CallManager Bulk Administration Tool (BAT) Common Problems and Solutions

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Introduction

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

BAT gives the administrator a fast and efficient way to add, update, or delete large numbers of phones in batches, rather than performing individual updates through Cisco CallManager Administration. This document discusses a solution to the situation where you cannot insert the IP phones using BAT.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Inserting Phones using Bulk Administration Tool (see Adding Phones and Other IP Telephony Devices for more information)
- Cisco CallManager Administration

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 4.x and later
- Bulk Administration Tool 5.1(3)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Cannot Insert IP Phones Using BAT

Problem

A user is unable to insert the IP phones using BAT. BAT passes the validation, but fails to insert the phone with the `Subscript out of range` error message.

The issue occurs when the user tries to insert IP phones which are subscribed to Fast Dial or Personal Address Book services. The Fast Dial and Personal Address Book services can cause issues when they have parameters which are not populated. This issue is documented by Cisco bug ID CSCsb54987 (registered customers only) .

Solution

In order to resolve the issue, remove the Fast Dial and Personal Address Book services from the template using the procedure mentioned in Adding or Updating IP Services to a BAT Phone Template, and insert the IP phones again using the BAT.

After a Cisco Unified CallManager Upgrade, the User Cannot Import Phones using BAT

Problem

After a Cisco Unified CallManager upgrade, the user cannot import phones using BAT. The error message **Couldn't create user object. Check if DC Directory is running** is displayed.

This issue occurs when the BAT version is not compatible with the Cisco CallManager version. BAT also needs to be upgraded when Cisco Unified CallManager is upgraded.

Solution

In order to resolve this issue, refer to the Software Version Comparison and install the appropriate version of BAT.

You can uninstall the existing version of BAT and install the appropriate BAT version when you complete the procedure available in the *Installing BAT* section of Bulk Administration Tool User Guide, Release 5.0(1).

Bulk Administration Jobs Stay at Pending Status in CallManager 5.x/6.x

Problem

Scheduled jobs created through the BAT do not start in Cisco CallManager 5.x/6.x. The scheduler shows a pending status for these jobs.

Solution

This problem is likely to occur when the mandatory services required to run each job are not activated in Cisco CallManager before you run BAT.

When scheduled jobs shows the status as pending, confirm that the mandatory services required to run each job have been activated. Complete these steps in order to confirm if the services are activated.

1. From the Navigation drop−down list at the top left of the Cisco CallManager Administration page, choose **Cisco Unified CallManager Serviceability** and click **Go**.
2. Once the Cisco Unified CallManager Serviceability page appears, choose **Tools** > **Service Activation**.
3. Check the status of these Database and Administration services:

    ♦ Cisco Administrative XML Layer (AXL) Web Service
    ♦ Cisco Bulk Provisioning Service (BPS)

    Check that there is no other job in the Processing state. BPS can process only one job at a time. Also check to see if Stop Processing is requested for BPS transactions. If so, choose **Job Scheduler** and click **Start Processing**.
    ♦ Cisco Tool for Auto−Registered Phones Support (**TAPS**) Service

    Note: These services must be activated from the **Service Activation** in order to run scheduled jobs created through BAT and restart the services if already activated.

When BAT Update is Performed,Unmapped Exception Occurs

Problem

In Cisco Unified Communications Manager 5.x, when you attempt to perform a BAT update from **Bulk Administration** > **Phones** > **Update Phones** > **Query** and use Directory Number or Device Name as the search criteria, BAT returns this error: Unmapped Exception. Column fklocation does not

```
exist in item object.
```

Solution

In order to overcome this error message, first tick the **Extend Search Using** check box and then perform a search.

When You Run BAT, the Error Message "rsInsertFromFile is null or not an object" is Received

Problem

When you run BAT, the error message `rslnsertFromFile is null or not an object` is received intermittently.

Solution

The error message can occur because of these reasons:

- The BAT tool is installed on a computer or server that is not a CallManager.
- A prior version of BAT is not properly removed; make sure that you remove any previous versions of BAT, then reboot the CallManager server, and re–run the BAT plug–in.

Unable to Access BAT Application

When you try to access the BAT application with the multilevel Administration (MLA) account, it is because BAT does not depend on the MLA feature in Cisco CallManager Administration. In order to login to BAT, you need to create an account in the server with administrator rights or you can use an existing account on the Cisco CallManager Server, which has administrator rights, for example, an administrator account. Refer to Accessing Cisco CallManager Administration and BAT for more information how to login to BAT.

How to modify unique PIN numbers for individual users using BAT

Complete these steps in order to modify the unique PIN numbers for individual users with the use of BAT in Cisco Unified Communications Manager 6.x:

1. Log in to **Cisco CallManager** and choose **Bulk Administration > Upload/Download Files**.
2. Download the **BAT.xlt**. When prompted, click **enable macros**.
3. Choose the **Update Users** tab.
4. Enter the **user ID** for the user to whom this phone is issued.
5. Enter values in the **Password** and **Pin** fields.
6. Fill the other columns with another symbol, such as a #. This is the symbol that you use to tell BAT that these setting should be left as they are (unlike setting them to blank).

   Note: In the **Value for fields to be ignored** box, enter the symbol that you 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 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.

7. Click **Export to BAT Format** in order to transfer the data from the BAT Excel spreadsheet into a CSV file. Put this file in the `C:\BatFiles\Users\Update Users` folder.
8. Choose **Bulk Administration > Users**. Click **Update users**.
9. Now from the File Name drop−down list box, choose the CSV file that you created.

    Refer to Creating the CSV File for Updating Users for more information.
10. Enter the character you used for the ignore value (like #) in the **Value for fields to be ignored**.
11. Click **Update**.

Unable to update the users set with IPCC extensions using BAT

Problem

These tasks are performed but are unable to set the ipcc extension field in end user to none using BAT.

1. In the BAT.xlt, you entered the values for Update users and completed Export. In this case you have entered a special character # to ignore any specific field. You entered # in the CSV File.
2. You uploaded the CSV file and then gave the value of `Values For Fields To be Ignored` as # in order to update the End User.

Here the issue is that you can see that the values entered in the CSV file have been modified in the End user, but the fields left blank to be deleted, were not deleted in the End User.

Solution

The issue is **Values For Fields To be Ignored**. Field in **User Update** does not function correctly. So you cannot set the IPCC Extension to none using Update users.

The behavior of the update users fix is as follows:

1. If **value for fields to be ignored** is non−blank and template is chosen, then fields with blank values in CSV are taken from template.
2. If **value for fields to be ignored** is non−blank and template is not chosen, then blank values in CSV are set as empty. This holds good only for fields, which allow blank. Dropdowns and checkboxes cannot take blank and hence such fields remain unaltered.

This issue is documented in Cisco bug ID CSCtb36759 (registered customers only) .

Error: CDBLException Dump [Invalid parameter]

When trying to create a new UDP template in BAT, this error message is received:

```
Error The following error occurred while trying to retrieve
the information for the requested template.
CDBLException Dump [Invalid parameter] (error Number 1544)
```

Solution

Complete these steps in order to resolve the issue:

1. From your Cisco CallManager server, uninstall BAT from Add/remove programs.
2. From the CCMadmin page, go to **Application** > **Update plugin URL**.
3. Choose these values:

   ♦ **Plugin type = Installation**
   ♦ **Plugin name = Cisco Bulk Administration tool**
4. Click **Update**.
5. From the CCMadmin page, go to **Application** > **Install Plugins**. Find the **Cisco Bulk Administration Tool** plugin and install it again.

Related Information

- **Bulk Administration Tool User Guide**
- **Cisco CallManager Bulk Administration Guide 5.0: Scheduling Jobs**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation − Cisco Systems**