phone. Follow the username@host format. Enter a username of up to 47 alphanumeric characters. For the host address, enter an IPv4 address or fully qualified domain name. **Note** Within Cisco Unified CM Administration, you can enter directory URIs with embedded double quotes or commas. However, when you use Bulk Administration to import a csv file that contains directory URIs with embedded double quotes and commas, you must use enclose the entire directory URI in double quotes and escape the embedded double quotes with a double quote. For example, the Jared, "Jerry",Smith@test.com directory URI must be input as "Jared,""Jerry"",Smith@test.com" in the csv file.
URI (1-5) Route Partition on Directory Number	Enter the partition on which the directory URI belongs. If you do not want to restrict access to the directory URI, leave the field blank.
URI (1-5) Is Primary on Directory Number	Enter a '**t**' (True) to indicate that this directory URI is the primary directory URI for this extension. Otherwise, enter an '**f**' (False) to indicate that this is not the primary directory URI for this extension. **Note** You can associate up to five directory URIs to a single directory number, but you must select one primary directory URI

Topics Related to UDP Line Additions

- Add Lines to Existing UDPs, on page 361
- Add Lines to Existing UDPs Using BAT Spreadsheet, on page 362
- UDP Line Field Descriptions in BAT Spreadsheet, on page 363
- Add or Update Phone Lines in BAT Template, on page 24



CHAPTER 46

UDP Report Generation

This chapter provides information to create and save user device profile reports. You can save these reports with a filename and store them in a folder on the first node server to review and print.

- BAT Report Generation, on page 369
- Generate User Device Profile Reports, on page 369
- Topics Related to UDP Report Generation, on page 371

BAT Report Generation

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 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. You can save these reports with a filename and store them in a folder on the first node server to review and print.

Note You cannot customize reports for users, managers, assistants, and gateways because they have a fixed format.

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.

Generate User Device Profile Reports

Use BAT to generate reports for User Device Profiles (UDP). The format of the reports for UDPs cannot be customized.

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, and click **Find**.

Tip To find all UDPs 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

Note 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 Step 2, on page 370 and Step 5, on page 370.

Step 6 Click **Next** to choose details for your type of report.

The **Device Profile Report Configuration** window displays and shows the Query that you chose.

Tip If you want to change the type of query, click **Back**.

Step 7 In the **Report File Name** field, enter your name for this report (required).

Step 8 In the **Available Device Fields** drop-down list box, choose a device item and click the arrow to move the item into the **Selected Device 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 Phone and IP Telephony Device Reports, on page 187.

Tip You can rearrange 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 9 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.

Tip You can rearrange 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.

Note You must specify at least one device or line field to generate a report.

Step 10 In the **Additional IP Services Fields** area, check the check boxes for Speed Dial Services and/or IP phone Services, as needed.

Step 11 In the **Job Information** area, enter the Job description.

Step 12 Choose a method to generate reports. Do one of the following:

a) Click **Run Immediately** to generate reports immediately.
b) Click **Run Later** to generate reports at a later time.

Step 13 Click **Submit** to create a job for generate report for UDPs.

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

What to do next

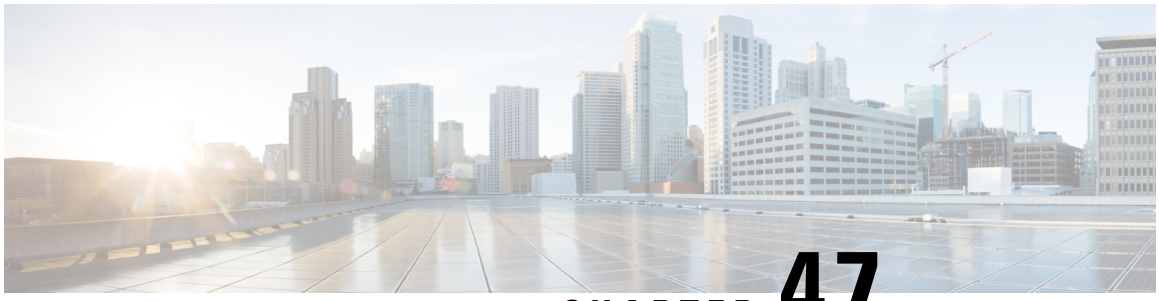
You can search and download the report file using the Upload/Download Files option in the **Bulk Administration** menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to UDP Report Generation, on page 371
Upload and Download Files, on page 15

Topics Related to UDP Report Generation

- Generate User Device Profile Reports, on page 369
- Phone and IP Telephony Device Reports, on page 187
- Manage Scheduled Jobs, on page 629
- BAT Log Files, on page 639



CHAPTER 47

Intercom DN Additions and Updates for UDPs

This chapter provides information to use the Add/Update Intercom utility to add or update intercoms in bulk for user device profiles in Cisco Unified Communications Manager server.

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.

- Update Intercom DNs for User Device Profiles, on page 373
- Add Intercom DNs to User Device Profiles, on page 374
- Update Intercom DN Field Descriptions for UDPs, on page 375

Update Intercom DNs for User Device Profiles

Use BAT to update Intercom DNs for user device profiles.

Procedure

Step 1 Choose **Bulk Administration** > **User Device Profiles** > **Add/Update Intercom** > **Update Intercom Directory Numbers**.
The **Update Intercom Directory Number** window displays

Step 2 From the first **Find and List Intercom Directory Numbers To Update where** drop-down list box, choose one of the following criteria:

- Intercom Directory Number
- Route Partition
- Description

Step 3 From the second **Find and List Intercom Directory Numbers To Update 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, and click **Find**.

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

To further define your query, you can choose AND or OR to add multiple filters and repeat Step 2 and Step 3.

A list of discovered Intercom DNs displays by

- Intercom DN Pattern
- Route Partition
- Description

Step 5 Click **Next**. The next **Update Intercom Directory Number** window displays.

Step 6 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 Update Intercom DN Field Descriptions for UDPs, on page 375 for descriptions of the parameters.

Add Intercom DNs to User Device Profiles

You can use a CSV data file to add Intercom DNs to user device profiles in a Cisco Unified Communications Manager server.

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** > **Add Intercom Directory Numbers**.
The **Bulk UDP 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 Choose when to add Intercom DNs. Do one of the following:

a) Click **Run Immediately** to add Intercom DNs immediately.
b) Click **Run Later** to add Intercom DNs at a later time.

Step 7 To create a job for adding Intercom DNs, click **Submit**.
Use the **Job Configuration** window to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Update Intercom DN Field Descriptions for UDPs

The following table provides the field descriptions for updating line details in user device profiles.

Table 26: Field Description for Updating Intercom DN Details in UDPs

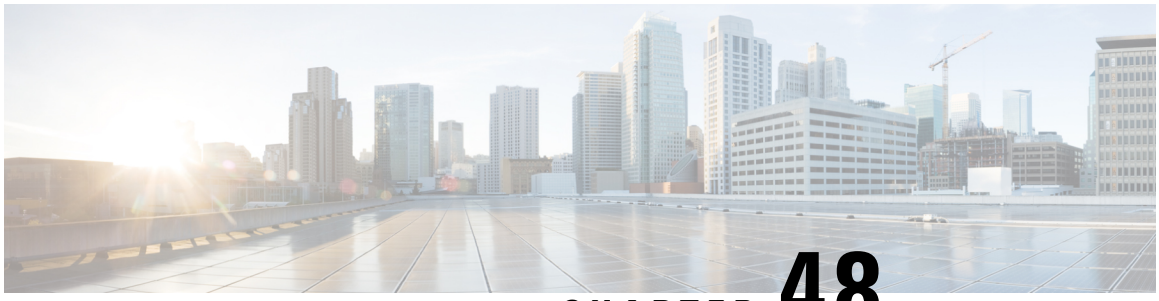
Field	Description
Intercom Directory Number Information	
Route Partition	Choose a route partition to which the directory number belongs. **Note** The directory number can appear in more than one partition.
Description	Enter a description that makes the device easy to recognize.
Alerting Name	This name 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.
Intercom Directory Number Settings	
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.

Field	Description
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.

PART VIII

Gateways

- Gateway Templates, on page 379
- Gateway File Format, on page 447
- Gateway Insertions, on page 453
- Cisco Gateway Deletions, on page 475
- Cisco Gateway Report Generation, on page 479



CHAPTER 48

Gateway Templates

This chapter provides information to add and update existing Cisco gateways and ports in the Cisco Unified Communications Manager database using Cisco Unified Communications Manager Bulk Administration (BAT).

- Cisco Gateway Additions, on page 379
- Find Gateway Template, on page 385
- Add or Edit Gateway Template, on page 386
- Gateway Configuration Settings, on page 398
- Port Configuration Settings, on page 439
- Topics Related to Gateway Configuration Settings, on page 444

Cisco Gateway Additions

You can use BAT to add Cisco gateways to the Cisco Unified Communications Manager database in bulk.

Related Topics

Add Cisco VG200 Gateways Using BAT, on page 379
Add Cisco Catalyst 6000 (FXS) Gateways and Ports Using BAT, on page 380
Add Cisco VG224 Gateways Using BAT, on page 381
Add Cisco VG202 and Cisco VG204 Gateway Using BAT, on page 381
Topics Related to Gateway Configuration Settings, on page 444

Add Cisco VG200 Gateways Using BAT

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

Before you begin

Before adding the VG200 gateways to the Cisco Unified Communications Manager database, 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.

Procedure

Step 1 Create a Cisco VG200 gateway template to define common values for a set of gateways and ports. See the Create Cisco VG200 Gateway Template, on page 387.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See the CSV Data File Creation for Cisco VG200 Gateways, on page 453.

Step 3 Insert gateways and ports in the Cisco Unified Communications Manager database. See the Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Related Topics

Topics Related to Gateway Configuration Settings, on page 444

Add Cisco Catalyst 6000 (FXS) Gateways and Ports Using BAT

You can use BAT to add Cisco Catalyst 6000 (FXS) gateways to the Cisco Unified Communications Manager database. You can also 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.

Before you begin

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**.

Procedure

Step 1 Create a Cisco Catalyst 6000 (FXS) gateway template. See the Create Cisco Catalyst 6000 (FXS) Gateway Template, on page 391.

Step 2 To define common values for a set of FXS ports, create a Cisco Catalyst 6000 (FXS) ports template. See the FXS/FXO Port Configuration Field Descriptions, on page 414.

Step 3 To define individual values for the FXS ports that you want to add, create a CSV data file. See the Create CSV Data File for Cisco Catalyst 6000 (FXS) Ports, on page 455.

Step 4 Insert gateways and ports in the Cisco Unified Communications Manager database. See the Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Related Topics

Topics Related to Gateway Configuration Settings, on page 444

Add Cisco VG224 Gateways Using BAT

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

Before you begin

Before adding the VG224 gateways to the Cisco Unified Communications Manager database, 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.

Procedure

Step 1 Create a Cisco VG224 gateway template to define common values for a set of gateways and ports. See the Create Cisco VG224 Gateway Template, on page 392.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See the CSV Data Files Creation for Cisco VG224 Gateways and Ports, on page 456.

Step 3 Insert gateways and ports in the Cisco Unified Communications Manager database. See the Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Related Topics

Topics Related to Gateway Configuration Settings, on page 444

Add Cisco VG202 and Cisco VG204 Gateway Using BAT

You must perform the following tasks to insert Cisco VG202 or VG204 gateway and ports to Cisco Unified Communications Manager.

Before you begin

Before adding the VG202 or VG204 gateways to the Cisco Unified Communications Manager database, 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.

Procedure

Step 1 Create a Cisco gateway template to define common values for a set of gateways and ports. See the Create Cisco VG202 or VG204 Gateway Template, on page 394.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See the CSV Data File Creation for Cisco VG202 and VG204 Gateways, on page 458.

Step 3 Insert gateways and ports in the Cisco Unified Communications Manager database. See the Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Related Topics

Topics Related to Gateway Configuration Settings, on page 444

Add Cisco VG310 Gateway Template

You must perform the following tasks to insert Cisco VG310 gateway to Unified Communications Manager.

Before you begin

Before adding the Cisco VG310 gateways to the Unified Communications Manager database, 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.

Procedure

Step 1 Create a Cisco VG310 gateway template to define common values for a set of gateways and ports. See Create Cisco VG310 Gateway Template, on page 395.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See CSV Data Files Creation for Cisco VG310 Gateways and Ports, on page 460.

Step 3 Insert gateways and ports in the Unified Communications Manager database. See Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Add Cisco VG320 Gateway Template

You must perform the following tasks to insert Cisco VG320 gateway to Unified Communications Manager.

Before you begin

Before adding the Cisco VG320 gateways to the Unified Communications Manager database, 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.

Procedure

Step 1 Create a Cisco VG320 gateway template to define common values for a set of gateways and ports. See Create Cisco VG320 Gateway Template, on page 396.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See CSV Data Files Creation for Cisco VG320 Gateways and Ports, on page 462.

Step 3 Insert gateways and ports in the Unified Communications Manager database. See Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Add Cisco VG350 Gateway Template

You must perform the following tasks to insert Cisco VG350 gateway to Unified Communications Manager.

Before you begin

Before adding the Cisco VG350 gateways to the Unified Communications Manager database, 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.

Procedure

Step 1 Create a Cisco VG350 gateway template to define common values for a set of gateways and ports. See Create Cisco VG350 Gateway Template, on page 396.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See CSV Data Files Creation for Cisco VG350 Gateways and Ports, on page 464.

Step 3 Insert gateways and ports in the Unified Communications Manager database. See Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Add Cisco VG420 Gateway Using BAT

You must perform the following tasks to insert Cisco VG420 gateway to Unified Communications Manager:

Before you begin

Before adding the Cisco VG420 gateways to the Unified Communications Manager database, you must first configure the gateway by using the Cisco IOS Software command line interface (CLI). For gateway configuration procedures and commands, see the configuration documentation that is supplied with the gateway.

Procedure

Step 1 Create a Cisco VG420 gateway template to define common values for a set of gateways and ports. See Create Cisco VG420 Gateway Template, on page 397.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See Create CSV Data Files for Cisco VG420 Gateways Using BAT Spreadsheet, on page 467.

Step 3 Insert gateways and ports in the Unified Communications Manager database. See Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Add Cisco VG450 Gateway Using BAT

You must perform the following tasks to insert Cisco VG450 gateway to Unified Communications Manager

Before you begin

Before adding the Cisco VG450 gateways to the Unified Communications Manager database, 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.

Procedure

Step 1 Create a Cisco VG450 gateway template to define common values for a set of gateways and ports. See Create Cisco VG450 Gateway Template, on page 397.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See CSV Data Files Creation for Cisco VG450 Gateways and Ports, on page 468.

Step 3 Insert gateways and ports in the Unified Communications Manager database. See Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Add Cisco ISR 4461 Gateway Using BAT

You must perform the following tasks to insert Cisco ISR 4461 gateway to Cisco Unified Communications Manager.

Before you begin

Before adding the Cisco ISR 4461 gateways to the Cisco Unified Communications Manager database, 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.

Procedure

Step 1 Create a Cisco ISR 4461 gateway template to define common values for a set of gateways and ports. See Create Cisco ISR 4461 Gateway Template, on page 398.

Step 2 Create a CSV data file to define individual values for each gateway and port that you want to add. See CSV Data File Creation for Cisco ISR 4461 Gateways, on page 470.

Step 3 Insert gateways and ports in the Cisco Unified Communications Manager database. See Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472.

Find 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 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, your Cisco Unified Communications Manager search preferences get retained until you modify your search.

Procedure

Step 1 Choose **Bulk Administration** > **Gateways** > **Gateway Template**.
The **Find and List Gateway Template** window displays.

Step 2 From the first **Find Gateways where** drop-down list, 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, 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 to show the end points that are 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.

Related Topics

Topics Related to Gateway Configuration Settings, on page 444

Add or Edit Gateway Template

Use BAT to add or edit VG200, VG202, VG204, VG224, VG310, VG320, VG350, VG420, VG450, Cisco Catalyst 6000 (FXS), or Cisco ISR 4461 gateway templates in the Cisco Unified Communications Manager database.

Procedure

Step 1 Choose **Bulk Administration** > **Gateways** > **Gateway Template**.

The **Find and List Gateway Template** window displays.

a) To edit an existing gateway template, see the Find Gateway Template, on page 385 and select the gateway that you want to edit.

See the field descriptions for your gateway.

- VG200 Gateway Template Field Descriptions, on page 399
- VG224 Gateway Template Field Descriptions, on page 400
- VG202 and VG204 Gateway Template Field Descriptions, on page 401
- Cisco Catalyst 6000 24 Port FXS Gateway Template Field Descriptions, on page 409
- VG310 Gateway Template Field Description, on page 402
- VG320 Gateway Template Field Description, on page 403
- VG350 Gateway Template Field Description, on page 404
- VG420 Gateway Template Field Descriptions, on page 405
- VG450 Gateway Template Field Description, on page 406

- ISR 4461 Gateway Template Field Descriptions, on page 408

b) To add a new gateway, click **Add New**.

The **Add a New Gateway** window displays.

Step 2 Complete one of the following procedures:

a) To create a VG200 template, see the Create Cisco VG200 Gateway Template, on page 387.
b) To create Cisco Catalyst 6000 (FXS) Ports template, see Create Cisco Catalyst 6000 (FXS) Gateway Template, on page 391.
c) To create a VG224 template, see the Create Cisco VG224 Gateway Template, on page 392.
d) To create a VG202 or VG204 template, see the Create Cisco VG202 or VG204 Gateway Template, on page 394.
e) To create a Cisco VG310 template, see the Create Cisco VG310 Gateway Template, on page 395.
f) To create a Cisco VG320 template, see the Create Cisco VG320 Gateway Template, on page 396.
g) To create a Cisco VG350 template, see the Create Cisco VG350 Gateway Template, on page 396.
h) To create a Cisco VG420 template, see the Create Cisco VG420 Gateway Template, on page 397.
i) To create a Cisco VG450 template, see the Create Cisco VG450 Gateway Template, on page 397
j) To create a Cisco ISR 4461 template, see the Create Cisco ISR 4461 Gateway Template, on page 398.

Create Cisco VG200 Gateway Template

You must create a Cisco VG200 template and then add endpoint identifiers for the network modules. Configure the following endpoint identifiers in the BAT template:

- Foreign Exchange Station (FXS) ports
- Foreign Exchange Office (FXO) trunks
- T1 PRI trunks
- E1 PRI trunks
- T1 CAS trunks

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down list, select **Cisco VG200** and click **Next**.
The **Gateway Template Configuration** window displays.

Step 4 Enter values for all the fields.

See VG200 Gateway Template Field Descriptions, on page 399.

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.

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:

- Add FXS Ports to VG200 Gateway Template, on page 388
- Add FXO Ports to VG200 Gateway Template, on page 389
- Add Digital Access T1 (T1-CAS) Ports to VG200 Gateway Template, on page 390
- Add T1 PRI or E1 PRI Device to VG200 Gateway Template, on page 390

Step 9 Click **Reset** to reset the gateway and apply the changes.

What to do next

Continue configuring endpoint information and ports as needed.

Cisco VG200 Gateway Template Port Additions

The device protocols and port types that can be configured on VG200 gateways vary by the type of installed voice interface cards.

Related Topics

Add FXS Ports to VG200 Gateway Template, on page 388
Add FXO Ports to VG200 Gateway Template, on page 389
Add Digital Access T1 (T1-CAS) Ports to VG200 Gateway Template, on page 390
Add T1 PRI or E1 PRI Device to VG200 Gateway Template, on page 390

Add FXS Ports to 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 Create Cisco VG200 Gateway Template, on page 387 for instructions.

Procedure

Step 1 Find the gateway template to which you want to add FXS ports.

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, and click **Save**.

See the following for field descriptions:

- FXS/FXO Port Configuration Field Descriptions, on page 414
- POTS Port Configuration Settings, on page 440

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 4 Click **Add a new DN** to add directory numbers to the POTS port or, if you configured another type of port, go to Step 6, on page 390.

Step 5 Choose **Back to MGCP Configuration** in the **Related Links** drop-down list to return to the main VG200 **Gateway Template Configuration** window for the gateway to which you just added the ports and click **Go**.

Step 6 Click **Reset** to reset the gateway and apply the changes.

Step 7 Repeat Step 1, on page 389 through Step 5, on page 389 to add additional FXS ports.

Related Topics

Add or Update Phone Lines in BAT Template, on page 24
Find Gateway Template, on page 385
Topics Related to Gateway Configuration Settings, on page 444

Add FXO Ports to VG200 Gateway Template

Foreign Exchange Office (FXO) ports are used for connecting to a central office or PBX. You can add and configure FXO ports for loop start or ground start on an VG200 gateway template using BAT.

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 Create Cisco VG200 Gateway Template, on page 387 for instructions.

Procedure

Step 1 Find the gateway template to which you want to add FXS ports.

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, 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, and click **Save**.

See FXS/FXO Port Configuration Field Descriptions, on page 414 for field descriptions.

Step 5 Choose **Back to MGCP Configuration** in the **Related Links** drop-down list to return to the main VG200 gateway configuration window for the gateway to which you just added the ports and click **Go**.

Step 6 Click **Reset** to reset the gateway and apply the changes.

Step 7 To add more FXO ports, repeat Step 2, on page 390 through Step 4, on page 390.

Related Topics

Find Gateway Template, on page 385

Topics Related to Gateway Configuration Settings, on page 444

Add Digital Access T1 (T1-CAS) Ports to VG200 Gateway Template

You can use BAT to add Digital Access T1 (T1-CAS) ports to an VG200 gateway template.

Procedure

Step 1 Find the gateway template to which you want to add FXS ports.

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, and click **Save**.

See the Digital Access T1 Trunks on Cisco VG200 Gateway Template Field Descriptions, on page 422 for details.

Step 4 To reset the gateway and apply the changes, click **Reset**.

Step 5 See the Port Configuration Settings, on page 439 for the appropriate settings for the port type that you choose.

Related Topics

Find Gateway Template, on page 385

Topics Related to Gateway Configuration Settings, on page 444

Add T1 PRI or E1 PRI Device to VG200 Gateway Template

You can use BAT to add T1 PRI or E1 PRI device to an VG200 gateway template.

Procedure

Step 1 Find the gateway template to which you want to add FXS ports.

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 T1 PRI or E1 PRI Trunks on Cisco VG200 Gateway Template Field Descriptions, on page 426 for field descriptions.

Step 4 Click **Save**.

Step 5 Click **Reset** to reset the gateway and apply the changes.

Related Topics

Find Gateway Template, on page 385
Topics Related to Gateway Configuration Settings, on page 444

Create Cisco Catalyst 6000 (FXS) Gateway Template

Use BAT to create a Cisco Catalyst 6000 FXS gateway template. You must complete all fields unless otherwise noted.

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down list, choose **Cisco Catalyst 6000 24 Port FXS Gateway** and click **Next**.

The **Gateway Template Configuration** window displays.

Step 4 Enter a unique name for the template in the **Template Name** field.

Step 5 Enter the settings for the fields, and click **Save**.

See Cisco Catalyst 6000 24 Port FXS Gateway Template Field Descriptions, on page 409 for field descriptions.

Step 6 Click **Add a New Port**.

A port configuration dialog opens in a separate window.

Step 7 From the drop-down list, choose **POTS** as the port type depending on the gateway model that you are configuring.

See T1 PRI or E1 PRI Trunks on Cisco VG200 Gateway Template Field Descriptions, on page 426 for field descriptions.

Step 8 Enter the appropriate port configuration settings, and click **Save**.

See POTS Port Configuration Settings, on page 440 for field descriptions.

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 9 To add a directory numbers to an FXS port, click **Add DN**.

Step 10 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 in the top, right corner of the window.

Related Topics

Add or Update Phone Lines in BAT Template, on page 24
Topics Related to Gateway Configuration Settings, on page 444

Create Cisco VG224 Gateway Template

You must create a Cisco VG224 template and then add endpoint identifiers for the network modules. Configure the following endpoint identifiers in the BAT template:

- Foreign Exchange Station (FXS) ports

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down list, choose **VG224** and click **Next**.

The **Add a New Gateway Template** window displays.

Step 4 From the **Protocol** drop-down list, choose **MGCP** or **SCCP** and click **Next**.

The **Gateway Template Configuration** window displays.

Step 5 Enter values for all the fields, and click **Save**.

See VG224 Gateway Template Field Descriptions, on page 400 for field descriptions.

When the insert completes, a new field displays on the pane.

Step 6 In the **Subunit 0** field, choose the appropriate type for the subunit field from the drop-down list, and click **Save**.

- VIC-2FXS—Foreign Exchange Station (FXS) voice interface card.

When the Status indicates that the update completed, the endpoint identifiers display as links to the right of the subunit drop-down list.

Step 7 Click an endpoint identifier (for example, 1/0/0) to configure device protocol information and add ports for the installed types of VICs.

Step 8 Click **Reset** to reset the gateway and apply the changes.

What to do next

Continue configuring endpoint information and ports as needed.

Related Topics

Add FXS Ports to VG224 Gateway Template, on page 393
Topics Related to Gateway Configuration Settings, on page 444

Add FXS Ports to VG224 Gateway Template

Use BAT to add FXS ports on a VG224 gateway template. Foreign Exchange Station (FXS) ports are used to connect to POTS devices.

Before you begin

You must add a VG224 gateway template before configuring ports.

Procedure

Step 1 Find the gateway template to which you want to add FXS ports.

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 endpoint icons.

Step 3 Enter the appropriate Gateway Information and Port Information settings, and click **Save**.

See the following for field descriptions:

- FXS/FXO Port Configuration Field Descriptions, on page 414
- POTS Port Configuration Settings, on page 440

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 4 Click **Add a new DN** to add directory numbers to the POTS port or, if you configured another type of port, go to Step 6.

Step 5 To return to the main VG224 **Gateway Template Configuration** window for the gateway to which you just added the ports, select **Back to MGCP** Configuration in the **Related Links** drop-down list and click **Go**.

Step 6 Click **Reset** to reset the gateway and apply the changes.

Step 7 Repeat Step 1 through Step 5 to add additional FXS ports.

Related Topics

Add or Update Phone Lines in BAT Template, on page 24
Create Cisco VG224 Gateway Template, on page 392

Find Gateway Template, on page 385
Topics Related to Gateway Configuration Settings, on page 444

Create Cisco VG202 or VG204 Gateway Template

You must create a Cisco VG202 or VG204 template and then add endpoint identifiers for the network modules. Configure the following endpoint identifiers in the BAT template:

- Foreign Exchange Station (FXS) ports

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down list, choose **VG202** or **VG204** and click **Next**.

The **Add a New Gateway Template** window displays.

Step 4 From the **Protocol** drop-down list, choose **MGCP** or **SCCP** and click **Next**.

The **Gateway Template Configuration** window displays.

Step 5 Enter values for all the fields, and click **Save**.

See VG202 and VG204 Gateway Template Field Descriptions, on page 401 for field descriptions.

When the insert completes, a new Subunit 0 field displays on the pane.

Step 6 In the **Subunit 0** field, choose the appropriate type for the subunit field from the drop-down list box, and 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 7 Click an endpoint identifier (for example, 0/0) to configure device protocol information and add ports for the installed types of VICs.

Step 8 Click **Reset** to reset the gateway and apply the changes.

What to do next

Continue configuring endpoint information and ports as needed.

Related Topics

Add FXS Ports to VG202 or VG204 Gateway Template, on page 395
Find Gateway Template, on page 385
Topics Related to Gateway Configuration Settings, on page 444

Add FXS Ports to VG202 or VG204 Gateway Template

Use BAT to add FXS ports on a VG202 or VG204 gateway template. You can use Foreign Exchange Station (FXS) ports to connect to any POTS device.

Before you begin

You must add a VG202 or VG204 gateway template before you configure ports. See the Create Cisco VG202 or VG204 Gateway Template, on page 394 for instructions.

Procedure

Step 1 Find the gateway template to which you want to add FXS ports.

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 endpoint icons.

Step 3 Enter the appropriate Gateway Information and Port Information settings and click **Save**.

See the following for field descriptions:

- FXS/FXO Port Configuration Field Descriptions, on page 414
- POTS Port Configuration Settings, on page 440

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 4 Click **Add a new DN** to add directory numbers to the POTS port or, if you configured another type of port, go to Step 6, on page 395.

Step 5 To return to the main VG202 or VG204 **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 and click **Go** (if you configuring an MGCP gateway).

Step 6 Click **Reset** to reset the gateway and apply the changes.

Step 7 Repeat Step 2, on page 395 through Step 5, on page 395 to add additional FXS ports.

Related Topics

Add or Update Phone Lines in BAT Template, on page 24
Find Gateway Template, on page 385
Topics Related to Gateway Configuration Settings, on page 444

Create Cisco VG310 Gateway Template

Use BAT to create a Cisco VG310 Gateway template. You must complete all fields unless otherwise noted.

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down list, choose **VG310** and click **Next**.

The **Gateway Template Configuration** window displays.

Step 4 From the **Protocol** drop-down list, choose **MGCP** or **SCCP** and click **Next**.

The **Gateway Template Configuration** window displays.

Step 5 Enter a unique name for this template in the **Template Name** field.

Step 6 Enter values for all the fields, and click **Save**.

See VG310 Gateway Template Field Description, on page 402 for field descriptions.

Create Cisco VG320 Gateway Template

Use BAT to create a Cisco VG320 Gateway template. You must complete all fields unless otherwise noted.

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down list, choose **VG320** and click **Next**.

The **Gateway Configuration** window displays.

Step 4 From the **Protocol** drop-down list, choose **MGCP** or **SCCP** and click **Next**.

The **Gateway Template Configuration** window displays.

Step 5 Enter a unique name for the template in the **Template Name** field.

Step 6 Enter values for all the fields, and click **Save**.

See VG320 Gateway Template Field Description, on page 403 for field descriptions.

Create Cisco VG350 Gateway Template

Use BAT to create a VG350 Gateway template. You must complete all the fields unless noted.

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down, choose **VG350** and click **Next**.

Step 4 From the **Protocol** drop-down list, choose **MGCP** or **SCCP**, and click **Next**.

The **Gateway Template Configuration** window displays.

Step 5 Enter a unique name for the template in the **Template Name** field.

Step 6 Enter values for all the fields, and click **Save**.

See VG350 Gateway Template Field Description, on page 404 for field descriptions.

Create Cisco VG420 Gateway Template

Use BAT to create a Cisco VG420 Gateway template. You must complete all fields unless noted.

Procedure

Step 1 Choose **Bulk Administration** > **Gateways** > **Gateway Template**.

Step 2 Click **Add New**.

Step 3 From the **Gateway Type** drop-down list, choose **VG420** and click **Next**.

Step 4 From the **Protocol** drop-down list, choose **SIP**, **SCCP** or **MGCP** and click **Next**.

Step 5 Enter a unique name for the template in the **Template Name** field.

Step 6 Enter values for all the fields, and click **Save**.

See VG420 Gateway Template Field Descriptions, on page 405 for field descriptions.

Create Cisco VG450 Gateway Template

Use BAT to create a VG450 Gateway template. You must complete all fields unless noted.

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down list, choose **VG450** and click **Next**.

Step 4 From the **Protocol** drop-down list, choose **SIP**, **MGCP** or **SCCP** and click **Next**.

The **Gateway Template Configuration** window displays.

Step 5 Enter a unique name for the template in the **Template Name** field.

Step 6 Enter values for all the fields, and click **Save**.

See VG450 Gateway Template Field Description, on page 406 for field descriptions.

Create Cisco ISR 4461 Gateway Template

Use BAT to create a Cisco ISR 4461 Gateway template. You must complete all fields unless noted.

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 Template** window displays.

Step 3 From the **Gateway Type** drop-down list, choose **Cisco ISR 4461** and click **Next**.

Step 4 From the **Protocol** drop-down list, choose **SIP**, **SCCP** or **MGCP** and click **Next**.

The **Gateway Template Configuration** window displays.

Step 5 Enter a unique name for the template in the **Template Name** field.

Step 6 Enter values for all the fields, and click **Save**.

See ISR 4461 Gateway Template Field Descriptions, on page 408 for field descriptions.

Gateway Configuration Settings

Detailed field descriptions are available for all Cisco-supported gateways and ports that you can add or update using BAT.

Related Topics

Cisco Catalyst 6000 24 Port FXS Gateway Template Field Descriptions, on page 409
Digital Access T1 Trunks on Cisco VG200 Gateway Template Field Descriptions, on page 422
FXS/FXO Port Configuration Field Descriptions, on page 414
Port Configuration Settings, on page 439

T1 PRI or E1 PRI Trunks on Cisco VG200 Gateway Template Field Descriptions, on page 426
VG200 Gateway Template Field Descriptions, on page 399
VG202 and VG204 Gateway Template Field Descriptions, on page 401
VG224 Gateway Template Field Descriptions, on page 400

VG200 Gateway Template Field Descriptions

The following table provides detailed descriptions for VG200 gateway template configuration settings.

Table 27: VG200 Gateway Configuration Settings

Field	Description
Template Name	Enter a name 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	Choose a Unified Communications Manager redundancy group from the list. A Unified Communications Manager redundancy group includes a prioritized list of up to three Unified Communications Managers. The first Unified Communications Manager in the list serves as the primary Unified Communications Manager. If the primary Unified Communications Manager is not available or fails, the gateway attempts to connect with the next Unified Communications Manager in the list and so on.
Configured Slots, VICs, and Endpoints **Note** 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). **Note** VG200 gateway has only one slot.	

Field	Description
Module in Slot 1	For the available slot on the VG200 gateway, choose from the following type of modules: • NM-1V—Network Module-1Voice has one voice interface card (VIC) in Sub-Unit 0 for FXS or FXO. • NM-2V—Network Module-2Voice has two VICs, one in Sub-Unit 0 and one in Sub-Unit 1 for either FXS or FXO. • 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. • None—No network modules are installed.
Product-Specific Configuration	
Model-specific configuration fields defined by the gateway manufacturer	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

VG224 Gateway Template Field Descriptions

The following table provides detailed descriptions for VG224 gateway template configuration settings.

Table 28: 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.

Field	Description
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.
Configured Slots, VICs, and Endpoints	
Module in Slot 2	For the available slot on the VG224 gateway, select 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. **Note** Be aware that only Module in Slot 2, and Subunit 0 are available for VG224 gateways.

VG202 and VG204 Gateway Template Field Descriptions

The following table provides detailed descriptions for VG202 and VG204 gateway template configuration settings.

Table 29: VG202 and VG204 Gateway Configuration Settings

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the Cisco VG202 or VG204 gateway template.
Description	Enter a description that clarifies the purpose of the device.

Field	Description
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.
Configured Slots, VICs, and Endpoints	
Module in Slot 0	For the available slot on the VG202 or VG204 gateway, select Analog from the drop-down list box.
Subunit 0	For the available subunit 0 on the VG202 or VG204 gateway, choose 2FXS as the subunit from the drop-down list box. **Note** Be aware that only Module in Slot 0, and Subunit 0 are available for VG202 and VG204 gateways.

VG310 Gateway Template Field Description

The following table provides detailed descriptions for Cisco VG310 gateway template configuration settings.

Table 30: VG310 Gateway Configuration Settings

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the VG310 gateway template.
Description	Enter a description that clarifies the purpose of the device.

Field	Description
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.
Configured Slots, VICs, and Endpoints	
Module in Slot 0	For the available slot on the VG310 gateway, select VG-2VWIC-MBRD from the drop-down list box.
Product-Specific Configuration	
Model-specific configuration fields defined by the gateway manufacturer	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

VG320 Gateway Template Field Description

The following table provides detailed descriptions for Cisco VG320 gateway template configuration settings.

Table 31: VG320 Gateway Configuration Settings

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the VG320 gateway template.
Description	Enter a description that clarifies the purpose of the device.

Field	Description
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.
Configured Slots, VICs, and Endpoints	
Module in Slot 0	For the available slot on the VG320 gateway, select VG-3VWIC-MBRD from the drop-down list box.
Product-Specific Configuration	
Model-specific configuration fields defined by the gateway manufacturer	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

VG350 Gateway Template Field Description

The following table provides detailed descriptions for Cisco VG350 gateway template configuration settings.

Table 32: VG350 Gateway Configuration Settings

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the VG350 gateway template.
Description	Enter a description that clarifies the purpose of the device.

Field	Description
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.
Configured Slots, VICs, and Endpoints	
Module in Slot 0	For the available slot on the VG350 gateway, select NM-4VWIC-MBRD from the drop-down list box.
Module in Slot 1/3	For the available slot on the VG350 gateway, select NONE from the drop-down list.
Module in Slot 2/4	For the available slot on the VG350 gateway, select ANALOG from the drop-down list.
Product-Specific Configuration	
Model-specific configuration fields defined by the gateway manufacturer	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

VG420 Gateway Template Field Descriptions

The following table provides detailed descriptions for Cisco VG420 gateway template configuration settings.

Table 33: VG420 Gateway Configuration Settings

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the VG420 gateway template.
Description	Enter a description that clarifies the purpose of the device.
Unified Communications Manager Group	From the drop-down list, choose a Unified Communications Manager redundancy group. A Unified Communications Manager redundancy group includes a prioritized list of up to three Unified Communications Managers. The first Unified Communications Manager in the list serves as the primary Unified Communications Manager. If the primary Unified Communications Manager is not available or fails, the gateway attempts to connect with the next Unified Communications Manager in the list and so on.
Configured Slots, VICs, and Endpoints	
Module in Slot 0	For the available slot on the VG420 gateway, select ISR-2NIM-MBRD from the drop-down list.
Module in Slot 1	For the available slot on the VG420 gateway, select ANALOG from the drop-down list.
Product-Specific Configuration	
Model-specific configuration fields defined by the gateway manufacturer	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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 pop-up dialog box. If you need more information, see the documentation for the specific gateway that you are configuring or contact the manufacturer.

VG450 Gateway Template Field Description

The following table provides detailed descriptions for Cisco VG450 gateway template configuration settings.

Table 34: VG450 Gateway Configuration Settings

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the VG450 gateway template.
Description	Enter a description that clarifies the purpose of the device.
Unified Communications Manager Group	From the drop-down list box, choose a Unified Communications Manager redundancy group. A Unified Communications Manager redundancy group includes a prioritized list of up to three Unified Communications Managers. The first Unified Communications Manager in the list serves as the primary Unified Communications Manager. If the primary Unified Communications Manager is not available or fails, the gateway attempts to connect with the next Unified Communications Manager in the list and so on.
Configured Slots, VICs, and Endpoints	
Module in Slot 0	For the available slot on the VG450 gateway, select ISR-3NIM-MBRD from the drop-down list box.
Module in Slot 1/2/3	For the available slot on the VG450 gateway, select ANALOG from the drop-down list. ANALOG—In the SM-X slot on the gateway, users can choose SM-X-16FXS/FXO, SM-X-24FXS/4FXO, SM-X-8FXS/12FXO, SM-X-56FXS, or SM-X-72FXS modules.
Product-Specific Configuration	
Model-specific configuration fields defined by the gateway manufacturer	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

ISR 4461 Gateway Template Field Descriptions

The following table provides detailed descriptions for Cisco ISR 4461 gateway template configuration settings.

Table 35: ISR 4461 Gateway Configuration Settings

Field	Description
Template Name	Enter a name of up to 64 characters that identifies the ISR 4461 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.
Configured Slots, VICs, and Endpoints	
Module in Slot 0	For the available slot on the ISR 4461 gateway, select ISR-3NIM-MBRD from the drop-down list box.
Module in Slot 1/2/3	For the available slot on the ISR 4461 gateway, choose from the following type of modules: • ANALOG—In the SM-X slot on the gateway, users can choose SM-X-16FXS/FXO, SM-X-24FXS/4FXO, SM-X-8FXS/12FXO, SM-X-56FXS, or SM-X-72FXS modules. • SM-X-NIM-ADPTR—Adapter for the NIM in a SM-X slot on the gateway.
Product-Specific Configuration	

Field	Description
Model-specific configuration fields defined by the gateway manufacturer	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

Cisco Catalyst 6000 24 Port FXS Gateway Template Field Descriptions

The following table lists configuration settings for Cisco Catalyst 6000 24 port FXS gateway template.

Table 36: Cisco Catalyst 6000 24 Port FXS Gateway Configuration Settings

Field	Description
Description	Enter the purpose of the device. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
Device Pool	From the drop-down list box, select 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.
Common Device Configuration	Choose the common device configuration to which you want this gateway 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. To see the common device configuration settings, click the View Details link.

Field	Description
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.
Network Hold MOH Audio Source	Choose the network hold audio source for this group of IP gateways. 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.
Calling Search Space	From the drop-down list box, select 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. 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 List items where Name contains field. Click the desired calling search space name in the list of calling search spaces that displays in the Select item to use box and click **OK**. **Note** To set the maximum list box items, choose **System** > **Enterprise Parameters** and choose Unified CMAdmin Parameters.
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	Select 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.

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. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
Network Locale	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. **Note** 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.

Field	Description
Use Trusted Relay Point	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: • Default—If you choose this value, the device uses the Use Trusted Relay Point setting from the common device configuration with which this device associates. • Off—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. • On—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. A Trusted Relay Point (TRP) device designates an MTP or transcoder device that is labeled as Trusted Relay Point. 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 RSVP Agent). If both TRP and MTP are required for the endpoint, TRP gets used as the required MTP.
Port Selection Order	Choose the order in which ports are chosen. If you are not sure which port order to use, choose TOP_DOWN: • TOP_DOWN—Selects ports in descending order, from port 1 to port 8. • BOTTOM_UP—Selects ports in ascending order, from port 8 to port 1.
Load Information	Enter the appropriate firmware load information for the gateway. The values that you enter here override the default values for this gateway.

Field	Description
Transmit UTF-8 for Calling Party Name	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. 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. 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. **Note** 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.
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 choose contains the calling party transformation pattern that you want to assign to this device. 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.
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.
Multilevel Precedence and Preemption (MLPP) Information	
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 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.
MLPP Indication	This device type does not have this setting.

Field	Description
MLPP Preemption	This setting does not have this device type.
Geo Location Configuration	
Geo Location	From the drop-down list box, select a geo location. You can select the Unspecified geo location, which designates that this device does not associate with a geo location. You can also select a geo location that has been configured with the **System** > **Geolocation Configuration** menu option.
Geo Location Filter	From the drop-down list box, select a geo location filter. If you leave the <None> setting, no geo location filter gets applied for this device. You can also select a geo location filter that has been configured with the **System** > **Geolocation Filter** menu option.

FXS/FXO Port Configuration Field Descriptions

The following table provides detailed descriptions for FXS/FXO port configuration settings.

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 37: FXS/FXO Port Configuration Settings

Field	Description
Device Information	
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	Cisco Unified Communications Manager generates a string that uniquely identifies the analog MGCP description. For example: AALN/S0/SU1/1@domain.com You can edit this field. The description can include up to 50 characters in any language, but it cannot include double-quotes (`"`), percentage sign (`%`), ampersand (`&`), back-slash (`\`), or angle brackets (`<>`).

Field	Description
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 is defined in a Media Resource Group List.
Packet Capture Mode (for Cisco IOS MGCP gateways only)	Configure this field only when you need to troubleshoot encrypted signaling information for the Cisco IOS MGCP gateway. Configuring packet capturing may cause call-processing interruptions. For more information about this field, see the *Cisco Unified Communications Manager Security Guide*.
Packet Capture Duration (for Cisco IOS MGCP gateways only)	Configure this field only when you need to troubleshoot encrypted signaling information for the Cisco IOS MGCP gateway. Configuring packet capturing may cause call-processing interruptions. For more information about this field, see the *Cisco Unified Communications Manager Security Guide*.
Calling Search Space	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.
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.

Field	Description
Location	Use locations to implement call admission control (CAC) in a centralized call-processing system. CAC enables you to regulate audio quality and video availability by limiting the amount of bandwidth that is available for audio and video calls over links between locations. The location specifies the total bandwidth that is available for calls to and from this location. From the drop-down list box, choose the appropriate location for this device. A location setting of Hub_None means that the locations feature does not keep track of the bandwidth that this device consumes. A location setting of Phantom specifies a location that enables successful CAC across intercluster trunks that use H.323 or SIP protocol. To configure a new location, use the **System** > **Location** menu option.
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	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. **Note** 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.

Field	Description
Use Trusted Relay Point	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: • Default—If you choose this value, the device uses the Use Trusted Relay Point setting from the common device configuration with which this device associates. • Off—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. • On—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. A Trusted Relay Point (TRP) device designates an MTP or transcoder device that is labeled as Trusted Relay Point. 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 RSVP Agent). If both TRP and RSVP Agent are needed for the endpoint, Cisco Unified Communications Manager first tries to find an RSVP Agent that can also be used as a TRP. If both TRP and transcoder are needed for the endpoint, Cisco Unified Communications Manager first tries to find a transcoder that is also designated as a TRP.

Field	Description
Transmit UTF-8 for Calling Party Name	This device uses the user locale setting of the device pool for the device to determine whether to send unicode and whether to translate received unicode information. For the sending device, if you check this check box and the user locale setting in the device pool for the device matches the terminating phone user locale, the device sends unicode. If the user locale settings do not match, the device sends ASCII. The receiving device translates incoming unicode characters based on the user locale setting of the sending device pool for the device. If the user locale setting matches the terminating phone user locale, the phone displays the characters. **Note** 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.
Calling Party Transformation CSS	This setting, which displays for FXS ports (not FXO ports), 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. **Tip** Before the call occurs, the device must apply the transformation by using digit analysis. If you configure the Calling Party Transformation CSS as None, the transformation does not match and does not get applied. Ensure that you configure the Calling Party Transformation Pattern in a non-null partition that is not used for routing.
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 **Gateway Configuration** window. This settings displays for FXS ports, not FXO ports.

Field	Description
Hotline Device	Check this check box to make this device a Hotline device. Hotline devices can only connect to other Hotline devices. This feature is an extension of PLAR, which configures a phone to automatically dial one directory number when it goes off-hook. Hotline provides additional restrictions that you can apply to devices that use PLAR. To implement Hotline, you must also create a softkey template without supplementary service softkeys, and apply it to the Hotline device.
Multilevel Precedence and Preemption (MLPP) Information	
MLPP Domain	From the drop-down list box, select 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 pool for the device. 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.
MLPP Indication	Be aware that this setting is not available for all devices. If available, this setting specifies whether a device that can play precedence tones will use the capability when it places an MLPP precedence call. From the drop-down list box, choose a setting to assign to this device from the following options: • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not handle nor process indication of an MLPP precedence call. • On—This device does handle and process indication of an MLPP precedence call. **Note** Do not configure a device with the following combination of settings: MLPP Indication is set to Off or Default (when default is Off) while MLPP Preemption is set to Forceful.

Field	Description
MLPP Preemption	Be aware that this setting is not available for all devices. If available, this setting specifies whether a device that can preempt calls in progress will use the capability when it places an MLPP precedence call. From the drop-down list box, choose a setting to assign to this device from the following options: • Default—This device inherits its MLPP preemption setting from its device pool. • Disabled—This device does not allow preemption of lower precedence calls to take place when necessary for completion of higher precedence calls. • Forceful—This device allows preemption of lower precedence calls to take place when necessary for completion of higher precedence calls. **Note** Do not configure a device with the following combination of settings: MLPP Indication is set to Off or Default (when default is Off) while MLPP Preemption is set to Forceful.
Port Information (POTS)	
Port Direction	Choose the direction of calls that are passing through this port: • Inbound—Use for incoming calls only. • Outbound—Use for outgoing calls. • Bothways—Use for inbound and outbound calls (default).
Prefix DN(for FXS ports)	Enter the prefix digits that are appended to the digits that this trunk receives on incoming calls. Cisco Unified Communications Manager adds prefix digits after first truncating the number in accordance with the Num Digits setting. You can enter the international escape character +.

Field	Description
Num Digits(for FXS ports)	Enter 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 called. 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.
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.
SMDI Port Number (0-4096)	Use this field for analog access ports that connect to a voice-messaging system. Set the SMDI Port Number equal to the actual port number on the voice-messaging system to which the analog access port connects. **Note** Voice-mail logical ports typically must match physical ports for the voice-messaging system to operate correctly.
Unattended Port	Check this check box to indicate an unattended port on this device.
Geo Location Configuration	
Geo Location	From the drop-down list box, choose a geo location. You can choose the Unspecified geo location, which designates that this device does not associate with a geo location. You can also choose a geolocation that has been configured with the **System** > **Geolocation Configuration** menu option.

Field	Description
Geo Location Filter	From the drop-down list box, choose a geo location filter. If you leave the <None> setting, no geo location filter gets applied for this device. You can also choose a geo location filter that has been configured with the**SystemGeolocation Filter** menu option. **Note** This field is not supported for FXS gateways.
Product-Specific Configuration	
Model-specific configuration fields defined by the gateway manufacturer	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

Digital Access T1 Trunks on Cisco VG200 Gateway Template Field Descriptions

The following table 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.

Table 38: Digital Access T1 (T1-CAS) Configuration Settings

Field	Description
End-Point Name	For VG200 gateways, this display-only field contains a string that Cisco Unified Communications Manager generates that uniquely identifies the VG200 digital interface. For example: S1/DS1-0@VG200-2 S1 indicates slot 1, DS1-0 designates the digital interface, and @VG200-2 designates the VG200 template name.
Description	Enter a description that clarifies the purpose of the device. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
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.
Call Classification	This parameter determines whether an incoming call that is using this gateway is considered off the network (OffNet) or on the network (OnNet). 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. This field provides an OnNet or OffNet alerting tone when the call is OnNet or OffNet, respectively.
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.

Field	Description
Calling Search Space	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. 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 List items where Name contains field. Click the desired calling search space name in the list of calling search spaces that displays in the Select item to use box and click **OK**. **Note** To set the maximum list box items, choose **System** > **Enterprise Parameters** and choose Unified CMAdmin Parameters.
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.

Field	Description
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 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: • DTMF—Dual-tone multifrequency. Normal touchtone dialing • MF—Multifrequency • PULSE—Pulse (rotary) dialing
Network Locale	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. **Note** 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.

Field	Description
SMDI Base Port	Enter the first SMDI port number of the T1 span. 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.
Geo Location Configuration	
Geo Location	From the drop-down list box, choose a geo location. You can choose the Unspecified geo location, which designates that this device does not associate with a geo location. You can also choose a geolocation that has been configured with the **System** > **Geolocation Configuration** menu option.
Geo Location Filter	From the drop-down list box, choose a geo location filter. If you leave the <None> setting, no geo location filter gets applied for this device. You can also choose a geo location filter that has been configured with the **System** > **Geolocation Filter** menu option.
Product-Specific Configuration	
Model-specific configuration fields that the gateway manufacturer defines	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

T1 PRI or E1 PRI Trunks on Cisco VG200 Gateway Template Field Descriptions

The following table 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.

Table 39: Field Descriptions for T1 PRI or E1 PRI Trunks

Field	Description
Device Information	
Endpoint Name	For VG200 gateways, this display-only field contains a string that is generated by Cisco Unified Communications Manager that uniquely identifies the VG200 endpoint. For example: S1/DS1-0@VG200-2 S1 indicates slot 1, DS1-0 designates the digital interface, and @VG200-2 designates the VG200 domain name.
Description	Enter a description for the end-point that you are configuring. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
Device Pool	Choose the device pool for this group of gateways/ports. 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.
Call Classification	From the drop-down list box, choose an option to configure the device as on net, off net, or system default. 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).
Network Locale	Choose the network locale that you want to associate with this gateway. 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.

Field	Description
Media Resource Group List	Choose the media resource group list (MRGL) for this group of gateways/ports. 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.
Location	Choose the location for this group of gateways/ports. A location indicates the remote location that is accessed by using restricted bandwidth connections.
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.
Load Information	Enter the appropriate load information for the custom software for gateway. The values that you enter here override the default values for this gateway. To use the default load, leave this field blank.
Transmit UTF-8 for Calling Party Name	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. 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. 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. 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.
Multilevel Precedence and Preemption (MLPP) Information	
MLPP Domain (e.g., “0000FF”)	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.

Field	Description
Interface Information	
PRI Protocol Type	Choose the communications protocol for the span: For E1 PRI spans, you have these options: • PRI AUSTRALIAN—Australian ISDN • PRI EURO—European ISDN • PRI ISO QSIG E1—European inter-PBX signaling protocol For T1 PRI spans you have several options, depending on the carrier or switch: • PRI 4ESS —AT&T interexchange carrier, Lucent Definity switch • PRI 5E8 Custom—Cisco Unified IP Phone, Nortel Meridian switch, Lucent Definity switches • PRI 5E8 Teleos—Madge Teleos box • PRI 5E8 Intecom—Intecom PBX • PRI5E9—AT&T family local exchange switch or carrier • PRI NI2—Sprint local exchange switch or carrier • PRI DMS-100—Sprint local exchange switch or carrier • PRI DMS-250—MCI and Sprint local exchange switch or carrier • PRI ETSI SC—European local exchange carrier on T1; also, Japanese local exchange. • PRI ISO QSIG T1—Inter-PBX signaling protocol
Protocol Side	Choose the appropriate protocol side. This setting specifies whether the gateway connects to a Central Office/Network device or to a User device. 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.
Channel Selection Order	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. 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.

Field	Description
Channel IE Type	Choose one of the following values to specify whether channel selection is presented as a channel map or a slot map: • Number—B-channel usage always presents a channel map format. • Slotmap—B-channel usage always presents a slotmap format. • 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.
PUnified CMType	Specify the digital encoding format. Choose one of the following formats: • a-law: Use for Europe and the rest of the world. • mu-law: Use for North America, Hong Kong, Taiwan, and Japan.
Delay for First Restart	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. 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.)
Delay Between Restarts	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.
Inhibit Restarts at PRI Initialization	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. When the D-channel successfully connects with another PRI trunk D-channel, it sends restarts when this box is unchecked.

Field	Description
Enable Status Poll	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. Uncheck this check box to disable the service parameter Change B-Channel Maintenance Status. Default leaves this field unchecked.
Unattended Ports	Check this check box to indicate an unattended port on this device.
Call Routing Information - Inbound Calls	
Significant Digits	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. Enable or disable this check box depending on whether you want to collect significant digits: • If you do not check the check box, Cisco Unified Communications Manager does not truncate the inbound number. • If you check the check box, you also need to choose the number of significant digits to collect. By default, the box remains checked.
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.

Field	Description
Prefix DN	For this optional field, enter the prefix digits that are appended to the digits that this trunk receives on incoming calls. Cisco Unified Communications Manager adds prefix digits after first truncating the number in accordance with the Num Digits setting.
Call Routing Information - Outbound Calls	
Calling Line ID Presentation	Choose whether you want the Cisco Unified Communications Manager to transmit or block the caller's phone number. Choose Default if you do not want to change calling line ID presentation. Choose Allowed if you want Cisco Unified Communications Manager to send "Calling Line ID Allowed." Choose Restricted if you want Cisco Unified Communications Manager to send "Calling Line ID Restricted."
Calling Party Selection	Any outbound call on a gateway can send directory number information. Choose which directory number is sent: • Originator—Send the directory number of the calling device. This number serves as the default value. • First Redirect Number—Send the directory number of the redirecting device. • Last Redirect Number—Send the directory number of the last device that redirected the call.

Field	Description
Calling Party IE Number Type Unknown	Choose the format for the type of number in calling party directory numbers. 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. Choose one of the following options: • Communications Manager—The Cisco Unified Communications Manager sets the directory number type. This option represents the default value. • International—Use when you are dialing outside the dialing plan for your country. • National—Use when you are dialing within the dialing plan for your country. • Unknown—This option specifies that the dialing plan is unknown.

Field	Description
Called Party IE Number Type Unknown	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. Choose one of the following options: • Communications Manager—For the default setting, the Cisco Unified Communications Manager sets the directory number type. • International—Use when you are dialing outside the dialing plan for your country. • National—Use when you are dialing within the dialing plan for your country. • Unknown—This option specifies that the dialing plan is unknown.

Field	Description
Called Numbering Plan	Choose the format for the numbering plan in called party directory numbers. 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. Choose one of the following options: • Communications Manager—For the default setting, the Cisco Unified Communications Manager sets the Numbering Plan in the directory number. • ISDN—Use when you are dialing outside the dialing plan for your country. • National Standard—Use when you are dialing within the dialing plan for your country. • Private—Use when you are dialing within a private network. • Unknown—This option specifies that the dialing plan is unknown.

Field	Description
Calling Numbering Plan	Choose the format for the numbering plan in calling party directory numbers. 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. Choose one of the following options: • Communications Manager—For the default setting, the Cisco Unified Communications Manager sets the Numbering Plan in the directory number. • ISDN—Use when you are dialing outside the dialing plan for your country. • National Standard—Use when you are dialing within the dialing plan for your country. • Private—Use when you are dialing within a private network. • Unknown—This option specifies that the dialing plan is unknown.
Number of Digits to Strip	Choose the number of digits, from 0 to 32, to strip on outbound calls. The default value specifies 0. 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.
Caller ID DN	Enter the pattern, from 0 to 24 digits, that you want to use for caller ID. For example, in North America • 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. • 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.

Field	Description
SMDI Base Port	Enter the first SMDI port number of the T1 span.
PRI Protocol Type Specific Information	
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	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. This setting applies to the SETUP message only on all protocols for digital access gateways.
Redirecting Number IE Delivery—Inbound	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. This setting applies to the SETUP message only on all protocols for digital access gateways.
Send Extra Leading Character in Display IE	Check this check box to include a special leading character byte (non ASCII, nondisplayable) in the DisplayIE field. Uncheck this check box to exclude this character byte from the DisplayIE field. This check box only applies to the DMS-100 protocol and the DMS-250 protocol. Default leaves this setting disabled (unchecked).

Field	Description
Setup of Non-ISDN Progress Indicator IE Enable	For this optional field, you may need to specify a value in this field to force ringback on some PBXs. The default specifies unchecked. Check this check box only if users are not receiving ringback tones on outbound calls. 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. 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. This problem usually associates with Cisco Unified Communications Managers that connect to PBXs through digital gateways.
MCDN Channel Number Extension Bit Set to Zero	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.
Send Calling Name in Facility IE	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.
Interface Identifier Present	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.
Interface Identifier Value	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.
Connected Line ID Presentation	Choose whether you want the Cisco Unified Communications Manager to allow or block the connected party's phone number. Choose Default if you do not want to change the connected line ID presentation. Choose Allowed if you want Cisco Unified Communications Manager to send "Connected Line ID Allowed." Choose Restricted if you want Cisco Unified Communications Manager to send "Connected Line ID Restricted."
UUIE Configuration	

Field	Description
Passing Precedence Level Through UUIE	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. The system makes this check box available only if the PRI Protocol Type value of PRI 4ESS is specified for this gateway. The default value specifies unchecked.
Security Access Level	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.
Geo Location Configuration	
Geo Location	From the drop-down list box, choose a geo location. You can choose the Unspecified geo location, which designates that this device does not associate with a geo location. You can also choose a geolocation that has been configured with the **System** > **Geolocation Configuration** menu option.
Geo Location Filter	From the drop-down list box, choose a geo location filter. If you leave the <None> setting, no geo location filter gets applied for this device. You can also choose a geo location filter that has been configured with the **System** > **Geolocation Configuration Filter** menu option.
Product-Specific Configuration 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 Product Specific Configuration 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.	

Port Configuration Settings

Detailed field descriptions are available for all port types and Cisco-supported gateway configuration settings.

Related Topics

POTS Port Configuration Settings, on page 440
E and M Ports for Digital Access T1 Field Descriptions, on page 442

Gateway Configuration Settings, on page 398
Topics Related to Gateway Configuration Settings, on page 444

POTS Port Configuration Settings

The following table describes the POTS port configuration settings.

Table 40: POTS Port Configuration Settings

Field	Description
Port Type	From the **Port Type** drop-down list box, choose POTS.
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 Beginning Port Number and Ending Port Number fields: • To specify a range of ports, choose appropriate values for Beginning Port Number and Ending Port Number. • To create a single port, choose the same number in the Beginning Port Number and Ending Port Number fields. • To add all available ports, choose All Ports for both the Beginning Port Number and Ending Port Number fields.
Port Direction	Choose the direction of calls that pass through this port: • Inbound—Use for incoming calls only. • Outbound—Use for outgoing calls. • Bothways—Use for inbound and outbound calls (default).
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. **Note** Improper gain setting may cause audio echo. Use caution when you are adjusting this setting.
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. **Note** Improper gain setting may cause audio echo. Use caution when you are adjusting this setting.

Field	Description
Prefix DN	Enter the prefix digits that are appended to the digits that this trunk receives on incoming calls. The Cisco Unified Communications Manager adds prefix digits after it truncates the number in accordance with the Num Digits setting.
Num Digits	Enter 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. 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.
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)	Use this field for analog access ports that connect to a voice-messaging system. Set the SMDI Port Number equal to the actual port number on the voice-messaging system to which the analog access port connects. **Note** Voice-mail logical ports typically must match physical ports for the voice-messaging system to operate correctly.
Product-Specific Configuration	

Field	Description
Model-specific configuration fields that the gateway manufacturer defines	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

E and M Ports for Digital Access T1 Field Descriptions

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.

The following table describes the E & M port configuration settings.

Table 41: E and M Port Configuration Settings

Field	Description
Port Type	From the Port Type drop-down list box, choose EANDM.
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 Beginning Port Number and Ending Port Number fields: • To specify a range of ports, choose appropriate values for Beginning Port Number and Ending Port Number. • To create a single port, choose the same number in the Beginning Port Number and Ending Port Number fields. • To add all available ports, choose All Ports for both the Beginning Port Number and Ending Port Number fields.
Port Details	

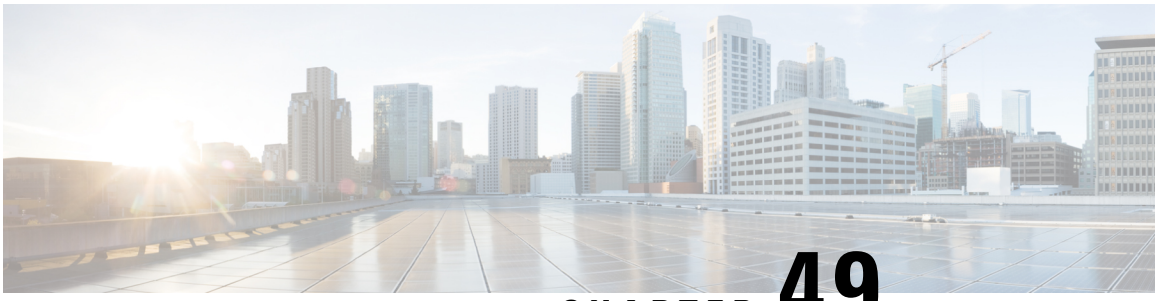
Field	Description
Port Direction	Choose the direction of calls that pass through this port: • Inbound—Use for incoming calls only. • Outbound—Use for outgoing calls. • Both Ways—Use for inbound and outbound calls.
Calling Party Selection	Any outbound call on a gateway can send directory number information. Choose which directory number is sent: • Originator—Send the directory number of the calling device. • First Redirect Number—Send the directory number of the redirecting device. • Last Redirect Number—Send the directory number of the last device to redirect the call. • First Redirect Number (External)—Send the directory number of the first redirecting device with the external phone mask applied. • Last Redirect Number (External)—Send the directory number of the last redirecting device with the external phone mask applied.
Caller ID Type	Choose the caller ID type: • ANI—Choose this type to use the Asynchronous Network Interface (ANI) caller ID type. • DNIS—Choose this type to use the Dialed Number Identification Service (DNIS) caller ID type.
Caller ID DN	Enter the pattern that you want to use for calling line ID, from 0 to 24 digits. For example, in North America: • 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. • 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.

Field	Description
Prefix DN	Enter the prefix digits that are appended to the called party number on incoming calls. The Cisco Unified Communications Manager adds prefix digits after first truncating the number in accordance with the Num Digits setting.
Num Digits	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. 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.
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.
Product-Specific Configuration	
Model-specific configuration fields that the gateway manufacturer defines	The gateway manufacturer specifies the model-specific fields under product-specific configuration. Because they are dynamically configured, they can change without notice. 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. If you need more information, refer to the documentation for the specific gateway that you are configuring or contact the manufacturer.

Topics Related to Gateway Configuration Settings

- Cisco Gateway Additions, on page 379
- Find Gateway Template, on page 385
- Add or Edit Gateway Template, on page 386

• Gateway Configuration Settings, on page 398
• Port Configuration Settings, on page 439
• Delete Cisco Gateway Records Using Query, on page 475
• Generate Cisco Gateway Reports, on page 479



CHAPTER 49

Gateway File Format

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to configure Cisco gateway file formats in the Cisco Unified Communications Manager database in batches.

- Find Gateway File Format, on page 447
- Gateway File Format Configuration, on page 448
- Associate File Format with CSV Data File, on page 450

Find Gateway File Format

Use BAT 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 Do one of the following:

a) To find all records in the database, ensure the dialog box is empty; go to Step 3, on page 447.

b) To filter or search records:

1. From the first drop-down list box, select a search parameter.
2. From the second drop-down list box, choose a search pattern.
3. 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.

Tip 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.

Gateway File Format Configuration

You can use BAT to create, copy, modify, or delete a gateway file format.

Related Topics

Create Gateway File Format for CSV Data File, on page 448
Copy Existing Gateway File Format, on page 449
Modify Existing Gateway File Format, on page 449
Delete File Format From CSV Data File, on page 450
Topics Related to Gateway Configuration Settings, on page 444

Create Gateway File Format for CSV Data File

You can create a gateway file format for the text-based CSV data file.

Procedure

Step 1 Choose **Bulk Administration** > **Gateways** > **Gateway File Format** > **Create File Format**.

Step 2 Click **Add New**.
The **Create Gateway File Format** 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.

Copy Existing Gateway File Format

You can copy an existing gateway file format.

Procedure

Step 1 Find the gateway file format you want to copy.

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**.

Tip 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.

Step 5 After making your changes, click **Save** to save the copied file format with changes in the list.

Related Topics

Find Gateway File Format, on page 447
Modify Existing Gateway File Format, on page 449

Modify Existing Gateway File Format

Use BAT to modify an existing gateway file format. You can modify custom file formats only.

Procedure

Step 1 Find the gateway file format that you want to modify.

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 using the following methods:

a) To add new fields, choose them from the **Device Fields** or **Line Fields** box, then click the arrow to move the chosen fields into the **Selected Device Field** or **Selected Line Fields Order** box.

b) To remove fields, choose them from the **Selected Device Fields** or **Selected Line Fields Order** box, then click 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.

c) To change the order of the fields, choose a field name in the **Selected Device Fields Order** or **Selected Line Fields Order** box and use 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.

Related Topics

Find Gateway File Format, on page 447

Delete File Format From CSV Data File

Use BAT to delete an existing file format for the CSV data file. You can delete only custom formats.

Procedure

Step 1 Find the gateway file format that you want to delete.

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.

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

The system removes the file format(s) name from the list.

Related Topics

Find Gateway File Format, on page 447

Associate File Format with CSV Data File

You can add the file format with the text-based 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.

Procedure

Step 1 Choose **Bulk Administration** > **Gateways** > **Gateway File Format** > **Add File Format**.
Add **Gateway File Format** window displays.

Step 2 In the **File Name** field, choose the text-based CSV file that you created for this transaction.

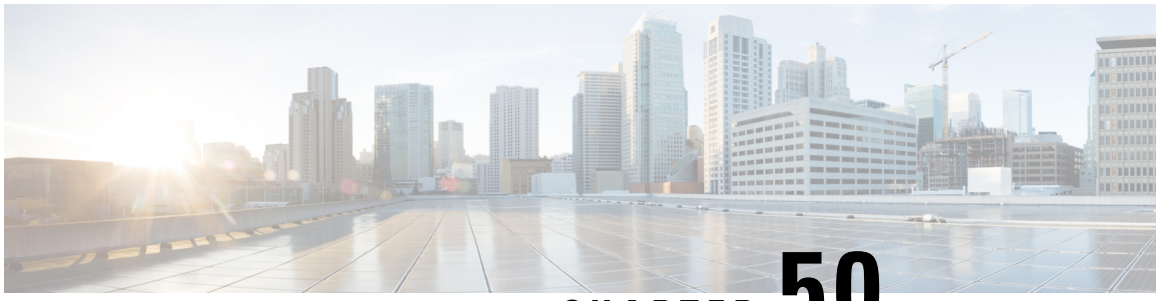
Step 3 In the **Format File Name** field, choose the file format that you created for this type of bulk transaction.

Step 4 To create a job for associating the matching file format with the CSV data file, click **Submit**.

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

Related Topics

Manage Scheduled Jobs, on page 629



CHAPTER 50

Gateway Insertions

This chapter provides information to insert Cisco-supported gateways into Cisco Unified Communications Manager database.

- CSV Data File Creation for Cisco VG200 Gateways, on page 453
- Create CSV Data File for Cisco Catalyst 6000 (FXS) Ports, on page 455
- CSV Data Files Creation for Cisco VG224 Gateways and Ports, on page 456
- CSV Data File Creation for Cisco VG202 and VG204 Gateways, on page 458
- CSV Data Files Creation for Cisco VG310 Gateways and Ports, on page 460
- CSV Data Files Creation for Cisco VG320 Gateways and Ports, on page 462
- CSV Data Files Creation for Cisco VG350 Gateways and Ports, on page 464
- CSV Data File Creation for Cisco VG420 Gateways, on page 466
- CSV Data Files Creation for Cisco VG450 Gateways and Ports, on page 468
- CSV Data File Creation for Cisco ISR 4461 Gateways, on page 470
- Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472

CSV Data File Creation for Cisco VG200 Gateways

You can create a CSV data file to insert Cisco VG200 gateways and ports in the Cisco Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create Text-Based CSV File for Cisco VG200 Gateways, on page 672

Create CSV Data Files for Cisco VG200 Gateways and T1 CAS, T1 PRI, E1 PRI, FXS or FXO Ports Using BAT Spreadsheet, on page 453

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

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 T1 CAS only, the ports that you specify in the BAT spreadsheet 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.

After you are finished editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

`VG200Gateways#timestamp.txt`

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

Attention 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.

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 **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 Provide the information for the following fields.

Table 42: VG200 gateway T1 CAS, T1-PRI, E1-PRI, FXS and FXO ports field settings

Field	Description
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 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.

Field	Description
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. **Attention** 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.

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 using the default filename `VG200Gateways#timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation, where "`timestamp`" represents the precise date and time that the file was created.

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.

What to do next

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.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
T1 CAS T1 PRI or E1 PRI Trunks File Format, on page 674
FXO or FXS Trunks CSV File Format, on page 673
Upload and Download Files, on page 15

Create CSV Data File for Cisco Catalyst 6000 (FXS) Ports

You can create the CSV data file to insert Cisco Catalyst 6000 (FXS) ports, such as directory number and a description of the port, in the Cisco Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

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:\XLSDataFiles\` or to your choice of another existing folder.

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.

What to do next

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 Upload and Download Files, on page 15.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Create Text-Based CSV File for Cisco Catalyst 6000 FXS Ports, on page 682
Upload and Download Files, on page 15

CSV Data Files Creation for Cisco VG224 Gateways and Ports

You can create a CSV data file to insert VG224 gateways and ports in the Cisco Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create CSV Data Files for Cisco VG224 FXS Gateways and Ports Using BAT Spreadsheet, on page 456
Create Text-Based CSV File for Cisco VG224 Gateways, on page 675

Create CSV Data Files for Cisco VG224 FXS Gateways and Ports Using BAT Spreadsheet

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.

After you are finished editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

`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.

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 **VG224** tab.

a) For MGCP protocol, click the **MGCP** radio button.
b) For SCCP protocol, click the **SCCP** radio button.

Step 4 Do one of the following:

a) If you choose MGCP, skip to Step 5, on page 457.
b) If you choose SCCP, a **Create File Format** button appears in the spreadsheet.

1. Click **Create File Format**, the **Field Selection** window displays.
2. From the **Device Fields** box, select the required device fields and click on the >> button to move them to the **Selected Device Fields** box.
3. From the **Line Fields** box, select the line fields and click the >> button to move them to the **Selected Line Fields** box.
4. Click the Up and Down buttons to rearrange the selected fields.
5. Click the << button to remove any of the selected fields from the selected fields list.
6. Click **Create** to add the selected fields to the VG224 sheet.

Step 5 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 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 to 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 to 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 6 To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT Format**.

The system saves the file using the default filename `VG224Gateways#timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

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.

What to do next

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.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
FXS Trunks CSV File Format for VG224, on page 675
Upload and Download Files, on page 15

CSV Data File Creation for Cisco VG202 and VG204 Gateways

You can create a CSV data file to insert VG202 and VG204 gateways and ports in the Cisco Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create CSV Data Files for Cisco VG202 and VG204 FXS Gateways and Ports Using BAT Spreadsheet, on page 459
Create Text-Based CSV File for Cisco VG202 and VG204 Gateways, on page 684

Create CSV Data Files for Cisco VG202 and VG204 FXS Gateways and Ports Using BAT Spreadsheet

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.

After you are finished editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

`VG202Gateways#timestamp.txt` or `VG204Gateways#timestamp.txt`

where "`timestamp`" represents the precise date and time at which 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.

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 **VG202-VG204** tab.

a) For MGCP, click the **MGCP** radio button.
b) For SCCP, click the **SCCP** radio button.

Step 4 Do one of the following:

a) If you choose MGCP, proceed to Step 5, on page 459.
b) If you choose SCCP, a **Create File Format** button appears in the spreadsheet.

1. Click Create File Format; the Field Selection window displays.
2. From the Device Fields box, select the required device fields and click on the >> button to move them to the Selected Device Fields box.
3. From the Line Fields box, select the line fields and click the >> button to move them to the Selected Line Fields box.
4. Click the Up and Down buttons to rearrange the selected fields.
5. Click the << button to remove any of the selected fields from the selected fields list.
6. Click **Create** to add the selected fields to the VG224 sheet.

Step 5 Provide the information for the following fields:

- Domain Name/MAC Address—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. For SCCP gateways, use the MAC address.

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 vg204-1 and the IP domain name is not configured, enter the host name in this field (in this case, vg204-1). If the host name is configured on the gateway as vg204-1 and the IP domain name is configured on the gateway as cisco.com, enter vg204-1.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.
- Slot—Enter the slot number that you are trying to configure. For VG202 and VG204, the slot always equals 0.
- Subunit—Enter an integer for the subunit value. For VG202 and VG204, the subunit always equals 0.
- 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 to port 4.

  Note Be aware that Port 1 Directory Number and Partition fields are required for FXS ports only.

- Port Number—Enter an integer for the Port Number.
- Port Description—Enter a description for port 1 up to 50 characters. Use a description to identify the requried port in a list of ports. This applies to the description field for port 2 to port 4.

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 using the default filename `VG202Gateways#timestamp.txt` or `VG204Gateways#timestamp.txt` to `C:\XLSDataFiles` on your local workstation or to your choice of another existing folder.

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.

What to do next

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.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
CSV File Format for VG202 and VG204 Gateways, on page 685
Upload and Download Files, on page 15

CSV Data Files Creation for Cisco VG310 Gateways and Ports

You can create a CSV data file to insert VG310 gateways and ports in the Cisco Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create CSV Data Files for Cisco VG310 FXS Gateways and Ports Using BAT Spreadsheet, on page 461
Create Text-Based CSV File for Cisco VG310 Gateways, on page 676

Create CSV Data Files for Cisco VG310 FXS Gateways and Ports Using BAT Spreadsheet

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.

After you are finished editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

`VG310Gateways#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.

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 **VG310** tab.

a) For MGCP protocol, click the **MGCP** radio button.
b) For SSCP protocol, click the **SCCP** radio button.

Step 4 Do one of the following:

a) If you choose MGCP, skip to Step 5, on page 457.
b) If you choose SCCP, a **Create File Format** button appears in the spreadsheet.

1. Click **Create File Format**, the **Field Selection** window displays.
2. From the **Device Fields** box, select the required device fields and click on the >> button to move them to the **Selected Device Fields** box.
3. From the **Line Fields** box, select the line fields and click the >> button to move them to the **Selected Line Fields** box.
4. Click the Up and Down buttons to rearrange the selected fields.
5. Click the << button to remove any of the selected fields from the selected fields list.
6. Click **Create** to add the selected fields to the VG310 sheet when you have selected the required fields

Step 5 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 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 VG310-1 and the IP domain name is not configured, enter the host name in this field (in this case, VG310-1). If the host name is configured on the gateway as VG310-1 and the IP domain name is configured on the gateway as cisco.com, enter VG310-1.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 to 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 to 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 VG310, the slot is always 2.
- Subunit—Enter an integer for the subunit value. For VG310, the subunit is always 0.
- Port Number—Enter an integer for the Port Number.

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 using the default filename `VG310Gateways#timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

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.

What to do next

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

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
FXS Trunks CSV File Format for VG310, on page 677
Upload and Download Files, on page 15

CSV Data Files Creation for Cisco VG320 Gateways and Ports

You can create a CSV data file to insert VG320 gateways and ports in the Cisco Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create CSV Data Files for Cisco VG320 FXS Gateways and Ports Using BAT Spreadsheet, on page 463
Create Text-Based CSV File for VG320 Gateways, on page 677

Create CSV Data Files for Cisco VG320 FXS Gateways and Ports Using BAT Spreadsheet

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.

After you are finished editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

`VG320Gateways#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.

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 **VG320** tab.

a) For MGCP protocol, click the **MGCP** radio button.
b) For SCCP protocol, click the **SCCP** radio button.

Step 4 Do one of the following:

a) If you choose MGCP, skip to Step 5, on page 457.
b) If you choose SCCP, a **Create File Format** button appears in the spreadsheet.

1. Click **Create File Format**, the **Field Selection** window displays.
2. From the **Device Fields** box, select the required device fields and click on the >> button to move them to the **Selected Device Fields** box.
3. From the **Line Fields** box, select the line fields and click the >> button to move them to the **Selected Line Fields** box.
4. Click the Up and Down buttons to rearrange the selected fields.
5. Click the << button to remove any of the selected fields from the selected fields list.
6. Click **Create** to add the selected fields to the VG320 sheet when you have selected the required fields.

Step 5 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 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 VG320-1 and the IP domain name is not configured, enter the host name in this field (in this case, VG320-1). If the host name is configured on the gateway as VG320-1 and the IP domain name is configured on the gateway as cisco.com, enter VG320-1.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 to 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 to 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 VG320, the slot is always 2.
- Subunit—Enter an integer for the subunit value. For VG320, the subunit is always 0.
- Port Number—Enter an integer for the Port Number.

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 using the default filename `VG320Gateways#timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

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.

What to do next

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

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
FXS Trunks CSV File Format for VG320, on page 678
Upload and Download Files, on page 15

CSV Data Files Creation for Cisco VG350 Gateways and Ports

You can create a CSV data file to insert VG350 gateways and ports in the Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create CSV Data Files for Cisco VG350 FXS Gateways and Ports Using BAT Spreadsheet, on page 465
Create Text-Based CSV File for VG350 Gateways, on page 679

Create CSV Data Files for Cisco VG350 FXS Gateways and Ports Using BAT Spreadsheet

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.

After you are finished editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

`VG350Gateways#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.

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 **VG350** tab.

a) For MGCP protocol, click the **MGCP** radio button.
b) For SCCP protocol, click the **SCCP** radio button.

Step 4 Do one of the following:

a) If you choose MGCP, skip to Step 5, on page 457.
b) If you choose SCCP, a **Create File Format** button appears in the spreadsheet.

1. Click **Create File Format**, the **Field Selection** window displays.
2. From the **Device Fields** box, select the required device fields and click on the >> button to move them to the **Selected Device Fields** box.
3. From the **Line Fields** box, select the line fields and click the >> button to move them to the **Selected Line Fields** box.
4. Click the Up and Down buttons to rearrange the selected fields.
5. Click the << button to remove any of the selected fields from the selected fields list.
6. Click **Create** to add the selected fields to the VG350 sheet when you have selected the required fields.

Step 5 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 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 VG350-1 and the IP domain name is not configured, enter the host name in this field (in this case, VG350-1). If the host name is configured on the gateway as VG350-1 and the IP domain name is configured on the gateway as cisco.com, enter VG350-1.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 VG350, the slot is always 2.
- Subunit—Enter an integer for the subunit value. For VG350, the subunit is always 0.
- Port Number—Enter an integer for the Port Number.

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 using the default filename `VG350Gateways#timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

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.

What to do next

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

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
FXS Trunks CSV File Format for VG350, on page 679
Upload and Download Files, on page 15

CSV Data File Creation for Cisco VG420 Gateways

You can create a CSV data file to insert VG420 gateways and ports in the Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create CSV Data Files for Cisco VG420 Gateways Using BAT Spreadsheet, on page 467
Create Text-Based CSV File for VG420 Gateways, on page 680

Create CSV Data Files for Cisco VG420 Gateways Using BAT Spreadsheet

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.

After you are complete editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

`VG420Gateways#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.

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 **VG420** tab.

a) For MGCP protocol, click the **MGCP** radio button.
b) For SCCP protocol, click the **SCCP** radio button.
c) For SIP protocol, click the **SIP** radio button.

Step 4 Do one of the following:

a. If you choose MGCP, skip to step 6

b. If you choose SCCP or SIP, a **Create File Format** button appears in the spreadsheet.

1. Click **Create File Format**, the **Field Selection** window displays.
2. From the **Device Fields** box, select the required device fields and click the >> button to move them to the **Selected Device Fields** box.
3. From the **Line Fields** box, select the line fields and click the >> button to move them to the **Selected Line Fields** box.
4. Click the Up and Down buttons to rearrange the selected fields.
5. Click the << button to remove any of the selected fields from the selected fields list.
6. Click **Create** to add the selected fields to the VG420 sheet when you have selected the required fields.

Step 5 Provide the information in the following fields:

- Domain Name—Enter a name from 1 to 64 characters that identifies the gateway. Use the Domain Name System (DNS) hostname if it is configured to resolve correctly; otherwise, use the hostname as defined on the Cisco MGCP gateway.

The hostname must match the hostname that is configured on the Cisco IOS gateway. For example, if the hostname is configured on the gateway to resolve to VG420-1 and the IP domain name is not configured, enter the hostname in this field (in this case, VG420-1). If the hostname is configured on the gateway as VG420-1 and the IP domain name is configured on the gateway as cisco.com, enter VG420-1.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.
- Port Directory Number—Enter the directory number up to 24 numerals and special characters for this port.

  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 VG420, the slot can be 0 or 1.
- Subunit—Enter an integer for the subunit value. For VG420, for slot 0, the subunit can be 1, 2, or 3. For slot 1, the subunit is always 0.
- Port Number—Enter an integer for the Port Number.

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 using the default filename `VG420Gateways#timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

Tip 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.

What to do next

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

CSV Data Files Creation for Cisco VG450 Gateways and Ports

You can create a CSV data file to insert VG450 gateways and ports in the Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create CSV Data Files for Cisco VG450 FXS Gateways and Ports Using BAT Spreadsheet, on page 469
Create Text-Based CSV File for VG450 Gateways, on page 680

Create CSV Data Files for Cisco VG450 FXS Gateways and Ports Using BAT Spreadsheet

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.

After you are complete editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

`VG450Gateways#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.

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 **VG450** tab.

a) For MGCP protocol, click the **MGCP** radio button.
b) For SCCP protocol, click the **SCCP** radio button.
c) For SIP protocol, click the **SIP** radio button.

Step 4 Do one of the following:

a. If you choose MGCP, skip to step 6

b. If you choose SCCP or SIP, a **Create File Format** button appears in the spreadsheet.

1. Click **Create File Format**, the **Field Selection** window displays.
2. From the **Device Fields** box, select the required device fields and click on the >> button to move them to the **Selected Device Fields** box.
3. From the **Line Fields** box, select the line fields and click the >> button to move them to the **Selected Line Fields** box.
4. Click the Up and Down buttons to rearrange the selected fields.
5. Click the << button to remove any of the selected fields from the selected fields list.
6. Click **Create** to add the selected fields to the VG450 sheet when you have selected the required fields.

Step 5 Provide the information in 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 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 VG450-1 and the IP domain name is not configured, enter the host name in this field (in this case, VG450-1). If the host name is configured on the gateway as VG450-1 and the IP domain name is configured on the gateway as cisco.com, enter VG450-1.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 VG450, the slot is always 2.
- Subunit—Enter an integer for the subunit value. For VG450, the subunit is always 0.
- Port Number—Enter an integer for the Port Number.

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 using the default filename `VG450Gateways#timestamp.txt` to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation.

Tip 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.

What to do next

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

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
FXS Trunks CSV File Format for VG450, on page 681
Upload and Download Files, on page 15

CSV Data File Creation for Cisco ISR 4461 Gateways

You can create a CSV data file to insert ISR 4461 gateways in the Cisco Unified Communications Manager database. Use either the BAT spreadsheet or a text editor to create the CSV data file.

Related Topics

Create CSV Data Files for Cisco ISR 4461 Gateways Using BAT Spreadsheet, on page 471

Create CSV Data Files for Cisco ISR 4461 Gateways Using BAT Spreadsheet

Use the BAT spreadsheet to create the CSV data file that contains the details, such as domain name, MGCP description, and other relevant information.

After you are finished editing the fields for the gateway ports in the BAT spreadsheet, export the file. The system saves the file to `C:\XLSDataFiles` or to your choice of another existing folder on your local workstation using the following default filename:

```
ISR4461Gateways-#timestamp.txt
```

where "`timestamp`" represents the precise date and time at which 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.

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 **ISR 4461** tab.

a) For MGCP protocol, click the **MGCP** radio button.
b) For SCCP protocol, click the **SCCP** radio button.
c) For SIP protocol, click the **SIP** radio button.

Step 4 Do one of the following:

a) If you choose MGCP, proceed to Step 5, on page 471.
b) If you choose SCCP or SIP, a **Create File Format** button appears in the spreadsheet.

1. Click **Create File Format**; the **Field Selection** window displays.
2. From the Device Fields box, select the required device fields and click the >> button to move them to the Selected Device Fields box.
3. From the Line Fields box, select the line fields and click the >> button to move them to the Selected Line Fields box.
4. Click the Up and Down buttons to rearrange the selected fields.
5. Click the << button to remove any of the selected fields from the selected fields list.
6. Click **Create** to add the selected fields to the ISR 4461 sheet when you have selected the required fields.

Step 5 In each row, provide the information for the following fields:

- Domain Name/MAC Address—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. For SCCP gateways and SIP gateways, use the MAC address.

  The host name must match 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 ISR 4461 and the IP domain name is not configured, enter the host name in this field (in this case, ISR 4461). If the host name is configured on the gateway as ISR 4461 and the IP domain name is configured on the gateway as cisco.com, enter ISR 4461.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.
- Slot—Enter the slot number that you are trying to configure. For ISR 4461, the slot can be 0, 1, 2, or 3.
- Subunit—Enter an integer for the subunit value. In ISR 4461, for slot 0, the subunit can be 1, 2, or 3. For slot 1, 2, or 3, the subunit is always 0.
- 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.

- Port Number—Enter an integer for the Port Number.
- 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.

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 using the default filename `ISR4461Gateways-#timestamp.txt` to `C:\XLSDataFiles` on your local workstation or to your choice of another existing folder.

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.

What to do next

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

Insert Gateways and Ports to Cisco Unified Communications Manager

You can use the BAT spreadsheet to add Cisco gateways and ports to Cisco Unified Communications Manager.

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 Create Cisco VG200 Gateway Template, on page 387 and CSV Data File Creation for Cisco VG200 Gateways, on page 453.
- If you want to insert a Cisco Catalyst 6000 Port, you must have a Cisco Catalyst 6000 Ports template and a CSV data file that contains port details for this bulk transaction. See Create Cisco Catalyst 6000 (FXS) Gateway Template, on page 391 and Create CSV Data File for Cisco Catalyst 6000 (FXS) Ports, on page 455.
- 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 Create Cisco VG200 Gateway Template, on page 387 and CSV Data File Creation for Cisco VG200 Gateways, on page 453.
- If you want to insert a Cisco VG202 or VG204 gateway, you must have a Cisco VG202 or VG204 gateway template for the trunks or ports and a CSV data file for the VG202 or VG204 gateway ports. See Create Cisco VG202 or VG204 Gateway Template, on page 394 and CSV Data File Creation for Cisco VG202 and VG204 Gateways, on page 458.

Procedure

Step 1 Choose **Bulk Administration** > **Gateways** > **Insert Gateways**.

The **Insert Gateways Configuration** window displays.

Step 2 From the **Gateway Type** drop-down list, choose the type of gateway you want to insert.

The **Insert Gateway Configuration** window displays.

Step 3 Choose the name of the CSV data file that contains the Cisco VG200 gateway information to be added from the **File Name** field drop-down list.

Step 4 Choose the name of the VG200 or the FXS gateway template that you created for this type of bulk transaction in the **Gateway Template Name** field.

Step 5 (Optional) Check the **Override the existing configuration** button to overwrite the existing gateway settings with the information that is contained in the file that you want to insert.

Step 6 Enter the job description in the **Job Information** area.

Step 7 Choose an insert method. Do one of the following:

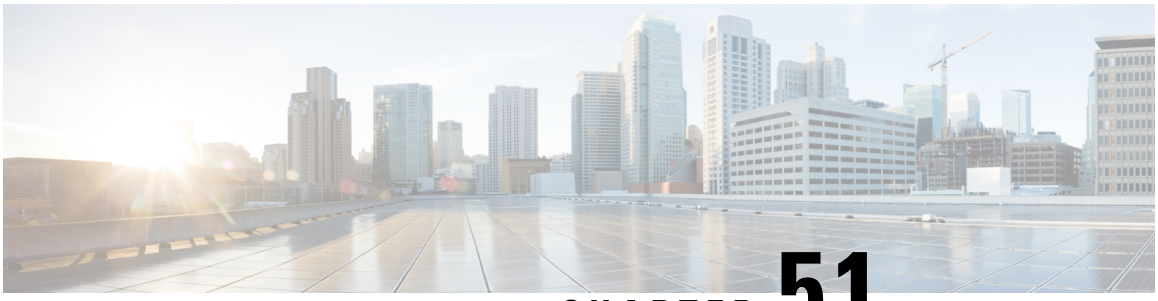
a) Click **Run Immediately** to insert the gateway immediately.
b) Click **Run Later** to insert the gateway later.

Step 8 Click **Submit** to create a job for inserting the gateways.

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

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629



CHAPTER 51

Cisco Gateway Deletions

This chapter provides information to locate the gateway records that you want to delete from the Cisco Unified Communications Manager database. You must define a query filter to delete a group of gateways. You can only delete Cisco VG200 and Cisco Catalyst 6000 gateway records using the **Delete Gateway Configuration** window.

- Delete Cisco Gateway Records Using Query, on page 475
- Topics Related to Cisco Gateway Deletions, on page 476

Delete Cisco Gateway Records Using Query

You can use a query to locate the gateway records that you want to delete from Cisco Unified Communications Manager. You can only delete Cisco VG200, VG202, VG204, VG224, VG310, VG320, VG350, VG420, VG450, ISR 4461, and Cisco Catalyst 6000 gateways using the Delete Gateway Configuration window.

Caution The delete action is final. You cannot retrieve deleted records.

Procedure

Step 1 Choose **Bulk Administration** > **Gateways** > **Delete Gateways**.

Step 2 From the **Delete Gateways where** drop-down list, 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** where drop-down list, 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, choose **Show** to display the associated endpoints.

Step 5 Specify the appropriate search text, if applicable, and click **Find**.

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

To further define your query, you can choose AND or OR to add multiple filters and repeat Step 2, on page 475 through Step 5, on page 476.

A list of discovered templates displays by:

- Device Name
- Description
- Device Pool
- Status
- IP address

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

Step 7 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete gateways immediately.
b) Click **Run Later** to delete gateways at a later time.

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

Step 9 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

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

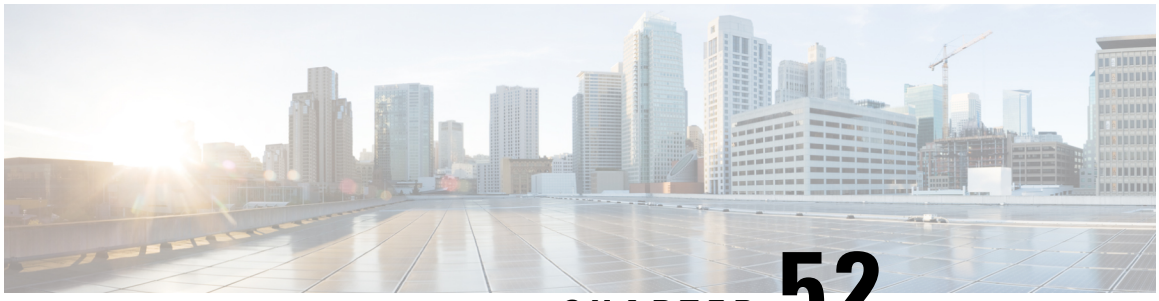
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to Cisco Gateway Deletions, on page 476

Topics Related to Cisco Gateway Deletions

- Delete Cisco Gateway Records Using Query, on page 475
- Insert Gateways and Ports to Cisco Unified Communications Manager, on page 472
- Manage Scheduled Jobs, on page 629

• BAT Log Files, on page 639



CHAPTER 52

Cisco Gateway Report Generation

This chapter provides information to generate reports for VGXXX Gateways.

Note Reports can be generated only for VG200, VG224, VG202, VG310, VG320, VG350, VG450, ISR 4461,VG420, and VG204 gateways.

- Generate Cisco Gateway Reports, on page 479
- Topics Related to Cisco Gateway Reports, on page 481

Generate Cisco Gateway Reports

You can generate a report for all VGXXX Gateways or for a limited set of gateways. Reports for VGXXX Gateways have a fixed format.

Note Reports can be generated only for VG200, VG224, VG202, VG310, VG320, VG350, VG450, ISR 4461,VG420, and VG204 gateways.

Procedure

Step 1 Choose **Bulk Administration** > **Gateways** > **Generate Gateway Reports**.

Step 2 From the **Find Gateways** where drop-down list, 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 where** drop-down list, 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, choose **Show** to display the associated endpoints.

Step 5 Specify the appropriate search text, if applicable, and click **Find**.

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

To further define your query, you can choose AND or OR to add multiple filters and repeat Step 2, on page 479 through Step 5, on page 480.

A list of discovered templates displays by:

- Device Name
- Description
- Device Pool
- Status
- IP address

Step 6 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 7 In the **File Name** field, enter your name for this report (required).

Step 8 Choose the file format from the drop-down list.

Step 9 In the **Job Information** area, enter the Job description.

Step 10 Choose when to generate a report. Do one of the following:

a) Click **Run Immediately** to generate a report immediately.
b) Click **Run Later** to generate a report at a later time.

Step 11 Click **Submit** to create a job for generating the report.

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

What to do next

You can search and download the report file using the Upload/Download Files option in the **Bulk Administration** menu.

Related Topics

BAT Log Files, on page 639

Report Log Files, on page 300
Manage Scheduled Jobs, on page 629
Topics Related to Cisco Gateway Reports, on page 481
Upload and Download Files, on page 15

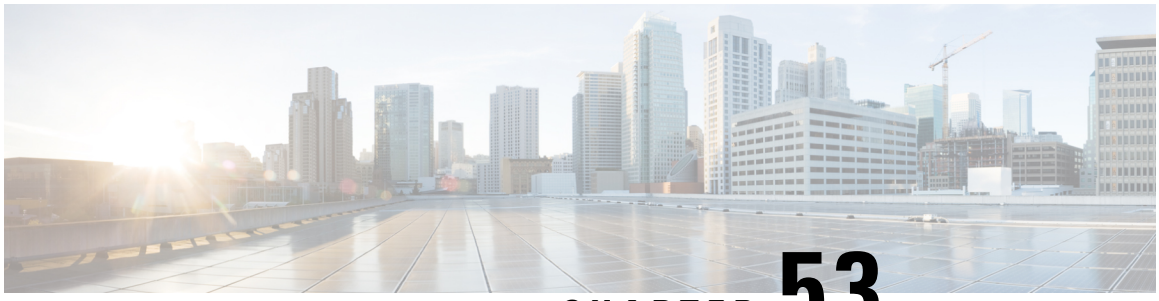
Topics Related to Cisco Gateway Reports

- Generate Cisco Gateway Reports, on page 479
- Report Log Files, on page 300
- Upload and Download Files, on page 15
- Manage Scheduled Jobs, on page 629
- BAT Log Files, on page 639

PART IX

Forced Authorization Codes and Client Matter Codes

- Client Matter Codes and Forced Authorization Codes, on page 485
- Forced Authorization Codes and Client Matter Code Deletions, on page 493



CHAPTER 53

Client Matter Codes and Forced Authorization Codes

This chapter provides information about using BAT to configure Forced Authorization Codes (FAC) and Client Matter Codes (CMC). You can create, update, delete, or add more CMC or FAC settings using either a CSV data file or a custom text-based CSV file.

- CMC and FAC Setup Using BAT, on page 485
- Implement CMC and FAC Features, on page 486
- Create CMC and FAC CSV Data File Using BAT.xlt, on page 487
- CSV Data File Creation for Client Matter Codes and Forced Authorization Codes Using Text Editor, on page 488
- Edit Existing CMC or FAC CSV Data File, on page 488
- CMC and FAC CSV Data File Settings, on page 489
- Update CMC or FAC in CUCM Database Using BAT, on page 490
- BAT Settings to Update CMC and FAC in the Database, on page 491
- Topics Related to CMC and FAC Configuration, on page 491

CMC and FAC Setup Using BAT

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.

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.
- Any time that you create or change a CSV file, you must insert the CSV file in BAT to update the Cisco Unified Communications Manager database.

Related Topics

Topics Related to CMC and FAC Configuration, on page 491
Update CMC or FAC in CUCM Database Using BAT, on page 490
Upload and Download Files, on page 15

Implement CMC and FAC Features

You can use Cisco Unified Communications Manager Bulk Administration (BAT) to implement CMC and FAC features.

Note 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.

Procedure

Step 1 Review important BAT information and general information about the CMC and FAC features.

- CMC and FAC Setup Using BAT, on page 485
- *Feature Configuration Guide for Cisco Unified Communications Manager*

Step 2 Create a CSV file for CMC or FAC and enter the CMC and FAC configuration information.

Step 3 To update the Cisco Unified Communications Manager database, insert the CSV file in BAT.

Step 4 Enable FAC or CMC by adding or updating route patterns in Cisco Unified Communications Manager Administration.

Step 5 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.

Step 6 Provide all necessary information, for example, codes, to users and explain how the features work.

Related Topics

Topics Related to CMC and FAC Configuration, on page 491

Create CMC and FAC CSV Data File Using BAT.xlt

You can create the CSV file for CMC or FAC using the BAT spreadsheet BAT.xlt. You must create two separate CSV files, one for CMC and one for FAC.

Note 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, copy the file from the first node and move it to a local machine that has Microsoft Excel installed.

Before you begin

Review important considerations in CMC and FAC Setup Using BAT, on page 485 before you use BAT to configure CMC or FAC.

Procedure

Step 1 Choose **Bulk Administration** > **Upload/Download Files**.
The **Find and List Files** window opens.

Step 2 Click **Find** and download the BAT.xlt file.

Step 3 Copy BAT.xlt to a local machine where Microsoft Excel is installed.

Step 4 To open the BAT Spreadsheet, locate and double-click the BAT.xlt file.

Step 5 When prompted, click **Enable Macros** to use the spreadsheet capabilities.

Step 6 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 7 Enter CMC or FAC settings in the columns.

See Table 43: Configuration Settings for CMC and FAC, on page 489 for descriptions of configuration settings.

Note Repeat Step 7, on page 487 until you enter all codes.

Step 8 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.

Tip Click **Browse** to choose a different location.

What to do next

Upload the CSV files to the first node of the Cisco Unified Communications Manager server.

You must add the CSV file to BAT and insert the file to update the Cisco Unified Communications Manager database.

Related Topics

Download File Off Server, on page 16
Topics Related to CMC and FAC Configuration, on page 491
Update CMC or FAC in CUCM Database Using BAT, on page 490
Upload File to Server, on page 17

CSV Data File Creation for Client Matter Codes and Forced Authorization Codes Using Text Editor

You can use a text editor to create the text-based CSV data file for client matter codes and forced authorization codes. The comma separated values (CSV) file provides textual information in tabular form and contains lines of ASCII text with values separated by commas.

Related Topics

Create Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, on page 685
Topics Related to CMC and FAC Configuration, on page 491

Edit Existing CMC or FAC CSV Data File

You update existing codes by manually updating an existing CSV file or creating a new CSV file using a text editor.

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.

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.

Procedure

Step 1 To edit existing CSV data files, download the CSV files from the first node of the Cisco Unified Communications Manager server to your local workstation.

Step 2 Open and edit the existing CSV file using a text editor.

Delete existing settings, add new codes, or update existing settings. See Table 43: Configuration Settings for CMC and FAC, on page 489 for descriptions of the CMC and FAC configuration settings.

Caution If you add new codes at the same time that you update them, make sure that you enter all required information.

A blank value does not overwrite an existing value in the database, but updating the value overwrites the existing value in the database.

What to do next

Upload the CSV files to the first node of the Cisco Unified Communications Manager server.

You must add the CSV file to BAT and insert the file to update the Cisco Unified Communications Manager database.

Related Topics

Download File Off Server, on page 16
Topics Related to CMC and FAC Configuration, on page 491
Update CMC or FAC in CUCM Database Using BAT, on page 490
Upload File to Server, on page 17

CMC and FAC CSV Data File Settings

The following table provides descriptions of the configuration settings in the CMC and FAC CSV data files.

Table 43: Configuration Settings for CMC and FAC

Setting/Column	Description
For CMC CSV file	
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	This optional field helps you associate a client code with a client. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
For FAC CSV File	

Setting/Column	Description
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.
Authorization Code Name	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. **Tip** 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.
Authorization Level	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.

Update CMC or FAC in CUCM Database Using BAT

To update the Cisco Unified Communications Manager database, you must insert the CMC or FAC CSV data file using BAT.

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:

a) For CMC, choose **Bulk Administration** > **Client Matter Codes** > **Insert Client Matter Codes**.

b) For FAC, choose **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.

See BAT Settings to Update CMC and FAC in the Database, on page 491 for configuration details.

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

Step 5 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert FAC and CMC immediately.
b) Click **Run Later** to insert FAC and CMC at a later time.

Step 6 To create a job for inserting FAC and CMC, click **Submit**.

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

Related Topics

BAT Log Files, on page 639
BAT Settings to Update CMC and FAC in the Database, on page 491
Manage Scheduled Jobs, on page 629
Topics Related to CMC and FAC Configuration, on page 491

BAT Settings to Update CMC and FAC in the Database

The following table provides descriptions of the BAT update configuration settings for CMC and FAC.

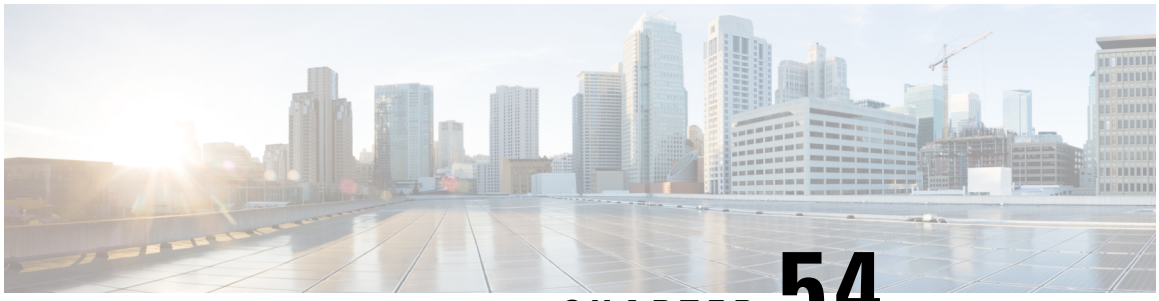
Table 44: Settings in BAT for Inserting CSV Files

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	This check box applies if you are updating code for existing settings. 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.

Topics Related to CMC and FAC Configuration

- Implement CMC and FAC Features, on page 486
- CMC and FAC Setup Using BAT, on page 485
- Create CMC and FAC CSV Data File Using BAT.xlt, on page 487

- CSV Data File Creation for Client Matter Codes and Forced Authorization Codes Using Text Editor, on page 488
- Edit Existing CMC or FAC CSV Data File, on page 488
- Code Setting Deletion Examples, on page 493
- CMC and FAC CSV Data File Settings, on page 489
- Update CMC or FAC in CUCM Database Using BAT, on page 490
- BAT Settings to Update CMC and FAC in the Database, on page 491
- Create Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, on page 685



CHAPTER 54

Forced Authorization Codes and Client Matter Code Deletions

This chapter provides information to delete CMC and FAC codes from the system 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.

- Code Setting Deletion Examples, on page 493
- Delete Forced Authorization Codes and Client Matter Codes, on page 495
- Topics Related to Forced Authorization Codes and Client Matter Codes, on page 496

Code Setting Deletion Examples

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

Related Topics

Delete Forced Authorization Codes and Client Matter Codes, on page 495
Topics Related to Forced Authorization Codes and Client Matter Codes, on page 496

Delete Forced Authorization Codes and Client Matter Codes

You can delete CMC and FAC records using a custom CSV file.

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.

Before you begin

- Create a new CSV file for codes that you want to delete using one of the following tasks:
  - For CMC, see Example for CMC (New CSV File), on page 494.
  - For FAC, see Example for FAC (Existing CSV File), on page 494.
- 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 Download File Off Server, on page 16.
- In a text editor, 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 Upload File to Server, on page 17:

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:

a) For CMC, choose **Bulk Administration** > **Client Matter Codes** > **Delete Client Matter Codes**

b) For FAC, choose **Bulk Administration** > **Forced Authorization Codes** > **Delete Forced Authorization Codes**

Step 2 Choose a custom file from the drop-down list box and click **Find**.
The **Find and List Client Matter Codes** window or **Find and List Forced Authorization** window displays.

Step 3 In the **Job Information** area, enter the Job description.

Step 4 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete CMC or FAC immediately.

b) Click **Run Later** to delete CMC or FAC at a later time.

Step 5 Click **Submit** to create a job for deleting FAC and CMC.

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

Caution Make sure that you browse the entire list of the displayed results before submitting the job for deletion.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to Forced Authorization Codes and Client Matter Codes, on page 496

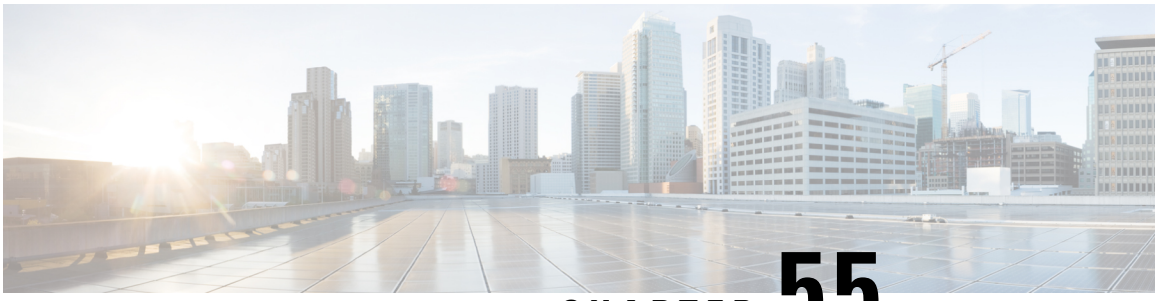
Topics Related to Forced Authorization Codes and Client Matter Codes

- Implement CMC and FAC Features, on page 486
- CMC and FAC Setup Using BAT, on page 485
- Create CMC and FAC CSV Data File Using BAT.xlt, on page 487
- CSV Data File Creation for Client Matter Codes and Forced Authorization Codes Using Text Editor, on page 488
- Edit Existing CMC or FAC CSV Data File, on page 488
- CMC and FAC CSV Data File Settings, on page 489
- Update CMC or FAC in CUCM Database Using BAT, on page 490
- Code Setting Deletion Examples, on page 493

PART X

Call Pickup Groups

- Manage Call Pickup Groups, on page 499
- Call Pickup Group Deletions, on page 505



CHAPTER 55

Manage Call Pickup Groups

This chapter provides information to set up call pickup groups using BAT. Call pickup allows you to pick up incoming calls within your own groups or in other groups when you dial the appropriate pickup group number.

- Call Pickup Group Setup Using BAT, on page 499
- Create Call Pickup Group CSV Data File Using BAT.xlt, on page 500
- CSV Data File Creation for Call Pickup Groups Using Text Editor, on page 501
- Edit Existing Call Pickup Group CSV Data File, on page 501
- Call Pickup Group CSV File Settings, on page 502
- Update Call Pickup Groups in CUCM Database Using BAT, on page 503
- BAT Settings to Update Pickup Groups in the Database, on page 504
- Topics Related to Call Pickup Groups, on page 504

Call Pickup Group Setup Using BAT

Before you use BAT to set up 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.

- Any time that you create or change a CSV file, you must insert the CSV file in BAT to update the Cisco Unified Communications Manager database.

Create Call Pickup Group CSV Data File Using BAT.xlt

You can create the CSV file for call pickup groups using the BAT spreadsheet BAT.xlt.

Note 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, copy the file from the first node and move it to a local machine that has Microsoft Excel installed.

Before you begin

Review important considerations in Call Pickup Group Setup Using BAT, on page 499 before you use BAT to configure call pickup.

Procedure

Step 1 Choose **Bulk Administration** > **Upload/Download Files**.
The **Find and List Files** window opens.

Step 2 Click **Find** and download the BAT.xlt file.

Step 3 Copy BAT.xlt to a local machine where Microsoft Excel is installed.

Step 4 To open the BAT Spreadsheet, locate and double-click the BAT.xlt file.

Step 5 When prompted, click **Enable Macros** to use the spreadsheet capabilities.

Step 6 Click the **Call Pickup Group** tab.

Step 7 Enter call pickup group settings in the columns.

See Table 45: Configuration Settings for Call Pickup Groups, on page 502 for descriptions of configuration settings.

Note Repeat Step 7, on page 500 until you enter all pickup groups.

Step 8 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.

Tip Click **Browse** to choose a different location.

What to do next

Upload the CSV files to the first node of the Cisco Unified Communications Manager server.

You must add the CSV file to BAT and insert the file to update the Cisco Unified Communications Manager database.

Related Topics

Download File Off Server, on page 16
Topics Related to Call Pickup Groups, on page 504
Update CMC or FAC in CUCM Database Using BAT, on page 490
File Upload and Download, on page 13
Upload File to Server, on page 17

CSV Data File Creation for Call Pickup Groups Using Text Editor

You can use a text editor to create the text-based CSV data file for call pickup groups. The comma separated values (CSV) file provides textual information in tabular form and contains lines of ASCII text with values separated by commas.

Related Topics

Create Text-Based CSV File for Call Pickup Groups, on page 688
Topics Related to Call Pickup Groups, on page 504

Edit Existing Call Pickup Group CSV Data File

You update existing codes by manually updating an existing CSV file or creating a new CSV file using a text editor.

Caution 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.

You can change any part of an existing record, but you must include the pickup group name.

Procedure

Step 1 To edit an existing CSV data file, download the CSV file from the first node of the Cisco Unified Communications Manager server to your local workstation.

Step 2 Open and edit the existing CSV file using a text editor.

Delete existing settings, add new call pickup groups, or update existing settings. See Table 45: Configuration Settings for Call Pickup Groups, on page 502 for descriptions of configuration settings.

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.

What to do next

Upload the CSV files to the first node of the Cisco Unified Communications Manager server.

You must add the CSV file to BAT and insert the file to update the Cisco Unified Communications Manager database.

Related Topics

Download File Off Server, on page 16
Topics Related to Call Pickup Groups, on page 504
Update CMC or FAC in CUCM Database Using BAT, on page 490
Upload File to Server, on page 17

Call Pickup Group CSV File Settings

The following table provides descriptions of the configuration settings for call pickup groups.

Table 45: Configuration Settings for Call Pickup Groups

Setting/Column	Description
For CPG CSV file	
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	Choose a route partition to which the directory number (pickup group number) belongs. **Note** The directory number (pickup group) can appear in more than one partition. **Note** The combination of Pickup Group Number and Partition should be unique. This field is optional.

Setting/Column	Description
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.

Update Call Pickup Groups in CUCM Database Using BAT

To update the Cisco Unified Communications Manager database, you must insert the call pickup group CSV data file using BAT.

Before you begin

Before you can update pickup groups in Cisco Unified Communications Manager database, 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.

Procedure

Step 1 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 call 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 call pickup groups, check the **Override the existing configuration** check box.

See BAT Settings to Update Pickup Groups in the Database, on page 504 for descriptions of configuration settings.

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

Step 5 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert pickup groups immediately.
b) Click **Run Later** to insert pickup groups at a later time.

Step 6 Click **Submit** to create a job for inserting pickup groups.

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

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to Call Pickup Groups, on page 504
Upload File to Server, on page 17

BAT Settings to Update Pickup Groups in the Database

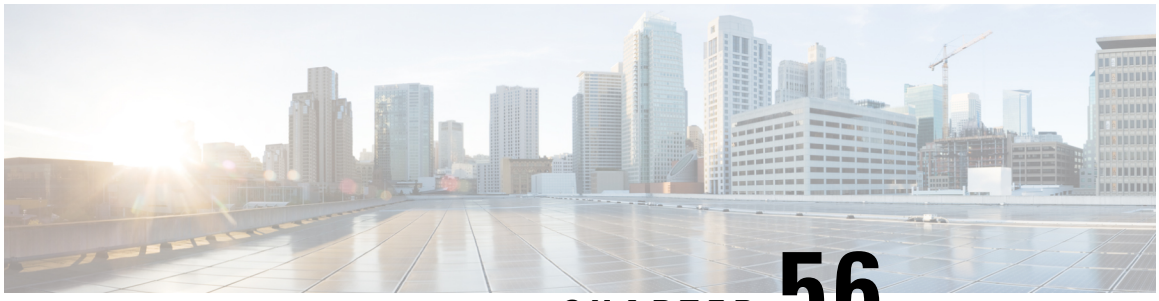
The following table provides descriptions of BAT update configuration settings for pickup groups.

Table 46: 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	This check box applies if you are updating pickup groups for existing settings. 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. **Note** For each pickup group, ensure the combination of Pickup Group Number and Partition is unique. **Note** While updating pickup groups, Pickup Group Number and Partition values will be ignored and existing Other Pickup Groups will be disassociated.

Topics Related to Call Pickup Groups

- Call Pickup Group Setup Using BAT, on page 499
- Create Call Pickup Group CSV Data File Using BAT.xlt, on page 500
- CSV Data File Creation for Call Pickup Groups Using Text Editor, on page 501
- Edit Existing Call Pickup Group CSV Data File, on page 501
- Delete Call Pickup Groups, on page 505
- Call Pickup Group CSV File Settings, on page 502
- Update Call Pickup Groups in CUCM Database Using BAT, on page 503
- BAT Settings to Update Pickup Groups in the Database, on page 504
- Create Text-Based CSV File for Call Pickup Groups, on page 688



CHAPTER 56

Call Pickup Group Deletions

This chapter provides information to delete call pickup groups by creating a query to locate the pickup group records you want to delete.

- Delete Call Pickup Groups, on page 505

Delete Call Pickup Groups

You can use BAT to delete call pickup groups.

Procedure

Step 1 Choose **Bulk Administration** > **Call Pickup Group** > **Delete Call Pickup Groups**
The **Find and List Call Pickup Groups** window displays.

Step 2 In first Find **Call Pickup Groups where** drop-down list box, choose from the following options:

- Pickup Group Number
- Pickup Group Name
- Partition

Step 3 From the second **Find Call Pickup Groups 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**.

To add multiple filters, check the Search Within Results check box and select, AND or OR. To further define your query, repeat Step 2, on page 505 through Step 4, on page 505.

Step 5 In the **Job Information** area, enter the Job description.

Step 6 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete pickup groups immediately.

b) Click **Run Later** to delete pickup groups at a later time.

Step 7 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.

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

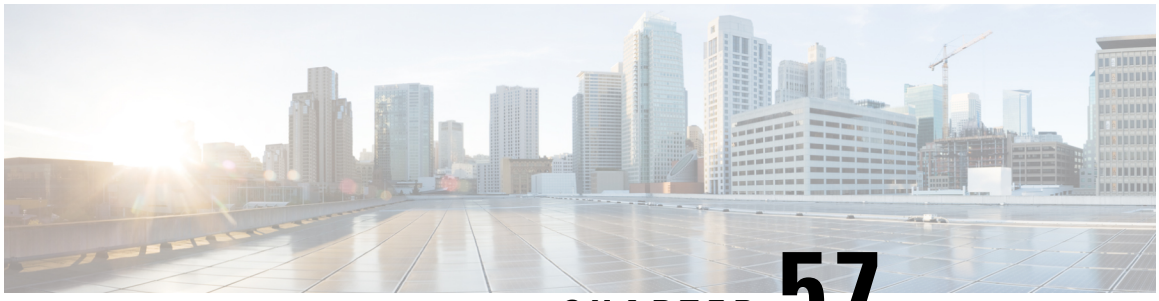
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

PART XI

Mobility

- Access List, on page 509
- Remote Destination, on page 513
- Remote Destination Profiles, on page 517
- Mobility Profile, on page 533



CHAPTER 57

Access List

This chapter provides information to use the Bulk Administration menu to insert, delete, and export access lists. 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.

- Insert Access Lists, on page 509
- Delete Access Lists, on page 510
- Export Access Lists, on page 510

Insert Access Lists

You can insert access lists using BAT.

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.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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.

Related Topics

Upload File to Server, on page 17

Delete Access Lists

You can delete access lists using BAT.

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.

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** > **Mobility** > **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, and click **Find**.

Step 3 The Job Information section displays along with the selected access list.

Step 4 You can choose to run the job immediately or later by selecting the corresponding radio button.

Step 5 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 6 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

Upload File to Server, on page 17

Export Access Lists

You can export access lists using BAT.

Note If you are accessing help from the Export Access List Configuration window, skip to Step 8, on page 511.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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 Step 2, on page 511 through Step 4, on page 511.
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.

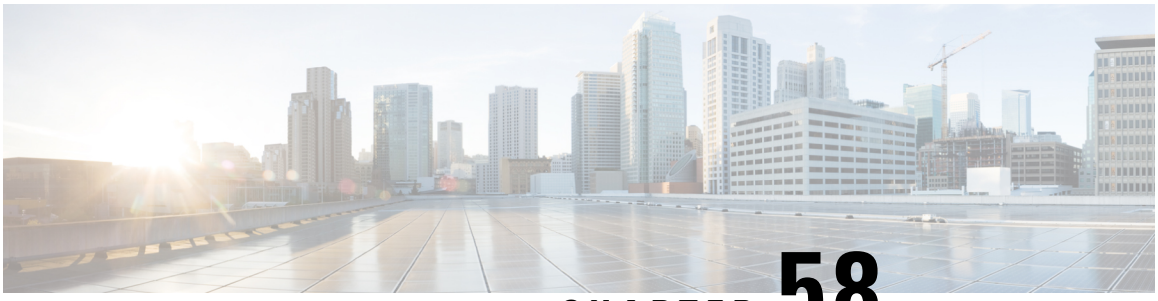
Step 9 From the **Bulk Access List Export Format** drop-down list box, choose **Access List Format**.

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.



CHAPTER 58

Remote Destination

This chapter provides information to use BAT to insert, delete, and export remote destination details.

- Insert Remote Destination, on page 513
- Delete Remote Destination, on page 514
- Export Remote Destination, on page 515

Insert Remote Destination

You can insert remote destination details using BAT.

Before you begin

- You must have a data file in comma separated value (CSV) format that contains the unique details for the remote destination.

Note You must enter the time zone details without parenthesis or asterisk. For example, if you are entering Greenwich Mean Time as the time zone, enter it as "Etc/GMT" and not "(GMT) Etc/GMT*".

- Upload the data files by choosing the relevant target and function for the transaction.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **Remote Destination** > **Remote Destination Insert**. The **Insert Remote Destination 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. **Insert Remote Destination** specifies the default description.

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 remote destination, 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.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload File to Server, on page 17

Delete Remote Destination

You can delete remote destinations using BAT.

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.

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, or description.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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, and click **Find**.

Step 4 The Job Information section displays along with the selected remote destination.

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 remote destination, 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.

Attention 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.

Related Topics

Upload File to Server, on page 17

Export Remote Destination

You can export a remote destination using BAT.

Note If you are accessing help from the second **Export Remote Destination Configuration** window after selecting the remote destination for export, skip to Step 8, on page 516.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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 Step 2, on page 515 through Step 4, on page 515.
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.

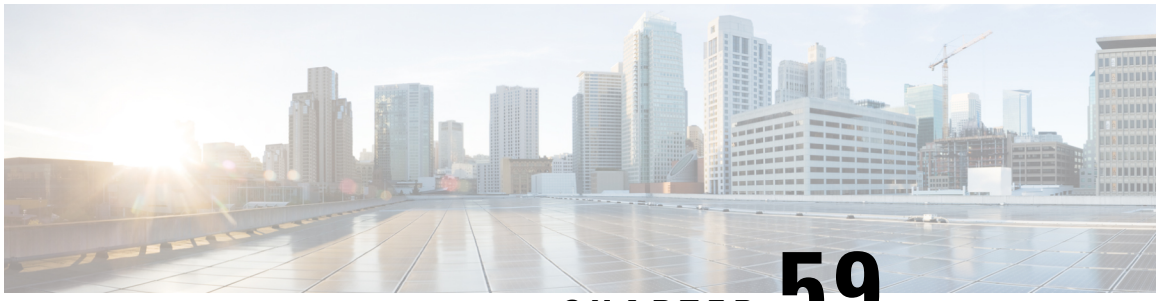
Step 9 From the **File Format** drop-down list box, choose **Remote Destination Format**.

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 To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.



CHAPTER 59

Remote Destination Profiles

This chapter provides information to 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, on page 517
- Remote Destination Profile File Format, on page 522
- Remote Destination Profile Insertions, on page 526
- Remote Destination Profile Deletions, on page 527
- Remote Destination Profile Exports Using Export Utility, on page 529

Remote Destination Profile Templates

You can use BAT remote destination profile templates to define common attributes for remote destinations such as device pool, location, calling search space, presence group, and privacy information.

Related Topics

Add or Update Lines in Remote Destination Profile Template, on page 519
Create Remote Destination Profile Template, on page 518
Delete Remote Destination Profile Template, on page 519
Find Remote Destination Profile Template, on page 517

Find 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.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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 Templates 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.

Create Remote Destination Profile Template

You can create a template to add remote destination profiles in bulk.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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 Remote Destination Profile Template Field Descriptions, on page 520 for field descriptions.

Step 4 Click **Save**.

What to do next

When the status indicates that the transaction has completed, you can add line attributes.

Add or Update Lines in Remote Destination Profile Template

You can add one or more lines to the BAT template or to update existing lines.

Procedure

Step 1 Find the RDP Template to which you want to add line.

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 2: Field Descriptions for Adding a Line to a BAT Template, on page 61, and click **Save**.

BAT adds the line to the phone template configuration. All RDPs in this batch will use the settings that you choose for this line.

Note After you enter or choose the appropriate values, you must return to this page to complete the procedure.

Step 4 Repeat Step 2, on page 519 through Step 3, on page 519 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.

Related Topics

Find Remote Destination Profile Template, on page 517

Delete Remote Destination Profile Template

You can delete RDP templates when you no longer require them.

Procedure

Step 1 Find the RDP Template that you want to delete.

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.

Related Topics

Find Remote Destination Profile Template, on page 517

Remote Destination Profile Template Field Descriptions

The following table 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 47: 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. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
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.

Field	Description
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.
Location	Choose the appropriate location for this group of RDPs. 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.
User Locale	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. Cisco Unified Communications Manager makes this field available only for phone models that support localization. **Note** If no user locale is specified, Cisco Unified Communications Manager uses the user locale that is associated with the device pool. **Note** 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.
Privacy	Choose On, Off, or Default in the Privacy drop-down list box.
Presence Group	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.

Field	Description
Rerouting Calling Search Space	From the drop-down list box, choose a calling search space to use for rerouting. 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. The redirection (3xx) primitive and transfer feature also uses the rerouting calling search space to find the redirect-to or transfer-to target.
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.

Remote Destination Profile File Format

You can configuring file formats for CSV data files that are created using a text editor.

Related Topics

Associate Remote Destination File Format with CSV Data File, on page 526
Remote Destination Profile File Format Configuration, on page 523
Create Text-Based CSV File for Remote Destination Profile, on page 690
CSV Data File Creation for Remote Destination Using Text Editor, on page 522
Find Remote Destination File Format, on page 523

CSV Data File Creation for Remote Destination Using Text Editor

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.

You cannot modify or delete the Default Remote Destination file format.

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 default file format. You enter the values in the text-based file in the same order as specified in the file format.

Related Topics

Create Text-Based CSV File for Remote Destination Profile, on page 690

Find Remote Destination File Format

You can find a remote destination file format using BAT.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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 Step 3, on page 523 and Step 4, on page 523.

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.

Remote Destination Profile File Format Configuration

You can create, find, copy, modify, or delete a Remote Destination Profile file format using BAT.

Related Topics

Create Remote Destination Profile File Format, on page 523
Copy Remote Destination Profile File Format, on page 524
Modify Remote Destination Profile File Format, on page 525
Delete Remote Destination Profile File Format, on page 525

Create Remote Destination Profile File Format

You can create your file format for the text-based CSV data file.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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.

Copy Remote Destination Profile File Format

You can copy an existing format for the CSV data file using BAT.

Procedure

Step 1 Find the **Remote Destination Profile** file format that you want to copy.

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 using any 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.

Related Topics

Find Remote Destination File Format, on page 523

Modify Remote Destination Profile File Format

You can modify an existing file format for the CSV data file using BAT. You can modify custom formats only.

Procedure

Step 1 Find the Remote Destination Profile file format that you want to modify.

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 using any 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**.

  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.

Related Topics

Find Remote Destination File Format, on page 523

Delete Remote Destination Profile File Format

You can delete an existing file format for the CSV data file. You can delete only custom formats.

Procedure

Step 1 Find the Remote Destination Profile file format that you want to delete.

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.

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

The system removes the file format(s) name from the list.

Related Topics

Find Remote Destination File Format, on page 523

Associate Remote Destination File Format with CSV Data File

You can add the file format with the text-based 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.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **Remote Destination Profile** > **Remote Destination Profile 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.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Remote Destination Profile Insertions

You can use the Bulk Administration menu to insert Remote Destination Profiles (RDPs) in batches, rather than performing individual updates through Cisco Unified Communications Manager Administration.

Insert Remote Destination Profiles in Cisco Unified Communications Manager

You can insert Remote Destination Profiles into Cisco Unified Communications Manager.

Before you begin

- You must have a Cisco Unified Communications Manager 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.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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 Check the **Override the existing configuration** check box to overwrite 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 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the Remote Destination Profile records immediately.
b) 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 To create a job for inserting the gateways, click **Submit**.

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

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Remote Destination Profile Deletions

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 Communications Manager Administration.

Delete Remote Destination Profiles Using Custom File

Use a text editor to create a custom file of Remote Destination Profiles that you want to delete. 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 Upload File to Server, on page 17.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **Remote Destination Profile** > **Remote Destination Profile Delete**.
The **Delete Remote Destination Profile Configuration** window displays.

Step 2 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:
- Name
- Description
- Device Pool
- Calling Search Space

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 RDPs matching your search criteria displays.

Step 5 In the **Job Information** area, enter the Job description.

Step 6 Choose a delete method. Do one of the following:
a) Click **Run Immediately** to delete RDP records immediately.
b) Click **Run Later** to delete RDP records at a later time.

Step 7 Click **Submit** to create a job for deleting the RDP records.

Step 8 To create a job for inserting the gateways, click **Submit**.
Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639

Manage Scheduled Jobs, on page 629

Remote Destination Profile Exports Using Export Utility

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.

Export Remote Destination Profile Using Export Utility

You can export remote destination profile details.

Note If you are accessing help from the second **Export Remote Destination Profile Configuration** window after selecting the remote destination profile for export, skip to Step 7, on page 530.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **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 Step 2, on page 529 and Step 3, on page 529.

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 Choose an export method. Do one of the following:

a) Click **Run Immediately** to export Remote Destination Profile records immediately.
b) Click **Run Later** to export 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 To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Default Remote Destination Profile File Format

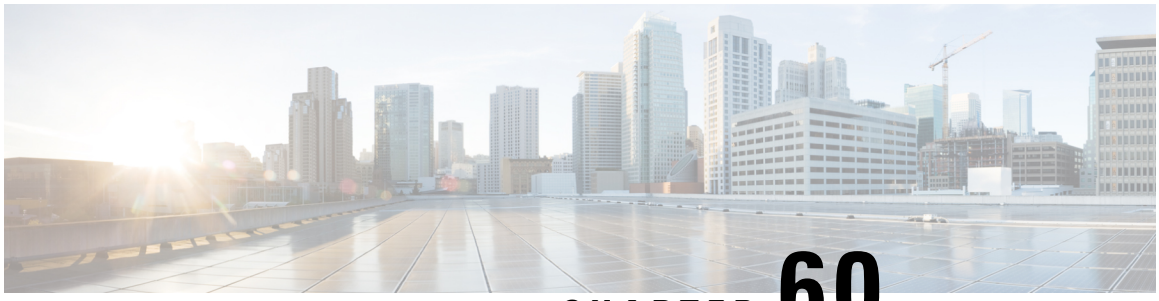
When you export Remote Destination Profile records by using Default Remote Destination Profile file format option, you export Remote Destination Profile records along different line attributes that are associated with the Remote Destination Profile. You cannot use the query to limit the number of records.

The following table lists the fields that are exported when you choose the Default Remote Destination Profile Format file format.

Table 48: 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

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



CHAPTER 60

Mobility Profile

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration Tool manage Mobility Profiles in the Cisco Unified Communications Manager database with a unique identity. You can insert, delete, and export Mobility Profiles using BAT.

- Insert Mobility Profile, on page 533
- Delete Mobility Profile, on page 534
- Export Mobility Profile, on page 534

Insert Mobility Profile

You can use BAT to insert mobility profiles in bulk.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **Mobility Profile** > **Insert Mobility Profile** .
The **Insert Mobility Profile Configuration** window displays

Step 2 From the **File Name** drop-down list box, choose the CSV data file that you created for this specific bulk transaction.

Step 3 Checking the **Override the existing configuration** check box, overwrites the existing Mobility Profile settings with the information that is contained in the file that you want to insert.

Step 4 In the **Job Information** field, enter the Job description.

Step 5 Choose an insert method. Do one of the following:

a) Click **Run Immediately** to insert the profile immediately.
b) Click **Run Later** to insert the profile at a later time.

Step 6 Click **Submit** to create a job for inserting the Mobility Profile.
Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Mobility Profile File Format, on page 698
Manage Scheduled Jobs, on page 629

Delete Mobility Profile

You can delete a Mobility Profile from the Cisco Unified Communications Manager database.

Before you begin

Before you can delete a Mobility Profile from Cisco Unified Communications Manager Administration, you must do the following:

- Create a text file that lists each Mobility Profile that you want to delete on a separate line.
- Upload the custom file with the first node of the Cisco Unified Communications Manager server.

To delete mobility profiles 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 Mobility Profile records that need to be deleted. Use only this file for the delete transaction. The custom delete file does not require a header and you can enter values for the name or description or mobile client calling option.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **Mobility Profile** > **Delete Mobility Profile**.
The Delete Mobility Profile Configuration window displays.

Step 2 From the Delete Mobility Profile where Name/Description/Mobile Client Calling Option in custom file drop-down list box, choose the file that you uploaded for deleting Mobility Profile.

Step 3 Click **Find**.

Step 4 The Job Information section displays along with the selected Mobility Profile.

Step 5 You can choose to run the job immediately or later by selecting the corresponding radio buttons.

Step 6 Click **Submit** to create a job for deleting the Mobility Profile.

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.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Upload and Download Files, on page 15

Export Mobility Profile

Use BAT to export Mobility Profiles.

Note If you are accessing help from the **Export Mobility Profile Configuration** window, skip to Step 7, on page 535.

Procedure

Step 1 Choose **Bulk Administration** > **Mobility** > **Mobility Profile** > **Export Mobility Profile**.
The **Find and List Mobility Profiles To Export** window displays.

Step 2 In the first **Find Mobility Profile where** drop-down list box, choose a field to query from the following options:

- Name
- Description
- Mobile Client Calling Option

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 box, enter the value that you want to locate, such as a specific profile name or profile description, and click **Find**.

You can choose AND or OR to add multiple filters and repeat Step 2, on page 535 through Step 4, on page 535 to further define your query.

All 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.

Step 5 From the list of records that display, click the link for the record that you want to view.

To find all the mobility profiles that are registered in the database, click **Find** without entering any search text. The window displays the record that you choose.

Step 6 Click **Next**.

The **Export Mobility Profile Configuration** window displays.

Step 7 In the **File Name** text box, enter the Mobility Profile file name you intend to export.

Step 8 From the **File Format** drop-down list box, choose the Mobility Profile file format.

Step 9 In the **Job Information** area, enter the Job description.

Step 10 Choose an export method. Do one of the following:

a) Click **Run Immediately** to export mobility profiles immediately.

b) Click **Run Later** to export mobility profiles at a later time.

Step 11 Click **Submit** to create a job for exporting Mobility Profile.

Step 12 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

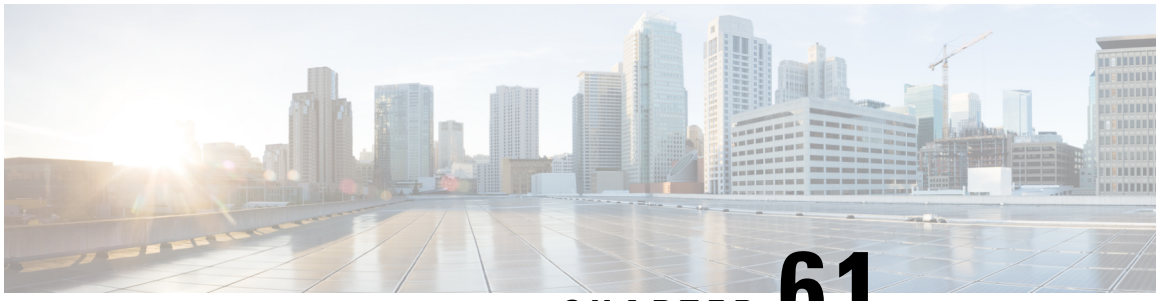
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

PART XII

Region Matrix

- Region Matrix Updates, on page 539



CHAPTER 61

Region Matrix Updates

This chapter provides information to use the Region Matrix menu in BAT to populate or depopulate the region matrix. The region tables define physical locations, whereas the region matrix tables define available bandwidth within (intra) and between (inter) regions.

- Populate and Depopulate Region Matrix, on page 539

Populate and Depopulate Region Matrix

Use BAT to populate or depopulate the region matrix.

Procedure

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.

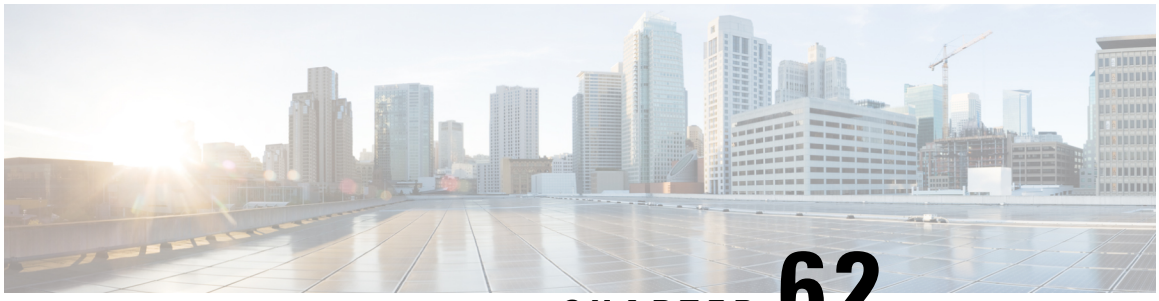
An administrator can change the region bandwidth defaults, however, this cannot be done through the BAT menu.

Note Choose **System** > **Service Parameters** in Cisco Unified Communications Manager to access the region bandwidth defaults. The parameter type specifies Cisco Unified Communications Manager and the four parameters of interest comprise part of the Clusterwide Parameters (System - Location and Region) section.

PART XIII

Import/Export

- Import/Export Menu, on page 543
- Import Configuration Data, on page 555
- Import File Validation, on page 561



CHAPTER 62

Import/Export Menu

This chapter provides information to 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.

- Export Configuration Data, on page 543
- Edit .tar File, on page 552
- Topics Related to the Import/Export Menu, on page 553

Export Configuration Data

Use BAT to export configuration data from Cisco Unified Communications Manager.

Note You cannot export VPN details through Import/Export if you are using the U.S. export unrestricted version of Cisco Unified Communications Manager.

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, choose the options you want to export.

a) Check the appropriate check boxes under **System Data**.
See "System Data Options" at Export Configuration Data Options, on page 544.

b) Check the appropriate check boxes under **Call Routing Data**.

See "Call Routing Data Options" at Export Configuration Data Options, on page 544.

c) Check the appropriate check boxes under **Media Resources**.
See "Media Resources Options" at Export Configuration Data Options, on page 544.

d) Check the appropriate check boxes under **User Data**.
See "User Data Options" at Export Configuration Data Options, on page 544.

e) Check the appropriate check boxes under **Device Data**.
See "Device Data Options" at Export Configuration Data Options, on page 544.

f) Check the appropriate check boxes under **Advanced Features**.
See "Advanced Features Options" at Export Configuration Data Options, on page 544.

Note The check boxes for VPN Profile, VPN Gateway, VPN Group, and VPN Feature Configuration do not appear if you are using the U.S. export unrestricted version of Cisco Unified Communications Manager. You cannot export VPN details through Import/Export if you are using the U.S. export unrestricted version of Cisco Unified Communications Manager.

Step 4 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 5 In the **Job Description** field, enter the description that you want to provide for the job. Export Configuration is the default description.

Step 6 You can choose to run the job immediately or later by selecting the corresponding radio button.

Step 7 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.

Note Check dependency selects dependent items up to one level of dependency. For example, if an item depends on CSS, then only CSS will be selected and the items that CSS depends on will not be selected.

Step 8 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 9 Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Export Configuration Data Options

You can choose the options to export when you use BAT to export configuration data from Cisco Unified Communications Manager.

- System data options
- Call routing data options

- Media resources options
- User data options
- Device data options
- Advanced features options

System Data 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

- Geo Location Configuration
- Geo Location Filter
- Enterprise Phone Configuration
- Certificate
- LDAP Custom Filter for Users
- LDAP Custom Filter for Groups
- Location Bandwidth Manager Group
- Audio Codec Preference Lists
- LDAP Search

Call Routing Data 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
- Intercom Translation Pattern
- Calling Party Transformation Pattern
- Time Of Day Access
- Logical Partition Policy
- CCD Requesting Service
- Hosted DN Group
- Block Learned Patterns
- Hosted DN Patterns
- CCD Advertising Service
- External Call Control Profile
- Transformation Profile
- CCD Feature Configuration
- CCD Partition
- Mobility Profile Configuration
- Handoff Configuration
- Enterprise Feature Access Configuration
- Elin Group

Media Resources Options

- Annunciator
- Conference Bridge
- Media Resource Group
- Media Resource Group List

- Media Termination Point
- Transcoder
- Music On Hold Server
- Mobile Voice Access
- Music On Hold Server
- IVR

User Data Options

- SIP Realm
- Application User
- Access Control Group
- Role
- Application User CAPF Profile
- Credential Policy Default
- Credential Policy
- End User
- End User CAPF Profile
- UC Service
- Service Profile
- Self-Provisioning
- User Profile
- Feature Group Template
- Universal Device Template
- Universal Line Template

Device Data 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
- Feature Control Policy
- Default Device Profile
- SIP Normalization Script
- SDP Transparency Profile
- Wireless LAN Profile Group
- Wireless LAN Profile
- Network Access Profile
- Wi-Fi Hotspot Profile
- Expressway-C

Advanced Features Options

Note

The check boxes for VPN Profile, VPN Gateway, VPN Group, and VPN Feature Configuration do not appear if you are using the U.S. export unrestricted version of Cisco Unified Communications Manager. You cannot export VPN details through Import/Export if you are using the U.S. export unrestricted version of Cisco Unified Communications Manager.

- Message Waiting Numbers
- Voice Mail Pilot
- Voice Mail Profile
- Voice Mail Port
- SAF Forwarder
- SAF Security Profile
- EMCC Remote Cluster
- EMCC Intercluster Service Profile
- Intercompany Media Engine Server Connections—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Service—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Service—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Services Trust Element—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Services Enrolled Pattern—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Services Enrolled Group—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Services Exclusion Group—Ensure that the Cisco IME server is installed and available before you configure this field.
- Fall Back Profile—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Services Learned Route—Ensure that the Cisco IME server is installed and available before you configure this field.
- VPN Profile
- VPN Gateway
- VPN Group
- EMCC Feature Config
- Intercompany Media Services Firewall—Ensure that the Cisco IME server is installed and available before you configure this field.

- Intercompany Media Services Exclusion Number—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Services E.164 Transformation—Ensure that the Cisco IME server is installed and available before you configure this field.
- Intercompany Media Services Feature Configuration—Ensure that the Cisco IME server is installed and available before you configure this field.
- Fallback Feature Configuration—Ensure that the Cisco IME server is installed and available before you configure this field.
- VPN Feature Configuration
- Called Party Tracing
- Directory Number Alias Lookup And Sync
- Call Control Agent Profile
- Infrastructure Device

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.

Related topics

See Topics Related to the Import/Export Menu, on page 553.

Edit .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.

You can make changes directly in the exported .tar file after you have exported the required data using BAT. The exported .tar file is located on the first node of the Cisco Unified Communications Manager server.

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.

Step 3 Un-tar the .tar file to some location on your machine 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 Microsoft Excel to edit the .csv file and save your changes.

Note You can also use a text editor to edit the .csv file, but Cisco recommends using Microsoft 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.

Note Make sure that you select the **Target** as **Import/Export** and the **Transaction Type** as **Import**.

Note If you decide to use a text editor to update the file, make sure that you add a comma for every new entry in the file format.

Note Import/Export tool does not support updating the password and pin attributes. They are exported in encrypted form in the exported file and hence it cannot be changed to plain text. Entities which have credentials are—Common Phone Profile, SIP Realm, Application User, LDAP Authentication, LDAP Directory, Cisco Attendant Console, and Enduser. Be aware that you must not modify the User ID, User Pkid, Password, and Pin fields in the enduser.csv in the exported file.

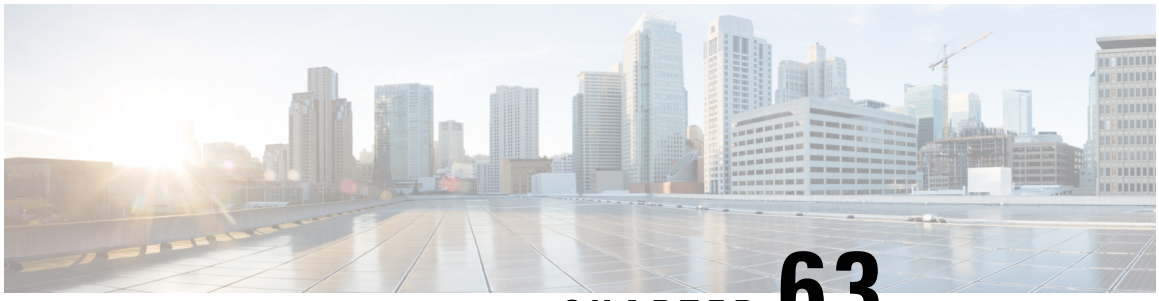
Related Topics

Download File Off Server, on page 16
Upload File to Server, on page 17

Topics Related to the Import/Export Menu

- Export Configuration Data, on page 543
- Edit .tar File, on page 552

- Find Downloadable File on Server, on page 15
- Download File Off Server, on page 16
- Upload File to Server, on page 17
- Delete File From Server, on page 17
- Import Configuration to Server, on page 555



CHAPTER 63

Import Configuration Data

This chapter provides information to import configuration data to Cisco Unified Communications Manager using the Bulk Administration Menu.

You can only update the existing enterprise or service parameters using import/export. If your import .csv file has templates specific to IPMA, make sure that you run the IPMA wizard on the target server before you proceed with the import transaction.

- Import Configuration to Server, on page 555
- Cyclic Dependency, on page 557
- Override Only, on page 558
- Upgrade From Cisco Unified CallManager 4.x Releases, on page 559
- Topics Related to Import/Export Menu, on page 559

Import Configuration to Server

You can import configuration data to Unified Communications Manager using the Bulk Administration Menu.

Note The LDAP password configured under the **User Management > User Settings > Service Profile > Directory Profile** Unified CM Administration interface will be exported in the encrypted format when you export the Service Profiles data using BAT. To import Service Profiles data from a Unified Communications Manager server to another, you must manually re-enter the password in plain text form in the exported .csv file. This is because you cannot import the same password as the decryption key is different for different servers.

If you are using the LDAP credentials for authentication, you should disable the **Cisco Jabber Diagnostic Tool** using the **DiagnosticsToolEnabled** parameter configured in the Jabber Client Configuration (jabber-config.xml) file.

To successfully import enterprise or service parameters, you must update the parameter from the **Enterprise Parameter** or **Service Parameter** window in Cisco Unified Communications Manager Administration from where it is being imported. In this case, when you are in the **Enterprise Parameter** or **Service Parameter** window in Cisco Unified Communications Manager Administration, click **Save** without making any changes before you run import.

Attention You can only update the existing enterprise or service parameters using **Import/Export**. If some of the parameters are missing in the database, importing the parameter fails.

You can use the "Override the existing configuration" option to make BPS update an item if it exists on the server or insert the item if it does not. When you import phones or User Device Profiles using the override option, the IP Phone services do not get updated but only get appended to the existing set of entities.

Note Because there can be multiple IP Phone services with the same name and there is no unique key to distinguish these services, Import or Export cannot determine which service to update and appends the service instead.

Before you begin

If your import .csv file has templates specific to IPMA, make sure that you run the IPMA wizard on the target server before you carry out the import transaction.

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 displays all uploaded .tar files.

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

What to do next

You can use Override when you are running the same tar file with corrections, after a failed job-run.

Note When a Unified Communications Manager server is created, there are database triggers on the background which create entities such as Conference Bridge (CFB), Media Termination point (MTP), and so on, automatically. These entities have names like CFB_1, and MTP_1.

When a user exports this information into a TAR file and imports it to a different Unified Communications Manager server, then the system creates items such as CFB and MTP. The names on the new Unified Communications Manager server may be consistent with the names before import, or can be different.

Related Topics

Log Files, on page 552
Upload File to Server, on page 17

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
- Application User and User group
- Licensing

Sample Record

devicepool.csv

```
DEVICE POOL NAME,CISCO UNIFIED CALLMANAGER GROUP,DATE/TIME GROUP,REGION,SRST REFERENCE,CALLING
 SEARCH SPACE FOR AUTO-REGISTRATION,AAR CALLING SEARCH SPACE,DEVICE MOBILITY CALLING SEARCH
 SPACE,MEDIA RESOURCE GROUP LIST,LOCATION,NETWORK LOCALE,CONNECTION MONITOR DURATION,DEVICE
 MOBILITY GROUP,AAR GROUP,REVERTED CALL FOCUS PRIORITY,LOCAL ROUTE GROUP,CALLING PARTY
TRANSFORMATION CSS,CALLED PARTY TRANSFORMATION CSS,INCOMING CALLING PARTY NATIONAL NUMBER
PREFIX,INCOMING CALLING PARTY INTERNATIONAL NUMBER PREFIX,INCOMING CALLING PARTY UNKNOWN
NUMBER PREFIX,INCOMING CALLING PARTY SUBSCRIBER NUMBER PREFIX,PHYSICAL LOCATION

Branch_0000,CMG 1 Phones,Central,region_0001,Disable,NULL,NULL,NULL,Intrn_MRGL-1_Volkswagen
 Intn.,,NULL,-1,NULL,NULL,Default,NULL,NULL,NULL,Default,Default,Default,Default,NULL
```

mediaresourcegrouplist.csv

```
NAME,MEDIA RESOURCE GROUP 1,SORT ORDER 1

Intrn_MRGL-1_Volkswagen Intn.,,
```

Note 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.

Items Not Supported on Import or Export

The following items are not supported on import or export:

- Dial Plan Installer
- Route Plan Report
- MOH Audio Source
- Fixed MOH Audio Source
- MOH Audio File Management
- Cisco Voice Mail Port wizard
- Firmware load information
- Licensing
- Announcement

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—When a Cisco Unified Communications Manager server is created, database triggers create entities such as MOH server, annunciator, and so on. When you export this information into a TAR file and import it to a different Cisco Unified Communications Manager server, the system trigger creates items such as MOH server, annunciator, and so on. Import/Export supports only update of existing MOH server—server association/annunciator—server association. You can edit the TAR file to make sure that the csv file has the valid association before importing. Cisco recommends that you import the server first; then, based on the association created, you can edit the csv file and do an Import with Override.
- Device Defaults
- Credential Policy Default
- Certificate—Import/Export supports only update of existing certificates as new certificates cannot be created/uploaded from Cisco Unified Communications Manager Administration. Only the Duration in Cache parameter from the certificate can be updated.
- Self-Provisioning

Upgrade From Cisco Unified CallManager 4.x Releases

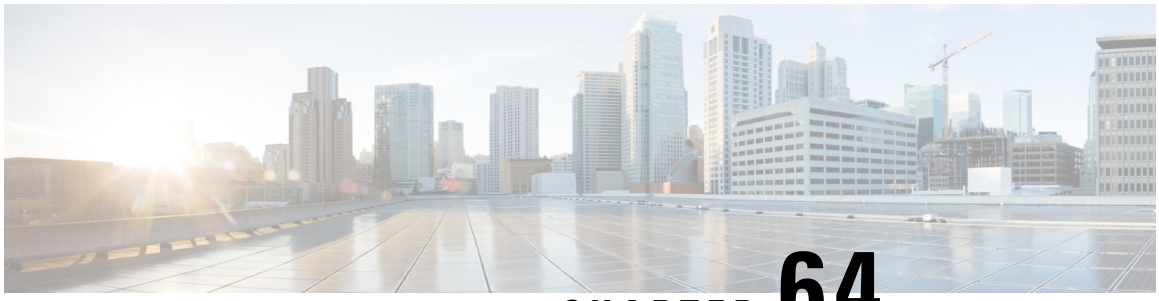
Keep the following points in mind when you import entities after an upgrade from Cisco Unified CallManager 4.x releases:

- BAT supports Import/Export between the same versions of Cisco Unified Communications Manager only. After the upgrade from a 4.x release of Cisco Unified CallManager, make sure that you have the same Cisco Unified Communications Manager version on both the source and target servers.
- Some user groups associated to application users that are relevant to the erstwhile Cisco Unified CallManager 4.x version that was running on the source server before the upgrade, may not be relevant to the Cisco Unified Communications Manager version running on the target server. Import transaction for such user groups will fail.

Topics Related to Import/Export Menu

- Export Configuration Data, on page 543
- Edit .tar File, on page 552
- Log Files, on page 552
- Override Only, on page 558
- Upgrade From Cisco Unified CallManager 4.x Releases, on page 559
- Find Downloadable File on Server, on page 15

- Download File Off Server, on page 16
- Upload File to Server, on page 17
- Delete File From Server, on page 17



CHAPTER 64

Import File Validation

This chapter provides information to use the Validate Import File page in BAT to validate the import .tar file.

- Import File Validation Items, on page 561
- Validate Import File, on page 561
- Topics Related to Import File Validation, on page 562

Import File Validation Items

The Validate Import File page in BAT validates the following items in the import .tar file:

- 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.

Validate Import File

Use the Validate Import File page in BAT to validate the import .tar file.

Note The validation procedure is carried out only for the items specified for the import.tar file.

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**.

The **File Name** drop-down list box lists all uploaded .tar files.

A message in the Status section lets you know that the job was submitted successfully.

Step 3 To check the status of the job, use the Job Scheduler option in the **Bulk Administration** main menu.

What to do next

If there are any problems encountered during validation, these are listed in the log files.

Related Topics

Import File Validation Items, on page 561
Log Files, on page 552
Topics Related to Import File Validation, on page 562
Upload File to Server, on page 17

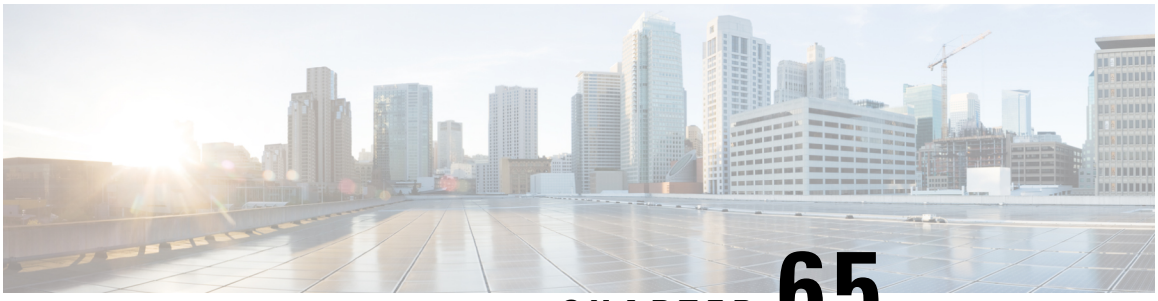
Topics Related to Import File Validation

- Export Configuration Data, on page 543
- Edit .tar File, on page 552
- Find Downloadable File on Server, on page 15
- Download File Off Server, on page 16
- Upload File to Server, on page 17
- Delete File From Server, on page 17

PART XIV

Phone Migration

- Manage Phone Migration, on page 565



CHAPTER 65

Manage Phone Migration

This chapter provides information to use the Phone Migration feature in Cisco Unified Communications Manager Bulk Administration Tool to migrate phones from one type to another in bulk. You can access the Phone Migration submenu from the Bulk Administration menu of Cisco Unified Communications Manager.

- Phone Migration Considerations, on page 565
- Migrate Phones, on page 566

Phone Migration Considerations

A text-based CSV data file is used to migrate phones. You can create the CSV data file using either the BAT spreadsheet or a text editor.

Some limitations to keep in mind while migrating phones are:

- Migrating to a phone with fewer speed dials or lines will not remove lines or speed dials. However, some of the lines/speed dials will no longer show up on the phone. You can still find all of the original lines/speed dials on the phone configuration page.
- Even migrating to a newer phone can cause loss of features like in the case of moving from SIP to SCCP or vice versa.
- Only existing phones can be migrated. If you enter a non-existing device in the CSV file, the system displays an error message.
- If the phone gets migrated successfully, the old phone will be updated with the new phone settings.
- If you select the reset or restart option, the new phone would be reset.

Create CSV Data Files for Phone Migration Using BAT Spreadsheet

You can use the BAT spreadsheet to create the CSV data file that contains the details for phone migration.

After you have finished editing the fields in the BAT spreadsheet, you can export the content to a CSV formatted data file. A default filename is assigned to the exported CSV formatted data file:

`PhoneMigration#timestamp.txt`

where "`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.

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 **Phone Migration** tab.

Step 4 In each row, provide the information for the following fields:

- Old Device Name—Enter the name of the phone that you are migrating, from 1 to 50 characters that identifies the old device. This field is mandatory.
- New Device MAC Address—Enter the MAC address of the new Device, 12 characters. This is a mandatory field.
- Description—Enter a description, up to 50 characters. This is an optional field. The description can include up to 50 characters in any language, but it cannot include double-quotes (`"`), percentage sign (`%`), ampersand (&), back-slash (`\`), or angle brackets (<>).

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 using the default filename `PhoneMigration#timestamp.txt` to `C:\XLSDataFiles` or you can use Browse to save your file in another existing folder on your local workstation

Note For information on how to read the exported CSV data file, click the link to **View Sample File** in the **Phone Migration Configuration** window in BAT.

What to do next

Upload the CSV data file to the first node of the Cisco Unified Communications Manager server so BAT can access the data input file.

Related Topics

BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
Creating Text-Based CSV File for Phone Migration, on page 691
Upload and Download Files, on page 15

Migrate Phones

Use the Phone Migration feature in BAT to migrate phones in bulk.

Before you begin

- You must have a data file in comma separated value (CSV) format that contains device name of the phone that you wish to migrate, the MAC address for the new phone, and the description for the new phone.
- You must have a phone template of a specific type, and the protocol you wish to use for migration configured and ready.
- Upload the data files by choosing the relevant target and function for the transaction.

Procedure

Step 1 Choose **Bulk Administration** > **Phone Migration**.
The Phone Migration Configuration window displays.

Step 2 You can choose to reset or restart phones by selecting the appropriate radio button from the **Reset/Restart Information** section.

Don't Reset/Restart phones is the default setting.

Step 3 In the **Phone Migration Information** section, from the **File Name** drop-down list box, choose the file that you uploaded.

Step 4 From the **Phone Template Name** drop-down list box, choose the phone template that you wish to use for migration.

Step 5 In the Job Information section, enter a description for the job.

The default description specifies Phone Migration.

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 migrating phones, click **Submit**.

Step 8 A warning message informing you of a possible loss of features/data displays. Do one of the following:

a) Click **Cancel** to return to the **Phone Migration Configuration** window without submitting the job.
b) Click **OK**, to continue with submitting the job.

A message in the Status section lets you know that the job was submitted successfully.

Step 9 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

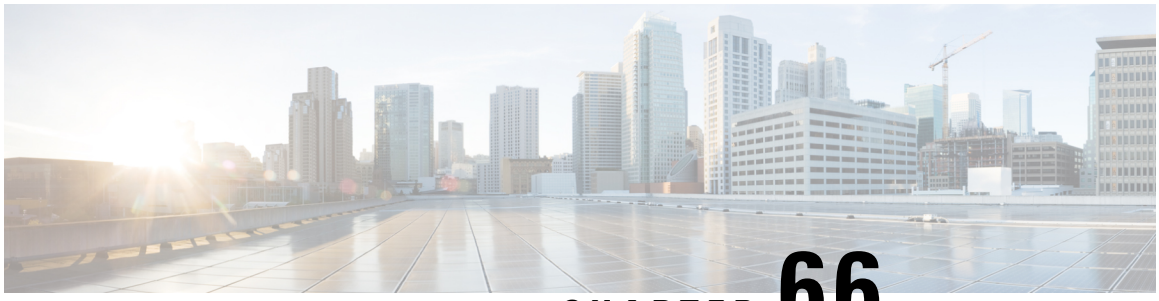
Related Topics

Upload File to Server, on page 17

PART XV

Extension Mobility Cross Cluster (EMCC)

- Extension Mobility Cross Cluster Template, on page 571
- Insert, Update, and Delete EMCC Devices, on page 575



CHAPTER 66

Extension Mobility Cross Cluster Template

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to insert, update, or delete Extension Mobility Cross Cluster (EMCC) in batches, rather than performing individual updates through Cisco Unified Communications Manager Administration.

- EMCC Templates, on page 571
- Topics Related to EMCC Templates, on page 574

EMCC Templates

Use BAT EMCC templates to define the common EMCC attributes to add a group of new EMCC. Prior to creating the template, make sure EMCC settings have already been configured in Cisco Unified Communications Manager Administration. You cannot create new settings in BAT.

Find EMCC Template

Because you might have several EMCC templates, Cisco Unified Communications Manager lets you locate specific templates 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** > **EMCC** > **EMCC Template**.
The **EMCC Template Find and List** window displays. Use the two drop-down list boxes to search for a template.

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

- Template Name
- Description

From the second **Find EMCC 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 EMCC 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 EMCC template that you choose.

Related Topics

Topics Related to EMCC Templates, on page 574

Create New EMCC Template

Use BAT to create an EMCC template.

Procedure

Step 1 Choose **Bulk Administration** > **EMCC** > **EMCC Template**.
The **EMCC Template Find and List** window displays.

Step 2 Click **Add New**.
The **EMCC Template Configuration** window displays.

Step 3 Enter the EMCC settings that this batch has in common.

See Table 49: Field Descriptions for an EMCC Template, on page 573 for field descriptions.

Step 4 After you have entered all the settings for this EMCC template, click **Save**.
This creates the template.

What to do next

After creating the template, set a default template from the Insert page. You can access the Insert page through **Bulk Administration** > **EMCC** > **Insert/Update EMCC**.

Related Topics

Topics Related to EMCC Templates, on page 574

Delete EMCC Template

You can delete EMCC BAT templates when you no longer require them.

Note The template that is set as the default EMCC template cannot be deleted from the system. You can find the default EMCC template from the Insert/Update EMCC page, or from the Delete EMCC page. You can also find it from the EMCC Template Find List page. On the Find List page, no check box displays against the default template.

Procedure

Step 1 Find the EMCC Template that you want to delete.

Step 2 In the **EMCC Template Configuration** window, verify that this is the template that you want to delete and click **Delete**.

Note You can also delete the EMCC template from the **EMCC Template Find and List** 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 EMCC templates list on the **Find and List EMCC Templates** window.

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

Related Topics

Find EMCC Template, on page 571
Topics Related to EMCC Templates, on page 574

BAT EMCC Template Field Descriptions

The following table provides descriptions of all possible fields that display when you are adding an EMCC template.

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.

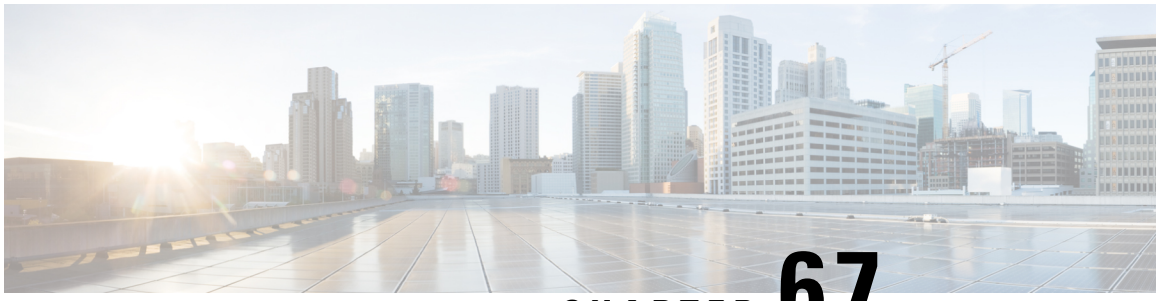
Table 49: Field Descriptions for an EMCC Template

Field	Description
Device Information	
Template Name	Enter the name for the template.

Field	Description
Description	Enter a description for the EMCC template that you want to create. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
Device Pool	Choose the device pool for this EMCC. 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.
SIP Profile	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.
Common Device Configuration	Choose the common device configuration to which you want this EMCC 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. To see the common device configuration settings, click the View Details link.
Common Phone Profile	From the drop-down list box, choose a common phone profile from the list of available common phone profiles.

Topics Related to EMCC Templates

- EMCC Templates, on page 571
- Create New EMCC Template, on page 572
- Delete EMCC Template, on page 573
- BAT EMCC Template Field Descriptions, on page 573



CHAPTER 67

Insert, Update, and Delete EMCC Devices

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to insert, update, and delete EMCC devices in the Cisco Unified Communications Manager database.

- Insert EMCC Devices, on page 575
- Update EMCC Devices, on page 576
- Delete EMCC Devices, on page 577

Insert EMCC Devices

Use BAT to add EMCC devices to the Cisco Unified Communications Manager database.

Each EMCC device bears a unique name in the format: EMCC1, EMCC2, and so on. BAT assigns EMCC device numbers by obtaining the last one used. If any other entity like, Phone, UDP, RDP, or EMCC Templates are named in the same format (EMCC1, EMCC2), then BAT Insert EMCC generates an error for duplicate naming. Therefore, ensure that the above entities with the same name format, are renamed before inserting EMCC Devices.

Example

The Admin user wants to insert 27 numbers of EMCC devices. First, BAT searches for the last EMCC device serial number used in the UCM say, EMCC123. Then it starts inserting devices from the next number onwards: EMCC124 to EMCC150. If UDP devices have already used the following names: EMCC135, EMCC137, and EMCC150, then BAT Insert EMCC will generate a naming error. EMCC devices with the above names do not get created unless the UDP devices are renamed.

Before you begin

Before you insert EMCC devices, you must have a valid EMCC template set as default. Set the default template following the update EMCC devices procedure.

To determine how many EMCC devices to add, look at the number of registered phones and add 5% to account for devices that may not be registered at the moment. If you have 100 phones, multiply 100 by 0.5, which equals 5. You add the result (5) to the total (100). The number of EMCC devices is 105.

To display information about the number of registered phones, gateways, and media resource devices on Cisco Unified Communications Manager, open RTMT and choose **Voice/Video > Device > Device Summary**.

Procedure

Step 1 Choose **Bulk Administration** > **EMCC** > **Insert/Update EMCC**.
The **Insert/Update EMCC Configuration** window displays.

Step 2 Make sure that the **Insert EMCC Devices** radio button is selected.

Step 3 Enter the number of devices in the **Number of EMCC Devices to be added** field.

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

Insert EMCC Devices is the default description.

Step 5 To insert the EMCC devices immediately, click the **Run Immediately** radio button. Click **Run Later** to insert the devices at a later time.

Step 6 To create a job for inserting the EMCC devices, click **Submit**.

Step 7 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Update EMCC Devices, on page 576

Update EMCC Devices

Use BAT to update EMCC devices in the Cisco Unified Communications Manager database.

Procedure

Step 1 Choose **Bulk Administration** > **EMCC** > **Insert/Update EMCC**.
The **Insert/Update EMCC Configuration** window displays.

Step 2 Select the **Update EMCC Devices** radio button.

Step 3 To set the default template, choose an EMCC template from the **Default EMCC Template** drop-down list box.

Step 4 Select the **Reset** radio button to reset all devices, select **Don't Reset** if you do not wish to reset all devices.

Step 5 In the Job Information area, enter the Job description.

Update EMCC Devices is the default description.

Step 6 To update the EMCC records immediately, click the **Run Immediately** radio button. Click **Run Later** to update the records at a later time.

Step 7 To create a job for updating the EMCC devices, click **Submit**.

Step 8 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

Delete EMCC Devices

You can use BAT to delete EMCC devices in bulk. Use the procedures to delete EMCC devices.

Procedure

Step 1 Choose **Bulk Administration** > **EMCC** > **Delete EMCC**.

The **Delete EMCC Configuration** window displays.

Step 2 Enter the number of devices to that you wish to delete in the **Number of EMCC Devices to be deleted** field.

Step 3 In the Job Information area, enter the Job description.

Delete EMCC is the default description.

Step 4 To delete the EMCC devices immediately, click the **Run Immediately** radio button. Click **Run Later** to delete the devices at a later time.

Step 5 To create a job for deleting the EMCC devices, click **Submit**.

Step 6 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

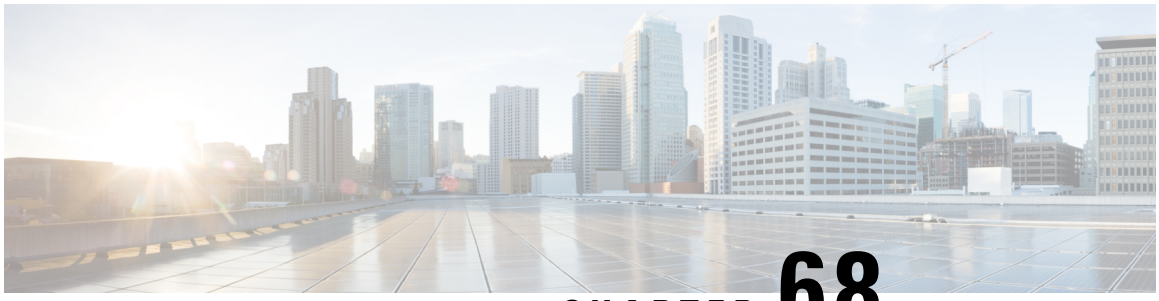
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629

PART XVI

Intercompany Media Engine (IME)

- Trust Element, on page 581
- Trust Group, on page 585
- Enrolled Group, on page 589
- Exclusion Group, on page 593
- Fallback Profile, on page 597



CHAPTER 68

Trust Element

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to insert or delete Trust Element records in Cisco Unified Communications Manager database.

- Insert Trust Element Configuration, on page 581
- Delete IME Trust Element Configuration, on page 582
- Topics Related to IME, on page 582

Insert Trust Element Configuration

Use BAT to add Trust Element Configuration to the Cisco Unified Communications Manager database.

Before you begin

- You must have a CSV data file that contains the Element name, Description, Element Type, and the Trust Group
- You can create the CSV data file by using the BAT spreadsheet that is converted to CSV format.

Procedure

Step 1 Choose **Bulk Administration** > **Intercompany Media Services** > **Trust Element** > **Insert Trust Element**. The **Insert Trust Element Configuration** window displays.

Step 2 In the **File Name** field, choose the CSV data file that you created for this bulk transaction.

Step 3 (Optional) Check the **Override the existing configuration** check box if you want to update settings for existing trust elements in your system.

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

The default description is Insert Trust Element.

Step 5 To insert the Insert Cisco Trust Element records immediately, click the **Run Immediately** radio button. Click **Run Later** to insert the records at a later time.

Step 6 To create a job for inserting the Unified Trust Element records, click **Submit**.

Step 7 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to IME, on page 582

Delete IME Trust Element Configuration

You can delete Trust Element from the Cisco Unified Communications Manager database using a custom CSV data file.

Note Do not use the insert transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the Trust Element 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, and so on.

Before you begin

- Create a text file that lists the Element Name for the Trust Element that you want to delete.
- Upload the custom files to the Cisco Unified Communications Manager server first node.

Procedure

Step 1 Choose **Bulk Administration** > **Intercompany Media Services** > **Trust Element** > **Delete Trust Element**.
The **Delete Trust Element Configuration** window displays.

Step 2 From the **Delete Trust Element where Name in custom file** drop-down list box, choose the filename of the custom file for this delete, and click **Find**.
The Trust Element matching your search criteria displays.

Step 3 Click **Submit** to create a job to delete the Trust Element.

Step 4 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

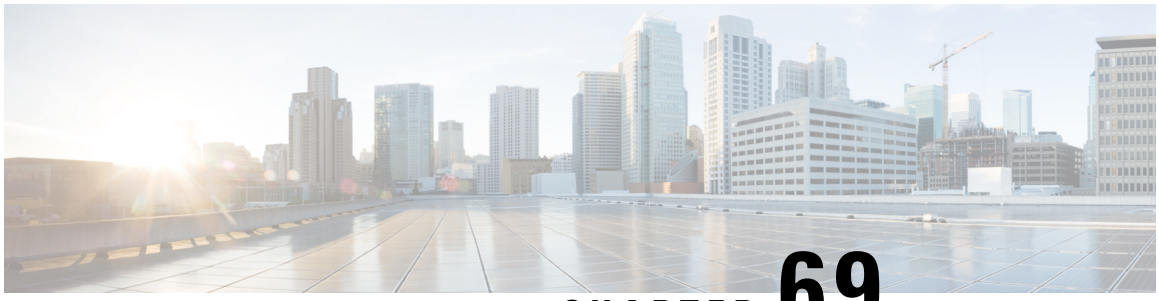
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to IME, on page 582
Upload File to Server, on page 17

Topics Related to IME

- BAT Log Files, on page 639
- BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
- Create Text-Based CSV File for IME Trusted Element Configuration, on page 692

- CSV Data File Overrides Template Values, on page 5
- Delete IME Trust Element Configuration, on page 582
- Insert Trust Element Configuration, on page 581
- Manage Scheduled Jobs, on page 629
- Upload File to Server, on page 17



CHAPTER 69

Trust Group

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to insert or delete Trust Group records in Cisco Unified Communications Manager database.

- Insert IME Trust Group Configuration, on page 585
- Deleting IME Trust Group Configuration, on page 586
- Topics Related to IME Trust Group Configuration, on page 586

Insert IME Trust Group Configuration

You can add Trust Group Configuration to the Cisco Unified Communications Manager database using a custom CSV data file.

Before you begin

You must have a CSV data file that contains the name, Description, and Trust details.

You can create the CSV data file by using the BAT spreadsheet that is converted to CSV format.

Procedure

Step 1 Choose **Bulk Administration** > **Intercompany Media Services** > **Trust Group** > **Insert Trust Group**. The **Insert Trust Group Configuration** 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 Job Information area, enter the Job description.

The default description is Insert Trust Group.

Step 4 To insert the Insert Unified Trust Group records immediately, click the **Run Immediately** radio button. Click **Run Later** to insert the records at a later time.

Step 5 To create a job for inserting the Insert Unified Trust Group records, click **Submit**.

Step 6 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639

Manage Scheduled Jobs, on page 629

Topics Related to IME Trust Group Configuration, on page 586

Deleting IME Trust Group Configuration

You can delete Trust Group from the Cisco Unified Communications Manager database using a custom CSV data file.

Note Do not use the insert transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the Trust Group 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, Group type, or Cisco Link Route Filter Group Profile.

Before you begin

1. Create a text file that lists the Name for the Trust Group that you want to delete.
2. Upload the custom files to the Cisco Unified Communications Manager server first node.

Procedure

Step 1 Choose **Bulk Administration** > **Intercompany** > **Media Services** > **Trust Group** > **Delete Trust Group**.
The **Delete Trust Group Configuration** window displays.

Step 2 From the **Delete Trust Group where Name in custom file** drop-down list box, choose the filename of the custom file for this delete, and click **Find**.
The Trust Group matching your search criteria displays.

Step 3 Click **Submit** to create a job to delete the Trust Group.

Step 4 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

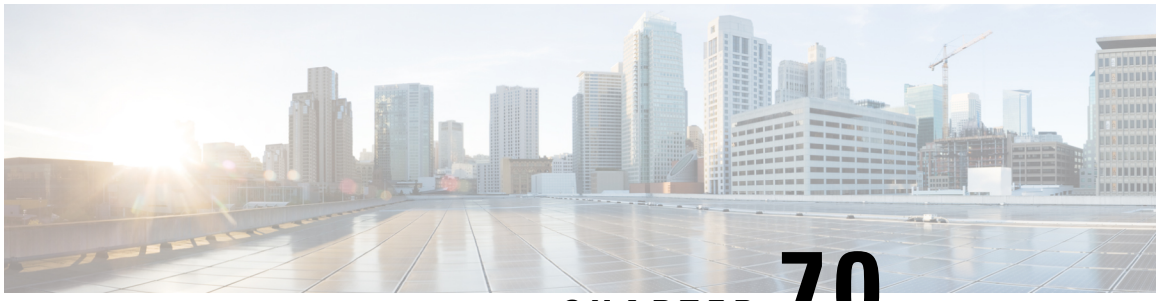
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to IME Trust Group Configuration, on page 586
Upload File to Server, on page 17

Topics Related to IME Trust Group Configuration

- BAT Log Files, on page 639
- BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
- Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
- CSV Data File Overrides Template Values, on page 5
- Deleting IME Trust Group Configuration, on page 586

- Insert IME Trust Group Configuration, on page 585
- Manage Scheduled Jobs, on page 629
- Upload File to Server, on page 17



CHAPTER 70

Enrolled Group

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to insert or delete Enrolled Group records in Cisco Unified Communications Manager database.

- Insert IME Enrolled Group Configuration, on page 589
- Delete IME Enrolled Group Configuration, on page 590
- Topics Related to IME Enrolled Group Configuration, on page 590

Insert IME Enrolled Group Configuration

You can add Enrolled Group Configuration to the Cisco Unified Communications Manager database using a custom CSV data file.

Before you begin

You must have a CSV data file that contains the group name, description, fallback profile, and all patterns in group are aliases data.

You can create the CSV data file by using the BAT spreadsheet that is converted to CSV format.

Procedure

Step 1 Choose **Bulk Administration** > **Intercompany Media Services** > **Enrolled Group** > **Insert Enrolled Group**.
The **Insert Enrolled Group Configuration** 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 Job Information area, enter the Job description.

The default description is Insert Enrolled Group.

Step 4 To insert the Insert Unified Enrolled Group records immediately, click the **Run Immediately** radio button. Click **Run Later** to insert the records at a later time.

Step 5 To create a job for inserting the Insert Unified Enrolled Group records, click **Submit**.

Step 6 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to IME Enrolled Group Configuration, on page 590

Delete IME Enrolled Group Configuration

You can delete Enrolled Group from the Cisco Unified Communications Manager database using a custom CSV data file.

Note Do not use the insert transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the Enrolled Group 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.

Before you begin

1. Create a text file that lists the Group name for the Enrolled Group that you want to delete.
2. Upload the custom to the Cisco Unified Communications Manager server first node.

Procedure

Step 1 Choose **Bulk Administration** > **Intercompany Media Services** > **Enrolled Group** > **Delete Enrolled Group**.
The Delete Enrolled Group Configuration window displays.

Step 2 From the **Delete Enrolled Group where Name in custom file** drop-down list box, choose the filename of the custom file for this delete, and click **Find**.
The Enrolled Group matching your search criteria displays.

Step 3 Click **Submit** to create a job to delete the Enrolled Group.

Step 4 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

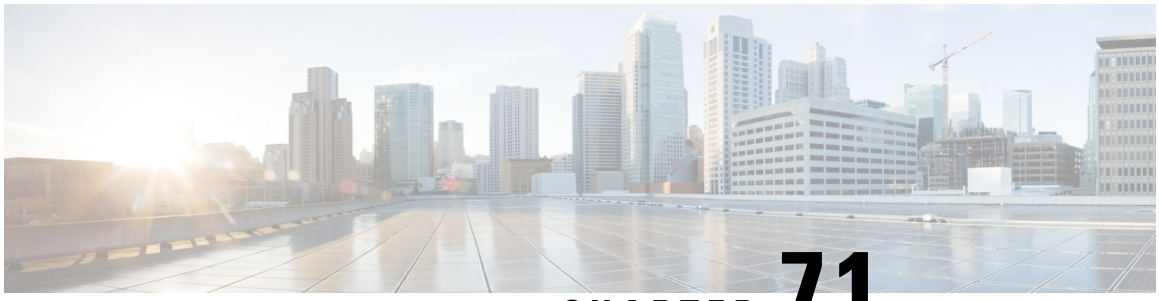
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to IME Enrolled Group Configuration, on page 590
Upload File to Server, on page 17

Topics Related to IME Enrolled Group Configuration

- BAT Log Files, on page 639
- BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
- Create Text-Based CSV File for IME Enrolled Group Configuration, on page 694

- CSV Data File Overrides Template Values, on page 5
- Delete IME Enrolled Group Configuration, on page 590
- Insert IME Enrolled Group Configuration, on page 589
- Manage Scheduled Jobs, on page 629
- Upload File to Server, on page 17



CHAPTER 71

Exclusion Group

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to insert or delete Exclusion Group records in Cisco Unified Communications Manager database.

- Insert IME Exclusion Group Configuration, on page 593
- Delete IME Exclusion Group Configuration, on page 594
- Topics Related to IME Exclusion Group Configuration, on page 594

Insert IME Exclusion Group Configuration

You can add Exclusion Group Configuration to the Cisco Unified Communications Manager database using a custom CSV data file.

Before you begin

- You must have a CSV data file that contains the name and description.
- You can create the CSV data file by using the BAT spreadsheet that is converted to CSV format.

Procedure

Step 1 Choose **Bulk Administration** > **Intercompany Media Services** > **Exclusion Group** > **Insert Exclusion Group**.
The **Insert Exclusion Group Configuration** 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 Job Information area, enter the Job description.

The default description is Insert Exclusion Group.

Step 4 To insert the Insert Unified Exclusion Group records immediately, click the **Run Immediately** radio button. Click **Run Later** to insert the records at a later time.

Step 5 To create a job for inserting the Insert Unified Exclusion Group records, click **Submit**.

Step 6 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639

Manage Scheduled Jobs, on page 629
Topics Related to IME Exclusion Group Configuration, on page 594

Delete IME Exclusion Group Configuration

You can delete Exclusion Group from the Cisco Unified Communications Manager database using a custom CSV data file.

Note Do not use the insert transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the Exclusion Group 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.

Before you begin

1. Create a text file that lists the name of the Exclusion Group that you want to delete.
2. Upload the custom files to the Cisco Unified Communications Manager server first node.

Procedure

Step 1

Step 2 Choose **Bulk Administration** > **Intercompany Media Services** > **Exclusion Group** > **Delete Exclusion Group**.
The **Delete Exclusion Group Configuration** window displays.

Step 3 From the **Delete Exclusion Group where Name in custom file** drop-down list box, choose the filename of the custom file for this delete, and click **Find**.
The Exclusion Group matching your search criteria displays.

Step 4 Click **Submit** to create a job to delete the Exclusion Group.

Step 5 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

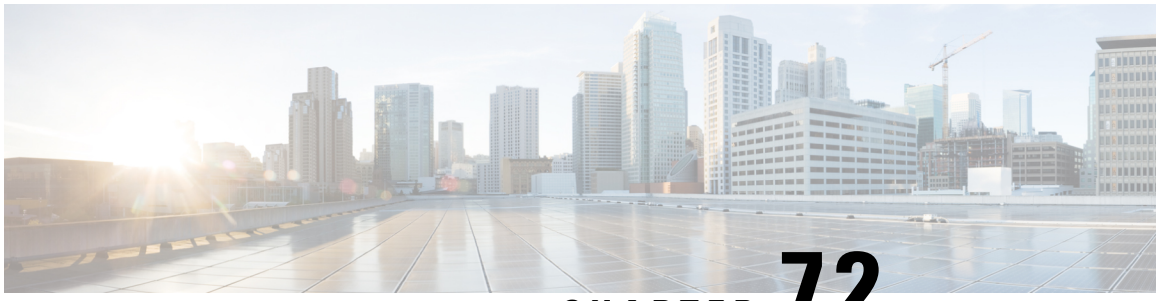
Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to IME Exclusion Group Configuration, on page 594
Upload File to Server, on page 17

Topics Related to IME Exclusion Group Configuration

- BAT Log Files, on page 639
- BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
- Create Text-Based CSV File for IME Exclusion Group Configuration, on page 695
- CSV Data File Overrides Template Values, on page 5

- Delete IME Exclusion Group Configuration, on page 594
- Insert IME Exclusion Group Configuration, on page 593
- Manage Scheduled Jobs, on page 629
- Upload File to Server, on page 17



CHAPTER 72

Fallback Profile

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to insert or delete Fallback Profile records in Cisco Unified Communications Manager database.

- Insert Fallback Profile Configuration, on page 597
- Delete Fallback Profile Configuration, on page 598
- Topics Related to Fallback Profile Configuration, on page 598

Insert Fallback Profile Configuration

You can add Fallback Profile Configuration to the Cisco Unified Communications Manager database using a custom CSV data file.

Before you begin

- You must have a CSV data file that contains the Name, Description, Advertised Fallback Directory E.164 Number, Fallback QOS Sensitivity Level, Fallback Call Answer Timer, Fallback Directory Number Partition, Fallback Directory Number, Number of Digits for Caller ID Partial Match and Fallback Call CSS.
- You can create the CSV data file by using the BAT spreadsheet that is converted to CSV format.

Procedure

Step 1 Choose Bulk **Administration** > **Intercompany Media Services** > **Fallback Profie** > **Insert Fallback Profile**. The **Insert Fallback Profile Configuration** 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 Job Information area, enter the Job description.

The default description is Insert Fallback Profile.

Step 4 To insert the Insert Unified Fallback Profile records immediately, click the **Run Immediately** radio button. Click **Run Later** to insert the records at a later time.

Step 5 To create a job for inserting the Insert Unified Fallback Profile records, click **Submit**.

Step 6 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to Fallback Profile Configuration, on page 598

Delete Fallback Profile Configuration

You can delete Fallback Profile from the Cisco Unified Communications Manager database using a custom CSV data file.

Note Do not use the insert transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the Fallback Profile 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.

Before you begin

1. Create a text file that lists the name of the Fallback Profile that you want to delete.
2. Upload the custom files to the Cisco Unified Communications Manager server first node.

Procedure

Step 1 Choose **Bulk Administration** > **Intercompany Media Services** > **Fallback Profile** > **Delete Fallback Profile**.
The **Delete Fallback Profile Configuration** window displays.

Step 2 From the **Delete Fallback Profile where Name in custom file** drop-down list box, choose the filename of the custom file for this delete, and click **Find**.
The Fallback Profile matching your search criteria displays.

Step 3 Click **Submit** to create a job to delete the Fallback Profile.

Step 4 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to Fallback Profile Configuration, on page 598
Upload File to Server, on page 17

Topics Related to Fallback Profile Configuration

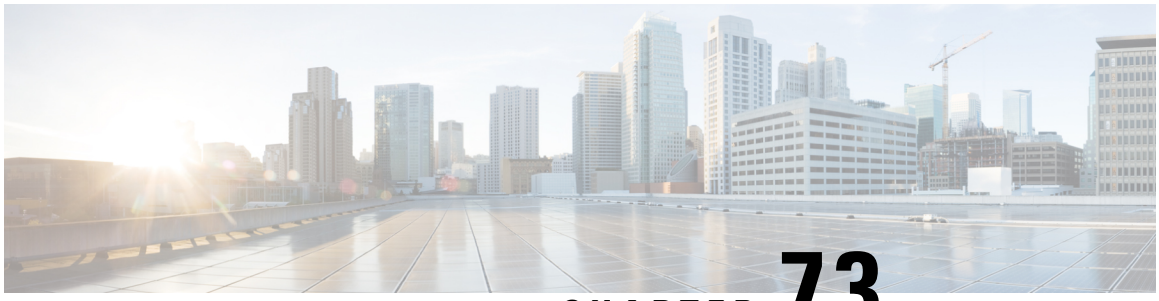
- BAT Log Files, on page 639
- BAT Spreadsheet Data Collection for CSV Data File Creation, on page 8
- Create Text-Based CSV File for Fallback Profile Configuration, on page 696

- CSV Data File Overrides Template Values, on page 5
- Delete Fallback Profile Configuration, on page 598
- Insert Fallback Profile Configuration, on page 597
- Manage Scheduled Jobs, on page 629
- Upload File to Server, on page 17

PART XVII

Configure Confidential Access Level

- Confidential Access Level Setup, on page 603



CHAPTER 73

Confidential Access Level Setup

This chapter provides information about using Cisco Unified Communications Manager Administration to configure Confidential Access Levels (CAL).

- About Confidential Access Level Setup , on page 603
- CAL Enforcement Level, on page 604
- CAL Limitations, on page 605
- Set Up Confidential Access Level , on page 606

About Confidential Access Level Setup

In Cisco Unified Communications Manager Administration, use the **Bulk Administration** > **Confidential Access Level** > **Import Confidential Access Level Matrix** menu path to configure CAL. CAL feature is used for restricting calls and other supplementary features such as transfer, forward, conferences including Meet-Me, and so on.

CAL is a numerical value assigned to an entity:

- Device (for example, an IP Phone)
- Line (for example, a Directory Number)
- Trunk (for example, a SIP trunk)

CAL has two main functions:

- Controls call completion based on configuration.
- Displays information on the phone that conveys additional information about the call.

Format of CAL Matrix

The Confidential Access Level (CAL) matrix is an X/Y matrix that is used to compare one CAL to another for implementing a call policy. The CAL from the originating number is selected along the X-axis of the matrix and compared against the destination number along the Y-axis of the matrix. The intersection of these two values is known as the resolved CAL. The resolved CAL determines whether the call should proceed and also the message that is displayed to the users.

A sample CAL matrix is as follows:

Column 1	Column 2	Column 3	Column 4	Column 5
Description	CAL	1	2	3
Unrestricted	1	1	1	1
Restricted	2	1	2	2
Confidential	3	1	2	3
END	Description	Unrestricted	Restricted	Confidential

Important The matrix must be symmetrical. For example, in the sample CAL matrix above, the value at the intersection of CAL 2 and CAL 3 is same as the value at the intersection of CAL 3 and CAL 2. Thus, the resolved CAL in both the cases is 2 (Restricted). Cisco Unified Communications Manager does not validate if the imported matrix is symmetrical. So it is the responsibility of the administrator to configure a matrix that aligns with the desired calling policy.

You can configure different CALs as per the requirement. The following CALs have been configured in this sample matrix:

- 1 - Unrestricted
- 2 - Restricted
- 3 - Confidential

The first row of the CAL matrix must contain all the valid CALs that you want to import into Cisco Unified Communications Manager. Description and CAL values are optional. The CALs in the remaining columns can be any numeric values that you want to import. The subsequent rows define the textual description, as seen in column 1, and its relationship with other CALs in column 3 and the subsequent columns. For every CAL entered in the first row, there should be a resulting row that contains a textual description for that value. In other words, column 1 must contain textual descriptions for all the CALs that are entered in the first row. The last line (END, Description) indicates the end of the CAL matrix. The CALs beyond this row are not imported.

If a call is originated from a number whose CAL is 1 (Unrestricted) to a destination number whose CAL is 2 (Restricted), the resolved CAL is 1 (the intersection of CAL 1 and CAL 2). Hence, the text corresponding to CAL 1—Unrestricted is displayed on both the phones. Similarly, if the call is between a Restricted party (with CAL 2) and a Confidential party (with CAL 3), then Restricted (corresponding to the resolved CAL 2) will be displayed on both the phones. Thus, the CAL matrix resolves to the highest common value possible between all parties of the call.

CAL Enforcement Level

In Cisco Unified Communications Manager 10.0(1), the CAL feature is not configurable on internal Cisco Unified Communications Manager devices that are used in features such as Directed Call Park, Built in Bridges, and so on, and also on a few endpoints such as MGCP BRI devices, Mobility, and CTI based endpoints. If you apply CAL resolution restriction strictly for all the calls, it may result in undesired call failures. Also, applying the CAL restriction without assigning CAL values to all the devices may result in call failures.

To avoid undesired call failures and to facilitate smooth deployment of the CAL feature, the following modes of CAL enforcement are implemented in Cisco Unified Communications Manager Release 10.0(1):

- Strict Mode-in this mode, the CAL Enforcement Level enterprise parameter is set to Strict. If the CAL value is not configured for a device or if a feature that does not support CAL is invoked, the call is allowed.
- Lenient Mode-in this mode, the CAL Enforcement Level enterprise parameter is set to Lenient. Even if the CAL value is not configured for a device or if a feature that does not support CAL is invoked, the call is allowed. However, if CAL values are configured for all the devices and the CAL resolution fails, the call is not allowed.

Note Cisco recommends that you deploy the CAL feature in Lenient mode in Cisco Unified Communications Manager Release 10.0(1).

Note To set the CAL enforcement level, choose **System** > **Enterprise Parameters** and select the CAL enforcement level from the CAL Enforcement Level drop-down list.

Important To ensure that the Lenient mode functions properly, it is highly recommended that you configure appropriate warning text on the 'CAL Resolution Warning Message Text' enterprise parameter. For example, Warn: CAL unknown. The warning text is displayed on the phones whenever the CAL values are not configured but the call is allowed.

CAL Limitations

The following limitations apply to the CAL feature:

- The built-in bridges (BIB) on the phones are not assigned CAL values. In Barge and Monitoring features, where BIBs are used, a warning message is displayed on the phones that use these features. The warning text is displayed based on the warning message that is configured in the CAL Resolution Warning Message Text enterprise parameter.
- Unlike SIP trunks, as the MGCP and H323 devices do not pass the resolved CAL values from one cluster to another, you may see different resolved CAL values on the calling and called entities on the call.
- The CAL feature is not supported on all phone models. To check if CAL is supported on your phone, see the Cisco Unified IP Phone User Guide that is specific to your phone model.
- In Cisco Unified Communications Manager Release 10.0(1), Directed Call Park and Mobility features can work only in Lenient mode.
- Extension Mobility applies only the CAL values that are associated with the lines.
- The calling SIP phones do not display PENDING message until the call is answered even if the CAL header is included in the SIP 180 Ringing message. To overcome this limitation, you can apply a LUA script at the SIP Profile level associated with the phone. The LUA script removes the CAL Header in the SIP 180 ringing message and updates the Remote Party ID to PENDING. An example of a LUA script is provided below. You can apply this script to display PENDING message on the calling phone until the call is answered.

```
M = {}
trace.enable()
function M.outbound_180_INVITE(msg)
local cal =msg:getHeader("Confidential-Access-Level")
if cal then
msg:removeHeader("Confidential-Access-Level")
1
CAL limitations
REVIEW DRAFT - CISCO CONFIDENTIAL
local rpi =msg:getHeaderValues("Remote-Party-ID")
local uri = "\"PENDING\" "
rpi[1] = uri .. string.match(rpi[1], "(<.+)")
msg:modifyHeader("Remote-Party-ID", rpi[1])
msg:addHeader("Remote-Party-ID",rpi[2])
end
end
return M
```

- When you disable Auto Pickup, the 418 Incompatible SIP message is not sent to the phones when CAL resolution fails during the pickup.
- When a phone with the CAL associated with its line receives an INVITE message, where the Directory number in the From header is different from the value configured in the Cisco Unified Communications Manager database for that phone, the Cisco Unified Communications Manager sends a SIP 418 Invalid CAL message to the phone if the CAL feature is enabled. If the CAL feature is disabled, the Cisco Unified Communications Manager retains the original behavior and sends a SIP403 Forbidden message.

Set Up Confidential Access Level

Follow these steps to set up confidential access level:

Procedure

Step 1 Choose **Bulk Administration** > **Confidential Access Level** > **Import Confidential Access Level Matrix**.

The Confidentiality Access Level Matrix Upload window opens.

Step 2 Click **Browse** and select the csv file that you want to upload.

Note The csv file contains the CAL table which is an X/Y matrix used to find the resolved CAL value.

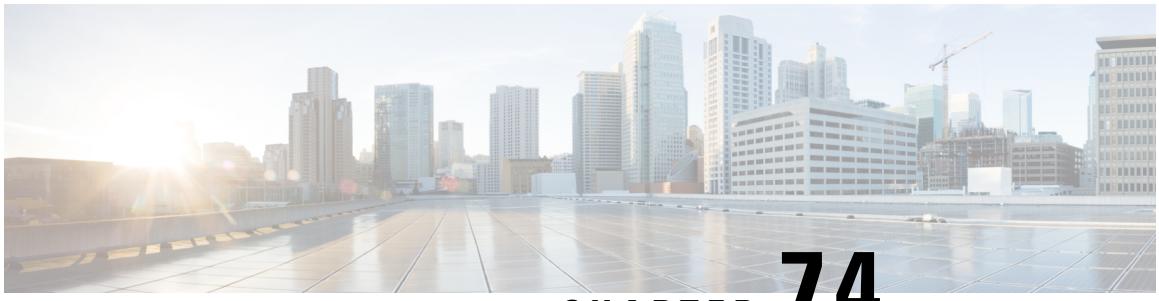
Step 3 Click **Upload.**

Note The Upload button is enabled only for CCM Super Users and Standard Confidential Access Level Users access groups.

PART XVIII

CUPS

- License Updates and Exports Using CUP Menu, on page 609



CHAPTER 74

License Updates and Exports Using CUP Menu

This chapter provides information to use the CUPS menu in BAT to update and export licenses of all Unified Presence and Cisco Unified Personal Communicator users.

Cisco Unified Presence, 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 and Cisco Unified Communications Manager can improve productivity by determining the most effective way for collaborative communication.

- Update and Export CUP and CUPC User Licenses, on page 609

Update and Export CUP and CUPC User Licenses

You can use the CUPS menu in BAT to update and export CUPS and CUPC user licenses.

Procedure

Choose from the following options:

a) To update CUPS/CUPC Users, choose **Bulk Administration** > **CUPS** > **Update CUPS/CUPC Users**

b) To export CUPS/CUPC Users, choose **Bulk Administration** > **CUPS** > **Export CUPS/CUPC Users**

Add or Update CUPS and CUPC User Licenses

You can use BAT to add or change the license.

Procedure

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 you are uploading the csv file.

Step 2 Navigate to the **Update CUPS** 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 All CUPS/CUPC User License Information

You can use the **Export Users Query** window can be used to obtain the current license information about all users for Unified Presence and Cisco Unified Personal Communicator.

Note No option currently exists to select a subset of Unified Presence users; all Unified Presence users in the system get exported to file.

Procedure

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 CUPS/CUPC, click **Next**.

Step 4 Specify the file name to be exported and click **Submit** to start the BAT job.

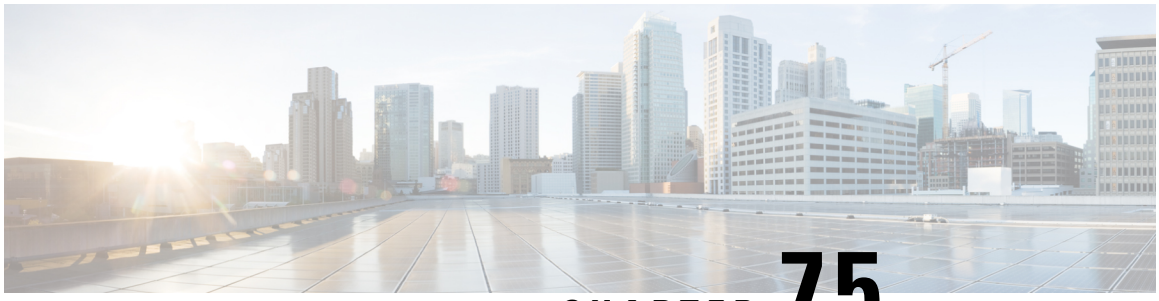
Step 5 Go to the **Job Scheduler** window to view the status of the BAT job that is submitted.

Note After the job completes, you can go to the **Upload/Download Files** window to download the exported .csv file.

PART XIX

Tool for Auto-Registered Phones Support

- Manage Tool for Auto-Registered Phones Support (TAPS), on page 613
- Tool for Auto-Registered Phone Support (TAPs) User Locales, on page 623



CHAPTER 75

Manage Tool for Auto-Registered Phones Support (TAPS)

This chapter provides information about installing, configuring, and using the Tool for Auto-Registered Phones Support (TAPS).

- TAPS Overview, on page 613
- Install TAPS, on page 616
- TAPS Application Configuration in UCCX Applications Server, on page 617
- Activate TAPS Service, on page 618
- Start Stop and Restart TAPS, on page 618
- TAPS Option Settings, on page 619
- Configure TAPS Auto-Registration, on page 619
- TAPS Secure Directory Number Option, on page 620
- View TAPS Log Files, on page 622
- Related Topics, on page 622

TAPS Overview

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.
- Secure TAPS—Allows you to keep some directory numbers from being updated through TAPS.
- User Locales for TAPS—Allows you to choose the languages for TAPS prompts.

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 for TAPS to function. In addition, you must enable the CallManager service on the first node, even if the first node is not being used to register phones.

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.

You must install TAPS application on the Cisco Unified Contact Center Express (Cisco UCCX) server. TAPS requires the Cisco IP Interactive Voice Response (IP IVR) application that runs on the Cisco UCCX 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.

Note Cisco recommends that you stop the TAPS service when you are not using TAPS to add phones to Cisco Unified Communications Manager database.

Related Topics

Select Language of TAPs Prompts on New Phone, on page 625
Configure TAPS Auto-Registration, on page 619
TAPS Secure Directory Number Option, on page 620
User Locales for Tool for Auto-Registered Phone Support, on page 623
Related Topics, on page 622

TAPS Auto-registration Options

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.

TAPS with New Phone Examples

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.

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.

Reloading Configurations Using TAPS

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.

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, see the *Cisco Unified Communications Manager Online Help*.

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.

Related Topics

Configure TAPS Auto-Registration, on page 619
Related Topics, on page 622

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.

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.”

Related Topics

TAPS Secure Directory Number Option, on page 620
Related Topics, on page 622

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.

If you need to use language prompts other than English prompts, before you install, upgrade, or configure TAPS, run the Cisco Unified Communications Manager Locale Installer on each cluster node and restart each node.

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.

Note You can use the **file get tftp <AAR file name>** CLI command the get the AAR file the Cisco Unified Communications Manager TFTP directory.

Related Topics

User Locales for Tool for Auto-Registered Phone Support, on page 623
Related Topics, on page 622

Install 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 server. This installation procedure involves installing TAPS on the UCCX server.

Note Refer to the Cisco Unified Contact Center Express (Cisco Unified CCX) Software and Hardware Compatibility Guide to find out the Cisco UCCX version compatible to the TAPS version you are installing.

Before you begin

The following prerequisites apply to TAPS installation for BAT:

- Make sure that the Cisco Unified Communications Manager first node is configured and running.
- Have the IP address for the Cisco Unified Communications Manager first node server.
- Ensure the Cisco UCCX server is configured. The Cisco UCCX application can reside on its own dedicated server.
- Be sure to use the locale installer to create the country-specific TAPS prompts.

Install TAPS on the UCCX application server.

Procedure

Step 1 Log on with administrator privileges to the system that is running the Cisco Unified Communications Manager first node database.

Step 2 Choose **Applications** > **Plugins**.
The **Find and List Plugins** window displays.

Step 3 Find the TAPS link and click **Download** to save the TAPS_AAR.aar plugin to your local machine.

Step 4 Log in to the UCCX App admin page through **Applications** > **AAR Management** as TAPS user and Upload the TAPS_AAR.aar from AAR Management page.

Step 5 Go to **Applications** > **Application Management**.
The Application Management page displays.

Step 6 Click on the TAPS application.

Step 7 Select the **Cisco_Unified_CM_IP_Address** check box and specify the Cisco Unified Communications Manager IP address, enclosed in double quotes.

Note By default the IP address will be " ", you must enter the IP address between the quotes.

Step 8 Restart Tomcat and Cisco Unified CCX Cluster View Daemon using the following commands

- utils service "Cisco Tomcat" stop/start
- utils service "Cisco Unified CCX Cluster View Daemon" stop/start

Note Refer to the Cisco Unified Contact Center Express Administration Guide for more information on managing the TAPS_AAR.aar.

Related Topics

Related Topics, on page 622

TAPS Application Configuration in UCCX Applications Server

You can review the Cisco UCCX application server documentation by browsing to Cisco Voice Applications and Tools at `www.cisco.com`. See the *Cisco Unified Contact Center Express Administration Guide* for instructions on how to configure an application.

Note The TAPS application does not work with a Cisco UCCX Standard license. You must use either an Enhanced or Premium license.

Related Topics

Related Topics, on page 622

Activate TAPS Service

You can activate and deactivate TAPS service using Cisco Unified Communications Manager Serviceability after you access it using the appropriate URL.

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 CMServices** list and click **Save**.

Note If the service is already activated, the Activation Status will display as Activated.

The service gets activated, and the Activation Status column displays the status as Activated.

Start Stop and Restart 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 CMServices.

Note If TAPS is already activated, 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.

Related Topics

Activate TAPS Service, on page 618

TAPS Option Settings

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 auto-registration, TAPS secure directory number, and user locales for auto-registered phone support.

Configure TAPS Auto-Registration

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.

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, and click **Save**.

a) **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.

b) **Allow Auto-Registered phones to reset with any profile.**
TAPS updates auto-registered phones with any profile.

A status message indicates that the update is successful.

What to do next

To return to the TAPS Options window, click **Back**.

Related Topics

Related Topics, on page 622

TAPS Secure Directory Number Option

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.

Use the following sections to find restricted directory numbers or to add restrict more directory numbers:

Related Topics

Find Secure Directory Numbers, on page 620
Remove Directory Number Restriction, on page 621
Restrict Directory Numbers, on page 621
Related Topics, on page 622

Find Secure Directory Numbers

You can find and list the directory numbers that have been restricted.

Procedure

Step 1 Choose **Bulk Administration** > **TAPS** > **Secure TAPS**.
The **Find and List Directory Numbers to Secure** window displays.

Step 2 Enter the appropriate search criteria and click **Search**.
If there are secured numbers available, then the list displays those numbers.

What to do next

You can proceed to restrict directory numbers or lift the restriction for a directory number.

Related Topics

Related Topics, on page 622
Remove Directory Number Restriction, on page 621
Restrict Directory Numbers, on page 621
TAPS Secure Directory Number Option, on page 620

Restrict Directory Numbers

You can block TAPS from using directory numbers that you specify. 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 Directory Numbers To Secure** 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, and click Save.

Tip To enter multiple Directory Numbers, use one line for each Directory Number entry.

Step 4 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.

Related Topics

Related Topics, on page 622

Remove Directory Number Restriction

You can remove a directory number from the list of directory numbers that TAPS cannot access.

Procedure

Step 1 Choose **Bulk Administration** > **TAPS** > **Secure TAPS**.
The **Find and List Secure Directory Numbers** window displays.

Step 2 Find the directory numbers you want to delete.

Step 3 Choose the directory numbers that you want to remove from the secure directory number list and click **Delete**.

Related Topics

Find Secure Directory Numbers, on page 620
Related Topics, on page 622

View TAPS Log Files

Use BAT to view TAPS log files. Each row of the log file represents each TAPS transaction.

Procedure

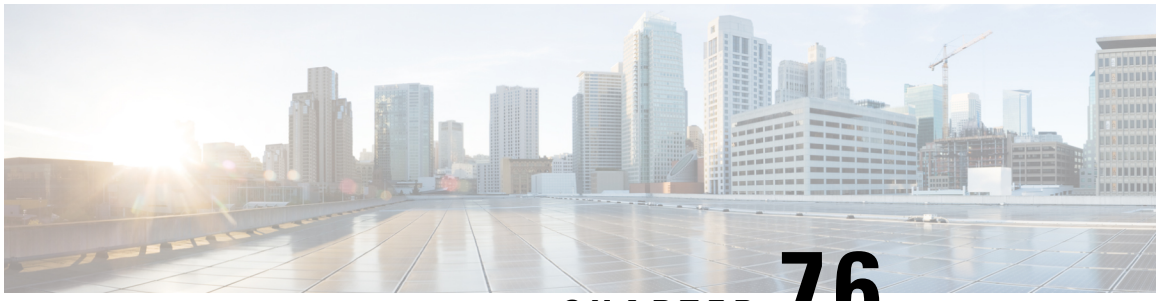
Choose **Bulk Administration** > **TAPS** > **View Taps Log File**.
The **View TAPS Log File** window displays.

Related Topics

Related Topics, on page 622

Related Topics

- TAPS Overview, on page 613
- Install TAPS, on page 616
- Activate TAPS Service, on page 618
- Activate TAPS Service, on page 618
- Start Stop and Restart TAPS, on page 618
- TAPS Option Settings, on page 619
- TAPS Auto-registration Options, on page 614
- View TAPS Log Files, on page 622
- User Locales for Tool for Auto-Registered Phone Support, on page 623
- Select Language of TAPs Prompts on New Phone, on page 625



CHAPTER 76

Tool for Auto-Registered Phone Support (TAPs) User Locales

The chapter provides information to add or remove languages for TAPS prompts.

You have to select at least one user locale for TAPS to work. Use the Locale Installer to install user locale support. For more information on the Cisco Unified Communications Manager Locale Installer, refer to the specific locale installer documentation.

- User Locales for Tool for Auto-Registered Phone Support, on page 623
- Add Languages to Tool for Auto-Registered Phone Support Prompts, on page 624
- Remove Languages From Tool for Auto-Registered Phone Support Prompts, on page 624
- Select Language of TAPs Prompts on New Phone, on page 625
- Topics Related to Tool for Auto-Registered Phone Support User Locales, on page 626

User Locales for Tool for Auto-Registered Phone 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.

You must run the Locale Installer to install user locale support.

Note The TAPS user locales installed in Cisco Unified Communications Manager will automatically be copied to the Cisco Unified Contact Center Express when a TAPS call is made. The TAPS user locales are not available on the Prompt Management page of Cisco Unified Contact Center Express.

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.

Add Languages to Tool for Auto-Registered Phone Support Prompts

You can add languages for TAPS prompts.

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, 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.

The **User Locales** list box is the list of languages that are installed on Cisco Unified Communications Manager.

You can choose, a maximum of twenty, languages as you need for user prompts and move them to the **Selected User Locales** list box.

Note If the language that you want does not appear, you must download the Locale Installer from cisco.com and install it on your cluster nodes.

Note All the languages that you add to the Locales pane are offered as options to the user. The order of the locales in the Locales pane does not matter because users set the support prompt language preference on their phone.

Step 3 After you have chosen the languages for user prompts, click **Save** to create a job.

Step 4 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files, on page 639
Manage Scheduled Jobs, on page 629
Topics Related to Tool for Auto-Registered Phone Support User Locales, on page 626

Remove Languages From Tool for Auto-Registered Phone Support Prompts

You can remove languages for TAPS prompts.

Procedure

Step 1 Choose **Bulk Administration** > **TAPS** > **User Locales for TAPS**.
The **Select User Locales** window displays.

Step 2 In the **Selected User Locales** list box, choose the language that you want to remove. Click the arrow to move the chosen language to the **User Locales** list box.

The **Selected User Locales** list box is the list of languages that is chosen for user prompts. You can choose one or many languages from user prompts and move them to the **User Locales** list box.

Step 3 Click **Save**.
A status message indicates that the update is complete.

What to do next

To return to the TAPS Options window, click **Back**.

Related Topics

Topics Related to Tool for Auto-Registered Phone Support User Locales, on page 626

Select Language of TAPs Prompts on New Phone

End users can select the language of TAPs prompts for their phones.

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 #.

Step 7 You will receive confirmation prompt.

Step 8 Hang up the phone.

The phone resets and displays your extension number.

What to do next

If you experience any problems, contact your system administrator.

Related Topics

Topics Related to Tool for Auto-Registered Phone Support User Locales, on page 626

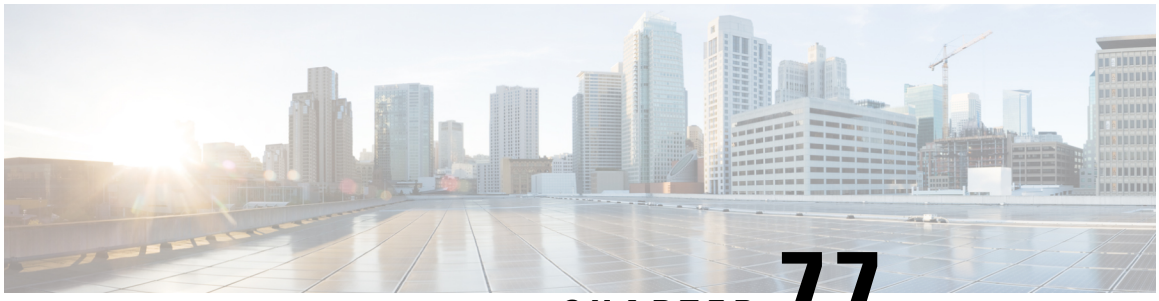
Topics Related to Tool for Auto-Registered Phone Support User Locales

- User Locales for Tool for Auto-Registered Phone Support, on page 623
- Select Language of TAPs Prompts on New Phone, on page 625
- Install TAPS, on page 616
- Activate TAPS Service, on page 618
- Activate TAPS Service, on page 618
- Start Stop and Restart TAPS, on page 618
- TAPS Option Settings, on page 619
- TAPS Secure Directory Number Option, on page 620

PART XX

Scheduling Jobs

- Manage Scheduled Jobs, on page 629



CHAPTER 77

Manage Scheduled Jobs

This chapter provides information about activating BPS and 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.

- Activate Bulk Provisioning Service, on page 629
- Start, Stop and Restart BPS, on page 630
- Deactivate BPS and Log Out, on page 630
- Find Jobs Submitted to BPS, on page 631
- Schedule Submitted Jobs, on page 632

Activate Bulk Provisioning Service

Before submitting a job for execution, the Bulk Provisioning Service (BPS) should be activated.

BPS starts automatically after it is activated. Every time that the service is started, BPS synchronizes with Cisco Unified Communications Manager database.

Procedure

Step 1 From **Cisco Unified Communications Manager Serviceability** window, choose **Tools** > **Service Activation**. The **Service Activation** window displays.

Step 2 From the **Server** 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**.
The window refreshes and the Activation Status corresponding to Bulk Provisioning Service displays Activated.

Related Topics

Start, Stop and Restart BPS, on page 630
Topics Related to Tool for Auto-Registered Phone Support User Locales, on page 626

Start, Stop and Restart BPS

You can manually stop or restart the Bulk Provisioning Service (BPS).

Note The BPS starts automatically after it is activated using Cisco Unified Communications Manager Serviceability.

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 is already activated, the Activation Status will display as Activated.

Step 3 Check the check box corresponding to BPS and do one of the following:

a) To restart BPS, click **Restart**.
The service restarts, and the message, Service Successfully Restarted, displays.

b) To stop BPS, click **Stop**.
The service stops, and the message, Service Successfully Stopped, displays.

c) To start the stopped BPS, click **Start**.
The service starts, and the message, Service Successfully Started, displays.

Deactivate BPS and Log Out

After you deactivate BPS you can log out of the tool when you no longer need to use itl.

Procedure

Step 1 In Cisco Unified Communications Manager Serviceability, choose **ToolsService 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.

Find Jobs Submitted to BPS

You can 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

Note When searching for jobs, use epoch time and not human readable date. For example, search with 1438171 rather than July 2015.

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, and click Find.

To further define your query, you can choose AND or OR to add multiple filters and repeat Step 2, on page 631 through Step 5, on page 631.

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

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 6 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.

Schedule Submitted Jobs

You can schedule submitted jobs.

Procedure

Step 1 Find the job you want to schedule.

Step 2 In the **Job Configuration** window, enter the settings for scheduling and activating the job.

See the following table.

Table 50: 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: • Hold • Pending • Completed • Incomplete
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.

Field	Description
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. **Note** 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. This description can be edited to include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
Frequency	Choose from the following options, the frequency of the transaction: • Once • Monthly • Weekly • Daily • Hourly 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 Time
- 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.

What to do next

To go back to the list of jobs, choose **Back to Find/List** from the **Related Links** drop-down list box and click Go.

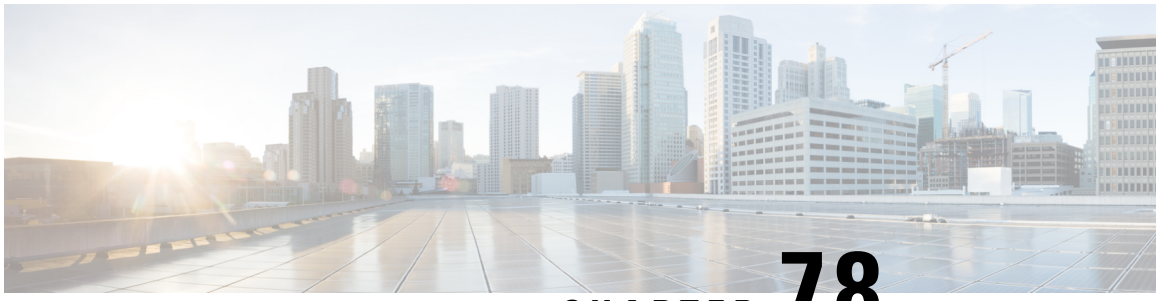
Related Topics

Find Jobs Submitted to BPS, on page 631

PART XXI

Troubleshooting BAT and TAPS

- Manage Troubleshooting BAT and TAPS, on page 637



CHAPTER 78

Manage Troubleshooting BAT and TAPS

This chapter provides information about various 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.

- Enable Trace to View Configuration Files, on page 637
- Disable Trace of Configuration Files, on page 638
- BAT Log Files, on page 639
- Troubleshooting BAT, on page 639
- Troubleshooting BAT Performance, on page 643
- Troubleshooting BAT and TAPS, on page 644
- Topics Related to Troubleshooting BAT and TAPS, on page 645

Enable Trace to View Configuration Files

You can enable the writing of trace files feature from the **Service Control** window in Cisco Unified Communications Manager Serviceability.

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.

The BAT and TAPs trace files display as follows:

```
bps<index number>.log
```

```
taps<index number>.log
```

where `<index number>` ranges from 1- 250.

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 one of the following services from the **Configured Services** drop-down list box.

- For BAT trace file settings, choose Cisco Bulk Provisioning Service
- For TAPS trace file settings, choose TAPS Service

Step 4 To activate the trace feature, click the **Trace On** check box.

Step 5 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 the following table.

Table 51: 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, and 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

Step 8 Click **Update.**

What to do next

After you have configured the information that you want to include in the trace files, you can collect and view trace files 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*.

Disable Trace of Configuration Files

You can disable the writing of trace files from the Service Control window in Cisco Unified Communications Manager Serviceability.

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 disables the feature.

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 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`

Related Topics

Find Jobs Submitted to BPS, on page 631
Topics Related to Troubleshooting BAT and TAPS, on page 645

Troubleshooting BAT

Problem The following list describes some scenarios that could occur and provides possible resolutions.

Bulk Administration Menu Does Not Display in Administration

Problem Bulk Administration menu does not display in Cisco Unified Communications Manager Administration.

Possible Cause Bulk Administration menu is accessible only from first node of Cisco Unified Communications Manager.

Solution Make sure that you are logged into first node of Cisco Unified Communications Manager.

Cannot Access Complete Bulk Administration Functionality

Problem Cannot access complete Bulk Administration functionality.

Possible Cause After logging into Cisco Unified Communications Manager Administration, all the Bulk Administration windows are not accessible.

Solution 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.

Export to BAT Format Button Does Not Work in BAT.xlt File

Problem Export to BAT Format button does not work in BAT.xlt file.

Possible Cause Clicking the Export to BAT Format button in the BAT.xlt file does not seem to do anything.

Solution 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.

BAT Excel Spreadsheet Gives a Compilation Error While Exporting Data to the CSV Format

Problem BAT Excel spreadsheet gives a compilation error while exporting data to the CSV format.

Possible Cause Check the version of Microsoft Excel that you are using. Customers have reported problems with BAT.xlt when they were using Excel 97.

Solution Use Microsoft Excel 2000 version or higher.

BAT Excel Spreadsheet Does Not Respond to Actions

Problem BAT Excel spreadsheet does not respond to actions.

Possible Cause .BAT Excel spreadsheet does not respond to actions like Add More Lines and so on.

Solution .Ensure that Enable Macros option is selected while opening BAT Excel spreadsheet.To enable macros in BAT.xlt use the following steps:

1. Open BAT.xlt.
2. Go to **Menu** > **Tools** > **Macro** > **Security**.
3. Set the Security Level to Medium.
4. Close BAT.xlt and open it again. When prompted, choose Enable Macros.

Data Files (CSV) Format Do Not Match Phone Template/Sample File

Problem Data files (CSV) format do not match Phone Template/Sample File.

Possible Cause 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.

Solution 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.

Uploaded CSV File Does Not Display in the File Name Drop-down List Box

Problem Uploaded CSV file does not display in the File Name drop-down list box.

Possible Cause The CSV file that you uploaded to Cisco Unified Communications Manager Server using File Upload Configuration widow, 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.

Solution 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.

Jobs Remain in Pending State Even After the Scheduled Time Expires

Problem Jobs remain in Pending state even after the scheduled time expires.

Possible Cause You schedule jobs with a specific scheduled time for execution. But, the jobs remain in Pending state, even after the scheduled time.

Solution Check for the following details:

1. Check that Cisco Bulk Provisioning Service (BPS) is started.
2. Check that there is no other job in Processing state. BPS can process only one job at a time.
3. Check if Stop Processing is requested for BPS transactions. If so, go to Job Scheduler window and click Activate Job.

Jobs Remain in Hold State

Problem Jobs remain in Hold state.

Possible Cause 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.

Solution 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.

Job Does Not Display in the Find and List Jobs Window

Problem Job does not display in the Find and List Jobs window.

Possible Cause 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.

Solution 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.

Port Number Not Configured in the Template

Problem Port number not configured in the template.

Possible Cause The CSV file specified the port number, but no corresponding ports are configured in the BAT template.

Solution In the BAT template, configure the ports that you have specified in the CSV file.

MAC Address Values Are Not Allowed in the File If Dummy MAC Address Values Are Desired

Problem MAC address values are not allowed in the file if dummy MAC address values are desired.

Possible Cause The CSV file contains MAC addresses. You cannot provide dummy MAC addresses when MAC addresses are present in any row in the CSV file.

Solution 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.

The BAT.xlt Spreadsheet Does Not Work with Microsoft Excel XP (Office XP)

Problem The BAT.xlt spreadsheet does not work with Microsoft Excel XP (Office XP)

Possible Cause 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.

Solution To enable macros in BAT.xlt use the following steps:

1. Open BAT.xlt.
2. Go to Menu >Tools >Macro > Security.
3. Set the Security Level to Medium.
4. Close BAT.xlt and open it again. When prompted, choose Enable Macros.

After the Request to Migrate an SCCP Phone to SIP Through the Migrate Phones - SCCP TO SIP Window Is Submitted, Model 7940 and 7960 Continue to Show Up as SCCP Phones

Problem 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.

Solution To solve this problem, power cycle (power off and on) individual phones after migration.

Note For Cisco Unified IP phones (models 7911, 7941, 7961, 7970, and 7971), the migration activity works correctly, and the phones register as SIP after migration.

Record Does Not Match the File Format Selected

Problem Record does not match the file format selected.

Possible Cause When you create a CSV file using MS Excel with the last column blank, MS Excel fails to add a comma for the last column after row 15. This error occurs when such a CSV file is used for any of the BAT operations.

Solution If you want the last column of CSV file to be blank, use the following steps:

1. Enter some dummy value for the last column while creating the CSV file.
2. Save the CSV file and close it.
3. Open the saved CSV file using Text Editor/Notepad.
4. Replace the dummy values with a blank value and save it.

BAT.xlt Is Working in Compatibility Mode with Microsoft Excel 2007

Problem BAT.xlt is working in compatibility mode with Microsoft Excel 2007.

Possible Cause The excel template bat.xlt is a Microsoft Excel 2003 file. When the file is opened in Microsoft Excel 2007, the file opens in compatibility mode. In compatibility mode, the excel template acts like a Microsoft Excel 2003 file, and the features of Microsoft Excel 2007 are not available.

Solution Make sure that BAT.xlt is in normal mode. Open Bat.xltl; then choose File > Save As and click Excel Macro Enabled Workbook. Provide a name, and click Save. Close the bat.xlt and open the file that you saved (the Saved As file).

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 on the Cisco Unified Communications Manager first node server before you insert the BAT files to the first node database. You must restart the TFTP service when the insert transaction complete.

Procedure

Step 1 In Cisco Unified Communications Manager Serviceability window, choose **Tools** > **Control Center - Feature Services**.

Step 2 Choose **Cisco TFTP from the Unified CMService** list by clicking the corresponding radio button.

Step 3 Click **Stop** and click **OK**.

Note You must restart the TFTP service when the insert transaction is complete. Use the same procedure and click Start to restart the service.

Related Topics

Topics Related to Troubleshooting BAT and TAPS, on page 645

Troubleshooting BAT and TAPS

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.

Related Topics

Topics Related to Troubleshooting BAT and TAPS, on page 645

Viewing Tool for Auto-Registered Phones Support Log Files

TAPS generates a row of information for each TAPS log file.

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 UCCX server.

Related Topics

Topics Related to Troubleshooting BAT and TAPS, on page 645

When Dialing the TAPS Route Point Number, the Caller Receives a Busy Tone

Problem When dialing the TAPS route point number, the caller receives a busy tone.

Possible Cause 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 UCCX configuration.

Solution You must increase the number of ports that are assigned to TAPS in Cisco UCCX to prevent this situation.

When the Cisco UCCX Server Starts, the JTAPI Subsystem Shows Partial Service or Out of Service

Problem When the Cisco UCCX server starts, the JTAPI subsystem shows partial service or out of service.

Possible Cause Message occurs because of configuration problems in the Cisco Unified Communications Manager or the Cisco UCCX server.

Solution 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 available on the Cisco UCCX server.
- Make sure that the JTAPI version on the UCCX server is the same as the JTAPI version that is installed on Cisco Unified Communications Manager.
- 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 UCCX server.

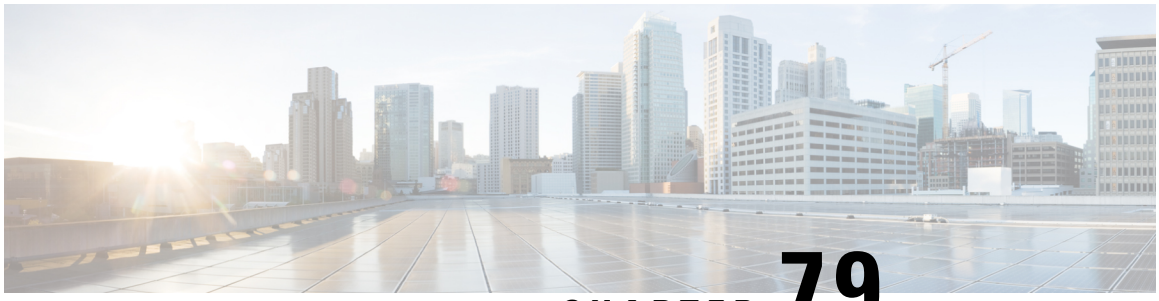
Topics Related to Troubleshooting BAT and TAPS

- BAT Log Files, on page 639
- Enable Trace to View Configuration Files, on page 637
- Troubleshooting BAT, on page 639
- Troubleshooting BAT Performance, on page 643
- Troubleshooting BAT and TAPS, on page 644

PART XXII

Infrastructure Devices

- Manage Infrastructure Devices, on page 649



CHAPTER 79

Manage Infrastructure Devices

- Infrastructure Device Setup Using BAT, on page 649
- Create Infrastructure Device CSV Data File using BAT.xlt, on page 649
- CSV Data File Creation for Infrastructure Devices Using Text Editor, on page 650
- Infrastructure Device Insert Examples, on page 651
- Insert Infrastructure Devices, on page 651

Infrastructure Device Setup Using BAT

You can create the CSV file for Infrastructure Device using the BAT spreadsheet BAT.xlt.

Note 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, copy the file from the first node and move it to a local machine that has Microsoft Excel installed.

Procedure

Step 1 Choose **Bulk Administration** > **Upload/Download Files**.
The **Find and List Files** window opens.

Step 2 Click **Find** and download the BAT.xlt file.

Create Infrastructure Device CSV Data File using BAT.xlt

Procedure

Step 1 Open a BAT.xlt spreadsheet that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each infrastructure device that you want to add. The CSV file must have the following comma delineated columns:

- Device Name
- IPv4 Address
- IPv6 Address
- BSSID
- Description

Step 3 Click **Export to BAT Format.**
This displays **Cisco CallManager Bulk Administration Tool** pop-up window.

Step 4 Click **OK** to create a .txt file, which will be stored in your local workstation.

Example:

C:\XlsDataFiles\Infrastructuredevice-04222015144259.

What to do next

Upload the created file using **Bulk administration** > **Upload/Download Files**.

CSV Data File Creation for Infrastructure Devices Using Text Editor

You can create a CSV text file for Infrastructure Devices using a text editor, such as Microsoft Notepad.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 The first line of the CSV file must be "ACCESSPOINT OR SWITCH NAME,IPV4 ADDRESS,IPV6 ADDRESS,BSSID,DESCRIPTION".

Step 3 Use a separate line to enter the values for each infrastructure device that you want to add. The CSV file must have the following comma delineated columns:

- Device Name
- IPv4 Address
- IPv6 Address
- BSSID
- Description

Step 4 To View sample csv data file, Click **Bulk administration** > **Infrastructure Device** > **Insert Infrastructure Device**.
The **Insert Infrastructure Device Configuration** window opens.

Step 5 Click **View Sample File**.

Infrastructure Device Insert Examples

Infrastructure Device Insert Examples

The following are examples of a properly formatted Infrastructure device entry:

- SFO12-32-AP2,10.77.29.28,FE80::0202:B3FF:FE1E:8330,EC:E1:A9:DA:85:30,SF->Bldg12->3rdFloor
- SFO12-42-AP1,10.77.29.52,,3C:CE:73:56:2A:10,SF->Bldg12->4rdFloor
- NYC01-3560SW1,10.177.34.50,,,NYC->Blgd1->-IDF1
- CHI-3650,10.190.23.33,,,Chicago->1060AddisonSt

Note BSSID is a mask and must end with a zero. The BSSID should not be that of an individual wireless network.

Insert Infrastructure Devices

Use this procedure to complete a bulk import of your wireless access point infrastructure from a CSV file into the Cisco Unified Communications Manager database. You can use this procedure to import a CSV file that was exported from Cisco Prime Infrastructure or if you want to import access points from a third-party wireless access point controller.

Before you begin

You must have a data file in comma separated value (CSV) format with the following delineated columns:

- AccessPoint or Switch Name
- IPv4 Address
- IPv6 Address
- BSSID—Required for Wireless Access Protocol (WAP) infrastructure devices
- Description—A location identifier, a combination of switch type and location, or another meaningful identifier

Note You can define both an IPv4 and IPv6 address, or you can define an IPv4 or an IPv6 address.

Note For the BSSID value, enter the BSSID mask, ending in 0, that uniquely identifies the access point as opposed to the BSSIDs for the individual channels on the access point.

Procedure

Step 1 Choose **Bulk Administration** > **Infrastructure Device** > **Insert Infrastructure Device**.
The **Insert Infrastructure Device Configuration** window displays.

Step 2 In the **File Name** field, choose the CSV data file that you created for this transaction.

Step 3 In the **Job Information** area, enter the Job description.

The default description is **Insert Infrastructure Device**.

Step 4 Select when you want to run the job:

- Select the **Run Immediately** radio button, if you want to run the job immediately.
- Select the **Run Later** radio button, if you want to schedule the job for later.

Step 5 Click **Submit**.
If you chose to run the job immediately, the job runs.

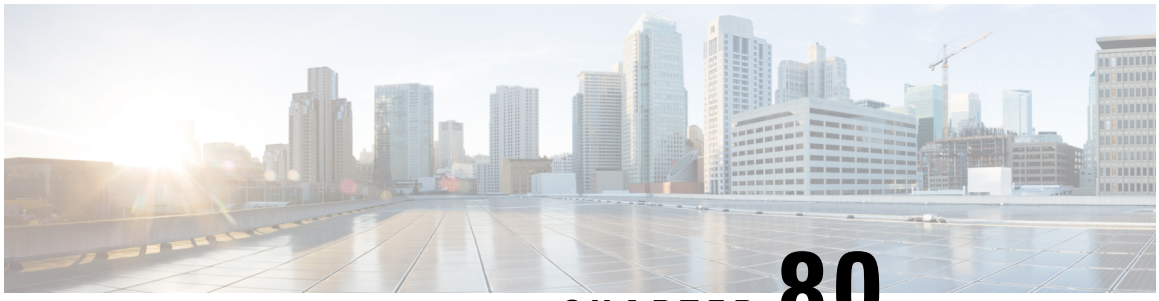
Step 6 If you chose to run the job later, schedule when the job runs:

a) Choose **Bulk Administration** > **Job Scheduler**.
b) Click **Find** and select the job that you just created.
c) In the **Job Scheduler** window, schedule when you want to run the job.
d) Click **Save**.
At the scheduled time, the job runs.

PART XXIII

Manage Directory URIs and Patterns

- Manage Directory URIs and Patterns, on page 655



CHAPTER 80

Manage Directory URIs and Patterns

This chapter describes how to import and export directory URIs, +E.164 patterns and PSTN failover rules to and from Cisco Unified Communications Manager.

- Export Local Directory URIs and +E.164 Patterns, on page 655
- Import Directory URIs and Patterns From a Non-ILS System, on page 656
- Directory URI Format, on page 657

Export Local Directory URIs and +E.164 Patterns

This procedure describes how to export all locally configured directory URIs, +E.164 number patterns, and their associated PSTN failover rules, to a CSV file that you can import into the other call control system.

Note Cisco Unified Communications Manager writes to the CSV file only those directory URIs and +E.164 number patterns that were configured in the local cluster. Cisco Unified Communications Manager includes directory URIs and +E.164 patterns that were imported from an LDAP directory into the local cluster, but does not include directory URIs or patterns that were learned via ILS or that were imported from a third party URI catalog.

Procedure

Step 1 In Cisco Unified CM Administration, choose **Bulk Administration** > **Directory URIs and Patterns** > **Export Local Directory URIs and Patterns**.

Step 2 Click one of the following radio buttons to define the domain name that you want to attach to the export file:

- Organizational Top Level Domain—Click this radio button to use the value of the Organizational Top Level Domain enterprise parameter for the export file domain name.
- Route String Domain—Click this radio button to use the value of the Route String field, as configured in ILS Configuration, for the export file domain name.
- User Defined Domain—Click this radio button to create a customized domain name to attach to the export file.

Step 3 If you chose a User Defined Domain, enter the domain name in the Domain Name text box.

Step 4 Click the **Export Local Directory URIs and Patterns** button.

Step 5 Save the CSV file to a local drive.

Import Directory URIs and Patterns From a Non-ILS System

Follow this procedure if you are running the Intercluster Lookup Service (ILS) on your local cluster and you want to import a global dial plan catalog, including directory URIs, +E.164 number patterns, or PSTN failover rules from a CSV file for a call control system that is not running ILS, such as a Cisco TelePresence Video Communication Server (VCS) or a third-party call control system.

To perform this procedure, the Cisco Bulk Provisioning Service must be running on the local cluster, which must be configured as a hub cluster in an ILS network. After you import the catalog into Cisco Unified Communications Manager, ILS replicates the imported catalog to the other clusters in the ILS network.

Note Make sure that the CSV file that you use for the import is compatible with your version of Cisco Unified Communications Manager. For example, a CSV file that is compatible to import into Version 9.0(1) is not compatible with Version 10.0(1). To view a sample CSV file for your release, in Cisco Unified CM Administration, choose **Bulk Administration** > **Directory URIs and Patterns** > **Insert Directory URIs and Patterns** and click **View Sample File**.

Note Within Cisco Unified CM Administration, you can enter directory URIs with embedded double quotation marks or commas. However, when you use Bulk Administration to import a CSV file that contains directory URIs with embedded double quotation marks and commas, you must enclose the entire directory URI in double quotation marks and escape the embedded double quotation marks with a double quotation mark. For example, a directory URI of Jared, “Jerry”,Smith@test.com must be input as “Jared”, ““Jerry””, “Smith@test.com” in the CSV file.

Procedure

Step 1 In Cisco Unified CM Administration, choose **Call Routing** > **Global Dial Plan Replication** > **Imported Global Dial Plan Catalogs**.

Step 2 In the **Name** field, enter a name for the catalog.

Step 3 In the **Description** field, enter a description of the catalog.

Step 4 In the **Route String** field, create a route string for the system from which you are importing the catalog.

Step 5 Click **Save**.

Step 6 In Cisco Unified CM Administration, choose **Bulk Administration** > **Upload/Download Files**.

Step 7 Click **Add New**.

Step 8 Click **Browse** and select the CSV file for the catalog that you want to import.

Step 9 In the **Select the Target** drop-down list box, choose **Imported Directory URIs and Patterns**.

Step 10 In the **Select Transaction Type** drop-down list box, choose **Insert Imported Directory URIs and Patterns**.

Step 11 Click **Save**.

Step 12 In Cisco Unified CM Administration, choose **Bulk Administration** > **Directory URIs and Patterns** > **Insert Imported Directory URIs and Patterns**.

Step 13 In the **File Name** drop-down list box, choose the CSV file that contains the catalog that you want to import.

Step 14 In the **Imported Directory URI Catalog** drop-down list box, choose the catalog that you named in the Imported Global Dial Plan Catalog window.

Step 15 In the **Job Description** text box, enter a name for the job that you are about to run.

Step 16 Select when you want to run the job.

- If you want to run the job now, click the **Run Immediately** radio button, and click **Submit.**
- If you want to schedule the job to run at a specified time, check the **Run Later** radio button and click **Submit**. If you choose this option, you must use the Bulk Administration Job Scheduler to schedule when the job runs.

Note Cisco Unified Communications Manager saves all imported +E.164 patterns to the Global Learned +E.164 Patterns partition.

Directory URI Format

Directory URIs are alphanumeric strings consisting of a user and a host address separated by the @ symbol. Cisco Unified Communications Manager supports the following formats for directory URIs:

- user@domain (for example, joe@cisco.com)
- user@ip_address (for example, joe@10.10.10.1)

Cisco Unified Communications Manager supports the following formats in the user portion of a directory URI (the portion before the @ symbol):

- Accepted characters are a-z, A-Z, 0-9, !, $, %, &, *, _, +, ~, -, =, \, ?, \, ‘, ,, ., /.
- The user portion has a maximum length of 47 characters.
- The user portion accepts percent encoding from %2[0-9A-F] through %7[0-9A-F]. For some accepted characters, Unified CM automatically applies percent encoding. See below for more information on percent encoding.
- The user portion is case-sensitive or case-insensitive depending on the value of the URI Lookup Policy enterprise parameter. The default value is case-sensitive.

Cisco Unified Communications Manager supports the following formats in the host portion of a directory URI (the portion after the @ symbol):

- Supports IPv4 addresses or fully qualified domain names.
- Accepted characters are a-z, A-Z ,0-9, hyphens, and dots.
- The host portion cannot start or end with a hyphen.
- The host portion cannot have two dots in a row.
- Minimum of two characters.

- The host portion is not case sensitive.

Due to database restrictions, the Directory URI field has a maximum length of 254 characters.

Note You can also enter a directory number in the user portion of a directory URI. However, Cisco Unified Communications Manager may treat the directory URI as a directory number depending on which Dial String Interpretation option you choose for the SIP Profile.

Note For compatibility with third party call control systems, Cisco recommends setting the value of the URI Lookup Policy enterprise parameter to case insensitive.

Percent Encoding of Directory URIs

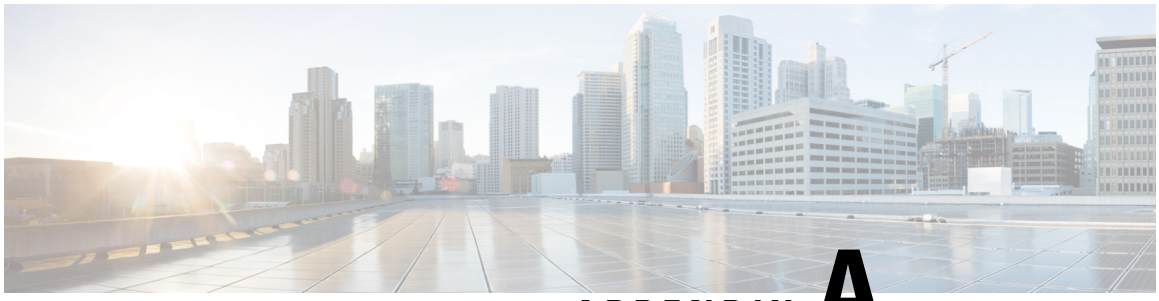
In the user portion of a directory URI, Unified CM automatically applies percent encoding to the following characters when the directory URI is saved in the database:

% ^ ` { } | \ : ” < > [ ] \ ‘ and spaces

When percent encoding is applied, the digit length of the directory URI increases. For example, if you input joe smith#@cisco.com (20 characters) as a directory URI, Cisco Unified Communications Manager stores the directory URI in the database as joe%20smith%23@cisco.com (24 characters). Due to database restrictions, Cisco Unified Communications Manager rejects any attempt to save a directory URI of greater than 254 characters.

Directory URI Format Exception for Bulk Administration

Within Cisco Unified CM Administration, you can enter directory URIs with embedded double quotes or commas. However, when you use Bulk Administration to import a CSV file that contains directory URIs with embedded double quotes and commas, you must use enclose the entire directory URI in double quotes and escape the embedded double quotes with a double quote. For example, the Jared, "Jerry",Smith@test.com directory URI must be input as "Jared,""Jerry"",Smith@test.com" in the CSV file.



APPENDIX A

Text-Based CSV Files

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 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 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 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 Unified Communications Manager.

Note We recommend uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Unified Communications Manager.

- Create Text-Based CSV File for Phones, on page 660
- Create Text-Based CSV User File, on page 665
- User File Format, on page 666
- Create Text-Based CSV File for User Device Profile, on page 668
- Create Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations, on page 671
- Create Text-Based CSV File for Cisco VG200 Gateways, on page 672
- Create Text-Based CSV File for Cisco VG224 Gateways, on page 675
- Create Text-Based CSV File for Cisco VG310 Gateways, on page 676
- Create Text-Based CSV File for VG320 Gateways, on page 677
- Create Text-Based CSV File for VG350 Gateways, on page 679
- Create Text-Based CSV File for VG420 Gateways, on page 680
- Create Text-Based CSV File for VG450 Gateways, on page 680
- Create Text-Based CSV File for ISR 4461 Gateways, on page 682
- Create Text-Based CSV File for Cisco Catalyst 6000 FXS Ports, on page 682

- Cisco Catalyst 6000 (FXS) Torts File Format, on page 683
- Create Text-Based CSV File for Cisco VG202 and VG204 Gateways, on page 684
- Create Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, on page 685
- Create Text-Based CSV File for Call Pickup Groups, on page 688
- Create Text-Based CSV File for Remote Destination Profile, on page 690
- Creating Text-Based CSV File for Phone Migration, on page 691
- Create Text-Based CSV File for IME Trusted Element Configuration, on page 692
- Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
- Create Text-Based CSV File for IME Enrolled Group Configuration, on page 694
- Create Text-Based CSV File for IME Exclusion Group Configuration, on page 695
- Create Text-Based CSV File for Fallback Profile Configuration, on page 696
- Create Text-Based CSV File for End User CAPF Profile, on page 697
- Create Text-Based CSV File for Mobility Profile, on page 698
- Create Text based CSV file for Infrastructure Devices, on page 699
- Related Topics, on page 699

Create Text-Based CSV File for Phones

You can create a CSV text file for phones, IP telephony devices, and user combinations using a text editor, such as Notepad++.

Instead of using the BAT spreadsheet for data input when you are adding phones, you can create the comma-separated values (CSV) file using lines of ASCII text with values separated by commas. There are different CSV data file formats for different phone types. You must use the appropriate phone file format for the CSV text file.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

- While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager.

Related Topics

Phone CSV Data File Formats, on page 661
Export the Fields for All Phone Details Option, on page 663
Phone CSV File Examples, on page 664

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.

Related Topics

Phones with Users Combinations File Format, on page 661
CTI Ports/H.323 Clients File Format, on page 662
CTI Ports-Users and H.323 Client-Users Combinations File Format, on page 662

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 (Optional, up to 64 characters), Last Name (Mandatory, 1 to 64 characters), User
 ID (Mandatory, 1 to 128 characters), Password (Optional, up to 128 characters), Manager
User ID (Optional, up to 128 characters, must use the ID that exists in global directory),
 Department (Optional, up to 64 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 255 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 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,
9725557127,9725557158,9725557189,9725557121/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 (Optional, up to 64 characters), Last Name (Mandatory, 1 to 64 characters), User
 ID (Mandatory, 1-128 characters), Password (Optional, up to 128 characters), Manager User
 ID (Optional, up to 128 characters, must use existing ID in global directory), Department
 (Optional, up to 64 characters), PIN (Optional, up to 128 numerals), Default Profile
(Optional, up to 50 characters), User Locale (Optional, up to 50 characters), Telephone
Number (Optional, up to 64 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 255 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,
9725557189,9725557121/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”.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693

Export the 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_MTPPreferredOrigCodec,Logout Profile,MTP Required,Digest
 User,Always Use Prime Line,Always Use Prime Line for Voice Messages,Geo Location

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 DisplayParty Entrance Tone,Log Missed
 Calls,Park Monitor Forward No Retrieve Ext Voice Mail,Park Monitor Forward No Retrieve Int
 Voice Mail,Park Monitor Forward No Retrieve Ext CSS,Park Monitor Forward No Retrieve Int
CSS,Park Monitor Forward No Retrieve Ext Destination,Park Monitor Forward No Retrieve Int
Destination,Park Monitor Reversion Timer
```

```
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
```

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693

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,
Kelvin,9725557133,9725557196,9728437112,9728437145,9728437187,9728437198,9725557112/
TollByPass,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
```

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693

Create Text-Based CSV User File

You can create a CSV text file for users using a text editor, such as such as Notepad++.

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. You must use the user file format for the user CSV text file.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

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 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the file to first node of the Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
Upload File to Server, on page 17
User File Format, on page 666

User 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, up to 64 characters), Last Name (Mandatory, 1 to 64 characters), User
 ID(Mandatory, up to 128 characters), Manager User ID (Optional, up to 128 characters, must
 use existing ID in global directory), Department (Optional, up to 64 characters), PIN
(Optional, up to 128 numerals), Default Profile (Optional, up to 50 characters), User Locale
 (Optional, up to 50 characters), Telephone Number (Optional, up to 64 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 255 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
```

Update Users File Format

Use a text editor to create the CSV text file for updating users. Upload the file to first node server.

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. It is possible for you to retain previously stored values during update.

The following sample format shows the field length and string types followed by examples of CSV files for updating users.

```
User ID (Mandatory, 1 to 128 characters), Password (Optional, up to 128 characters), Manager
 (Optional, up to 128 characters, must use existing ID in global directory), Department
(Optional, up to 64 characters), PIN (Optional, up to 128 numerals), Default Profile
(Optional, up to 50 characters), User Locale (Optional, up to 50 characters), Telephone
Number (Optional, up to 64 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 255 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,,,
```

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
Retain Existing User Information During Update, on page 222
Upload File to Server, on page 17

Create Text-Based CSV File for User Device Profile

You can create a CSV text file for user device profiles using a text editor, such as Notepad++.

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. You must use the user device profile file format for the CSV text file.

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.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
Upload File to Server, on page 17
User Device Profile File Format, on page 668

User Device Profile 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,
9725557126,9725557154,9725557178,9725557189,9725557121/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,
9725557189,9725557121/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,
9725557178,9725557189,9725557121/TollByPass,9725557155,9725557155,Kelvin,9725557133,9725557196,
9725557113,9725557145,9725557187,9725557198,9725557112/TollByPass,1230000000,Helpdesk,
2149523460,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_MTPPreferredOrigCodec,Logout Profile,MTP Required,Digest
 User,Always Use Prime Line,Always Use Prime Line for Voice Message

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,Party Entrance Tone,Log Missed
 Calls,Park Monitor Forward No Retrieve Ext Voice Mail,Park Monitor Forward No Retrieve Int
 Voice Mail,Park Monitor Forward No Retrieve Ext CSS,Park Monitor Forward No Retrieve Int
CSS,Park Monitor Forward No Retrieve Ext Destination,Park Monitor Forward No Retrieve Int
Destination,Park Monitor Reversion Timer

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.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693

Create Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations

You can create a CSV text file for Unified CM Assistant manager and assistants using a text editor, such as Notepad++.

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. You must use the manager and assistants file format for the CSV text file.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

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 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
Managers and Assistants File Formats, on page 672
Upload File to Server, on page 17

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, 1to 24 characters),Manager Line DN (Mandatory, 1 to 24 characters)
```

Example

```
Johns,SEP1231123245AB,90001,Mikeh,SEP2342342342AB,20001,20002,90002
```

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693

Create Text-Based CSV File for Cisco VG200 Gateways

You can create a CSV text file for VG200 gateways using a text editor, such as Notepad++.

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. You must use the appropriate file format for the type of trunk and port for the gateway.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
FXO or FXS Trunks CSV File Format, on page 673
T1 CAS T1 PRI or E1 PRI Trunks File Format, on page 674
Upload File to Server, on page 17

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 0,97255576601MGCPTest,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
```

Related Topics

Related Topics, on page 699

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
```

Related Topics

Related Topics, on page 699

Create Text-Based CSV File for Cisco VG224 Gateways

You can create a CSV text file for VG224 gateways using a text editor, such as Notepad++.

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. You must use the appropriate file format for the type of trunk and port for the gateway.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
FXS Trunks CSV File Format for VG224, on page 675
Upload File to Server, on page 17

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 0,97255576601MGCPTest,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
```

Related Topics

Related Topics, on page 699

Create Text-Based CSV File for Cisco VG310 Gateways

You can create a CSV text file for VG310 gateways using a text editor, such as Notepad++.

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG310 gateways, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You must use the appropriate file format for the type of trunk and port for the gateway.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
FXS Trunks CSV File Format for VG310, on page 677
Upload File to Server, on page 17

FXS Trunks CSV File Format for VG310

The following sample format shows the required field length and string types followed by sample of CSV files for a Cisco VG310 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,VG310 Lab Gateway,2,0,0,Port 0,97255576601MGCPTest,VG310 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 VG310 gateway template is POTS.

Example 1

If the Description for a Cisco VG310 gateway is blank, use this format:

```
MGCPTest, ,2,0,0,Port 0,97255576601
```

Related Topics

Related Topics, on page 699

Create Text-Based CSV File for VG320 Gateways

You can create a CSV text file for VG320 gateways using a text editor, such as Notepad++.

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG320 gateways, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You must use the appropriate file format for the type of trunk and port for the gateway.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
FXS Trunks CSV File Format for VG320, on page 678
Upload File to Server, on page 17

FXS Trunks CSV File Format for VG320

The following sample format shows the required field length and string types followed by sample of CSV files for a Cisco VG320 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,VG320 Lab Gateway,2,0,0,Port 0,97255576601MGCPTest,VG320 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 VG320 gateway template is POTS.

Example 1

If the Description for a Cisco VG320 gateway is blank, use this format:

```
MGCPTest, ,2,0,0,Port 0,97255576601
```

Related Topics

Related Topics, on page 699

Create Text-Based CSV File for VG350 Gateways

You can create a CSV text file for VG350 gateways using a text editor, such as Notepad++.

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG350 gateways, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You must use the appropriate file format for the type of trunk and port for the gateway.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
FXS Trunks CSV File Format for VG350, on page 679
Upload File to Server, on page 17

FXS Trunks CSV File Format for VG350

The following sample format shows the required field length and string types followed by sample of CSV files for a Cisco VG350 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,VG350 Lab Gateway,2,0,0,Port 0,97255576601MGCPTest,VG350 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 VG350 gateway template is POTS.

Example 1

If the Description for a Cisco VG350 gateway is blank, use this format:

```
MGCPTest, ,2,0,0,Port 0,97255576601
```

Related Topics

Related Topics, on page 699

Create Text-Based CSV File for VG420 Gateways

You can create a CSV text file for VG420 gateways using a text editor, such as Notepad++.

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG420 gateways, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You must use the appropriate file format for the type of trunk and port for the gateway.

Note We recommend uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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 Unified Communications Manager.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Unified Communications Manager.

Create Text-Based CSV File for VG450 Gateways

You can create a CSV text file for VG450 gateways using a text editor, such as Notepad++.

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG450 gateways, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You must use the appropriate file format for the type of trunk and port for the gateway.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
FXS Trunks CSV File Format for VG450, on page 681
Upload File to Server, on page 17

FXS Trunks CSV File Format for VG450

The following sample format shows the required field length and string types followed by sample of CSV files for a Cisco VG450 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,VG450 Lab Gateway,2,0,0,Port 0,97255576601MGCPTest,VG450 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 VG450 gateway template is POTS.

Example 1

If the Description for a Cisco VG450 gateway is blank, use this format:

```
MGCPTest, ,2,0,0,Port 0,97255576601
```

Related Topics

Related Topics, on page 699

Create Text-Based CSV File for ISR 4461 Gateways

You can create a CSV text file for ISR 4461 gateways using a text editor, such as Notepad++.

Instead of using the BAT spreadsheet for data input when you are adding Cisco ISR 4461 gateways, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You must use the appropriate file format for the type of trunk and port for the gateway.

Note We recommend uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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 Unified Communications Manager.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Unified Communications Manager.

Create Text-Based CSV File for Cisco Catalyst 6000 FXS Ports

You can create a CSV text file for Cisco Catalyst 6000 FXS ports using a text editor, such as Notepad++.

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. You must use the appropriate file format for the type of gateway.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Cisco Catalyst 6000 (FXS) Torts File Format, on page 683
Related Topics, on page 699

Cisco Catalyst 6000 (FXS) Torts 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.

Note 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,
```

Related Topics

Related Topics, on page 699

Create Text-Based CSV File for Cisco VG202 and VG204 Gateways

You can create a CSV text file for VG202 or VG204 gateways using a text editor, such as Notepad++.

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG202 and VG204 gateways, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You must use the appropriate file format for the gateway.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

Note An error occurs if any blank lines exist in the CSV file.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Create Text-Based CSV File for IME Trusted Group Configuration, on page 693
CSV File Format for VG202 and VG204 Gateways, on page 685
Upload File to Server, on page 17

CSV File Format for VG202 and VG204 Gateways

The following sample formats and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for VG202 and VG204 Gateways.

There are two CSV file formats for VG202 and VG204 Gateways depending upon the Protocol:

- MGCP
- SCCP

For MGCP Gateway

```
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

```
test,test,0,0,0,sample,1000
```

For SCCP Gateway

```
Mac Address(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

```
SKIGW1111111111,test,0,0,0,sample,1000
```

Create Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes

You can create a custom text-based CSV file using a text editor, such as Notepad++.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based 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.

While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Step 6 Perform one of the following tasks:

- If you made additions or updates, insert the file in the CUCM database using BAT.
- You can delete code settings.

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.

Related Topics

Code Setting Deletion Examples, on page 493
Related Topics, on page 699
Update CMC or FAC in CUCM Database Using BAT, on page 490
Upload File to Server, on page 17

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"
```

Related Topics

Related Topics, on page 699

Update 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,
```

Related Topics

Related Topics, on page 699

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
```

Related Topics

Related Topics, on page 699

Update FAC File Format

Use a text editor to create the CSV text file for updating forced authorization 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
```

Related Topics

Related Topics, on page 699

Create Text-Based CSV File for Call Pickup Groups

You can create a custom text-based CSV file for call pickup groups using a text editor, such as Notepad++.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Use a separate line for each call pickup group name.

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.

While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Step 4 Perform one of the following tasks:

- If you made additions or updates, insert the file in the CUCM database using BAT.
- You can delete call pickup groups settings.

Related Topics

Related Topics, on page 699
Code Setting Deletion Examples, on page 493
Update CMC or FAC in CUCM Database Using BAT, on page 490
Upload File to Server, on page 17

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,
```

Related Topics

Related Topics, on page 699

Update 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

```
Marketing,,,Managers,Marketing,Training
```

If you do not want to update Other Pickup Group member, do not include the delimiter (a comma). Use the following format:

Related Topics

Related Topics, on page 699

Create 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. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 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.

- Always include comma separators, even if a field is blank.
- Specify the user ID if the RDP is to be associated to a user.
- 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.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager.

Related Topics

Upload File to Server, on page 17

Creating Text-Based CSV File for Phone Migration

Instead of using the BAT spreadsheet for data input when you are migrating phones, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each phone that you want to migrate. Keep in mind the following rules when you create the CSV data file.

- Always include comma separators, even if a field is blank.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager.

Related Topics

Upload File to Server, on page 17

Phone Migration 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 phone migration.

```
Old Device Name(Mandatory, 1 to 50 characters),New Device MAC Address(Mandatory, 12
characters)Description(Optional, 1 to 50 characters).
```

Sample

Old Device Name,New Device MAC Address,Description

```
SEP123456789012,123333789012,Marketing
```

Create Text-Based CSV File for IME Trusted Element Configuration

Instead of using the BAT spreadsheet for data input when you are inserting IME Trusted Element Configuration, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each IME Trusted Element Configuration that you want to add. Keep in mind the following rules when you create the CSV data file.

- Always include comma separators, even if a field is blank.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node server for Cisco Unified Communications Manager.

Related Topics

Upload File to Server, on page 17

IME Trusted Element Configuration 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 IME Trusted Element Configuration.

Name (Mandatory 1 to 50 characters), Description (Optional, 1 to128 characters), Element Type (Mandatory, 1 to 50 characters), Cisco IME Link Route Filter Group (Mandatory, 1 to 50 characters).

Sample

Name, Description, Element Type, Cisco IME Link Route Filter Group

```
Elem1,sample_file,Prefix,grp1
```

Create Text-Based CSV File for IME Trusted Group Configuration

Instead of using the BAT spreadsheet for data input when you are inserting IME Trusted Group Configuration, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each IME Trusted Group Configuration that you want to add. Keep in mind the following rules when you create the CSV data file.

- Always include comma separators, even if a field is blank.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager.

Related Topics

Upload File to Server, on page 17

IME Trusted Element Configuration 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 IME Trusted Group Configuration.

Name (Mandatory 1 to 50 characters), Description (Optional, 1 to128 characters), Element Type (Mandatory, 1 to 50 characters), Cisco IME Link Route Filter Group (Mandatory, T/F).

Sample

Name, Description, Trusted

```
grp1,sample_file,t
```

Create Text-Based CSV File for IME Enrolled Group Configuration

Instead of using the BAT spreadsheet for data input when you are inserting IME Enrolled Group Configuration, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each IME Enrolled Group Configuration that you want to add. Keep in mind the following rules when you create the CSV data file.

- Always include comma separators, even if a field is blank.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager.

Related Topics

Upload File to Server, on page 17

IME Enrolled Group Configuration 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 IME Enrolled Group Configuration.

Group Name (Mandatory 1 to 50 characters), Description (Optional, 1 to128 characters), Fallback Profile (Optional, 1 to 50 characters), All Patterns In Group Are Aliases (Optional, T/F).

Sample

Group Name, Description,Fallback Profile, All Patterns In Group Are Aliases

```
Enrol_grp1,sample_file,profile1,t
```

Create Text-Based CSV File for IME Exclusion Group Configuration

Instead of using the BAT spreadsheet for data input when you are inserting IME Exclusion Group Configuration, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each IME Exclusion Group Configuration that you want to add. Keep in mind the following rules when you create the CSV data file.

- Always include comma separators, even if a field is blank.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager. See the Upload File to Server, on page 17.

Related Topics

Upload File to Server, on page 17

IME Exclusion Group Configuration 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 IME Exclusion Group Configuration.

Group Name (Mandatory 1 to 50 characters), Description (Optional, 1 to128 characters).

Sample

Name,Description

```
Exclu_grp1,sample_file
```

Create Text-Based CSV File for Fallback Profile Configuration

Instead of using the BAT spreadsheet for data input when you are inserting Fallback Profile Configuration, you can create the comma-separated values (CSV) file by using lines of ASCII text with values that are separated by commas. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each Fallback Profile Configuration that you want to add. Keep in mind the following rules when you create the CSV data file.

- Always include comma separators, even if a field is blank.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager.

Related Topics

Upload File to Server, on page 17

Fallback Profile Configuration 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 Fallback Profile Configuration.

Name (Mandatory, 1 to 50 characters), Description (Optional, 1 to128 characters), Advertised Fallback Directory E.164 Number (Optional, 1 to16 characters), Fallback Qos Sensitivity Level (Mandatory, 1 to 2 characters), Fallback Call CSS (Mandatory, 1 to2 characters), Fallback Call Answer Timer (Mandatory, 1 to2 characters), Fallback Directory Number Partition (Mandatory, 1 to 50 characters), Fallback Directory Number (Mandatory, 1 to 50 characters), Number of Digits for Caller Id Partial Match (Mandatory, 1 to 2 characters).

Sample

Name,Description,Advertised Fallback Directory E.164 Number, Fallback Qos Sensitivity Level, Fallback Call CSS, Fallback Call Answer Timer, Fallback Directory Number Partition, Fallback Directory Number, Number of Digits for Caller Id Partial Match.

```
profile1,sample_file,+91233232,1,Trunk Reroute Calling Search Space,2,partition1,1212,1
```

Create Text-Based CSV File for End User CAPF Profile

Instead of using the BAT spreadsheet for data input when you are inserting end user CAPF profiles, you can create the comma-separated values (CSV) file by using lines of ASCII text with values separated by commas. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each end user CAPF profile that you want to add. Keep in mind the following rules when you create the CSV data file:

- Always include comma separators, even if a field is blank.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager.

Related Topics

Upload File to Server, on page 17

End User CAPF Profile 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 end user CAPF profile.

Instance ID (Mandatory, 1 to 132 characters), End User ID (Mandatory, 1 to 128 characters), Certificate Operation (Mandatory, 1 to 100 characters), Authentication Mode (Mandatory, 1 to 100 characters), Authentication String (Optional, 1 to 50 characters), Key Size (Mandatory, 1 to 4 characters), Operation Completes By (Mandatory, 1 to 15 characters)

Sample

Instance ID,End User ID,Certificate Operation,Authentication Mode,Authentication String,Key Size,Operation Completes By

```
11,user,No Pending Operation,By Existing Certificate (precedence to
LSC),1234567,512,2010:1:21:12
```

Create Text-Based CSV File for Mobility Profile

Instead of using the BAT spreadsheet for data input when you are inserting mobility profiles, you can create the comma-separated values (CSV) file by using lines of ASCII text with values that are separated by commas. You can use a text editor such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 Use a separate line to enter the values for each mobility profile that you want to add. Keep in mind the following rules when you create the CSV data file:

- Always include comma separators, even if a field is blank.
- An error occurs when you insert a CSV file with blank lines.

Step 3 While saving your CSV file, choose to save it as UTF-8 encoded. In Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down.

What to do next

Upload the CSV file to the first node of Cisco Unified Communications Manager.

Related Topics

Upload File to Server, on page 17

Mobility Profile 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 Mobility Profile.

Mobility Profile Name (Mandatory, 1 to 50 characters), Description (Optional, 1 to128 characters), Service Access Number (Optional, 1 to 50 characters), Enterprise Feature Access Number/Partition (Optional, 1 to 50 characters), Callback Caller ID (Optional, 1 to 50 characters), Mobile Client Calling Option (Mandatory, 1 to 50 characters).

Sample

Mobility Profile Name,Description,Service Access Number,Enterprise Feature Access Number/Partition,Callback Caller Id,Mobile Client Calling Option

```
MoProfile1,testexport,2323,123456 in part1,33,Dial via Office Reverse
```

Create Text based CSV file for Infrastructure Devices

You can create a CSV text file for Infrastructure Devices using a text editor, such as Notepad++.

Note Cisco recommends uploading Text-Based CSV files saved in the UTF-8 format only, as characters other than ASCII characters can be stored in this format. Using a text editor, such as Notepad++, you can select encoding as UTF-8 without Byte Order Mark (BOM) from the Encoding drop-down. Text-Based CSV files saved in formats other than UTF-8 may render garbled when downloaded from Cisco Unified Communications Manager.

Procedure

Step 1 Open a text editor or any application that allows you to export or create a text-based CSV file.

Step 2 The first line of the CSV file must be "ACCESSPOINT OR SWITCH NAME,IPV4 ADDRESS,IPV6 ADDRESS,BSSID,DESCRIPTION".

Step 3 Use a separate line to enter the values for each infrastructure device that you want to add. The CSV file must have the following comma delineated columns:

- Device Name
- IPv4 Address
- IPv6 Address
- BSSID
- Description

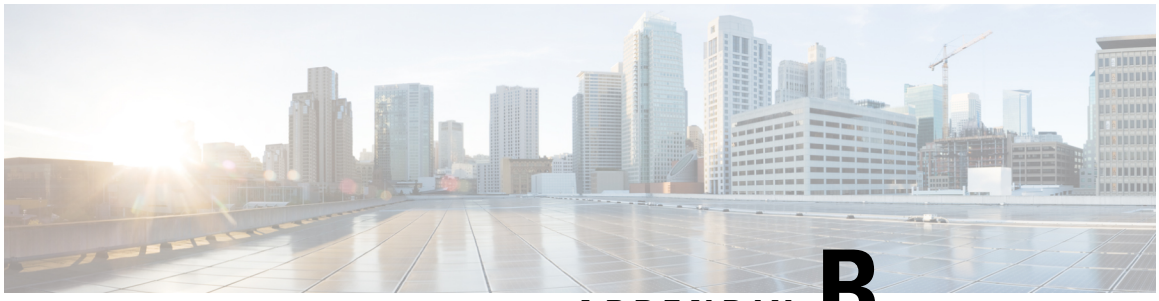
Step 4 To View sample csv data file, Click **Bulk administration** > **Infrastructure Device** > **Insert Infrastructure Device**.
The **Insert Infrastructure Device Configuration** window opens.

Step 5 Click **View Sample File**.

Related Topics

- Create Text-Based CSV File for Phones, on page 660
- Create Text-Based CSV User File, on page 665
- Create Text-Based CSV File for User Device Profile, on page 668
- Create Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations, on page 671

- Create Text-Based CSV File for Cisco VG200 Gateways, on page 672
- Create Text-Based CSV File for Cisco Catalyst 6000 FXS Ports, on page 682
- Create Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, on page 685
- Create Text-Based CSV File for Call Pickup Groups, on page 688
- Create Text-Based CSV File for Remote Destination Profile, on page 690
- Creating Text-Based CSV File for Phone Migration, on page 691
- Create Text-Based CSV File for IME Trusted Element Configuration, on page 692
- Create Text-Based CSV File for IME Enrolled Group Configuration, on page 694
- Create Text-Based CSV File for IME Exclusion Group Configuration, on page 695
- Create Text-Based CSV File for Fallback Profile Configuration, on page 696
- Create Text-Based CSV File for End User CAPF Profile, on page 697
- Create Text-Based CSV File for Mobility Profile, on page 698



APPENDIX B

BAT Performance

• BAT Performance, on page 701

BAT Performance

The following table lists the performance values for various BAT transactions.

Note The listed 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 52: BAT Performance Measures for Various Transactions

Transaction	Records Processed/Minute
Forced Authorization Codes	
Insert FAC	200
Delete FAC	500
Client Matter Codes	
Insert CMC	250
Delete CMC	500
Call Pickup Groups	
Insert CPG	200
Delete CPG	500
Phones/Users	
Validate Phones/Users	100
Insert Phones/Users	30

Transaction	Records Processed/Minute
Users	
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
Manager Assistants	
Manager/Assistant Insert	75
Manager/Assistant CSV-Based Delete	300
Manager/Assistant Query-Based Delete	300
Manager/Assistant Custom File-Based Delete	300
UDP Transactions	
Validate UDP	300
Insert UDP Specific Details	65
Export All Details	50
Add lines UDP	75
Report UDP	125
Delete UDP	70
Phone Transactions	
Validate Phones	250
Insert Specific Phones	45
Export All Details	75
Update Phones	150
Add lines for Phones	75

Transaction	Records Processed/Minute
Reset/Restart Phones	500
Generate Phone Reports	300
Delete Phones (Query)	75
Infrastructure Devices	
Insert Infrastructure Device	500

BAT Performance

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