



## Adding Users

You can use Cisco Unified CallManager Bulk Administration (BAT) to add a group of new users and to associate users to phones and other IP Telephony devices in the Cisco Unified CallManager database.



### Note

If you use your corporate directory and have Lightweight Directory Access Protocol (LDAP) synchronization enabled (in Cisco Unified CallManager Administration, choose **System > LDAP > LDAP System**), then you cannot use BAT to insert/update or delete users. For more details on LDAP, refer to *Cisco Unified CallManager Administration Guide 5.0*.

This chapter describes working with users.

Use the following topics to manage user records and to work with user combinations, such as phones and users or CTI ports and user records in the Cisco Unified CallManager LDAP directory:

- [Adding Users, page 14-1](#)
- [Exporting User Records, page 19-1](#)
- [Generating Reports for Users, page 21-1](#)

## Adding Users

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

1. Create a comma separated values (CSV) data file to define individual values for each user that you want to add.
  - See the [“Using the BAT Spreadsheet to Create the CSV Data File for Users”](#) section on [page 14-2](#).
  - For information about creating a text-based CSV data file for users, see the [“Creating a Text-Based CSV File for Users”](#) section on [page A-6](#).
2. Use BAT to insert the users to the Cisco Unified CallManager directory. See the [“Inserting Users to Cisco Unified CallManager”](#) section on [page 16-1](#).



### Note

When you are adding users who have applications that require a CTI port, such as Cisco IP SoftPhone, BAT can associate CTI ports to existing users.

### Additional Topics

See the [“Related Topics”](#) section on [page 14-5](#).

## Using the BAT Spreadsheet to Create the CSV Data File for Users

You can provide details for adding new users to the Cisco Unified CallManager directory in the BAT spreadsheet and convert it a CSV data file.

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

To create the CSV data file for adding new users in bulk, use the following procedure.

### Procedure

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- Step 1** To open the BAT spreadsheet, locate and double-click **BAT.xls** file.
  - Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
  - Step 3** To add users, click the **Users** tab at the bottom of the spreadsheet.
  - Step 4** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional.

In each row, provide the information as described in [Table 14-1](#). If a user has multiple devices, the device name field should be repeated, once for each device.

**Table 14-1**      *Field Descriptions in BAT Spreadsheet for Adding Users*

Field	Description
First Name	Enter the first name, up to 50 characters, of the phone user.
Middle Name	Enter the middle name, up to 50 characters, of the phone user.
Last Name	Enter the last name, up to 50 characters, of the phone user.
User ID	Enter the user ID , from 1 to 30 characters, for the user of this phone.
Password	<p>Enter the password, up to 20 characters, that the user needs to access the Cisco IP Phone Configuration window.</p> <p>You must specify the Password either in the CSV data file or by using the BAT user interface during user template addition. If you want to apply individual passwords for each user or groups of users, specify the password information in the CSV data file. If you want to use a default password for all users, provide the default password when you insert the users in BAT.</p>
Manager User ID	Enter manager user ID, up to 30 characters, for the user of this phone.
Department	Enter the department number, up to 30 characters, for the user of this phone.
PIN	<p>Enter the personal identification number (PIN) , up to 20 numerals, to be used for extension mobility.</p> <p>You must enter a PIN either in the CSV data file or by using the BAT user interface during user template addition. If you want to apply individual PINs for each user or groups of users, specify the PIN in the CSV data file. To use a default PIN that all users can use, provide default PIN when you insert the users in BAT.</p>

**Table 14-1** Field Descriptions in BAT Spreadsheet for Adding Users (continued)

Field	Description
User Device Profile	Enter the user device profile for this user and device, up to 50 characters. You can choose the user device profile from the list of existing UDPs in Cisco Unified CallManager Administration that appears in BAT.
User Locale	Enter the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco Unified CallManager user windows and phones.
Controlled Device Name1	Enter the name, up to 50 characters, for the phone or device that you want to associate with this user.  <b>Note</b> The Controlled Device Name field(s) displays when the Number of Controlled Devices field, at the extreme right in the spreadsheet, is set to greater than Zero.
Telephone Number	Enter the telephone number, up to 50 numerals for the primary extension (usually Line 1) for the phone.
Primary Extension	This field displays after the user is added and represents the primary directory number for the user. You choose no primary line when you associate devices to the user. Users can have multiple lines on their phones.
Associated PC	This field, which is required for Cisco SoftPhone and Cisco Unified CallManager Attendant Console users, displays after the user is added.
ICD Extension	From the drop-down list box, choose an ICD extension for this end user.
Mail ID	Release 5.0(2) of Cisco Unified CallManager Administration will provide this description.
Controlled Device Name 2	Enter the name, up to 50 characters, for any additional phones that you want to associate with this user.  <b>Note</b> The Controlled Device Name field(s) displays when the Number of Controlled Devices field, at the extreme right in the spreadsheet, is set to greater than Zero.  <b>Note</b> You must complete the Controlled Device Name1 field first and then add more Controlled Device Name entries.
Presence Group	Enter the presence group that watches the status of the directory number, the presence entity.  For information on the Presence feature, refer to <i>Cisco Unified CallManager Features and Services Guide</i> .

**Table 14-1** Field Descriptions in BAT Spreadsheet for Adding Users (continued)

Field	Description
SUBSCRIBE Calling Search Space	<p>All calling search spaces that you configure in Cisco Unified CallManager Administration display in the SUBSCRIBE Calling Search Space drop-down list box.</p> <p>The SUBSCRIBE Calling Search Space determines how Cisco Unified CallManager routes the Presence subscription requests that come from the end user. To configure a calling search space specifically for this purpose, you configure a calling search space as you do all calling search spaces (<b>Call Routing &gt; Class Control &gt; Calling Search Space</b>).</p> <p>For information on how to configure a calling search space, see the <i>Cisco Unified CallManager Administration Guide</i>.</p>
Digest Credentials	<p>When you configure digest authentication for SIP phones, Cisco Unified CallManager challenges the identity of the phone every time the phone sends a SIP request to Cisco Unified CallManager. The digest credentials that you enter in this field get associated with the phone when you choose a digest user in the Phone Configuration window.</p> <p>Enter a string of alphanumeric characters.</p> <p>For more information on digest authentication, refer to the Cisco Unified CallManager Security Guide.</p>
User Group	<p>Enter the user group to which the user belongs.</p> <p><b>Note</b> The User Group field(s) displays when the Number of User Groups field, at the extreme right in the spreadsheet, is set to greater than Zero.</p>

- Step 5** To enter additional device names that will be associated to a new user, click the **Add More Devices** button .



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



**Note** To associate auto-generated device profiles to new users using BAT, BAT administrators can enter the ADP name in the xlt, in User Device Profile column.

- 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:\XLSDDataFiles\ or use Browse to save the file to another existing folder. The filename is:

<tablename>-<timestamp>.txt

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

**Note**

If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

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

You must upload the CSV data file to the first node of Cisco Unified CallManager database server, so BAT can access the data file. See [Chapter 2, “Uploading and Downloading Files.”](#)

**Note**

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

**Additional Topics**

See the [“Related Topics”](#) section on page 14-5.

## Related Topics

- [Adding Users, page 14-1](#)
- [Exporting User Records, page 19-1](#)
- [Generating Reports for Users, page 21-1](#)
- [BAT Log Files, page 54-3.](#)

