Text-Based CSV Files

Cisco Unified CallManager Bulk Administration (BAT) uses data that is entered in a comma separated values (CSV) file format to provide information for insert transactions to the Cisco Unified CallManager database on the first node server. By using the CSV data format, you can build a textual file that contains data records in a tabular format.

You can create a CSV data file by using a text editor, such as Microsoft Notepad. You must use a separate line to enter data for each record. Separate each data field with a comma and include comma separators for blank fields. Enter data on every line in the data file because an error occurs during the insert transaction if you enter a blank line in a CSV file.

When you insert the data records to the Cisco Unified CallManager database, BAT accesses a set of designated folders that reside on the server that is running the first node database. For BAT to access the appropriate CSV data file for the transaction, you must upload the CSV data file to the first node database server of Cisco Unified CallManager. See the "Uploading a File" section on page 2-3.

The following topics provide information and file formats for the following text-based CSV files:

- Creating a Text-Based CSV File for Phones, page A-1
- Creating a Text-Based CSV File for Users, page A-6
- Creating a Text-Based CSV File for User Device Profile, page A-9
- Creating a Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations, page A-12
- Creating a Text-Based CSV File for Cisco VG200 Gateways, page A-13
- Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports, page A-15
- Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, page A-16
- Creating a Text-Based CSV File for Call Pickup Groups, page A-19

Creating a Text-Based CSV File for Phones

Instead of using the BAT spreadsheet for data input when you are adding phones, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

Use the following procedure to create a CSV text file for phones, IP telephony devices, and user combinations.

Procedure

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

Step 2   Use a separate line to enter the values for each phone, IP telephony device, or user combination that you want to add to Cisco Unified CallManager. You must create separate CSV files for each type of device. Keep in mind the following rules when you create the CSV data file.

- Always include comma separators, even if a field is blank.
- Specify the user ID if the phone is to be associated to a user.
- Directory Number fields are optional only when you are creating the CSV file for use with a BAT template that has no lines. If lines are configured on the BAT phone template, you must supply directory numbers in the CSV file for each device.
- An error occurs when you insert a CSV file with blank lines.

See the "Phone CSV Data File Formats" section on page A-2 for information about the CSV data file formats that you must use for different phone types.

Step 3   Upload the CSV file to the first node of Cisco Unified CallManager. See the "Uploading a File" section on page 2-3.

For information about CSV file formats for other phone types, see these topics:

- Phone CSV Data File Formats, page A-2
- Export File Fields for All Phone Details Option, page A-4
- Phone CSV File Examples, page A-5

Phone CSV Data File Formats

Different types of phones require specific data formats. Keep in mind that fields that are labeled as optional in the phone file format become mandatory fields when certain conditions are met.

The following topics provide the formats and samples for these phone types:

- Phones With Users Combinations File Format, page A-2
- CTI Ports/H.323 Clients File Format, page A-3
- CTI Ports-Users and H.323 Client-Users Combinations File Format, page A-3

Phones With Users Combinations File Format

The following sample shows the field length and whether the field is optional or mandatory for a text-based CSV file for phones and the fixed user format.

First Name(Mandatory, 1 to 50 characters), **Last Name**(Mandatory, 1 to 50 characters), **User ID**(Mandatory, 1 to 30 characters), **Password**(Optional, up to 20 characters), **Manager USer ID**(Optional, up to 30 characters, must use the ID that exists in global directory), **Department**(Optional, up to 50 characters), **PIN**(Optional up to 20 numerals),**Default Profile**(Optional, up to 50 characters),**User Locale** (Optional, up to 50 characters),**Telephone Number** (Optional, up to 20 numerals),**Primary Extension** (Optional, up to 50 numerals),**Associated PC**(Optional, up to 50 characters),**ICD Extension**(Optional, up to 50 numerals),**Mail ID** (Optional, up to30

characters),**Presence Group** (Optional, up to 50 characters),**Subscribe Calling Search Space** (Optional, up to 50 characters), **MAC Address** (Mandatory, up to 12 characters),**Description** (Optional, up to 50 characters), **Location** (Optional, up to 50 characters), **Directory Number** (Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters), **Line Text Label** (Optional, up to 30 characters), **Forward Busy External** (Optional, up to 50 numerals and special characters), **Forward No Answer External** (Optional, up to 50 numerals and special characters), **Forward No Coverage External** (Optional, up to 50 numerals and special characters), **Forward Busy Internal** (Optional, up to 50 numerals and special characters), **Forward No Answer Internal** (Optional, up to 50 numerals and special characters), **Forward No Coverage Internal** (Optional, up to 50 numerals and special characters), **Call Pickup Group** (Optional, up to 50/50 characters), **Speed Dial** (Optional, up to 50 numerals and special characters), **Speed Dial Label** (Optional, up to 30 characters)

Sample

```
John,Smith,johns,abcde,Daviss,12,12345,johnProfile,English United
States,1,1231123245AB,Dallas,9725557154,9725557154,Mike,9725557172,9725557196,9725557112,9
725557127,9725557158,9725557189,9725557121/TollByPass,1230000000,Helpdesk
```

CTI Ports/H.323 Clients File Format

The following sample shows the field length and whether the field is optional or mandatory for a text-based CSV file for CTI ports and H.323 clients format.

Device Name (Mandatory, up to 15 characters for CTI ports and up to 50 characters for H.323 Clients),**Description** (Optional, up to 50 characters) **Location** (Optional, up to 50 characters),**User ID**(Optional, 1 to 30 characters),**Directory Number**(Optional, up to 24 numerals and special characters),**Display** (Optional, up to 30 characters), **Line Text Label**(Optional, up to 30 characters),**Forward Busy External**(Optional, up to 50 numerals and special characters),**Forward No Answer External**(Optional, up to 50 numerals and special characters),**Forward No Coverage External**(Optional, up to 50 numerals and special characters),**Forward Busy Internal**(Optional, up to 50 numerals and special characters),**Forward No Answer Internal**(Optional, up to 50 numerals and special characters),**Forward No Coverage Internal**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters)

Sample

```
Unified CM Auto-Register Phone Tool Port 1,CTI Unified CM Auto-Register Phone Tool Port
1,Dallas,johns,9728437154,9728437154,
Mike,9728437172,9728437196,9728437127,9728437154,9728437178,
9728437189,9728437121/TollByPass,1230000000,Helpdesk
```

CTI Ports-Users and H.323 Client-Users Combinations File Format

The following sample shows the field length and whether the field is optional or mandatory for a text-based CSV file for CTI ports with users and H.323 clients with users format.

First Name(Mandatory, 1 to 50 characters),**Last Name**(Mandatory, 1 to 50 characters),**User ID**(Mandatory, up to 30 characters),UserID (Mandatory, 1 to 30 characters),**Password** (Optional, up to 20 characters),**Manager User ID**(Optional, up to 30 characters, must use existing ID in global directory),**Department** (Optional, up to 50 characters),**PIN** (Optional, up to 20 numerals),**Default Profile** (Optional, up to 50 characters),**User Locale** (Optional, up to 50 characters),**Telephone Number** (Optional, up to 20 numerals),**Primary Extension** (Optional, up to 50 numerals),Associated PC (Optional, up to 50 characters),**ICD Extension**(Optional, up to 50 numerals),**Mail ID** (Optional, up to30 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,Unified CM
Auto-Register Phone Tool Port 1,CTI Unified CM Auto-Register Phone Tool Port
1,9725557154,9725557154,Mike,9725557172,9725557196,9725557112,9725557127,9725557158,972555
7189,9725557121/TollByPass,1230000000,Helpdesk
```

Note If you use a comma or double quotes as part of the value in one of the fields, you must enclose the entire text value with double quotation marks to designate it as a single value.
For example, if you entered John, Bill as a text value, then you must enter the value as "John,Bill".
If you entered a double quote in a value, then you must replace the double quote with two consecutive double quotes and enclose the value with double quotes. For example you must enter John "Chief as "John""Chief".

Additional Topics

See the "Related Topics" section on page A-21.

Export File Fields for All Phone Details Option

When you are using the export utility to generate a file that containing all the details for the phone records, the export file has the following format.

Caution Cisco does not recommend editing the file that is generated with the export utility. The system dynamically generates fields, such as Logout time and Login time, that must not be edited at all. You must ensure that the login user ID and Product Specific XML fields are accurate for them to work properly, and you must not edit them. Use BAT to update the product specific configurations.

<<DEVICE>>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

<<LINE>>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

<<SPEEDDIALS, SERVICES, PARAMETERS, AND BUSY LAMP FIELDS>> Speed Dial Number,Speed Dial Label,Speed Dial Label ASCII,Service Name,Subscribed Service Name,Subscribed Service URL,Subscribed Service Name ASCII,Parameter Name,Parameter Value,Busy Lamp Field Destination,Busy Lamp Field Directory Number,Busy Lamp Field Label,Busy Lamp Field Label ASCII

Additional Topics

See the

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.

```
1,1231123245AB,SEP1231123245AB,Dallas,johns,9728437154,9728437154,Mike,,9728437196,9728437
127,9728437154,9728437178,9728437189,9728437121/TollByPass,1230000000,Helpdesk
```

No Phone Description Entry

If the description for a phone is blank, use this format:

```
1,1231123245AB,,Dallas,johns,9728437154,9728437154,Mike,9728437172,9728437196,9728437127,9
728437154,9728437178,9728437189,9728437121/TollByPass,1230000000,Helpdesk
```

No Active Line or Location Entry

If no active line is required and the location is also blank, use this format:

```
0,1231123245AB,SEP1231123245AB,,,1230000000,HelpDesk
```

Two Active Lines

If two active lines are required, use this format:

```
1,1231123245AB,SEP1231123245AB,Dallas,johns,9725557154,9725557154,Mike,9725557172,97255571
96,9728437127,9728437154,9728437178,9728437189,9725557121/TollByPass,9725557155,9725557155
,Kelvin,9725557133,9725557196,9728437112,9728437145,9728437187,9728437198,9725557112/TollB
yPass,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:

```
SEP1231123245AB,Dallas,9725557154,9725557154,Mike,9725557172,9725557196,9728437127,9728437
154,9728437178,9728437189,9725557121/TollByPass,johns,1230000000,Helpdesk
```

Additional Topics

See the "Related Topics" section on page A-21.

Creating a Text-Based CSV File for Users

Instead of using the BAT spreadsheet for data input when you are adding users, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

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

Procedure

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

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

You can associate any number of existing devices to a new user by entering the device name of all the devices separated by a comma at the end of the record.

You can associate a directory number to a user, even if that user does not control any device.

Note   An error occurs if any blank lines exist in the CSV file.

Step 3   Upload the file to first node of the Cisco Unified CallManager. See "Downloading a File" section on page 2-2.

Related Topics

See the "Related Topics" section on page A-21.

Users File Format

Tip   You must specify PIN and Password values, either on the CSV file or when using BAT for file insertion. If you want to apply individual PINs or passwords for each user or group of users, specify the PIN and password information in the CSV file. If you want to use a default PIN and password that all users can use, do not specify PIN or password values in the CSV file and instead provide this information when you use BAT to insert the CSV file in Cisco Unified CallManager.

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(Mandatory, 1 to 50 characters)**,Last Name**(Mandatory, 1 to 50 characters)**,User ID**(Mandatory, up to 30 characters)**,Manager User ID**(Optional, up to 30 characters, must use existing ID in global directory)**,Department** (Optional, up to 50 characters)**,PIN** (Optional, up to 20 numerals)**,Default Profile**(Optional, up to 50 characters)**,User Locale** (Optional, up to 50 characters)**,Telephone Number** (Optional, up to 20 numerals)**,Primary Extension** (Optional, up to 50 numerals)**,Associated PC** (Optional, up to 50 characters)**,ICD Extension**(Optional, up to 50 numerals)**,Mail ID** (Optional, up to30 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:

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

Example 3

When you want to complete only the mandatory fields and associate the user to a phone, use this format:

```
John,Smith,johns,,,,,,,SEP1231123245AB,
```

Example 4

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

- If the user controls only one device, use this format:

  ```
  John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
  United States,SEP1231123245AB,9725557154
  ```

- If the user controls three devices, use this format:

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
UnitedStates,SEP1231123245AB,9725557154,SEP0010EB001234,SEP0010EB432101
```

Updating Users File Format

Use a text editor to create the CSV text file for updating users. Upload the file to first node server. See "Uploading a File" section on page 2-3.

When you are updating a record, you need to supply all mandatory fields for a file. If you have stored values in the optional fields, and you update a record with blank optional fields, you will reset the values to blank. See the "Retaining Stored Values" section on page 17-1 for information about keeping previously stored values.

The following sample format shows the field length and string types followed by examples of CSV files for updating users.

UserID (Mandatory, 1 to 30 characters)**,Password** (Optional, up to 20 characters)**,Manager** (Optional, up to 30 characters, must use existing ID in global directory)**,Department** (Optional, up to 50 characters)**,PIN** (Optional, up to 20 numerals)**,Default Profile**(Optional, up to 50 characters)**,User Locale** (Optional, up to 50 characters)**,Telephone Number** (Optional, up to 20 numerals)**,Primary Extension** (Optional, up to 50 numerals)**,Associated PC** (Optional, up to 50 characters)**,ICD Extension**(Optional, up to 50 numerals)**,Mail ID** (Optional, up to30 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 2

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 3

Mandatory fields include the following fields:

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

Additional Topics

See the "Related Topics" section on page A-21.

Creating a Text-Based CSV File for User Device Profile

Instead of using the BAT spreadsheet for data input when you are adding user device profiles, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

✎
Note   If you use comma or double quotes as part of string in one of the fields, you must enclose the entire text string with double quotes.

To create a CSV text file for user device profiles, use this procedure.

Procedure

Step 1   Open Microsoft Notepad to create the CSV file.

Step 2   Using a separate line for each user device profile, enter the values for each user device profile that you want to add to Cisco Unified CallManager. See User Device Profiles File Format, page A-9, for detailed information about the formatting that you must use in the text-based CSV file.

✎
Note   An error occurs if any blank lines exist in the CSV file.

Step 3   Upload the CSV file to the first node server for Cisco Unified CallManager.

Additional Topics

See the "Related Topics" section on page A-21.

User Device Profiles File Format

The following sample format shows the field length and string types followed by examples of a CSV files for user device profiles.

Device Profile Name(Mandatory, 1 to 50 characters)**,Description**(Optional, 1 to 50 characters)**,Login UserID** (Optional, 4 to 30 characters)**,Directory Number**(Optional, up to 24 numerals and special characters)**,Display**(Optional, for internal Caller ID, up to 30 characters)**,Line Text Label**(Optional, up to 30 characters)**,Forward Busy External Destination**(Optional, up to 50 numerals)**,Forward No Answer External Destination**(Optional, up to 50 numerals)**,Forward No Coverage External**(Optional, up to 50 numerals)**,Forward Busy Internal Destination**(Optional, up to 50 numerals)**,Forward No Answer Internal Destination**(Optional, up to 50 numerals)**,Forward No Coverage Internal**(Optional, up to 50 numerals)**,Call Pickup Group**(Optional, up to 50/50 characters)**,Speed Dial Number**(Optional, up to 50 numerals)**,Speed Dial Label**(optional, up to 30 characters)

Sample

```
John Profile,John's
Profile,Johns,9725557154,9725557154,Mike,9725557172,9725557196,9725557126,9725557154,97255
57178,9725557189,9725557121/TollByPass,1230000000,Helpdesk
```

Example 1

You must specify delimiters even if a field is blank. The following example shows the correct format for not specifying a Display setting:

```
1,John Profile,John's
Profile,Johns,9725557154,,Mike,9725557172,9725557196,9725557126,9725557154,9725557178,9725
557189,9725557121/TollByPass,1230000000,Helpdesk
```

Example 2

If it is a 0-line profile and only mandatory fields are added, use the following example:

```
John Profile,,,,
```

Example 3

If only the mandatory fields are completed and you want to associate the user device profile to only one directory number, use this format:

```
John Profile,,,9725557154,,,,,
```

User Device Profile with Two Lines and Two Speed Dials

The following example format shows the field length and string types of a CSV file for user device profiles with two lines.

User Device Profile Name(Mandatory, 1 to 50 characters)**,Description**(Optional, 1 to 50 characters)**,Login UserID** (Optional, 4 to 30 characters)**,Directory Number1**(Optional, up to 24 numerals and special characters)**,Display1**(Optional, for internal Caller ID, up to 30 characters)**,Line Text Label1**(Optional, up to 30 characters)**,Forward Busy External Destination1**(Optional, up to 50 numerals)**,Forward No Answer External Destination1**(Optional, up to 50 numerals)**,Forward No Coverage External Destination1**(Optional, up to 50 numerals)**,Forward Busy Internal Destination1**(Optional, up to 50 numerals)**,Forward No Answer Internal Destination1**(Optional, up to 50 numerals)**,Forward No Coverage Internal Destination1**(Optional, up to 50 numerals)**,Call Pickup Group1**(Optional, up to 50/50 characters)**,Directory Number2**(Optional, up to 24 numerals and special characters)**,Display2**(Optional, for internal Caller ID, up to 30 characters)**,Line Text Label2**(Optional, up to 30 characters)**,Forward Busy External Destination2**(Optional, up to 50 numerals)**,Forward No Answer External Destination2**(Optional, up to 50 numerals)**,Forward No Coverage External Destination2**(Optional, up to 50 numerals)**,Forward Busy Internal Destination2**(Optional, up to 50 numerals)**,Forward No Answer Internal Destination2**(Optional, up to 50 numerals)**,Forward No Coverage Internal Destination2**(Optional, up to 50 numerals)**,Call Pickup Group2**(Optional, up to 50/50 characters)**,Speed Dial Number1**(Optional, up to 50 numerals)**,Speed Dial Label1**(optional, up to 30 characters)**,Speed Dial Number2**(Optional, up to 50 numerals)**,Speed Dial Label2**(optional, up to 30 characters)

Example

```
John Profile,John's
Profile,John's,9725557154,9725557154,Mike,9725557172,9725557196,9725557126,9725557154,9725
557178,9725557189,9725557121/TollByPass,9725557155,9725557155,Kelvin,9725557133,9725557196
,9725557113,9725557145,9725557187,9725557198,9725557112/TollByPass,1230000000,Helpdesk,214
9523460,Keith
```

Export File Fields for User Device Profile with All Details Option

When you are using the export utility to generate a file that contains all the details for the user device profiles, the export file will have the following format. The example shows the length and type of fields in the export all details file.

The export utility does not generate model specific fields for user device profiles.

⚠️

Caution   Cisco does not recommend editing the file that is generated with the export utility. The system dynamically generates some fields, such as Logout time and Login time, that must not be edited at all. You must ensure that the login user ID and Product Specific XML fields are accurate for them to work properly and you must not edit them. Use BAT to update the product-specific configurations.

<<DEVICE>>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

<<LINE>>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

<<SPEEDDIALS, SERVICES, PARAMETERS,AND BUSY LAMP FIELDS>>Speed Dial Number,Speed Dial Label,Speed Dial Label ASCII,Service Name,Subscribed Service Name,Subscribed Service URL,Subscribed Service Name ASCII,Parameter Name,Parameter Value,Busy Lamp Field Destination,Busy Lamp Field Directory Number,Busy Lamp Field Label,Busy Lamp Field Label ASCII

✎

Note   Use True and False for settings with Boolean values.

Additional Topics

See the "Related Topics" section on page A-21.

Creating a Text-Based CSV File for Cisco Unified CM Assistant Manager-Assistant Associations

Instead of using the BAT spreadsheet for data input when you are adding Unified CM Assistant managers and assistants, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

To create a CSV text file for Unified CM Assistant manager and assistants, use this procedure.

Procedure

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

Step 2   Using a separate line for each manager-assistants association, enter the values for each manager-assistant that you want to add to Cisco Unified CallManager. See Managers and Assistants File Formats, page A-12, for detailed information about the formatting that you must use in the text-based CSV file.

> ✎
> **Note**   An error occurs if any blank lines exist in the CSV file.

You can assign multiple assistants to a manager by entering the user IDs of the manager and assistants separated by a comma at the end of the record.

Step 3   Upload the file to the server that is running the first node database for Cisco Unified CallManager. See the "Uploading a File" section on page 2-3.

Additional Topics

See the "Related Topics" section on page A-21.

Managers and Assistants File Formats

The following sample formats and examples show the field length and string types for Unified CM 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** (Mandatory, 1 to 30 characters)**...AssistantID #** (Mandatory, 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** (Mandatory, 1 to 30 characters)**...ManagerID #** (Mandatory, 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
```

Additional Topics

See the .

Creating a Text-Based CSV File for Cisco VG200 Gateways

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG200 gateways, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

To create a CSV text file for VG200 gateways, use this procedure.

Procedure

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

Step 2   Using a separate line for each gateway, enter the values for each gateway and port that you want to add to Cisco Unified CallManager.

The sections, , and , provide descriptions and examples.

Note   An error occurs if any blank lines exist in the CSV file.

Step 3   Upload the file to the server that is running the first node database for Cisco Unified CallManager. See the "Uploading a File" section on page 2-3.

Additional Topics

See the .

FXO or FXS Trunks CSV File Format

The following sample format shows the required field length and string types followed by sample of CSV files for a Cisco VG200 gateway.

MGCP Domain Name(Mandatory, 1 to 64 characters)**,Description**(Optional, up to 100 characters)**,Slot**(Mandatory, up to 3 numerals), **Subunit** (Mandatory, up to 3 numerals), **Port Number**(Mandatory, up to 3 numerals), **Port Description** Optional, up to 50 characters)**,Port Directory Number**(Optional, up to 24 numerals and special characters)

Sample

```
MGCPTest,VG200 Lab Gateway,0,1,0,Port 0,97255576601
MGCPTest,VG200 Lab Gateway,0,1,1,Port 1,97255572001
```

Note   You must include comma separators even if a field is blank. Specify the directory number and route partition only if the port type in the Cisco VG200 gateway template is POTS.

Example 1

If the Description for a Cisco VG200 gateway is blank, use this format:

```
MGCPTest, ,0,1,0,Port 0,97255576601
```

Additional Topics

See the .

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, the first digit is either 0 or 1 (signifying either Sub-Unit 0 or Sub-Unit 1), followed by the port number, 01 to 24. Acceptable values include 001 through 024 or 101 through 124. If the Cisco VG200 gateway template has three port identifiers, use this option:

`MGCPTest,VG200 Lab Gateway,001,002,003`

Additional Topics

See the .

Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports

Instead of using the BAT spreadsheet for data input when you are adding Cisco Catalyst 6000 FXS ports, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

Use this procedure to create a CSV text file for Cisco Catalyst 6000 FXS ports.

Procedure

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

Step 2   Using a separate line for each port, enter the values for each port that you want to add to Cisco Unified CallManager. See , for detailed information about the formatting that you must use in the text-based CSV file.

Note   An error occurs if any blank lines exist in the CSV file.

Step 3   Upload the CSV file to the first node of Cisco Unified CallManager. See the "Uploading a File" section on page 2-3.

Additional Topics

See the "Related Topics" section on page A-21.

Cisco Catalyst 6000 (FXS) Ports File Format

The CSV file contains information about each port as a record. Each record specifies the gateway MAC address and port number on that gateway to which you want to add or update the port details.

> **Note**   BAT does not add Cisco Catalyst 6000 (FXS) gateways. It only adds or updates ports to an existing gateway.

For the MAC address, enter no MAC address values for an existing Cisco Catalyst 6000 (FXS) gateway. This MAC address uses the last 12 characters in the Gateway Name.

If you provide no values for Partition for any record on the CSV file, the system uses values from the BAT template for these fields.

The following sample format shows the required field length and string types followed by examples of CSV files for Catalyst 6000 (FXS) ports.

MAC Address (Mandatory, 12 characters)**,Port Number** (Mandatory, 2 numerals)**,Directory Number**(Optional, up to 24 numerals and special characters)

Sample

```
1231123245AB,23,9725557250
```

> **Note**   You must include comma separators even if a field is blank.
> Do not specify a partition unless you have also specified a directory number.

Examples

If the directory number for a port is blank, use this format:

```
1231123245AB,23,,
```

If you want to add only the mandatory values, use this format:

```
1231123245AB,23,,
```

Additional Topics

See the "Related Topics" section on page A-21.

Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes

To create a custom text-based CSV file, perform the following procedure:

Procedure

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

Step 2   Using a separate line for each code, create a custom Client Matter Codes (CMC) CSV file or a Forced Authorized Codes (FAC) CSV file, as described in the following steps:

- For CMC—Step 3 and Step 5
- For FAC— Step 4 and Step 5

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 CallManager. See the "Uploading a File" section on page 2-3.

Step 6   Perform one of the following tasks:

- If you made additions or updates, insert the file in BAT, as described in "Using BAT to Update the Cisco Unified CallManager Database" section on page 47-6.
- If you plan to delete code settings, see the "Deleting Code Settings" section on page 48-1.

Note   You cannot perform insert and update operations simultaneously with the same CSV file. You have to create separate CSV files for insert and update.

Additional Topics

See the "Related Topics" section on page A-21.

CMC File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for client matter codes.

Client Matter Code(Mandatory, 1 to 16 numerals),**Description**(Optional, 1 to 50 Characters)

Sample

```
1234567890123456,Marketing
```

Example

If the value of the field includes a comma, that field must be enclosed in double quotes. Use this format for fields with commas:

```
1234567890123456,"Marketing, team"
```

Additional Topics

See the "Related Topics" section on page A-21.

Updating CMC File Format

Use a text editor to create the CSV text file for updating client matter codes.

The following sample format shows the field length and string types followed by examples of CSV files for updating client matter codes.

Client Matter Code(Mandatory, 1 to 16 numerals),**Description**(Optional, 1 to 50 Characters)

Sample

```
1234567890123456,Marketing
```

Example

If the description is empty, use this format:

```
1234567890123456,
```

Additional Topics

See the "Related Topics" section on page A-21.

FAC File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for forced authorization codes.

Forced Authorization Code(Mandatory, 1 to 16 numerals),**Authorization Code Name** (Mandatory, 1 to 50 Characters),**Authorization Level**(Mandatory,values range from 0 to 255)

Sample

1234567890123456,John FAC,251

Additional Topics

See the "Related Topics" section on page A-21.

Updating FAC File Format

Use a text editor to create the CSV text file for updating client matter codes.

The following sample format shows the field length and string types followed by examples of CSV files for updating forced authorization codes.

Forced Authorization Code(Mandatory, 1 to 16 numerals),**Authorization Code Name** (Mandatory, 1 to 50 Characters),**Authorization Level**(Mandatory,values range from 0 to 255)

Sample

1234567890123456,John FAC,251

Example

Values you do not want to update must still include the delimiter. If only the Authorization Code Name has to be updated use the following format:

1234567890123456,John FAC,

If only the Authorization level has to be updated, use the following format:

1234567890123456,John FAC,

Additional Topics

See the "Related Topics" section on page A-21.

Creating a Text-Based CSV File for Call Pickup Groups

To create a custom text-based CSV file, perform the following procedure:

Procedure

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

Step 2   Using a separate line for each call pickup group name, create a custom call pickup group CSV file as described in the following steps:

Step 3   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 4   Upload the CSV file to the first node of Cisco Unified CallManager. See the "Uploading a File" section on page 2-3.

Step 5   Perform one of the following tasks:

- If you made additions or updates, insert the file in BAT, as described in "Using BAT to Update the Cisco Unified CallManager Database" section on page 47-6.

- If you plan to delete call pickup groups settings, see the "Deleting Code Settings" section on page 48-1.

Additional Topics

See the "Related Topics" section on page A-21.

CPG File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for call pickup groups.

Pickup Group Name(Mandatory, 1 to 50 characters),**Pickup Group Number**(Mandatory, 1 to 24 numerals),**Partition**(Optional, 1 to 50 Characters),**Other Pickup Group Name-Member1... Other Pickup Group Name-Member10**(Optional, 1 to 50 Characters)

Sample

```
Marketing,7815,Part1,Marketing,Managers,Training
```

Example

Optional values that you do not want to specify at this time must still include the delimiter (a comma) except for Other Pickup Group members.

If the Partition for a Pickup Group is blank, use the following format:

```
Marketing,7815,
```

Additional Topics

See the "Related Topics" section on page A-21.

Updating CPG 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 call pickup groups.

Pickup Group Name(Mandatory, 1 to 50 characters),**Pickup Group Number**(Mandatory, 1 to 24 numerals),**Partition**(Optional, 1 to 50 Characters),**Other Pickup Group Name-Member1... Other Pickup Group Name-Member10**(Optional, 1 to 50 Characters)

Sample

```
Marketing,,,Marketing,Managers,Training
```

Example

If you do not want to update Other Pickup Group member, do not include the delimiter (a comma). Use the following format:

```
Marketing,,,Managers,Marketing,Training
```

Additional Topics

Related Topics