Working with Users

BAT allows you to add users to Cisco CallManager and to associate users to phones and other IP Telephony devices, and BAT allows you to bulk-update and bulk-delete users.

This chapter describes working with users only. For information about working with user combinations, such as phones and users or CTI ports and users, see Chapter 3, "Working with Phones, IP Telephony Devices, and User Combinations."

Use the following sections to add users, update users, and delete users:

Adding Users

You can use BAT to add users to the Lightweight Directory Access Protocol (LDAP) Directory on a Cisco CallManager server in batches, rather than individually.

BAT can also associate CTI ports to existing users. This ability proves useful if you are adding users who will have applications that require a CTI port, such as Cisco IP SoftPhone. See Adding Phones and Other IP Telephony Devices, page 3-2, for more information.

To add users to the Cisco CallManager database/LDAP Directory in bulk, you must perform these steps:

1. Create a comma separated values (CSV) file to define individual values for each user or CTI port/user combination that you want to add. Cisco recommends that you create the CSV file by using the Excel file, **BAT.xlt**.

2. Use BAT to insert the CSV file to add the users to the Cisco CallManager database.

Related Topics

- Creating a CSV File for Users Using BAT.xlt, page 4-3
- Updating Users to Cisco CallManager, page 4-18
- Deleting Users from Cisco CallManager, page 4-21

Creating the CSV File for Users

To add users to Cisco CallManager, you must create a comma separated values (CSV) file. Three ways exist to create a CSV file. You can use the export utility to extract existing records from the directory into a CSV file. You can use the Microsoft Excel template called **BAT.xlt** or create the CSV by using the sample text file. Each CSV file type, such as phones, phones and users combined, and so on, provides a sample text file. However, If you are creating new records, Cisco recommends that you use the BAT.xlt template because the data is validated automatically when you export to CSV format.

The **BAT.xlt** file provides data file templates with macros to support multiple phone lines and error checking. It exports the values into a CSV files for phones, users, CTI ports, phone/user combinations, CTI port/user combinations, Cisco VG200 gateways, and FXS ports on Cisco Catalyst 6000 analog interface modules.

For instructions on creating the CSV file, see

- Creating a CSV File for Users Using BAT.xlt, page 4-3 (recommended method)

- Creating a Text-Based CSV File for Users, page 4-5

Creating a CSV File for Users Using BAT.xlt

Follow this procedure to create the CSV file for bulk-adding users. BAT uses the information that you provide here to add the users to the Cisco CallManager database.

Procedure

Step 1 The BAT.xlt file resides on the publisher database server. However, you normally would not have Microsoft Excel installed on the publisher database server. In that case, you must copy the file from the publisher database server and move it to the local machine, which must have Microsoft Excel installed.

Using a floppy disk or a mapped network drive, open the path C:\CiscoWebs\BAT\ExcelTemplate on the publisher database server and copy the file **BAT.xlt** to a local machine where Microsoft Excel is installed.

Step 2 Double-click **BAT.xlt**.

Step 3 When prompted, click the **Enable Macros** button.

Step 4 Click the **Users** tab at the bottom of the spreadsheet to add users.

Step 5 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.

⚠️

Caution   The system treats blank rows in the spreadsheet as "End of File" and discards subsequent records.

In each row, provide the following information. If you have multiple devices, several fields will appear multiple times, once for each device.

- In the First Name field, enter the first name of the user to whom this phone will be issued, up to 50 characters.

- In the Last Name field, enter the last name of the user to whom this phone will be issued, up to 50 characters.

- In the User ID field, enter the user ID for the user to whom this phone will be issued, from 1 to 30 characters.

- In the Password field, enter the password that the user needs to access the Cisco IP Phone Configuration window, up to 20 characters.

  Although it is considered optional in the CSV file, you must enter a password. You can specify the Password either on the CSV file or during file insertion in BAT. If you want to apply individual passwords for each user or groups of users, specify the password information in the CSV file. If you want to use a default password that all users can use, do not specify the password in the CSV and instead provide this information when you insert the CSV file in BAT.

- In the Manager field, enter manager user ID for the user to whom this phone will be issued, up to 30 characters.

- In the Department field, enter the department number for the user to whom this phone will be issued, up to 50 characters.

- In the PIN field, enter the personal identification number (PIN) to be used for extension mobility, up to 20 numerals.

- Although considered optional in the CSV file, you must enter a PIN. You can specify the PIN either on the CSV file or during file insertion in BAT. If you want to apply individual PINs for each user or groups of users, specify the PIN in the CSV file. If you want to use a default PIN that all users can use, do not specify the PIN in the CSV and instead provide this information when you insert the CSV file in BAT.

- In the User Device Profile field, enter the user device profile for this user and device, up to 50 characters. This profile must exist in Cisco CallManager Administration for this record to be successfully inserted to the Cisco CallManager database. You can choose the user device profile from the BAT user interface.

- In the User Locale field, enter the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.

- In the Controlled Device MAC Address field, enter the MAC address for the phone that you want to associate with this user, 12 characters.

✎

Note   Do not specify new phones, CTI ports, or phones that were added using BAT with the "BAT" prefix (meaning, they have not been updated in the Cisco CallManager database with the MAC address yet) in this field.

- In the Directory Number field, enter the directory number for the primary extension (usually Line 1) for the phone, up to 50 numerals.

- In the Controlled Device MAC Address2 field, enter the MAC address for any additional phone that you want to associate with this user, 12 characters.

Step 6   Click the **Add More Devices** button to enter additional MAC addresses that will be associated to a new user.

Step 7   Click **Export to BAT Format** button to transfer the data from the BAT Excel spreadsheet into a CSV file.

The system saves the file to **C:\XLSDataFiles** (or to your choice of another existing folder) as

users#timestamp.txt (or to your choice of filename)

where "timestamp" represents the precise date and time that the file was created.

Step 8   To be accessed by BAT, the CSV file must reside on the publisher database server. However, you normally would not have Microsoft Excel running on the publisher database server. This step assumes that you have saved the CSV file to the local machine (not the publisher database server). In that case, you must copy the file to publisher database server.

Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDataFiles\ to the C:\BATFiles\Users folder on the server that is running the publisher database for Cisco CallManager.

For information on how to read the exported CSV file, click the link to **View Sample File** in the Insert Users window in BAT (**Configure > Users**).

Creating a Text-Based CSV File for Users

If you do not use the BAT.xlt file for data input when adding users, you must create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

If you created the CSV file by using the BAT.xlt file, you can skip the following procedures in this section.

✎
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.

🔎
Tips   Use **BAT.xlt** to input data because data validation is performed on that file.

The CSV file provides a common textual way of providing tabular information. You can create a data file by using any file format, such as Microsoft Notepad, Microsoft Word, and so on. Save the CSV file to C:\BATFiles\Users\Insert Users\ on the server that is running the publisher database for Cisco CallManager.

Use this procedure to create a CSV text file for users.

Procedure

Step 1   Open a text editor (such as Microsoft Notepad) or any application that allows you to export or create a CSV file.

Step 2   Using a separate line for each user, enter the values for each user that you want to add to Cisco CallManager. See Tips for Creating a Text-Based CSV File, page 4-7, for detailed information about the formatting that you must use in the text-based CSV file.

⚠
Caution   Do not leave blank rows in the spreadsheet. BAT interprets a blank line as the end of the file and discards any subsequent information.

You can associate any number of existing devices to a new user by entering the MAC address 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.

Step 3   Save the file C:\BATFiles\Users\Insert Users on the publisher server.

✎

Note   For BAT inserts, you cannot use CSV files for users that are saved anywhere but C:\BATFiles\Users\Insert Users\ on the server that is running the publisher database for Cisco CallManager.

Tips for Creating a Text-Based CSV File

The following example format shows the field length and string types followed by an example of a CSV file for users.

First Name(Mandatory, 1 to 50 characters)**,Last Name**(Mandatory, 1 to 50 characters)**,User ID**(Mandatory, up to 30 characters)**,Password**(Optional, up to 20 characters)**,Manager**(Optional, up to 30 characters)**,Department**(Optional, up to 50 characters)**,PIN**(Optional, up to 20 numerals)**,User Device Profile**(Optional, up to 50 characters)**,User Locale**(Optional, up to 50 characters)**,Controlled Device MAC Address1**(optional, 12 characters)**,Directory Number** (Optional, (Optional, up to 24 numerals and special characters))**,Controlled Device MAC Address2**(Optional, 12 characters)

💡

Tip   You must specify PIN and Password values, either on the CSV file or during file insertion in BAT. If you want to apply individual PINs or passwords for each user or groups 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 and instead provide this information when you insert the CSV file in BAT.

✎

Note   You cannot enter values for **MAC Address2** without entering values for **MAC Address1**.

Example

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
United States,1231123245AB,1231123245AB,9725557154,0010EB001234
```

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

If the manager for a user is blank

```
John,Smith,johns,abc123de,,0012055,9989,johns profile,English United
States,1231123245AB,1231123245AB,9725557154,0010EB001234
```

Example

You do not have to supply information for the optional fields. If only the mandatory fields are completed

```
John,Smith,johns,,,,,,,,
```

Example

If only the mandatory fields are completed and you want to associate the user to a phone

```
John,Smith,johns,,,,,,1231123245AB,,
```

Example

A user can control more than one device. You can add MAC addresses of additional devices at the end of the record.

If the user controls only one device, a sample record can be

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
United States,1231123245AB,1231123245AB,9725557154
```

If the user controls three devices, a sample record can be

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
Untied
States,1231123245AB,1231123245AB,9725557154,0010EB001234,0010EB432101
```

Adding Users to Cisco CallManager

Use this procedure to bulk-add users to Cisco CallManager.

Before You Begin

You must create a CSV file before you attempt to add users to Cisco CallManager.

⚠️

Caution   Do not insert CSV files that are generated by the export utility from a
Cisco CallManager server that is using one directory type on a
Cisco CallManager server that is using another type of directory.

✎

Note   If you are inserting files that are generated with the export utility, insert the files
in descending order based on the _MgrLevel# suffix, where # is 1 through 20.
Insert the file with the _user suffix last to ensure that the user record for a manager
exists prior to use of the User ID for a manager in the Manager User ID field.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > Users**.

The Insert Users page displays.

Step 3   In the File Name field, choose the CSV file that you created for this type of bulk
transaction.

Step 4   Check the **File created with Export Users** check box if the CSV file was created
by using the export utility. Be aware that the password and pin fields in the CSV
records that were created with the export utility are encrypted.

Step 5   (Optional) If you want all users that are added in this transaction to be able to log
on to a phone on behalf of someone else, check the Enable Authentication Proxy
Rights check box. Users with authentication proxy rights enabled represent "super
users" or "admin users" who act as the single point of authentication through
which all users connect for extension mobility. You must perform further
configuration in Application Administration on the Cisco CRA server.

Step 6   To enable use of applications such as Cisco IP SoftPhone, check the **Enable CTI
Application Use** check box.

Step 7   Check the **Call Park Retrieval Allowed** check box if you want to enable Call
Park Retrieval for all users.

> **Note** The export utility saves users with the same CTI application use, call park retrieval, and enable authentication proxy rights settings in the same file. The export utility appends the suffix _t (enabled) or _f (disabled) for each different setting to the file name that you entered. The following order for the suffix flags in the file name applies: enable authentication proxy rights, CTI application use, and call park retrieval. Use the file name suffix to guide you in choosing the correct check box. For example, inserting a file that is generated with the export utility named test_user_t_t_f.txt means that you check the enable authentication proxy and CTI application use check box.

> **Note** BAT does not disable CTI application use, Call Park retrieval, or Enable Authentication Proxy Rights for a user if the user has already enabled them.

Step 8 (Optional) In the User Default Values area, provide the following information if you have not already done so in the CSV file.

- Password—Enter the password, up to 20 characters, that users should provide when they log on to the Cisco IP Phone User Options window. You should only specify a value here when you want to specify the default password for access to the Cisco IP Phone User Options window and when you have not already specified individual passwords for each user in the CSV file.

> **Note** Password values that are specified in the CSV file take precedence over any values that you enter here.

- Confirm Password—Reenter the password.

- PIN—Enter the PIN, up to 20 characters, that users should provide when they log in to a Cisco IP Phone 7960 or 7940 for extension mobility. You should only specify a value here when you want to specify the default PIN for extension mobility and when you have not already specified individual PINs for each user in the CSV file. PIN values that are specified in the CSV file take precedence over any values that you enter here.

- Confirm PIN—Reenter the PIN.

> ✎
>
> **Note**   You must specify PIN and Password values, either on the CSV file or during file insertion in BAT.

- User Locale—Choose the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.

- User Device Profile—Enter the user device profile for this user and device. The User Device Profile must exist in Cisco CallManager Administration for the Cisco CallManager database to accept this record.

Step 9   Click **Insert**.

A message displays that advises you of approximately how long it will take to insert the records to the Cisco CallManager database. You can cancel the transaction if you feel it may cause performance degradation.

Step 10   To insert users, click **OK** or click **Cancel** to cancel the transaction.

If you clicked OK, a Transaction Status window displays. You can click the **Show Latest Status** button to see the transaction in progress.

Step 11   When the transaction completes, check the Status message. BAT displays a status completed or failed message.

You can click **View Latest Log File** to see a log file that indicates the number of records that are added and the number of records that failed, including an error code. For more information on log files, see Chapter 10, "Troubleshooting BAT and TAPS."

Related Topics

- Creating the CSV File for Users, page 4-2
- Updating Users to Cisco CallManager, page 4-18
- Deleting Users from Cisco CallManager, page 4-21

Updating Users

You can use BAT to update user information to the Cisco CallManager database/Lightweight Directory Access Protocol (LDAP) Directory in batches, rather than individually.

To update users to the Cisco CallManager database/LDAP Directory in bulk, you must perform these steps:

1. Create a comma separated values (CSV) file to define individual values for each user that you want to update. Cisco recommends that you create the CSV file by using the Excel file, **BAT.xlt**.

2. Use BAT to insert the CSV file to update users to the Cisco CallManager database.

Related Topics

Creating the CSV File for Updating Users

To update users to Cisco CallManager, you must create a comma separated values (CSV) file. You can create a CSV file two ways. You can use the Microsoft Excel template called **BAT.xlt** or create the CSV by using a program like Notepad or Microsoft Word, by using the sample text file and the following instructions as reference. Each CSV file type, such as phones, phones and users combined, and so on, provides a sample text file. However, Cisco recommends that you use the BAT.xlt template because the data is validated automatically when you export to CSV format.

The **BAT.xlt** file provides data file templates with macros, support for multiple phone lines, error checking, and exports the values into CSV files for phones, users, CTI ports, phone/user combinations, CTI port/user combinations, Cisco VG200 gateways, and FXS ports on Cisco Catalyst 6000 analog interface modules.

For instructions on creating the CSV file, see

- Creating a CSV File for Updating Users Using BAT.xlt, page 4-13 (recommended method)

- Creating a Text-Based CSV File for Updating Users, page 4-15

Creating a CSV File for Updating Users Using BAT.xlt

Use this procedure to create the CSV file for bulk-updating users. BAT uses the information that you provide here to update users to the Cisco CallManager database.

Procedure

Step 1   The BAT.xlt file resides on the publisher database server. If you do not have Microsoft Excel installed on the publisher database server, you must copy the file from the publisher database server and move it to a local machine with Microsoft Excel installed.

Using a floppy disk or a mapped network drive, open the path C:\CiscoWebs\BAT\ExcelTemplate on the publisher database server and copy the file **BAT.xlt** to a local machine where Microsoft Excel is installed.

Step 2   Double-click **BAT.xlt**.

Step 3   When prompted, click the **Enable Macros** button.

Step 4   Click the **Update Users** tab.

Step 5   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.

⚠

Caution   The system treats blank rows in the spreadsheet as "End of File" and discards subsequent records.

In each row, provide the following information:

- In the UserID field, enter the user ID of the user whose profile you are updating. This mandatory entry can contain as many as 30 characters.

- In the Manager field, enter the user ID of the manager of whose profile you are updating. This optional field can contain as many as 30 characters.

- In the Department field, enter the department number for the user whose profile you are updating. This optional field can contain as many as 50 characters.

- In the User Device Profile field, enter the user device profile for this user and device. This optional field can contain as many as 50 characters. The User Device Profile must exist in Cisco CallManager Administration for the Cisco CallManager database to accept this record.

- In the User Locale field, enter the language and country that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.

- In the MAC Address field, enter the MAC Address for this user.

- In the Directory Number field, enter the directory number for the primary extension (usually Line 1) for the user's phone. This optional field can contain as many as 50 integer characters.

- In the "Value for fields to be ignored" box, enter the symbol that you will use to tell BAT that you want to keep the value that was previously stored in the DC directory. If you enter "#" for the value for fields to be ignored, a CSV file like the following example tells BAT to keep the Manager field the same as the one that was previously entered in the DC directory but to overwrite User Device Profile and User Locale for this user in the DC directory and set them to blank.

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

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

The system saves the file to c:\XlsDataFiles\ (or to your choice of another existing folder) as

Update_Users#timestamp.txt (or to your choice of filename)

Step 7 For BAT to access the CSV file that you created, you must save it to the publisher database server. However, because you normally would not have Microsoft Excel running on the publisher database server, this step assumes that you have saved the CSV file to the local machine (not the publisher database server). In that case, you must copy the file to publisher database server.

Using a floppy disk or a mapped network drive, copy the CSV file from
C:\XLSDataFiles\ to the C:\BATFiles\Users\Update Users folder on the server
that is running the publisher database for Cisco CallManager.

For information on how to read the exported CSV file, click the link to **View
Sample File** in the Insert Users window in BAT (**Configure > Users**).

Creating a Text-Based CSV File for Updating Users

If you do not use the BAT.xlt file for data input when you are adding users, you
must create the comma separated values (CSV) file by using lines of ASCII text
with values separated by commas.

If you created the CSV file by using the BAT.xlt file, you can skip the following
procedure in this section.

Tips   Use **BAT.xlt** to input data because data validation is performed on that file.

The CSV file provides a common textual way of providing tabular information.
You can create a data file by using any file format, such as Microsoft Notepad,
Microsoft Word, and so on. Save the CSV file to C:\BATFiles\Users\Update
Users\on the server that is running the publisher database for Cisco CallManager.

Use this procedure to create a CSV text file for users.

Procedure

Step 1   Open a text editor (such as Microsoft Notepad) or any application that allows you
to export or create a CSV file.

Step 2   Using a separate line for each update to the user, enter the values for each user
attribute that you want to add to Cisco CallManager. See Tips for Creating a
Text-Based CSV File, page 4-7, for detailed information about the formatting that
you must use in the text-based CSV file.

Note   Do not leave blank rows in the spreadsheet. You will receive an error
message.

Step 3   Save the file to C:\BATFiles\Users\Update Users on the publisher server.

✎

Note   For BAT inserts, you cannot use CSV files to update users that are saved anywhere but C:\BATFiles\Users\Update Users\ on the server that is running the publisher database for Cisco CallManager.

Tips for Creating a Text-Based CSV File

The following example format shows the field length and string types followed by an example of a CSV file for users.

UserID(Mandatory, 1 to 30 characters)**,Manager**(Optional, up to 30characters, must use existing ID in global directory)**,Department**(Optional, up to 50 characters)**,User Device Profile**(Optional, up to 50 characters)**,User Locale** (Optional, up to 50 characters)**,MAC Address**(Optional, up to 12 characters)**,Directory Number** (Optional, (Optional, up to 24 numerals and special characters))

⏱

Timesaver   You can keep values that were previously stored in the DC directory.

To retain your previously entered values, refer to .

Example

```
johns,Daviss,123,johnProfile,English United
States,8612113425AC,9725557154
```

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

If the manager for a user is blank

```
johns,,123,johnProfile,English United States,8612113425AC,9725557154
```

Example

Enter your preferred language first, followed by the country. Use the following three examples as a guide:

```
English United States, French France, German Germany
```

Example

You do not have to supply information for the optional fields, if only the mandatory fields are completed. If you have stored the optional fields previously in the DC directory, leaving them blank here will reset the values to blank. See "Retaining Stored Values" section on page 4-17 for information on keeping previously stored values.

```
John,Daviss,123,johnProfile,,,
```

Retaining Stored Values

Use this procedure to keep values that were previously stored in the Cisco CallManager database.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > Users**.

The Insert Users window displays.

Step 3   In the right corner of the window, click **Update Users**.

The Update Users window displays.

Step 4   Note the value in the **Value for fields to be ignored** box. You entered this value while you were performing "Updating Users to Cisco CallManager" section on page 4-18.

If you have not completed the "Updating Users to Cisco CallManager" section on page 4-18, decide what you want to enter into the **Value for fields to be ignored** box and use the same symbol here.

Step 5   Enter the value from the **Value for fields to be ignored** box into the CSV file.

For example, if you entered "#" in the **Value for fields to be ignored**, a CSV file like the following example tells BAT to keep the Manager field the same as the one that was previously entered in the DC directory but to overwrite User Device Profile and User Locale for this user in the DC directory and set them to blank.

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

Updating Users to Cisco CallManager

Use this procedure to bulk-update users to Cisco CallManager.

Before You Begin

You must create a CSV file before you attempt to update users.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > Users**.

The Insert Users window displays.

Step 3   In the right corner of the window, click **Update Users**.

The Update Users window displays.

Step 4   From File Name drop-down list box, choose the CSV file that you created for this type of bulk transaction.

See "Creating the CSV File for Updating Users" section on page 4-12 for instructions.

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

If you enter "#" for the value for fields to be ignored, a CSV file like the following example tells BAT to keep the Manager field the same as the one that was previously entered in the DC directory but to overwrite User Device Profile and User Locale for this user in the DC directory and set them to blank:

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

Step 6   (Optional) If you want all users that are added in this transaction to be able to log on to a phone on behalf of someone else, check the Enable Authentication Proxy Rights check box. Users with authentication proxy rights enabled represent "super users" or "admin users" who act as the single point of authentication through which all users connect for extension mobility. You must perform further configuration in Application Administration on the Cisco CRA server.

> ✎
> **Note**   You cannot disable existing authentication proxy rights for users by unchecking the Enable Authentication Proxy Rights check box.

Step 7   If you want to set the User Device Profile as the Default Device Profile, check the **Set User Device Profile as Default Device Profile** check box.

Step 8   If you want to enable CTI Application use for all users in the CSV file, check the **Enable CTI Application Use** check box.

> ✎
> **Note**   You cannot disable existing CTI Application Use for users by unchecking the Enable CTI Application Use check box.

Step 9   Check the **Call Park Retrieval Allowed** check box if you want to enable Call Park Retrieval for all users.

> ✎
> **Note**   BAT does not disable Call Park Retrieval for a user if a user has Call Park Retrieval enabled and the Call Park Retrieval Allowed check box is not checked when users are updated.

Step 10   Check the **Reset Password** check box if you want to reset the password for all users.

Enter the password that users should provide when they log on to the Cisco IP Phone User Options window. You should only specify a value here when you want to specify the default password for access to the Cisco IP Phone User Options window.

Reenter the password in the Confirm Password field.

Step 11   Check the **Reset PIN** check box if you want to reset the PIN for all users.

Enter the PIN that users should provide when they log in to a Cisco IP Phone model 7960 or 7940 for extension mobility.

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Reenter the PIN in the Confirm PIN field.

Step 12 In the User Locale drop-down list box, choose the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.

✎
Note   The values that you entered for User Locale in the CSV file will override the User Locale values that you specify in the user interface.

Step 13 In the User Device Profile drop-down list box, choose the user information that you want to associate with this user.

✎
Note   The values that you entered for User Device Profile in the CSV file will override the User Device Profile values that you specify in the user interface.

Step 14 Click **Update**.

Related Topics

- Creating the CSV File for Updating Users, page 4-12
- Deleting Users from Cisco CallManager, page 4-21
- Adding Users to Cisco CallManager, page 4-8

Deleting Users

You can use BAT to delete user profiles from the Cisco CallManager database/Lightweight Directory Access Protocol (LDAP) Directory in batches, rather than individually.

Related Topics

- Updating Users to Cisco CallManager, page 4-18
- Adding Users to Cisco CallManager, page 4-8

Deleting Users from Cisco CallManager

Use this procedure to bulk-delete users from Cisco CallManager.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > Users**.

The Insert Users window displays.

Step 3   In the right corner of the window, click **Delete Users**.

The Delete Users window displays. To locate the users that you want to delete, define the filter.

⚠

Caution   If you do not define a filter, BAT deletes all users.

Step 4   In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.

Step 5   In the second drop-down list box, choose contains or is exactly.

Step 6   In the third box, which is the search field/list box, either choose or enter the value that you want to locate, such as a specific user.

✎

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 7   Click **Add To Query** button to add the defined filter to the query.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to Step 4 and start over.

Step 8   Click **View Query Result** to display the records that are going to be affected.

Specify the setting that you want to update for all the records that you defined in your query.

Step 9   Click **Delete** to delete the chosen users.

A message displays that advises you of approximately how long it will take to delete the records in the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

Step 10 When the transaction completes, check the Status message. BAT displays a status completed or failed message.

You can click **View Latest Log File** to see a log file that indicates the number of records that were deleted and the number of records that failed, including an error code. For more information on log files, see Chapter 10, "Troubleshooting BAT and TAPS."

Related Topics

- Adding Users to Cisco CallManager, page 4-8
- Updating Users to Cisco CallManager, page 4-18