



# Cisco Community Live event

CUCM Bulk Administration Tool:  
Practical Things You Can Use Every Day

Maren Mahoney, Senior Technical Instructor, CCIE #50569

January 14<sup>th</sup> 2020



# News & Upcoming events



# Ask Me Anything following the event

Now through Friday January 17<sup>th</sup> 2020

With  
Maren Mahoney

<http://bit.ly/ama-bat-jan14>



CISCO DESIGNATED  
CISCO **VIP**  
PROGRAM



Maren Mahoney  
Senior Technical Instructor  
CCIE #50569

# Cisco Community – Ask Me Anything

## Cisco HyperFlex: Installation, upgrade and Troubleshooting

Till Friday  
January 24<sup>th</sup> 2020

With  
Afroj Ahmad &  
Aasim Mohammed

-Only for Customers & Partners-

<http://bit.ly/ask-HyperFlex>

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**Ask Me Anything**  
Afroj & Aasim

**13 - 24 JAN**  
-Customers & Partners-

**“Cisco HyperFlex: Installation, upgrade and Troubleshooting”**

# Community Helping Community – Special Program

Cisco Community invites you to join Cisco in lending a hand to [Doctors Without Borders](#); an independent, global movement providing medical aid where it's needed most.

Until  
January 31<sup>st</sup>, 2020

Learn more  
<http://bit.ly/help-eventsides>

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A graphic divided into two vertical panels. The left panel has a dark blue background with the text 'Community Helping Community' in white. Below the text is a circular graphic containing silhouettes of people. The right panel has a white background with the text 'Help those in need while improving the Community' in blue. Below this text is a blue button with the text 'LEARN HOW'. At the bottom of the right panel are the logos for 'MEDECINS SANS FRONTIERES DOCTORS WITHOUT BORDERS' and 'CISCO'.

Community  
Helping  
Community

Help those in need  
while improving  
the Community

LEARN HOW

MEDECINS SANS FRONTIERES  
DOCTORS WITHOUT BORDERS

CISCO

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<http://bit.ly/EventTopContributors>



Cisco Community / Events Top Contributors

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This program recognizes Cisco experts in the Cisco Community (CSC) that host technical events (Webcasts, Ask the Experts, Tech Talks, and Facebook Forums.) With this program, Cisco recognizes the positive, valuable influence that our top Cisco experts exert on the communities. To learn more, please visit our [FAQs](#)

2014 2013



Julio Carvajal



Ryota Takao



## Cisco Designated VIPs

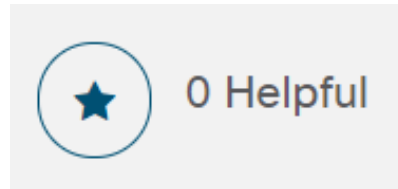


The Cisco Designated VIP program recognizes the top external individual contributors in Cisco's online communities, including the Cisco Support Community (CSC), Cisco Learning Network (CLN) and the Cisco Developers Network (CDN). Cisco Designated VIPs are recognized by their peers for their expertise and tireless contributions, and their abundant participation is vital to community success. With this program, Cisco formally recognizes the positive, valuable influence our top individual members exert on the communities overall. [FAQs](#)

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Help us to recognize the quality content in the community

Rate documents,  
Videos & blogs!



Encourage and acknowledge people who  
generously share their  
time and expertise



# Cisco Community Expert

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Maren Mahoney  
Senior Technical Instructor  
CCIE #50569



# Question Manager



Vick Tagawa  
Vice President of Strategy & Technology  
CCIE #6751

Thank You For  
Joining Us Today!



Download Today's Presentation  
<http://bit.ly/cl-BATslides>

# Submit Your Questions Now!

Use the **Q&A** panel to submit your questions and the panel of experts will respond.

They will be answered eventually



Please take a moment to complete the survey at the end of the event



# Community Live

CUCM Bulk Administration Tool:  
Practical Things You Can Use Every Day

Maren Mahoney, CCIE#50569  
Technical Consulting Engineer

January, 20120



# Agenda

- **Using a Multi-Argument Query with the Bulk Edit feature**
  - Update a set of lines to use a new Voicemail Profile
- **Using a Custom File (replaces query) with the Bulk Edit feature**
  - Use Generate Phone Reports to generate data
  - Update the Extension Mobility Checkbox on a set of phones
- **Using a Custom File Format to Update Phones, Lines or Users**
  - Home Cluster Checkbox – Verify and Standardize
  - Deploy a set of Speed Dials/Abbreviated Dials to phones (with or without a KEM)

# Agenda

- Export/Update Line Appearance Association for User Accounts
  - This is easier than you think!
- Using Import/Export Phones to bulk edit the phone description field
  - Or any other field that needs modifying
- Migrating a single phone to a new phone model

# Along the way...

## Working with CSV files

- Opening in Excel versus Notepad++ (versus regular Notepad)
- How to modify Excel to interpret E.164 formatting correctly

## Working with TAR files

- Using 7-Zip for TAR files
- Explaining the 'header.txt' file

# Polling Question 1

Have you used the Bulk Administration Tool (BAT) to:

- A. Add Phones using the bat.xlt file
- B. Add another type of object using the bat.xlt file
- C. Use the Bulk Edit Feature
- D. Exported data using Import/Export
- E. Something else
- F. What is the Bulk Administration Tool? (This is the first I've heard of it...)



# Bulk Edit and Multi-Argument Queries

- **Bulk Edit**
  - Allows you to change a set of objects all at once
  - Can change one thing or multiple things
  - Uses Queries or Custom Files to select the objects
  - Can also Apply Config/Reset if needed
- **Multi-Argument Queries**
  - Allows you to refine a search
  - Available in more than just BAT (*ex: Find Phones*)
  - Can use “AND” or “OR”

# Bulk Edit using a Custom File

- What if there is no query combination available for your search?
- Can use a Custom File to list your objects
  - MAC/DeviceName (for phones)
  - DN/Partition (for Lines)
  - UserID (for Users)
- To generate the list:
  - Generate Phone Reports (and Lines) or Generate User Reports
  - Export Raw Data via Import/Export
- Our example: Uncheck the Extension Mobility checkbox on all phone where the Directory Number is in the Lobby\_PT partition

# Using a Custom File Format Updates

- Aside from the query, what if there is a custom set of changes you want to make?
  - Change a large number of any customizable field (not just a checkbox)
- Use “Create <Phone/User> File Format”
  - Any editable User field
  - Standard Device and Line Fields
  - Also Bulk Add/Modify IP Phone Services, Lines and Intercoms
- Our Example: Home Cluster Checkbox!
  - Export existing setting for all users, edit and import
- Another example (time permitting): Add a set of speed dials or abbreviated dials to a set of phones (with or without a KEM)

## Polling Question 2

Have you used any of the following tools to work with Cisco Collaboration?

- A. Notepad++
- B. 7-Zip
- C. Excel CSV files (Comma Separated Values)
- D. TranslatorX

# Update Line Appearance Associations

- For Presence information to work correctly, phones must be owned by a user and be associated with a user
  - Can be done using the Custom File and Custom File Format already shown
- Also, Line Appearances must be correctly associated
  - This is easier than you think!

# Using Import/Export

- **Can Export any kind of data**
  - Can then import into another cluster if dependent records match
  - All data that can be exported is also in Backup TAR files
- **Can Import any kind of data**
  - Used with other types of BAT jobs
  - Instructors use this to pre-set clusters
- **Our Example: Use Import/Export to perform a bulk change on the Description field on a set of phones**
- **Another Example (time permitting): How to restore a directory number that has been deleted accidentally**

# Migrate a Single Phone to a new Model

- Plenty of 3rd-party tools available to do mass migrations
- But...What about the single phone migration?
  - User is promoted and gets a 'better' phone
  - A phone breaks and no phones of the same model are available for replacement
- Also very easy!

## Polling Question 3

What other collaboration topics would you be interested in learning about through a Cisco Community Live Event (like this one):

- A. Tour of the Real-Time Monitoring Tool
- B. Cisco Unity Connection Tools (including [ciscocommunitytools.com](https://ciscocommunitytools.com))
- C. TranslatorX Deep Dive (for reading trace files)
- D. Native CUCM Emergency Call Handler
- E. Wireshark for SIP troubleshooting



# Additional Resources:

Notepad++

<https://notepad-plus-plus.org>

7-Zip

<https://www.7-zip.org/>

Sunset Learning Institute Collaboration Training:

<https://www.sunsetlearning.com/technology/cisco/cisco-collaboration/>

Information about Cisco Next Level Certification Courses:

<https://www.sunsetlearning.com/cisco-next-level-certifications/>

Cisco Collaboration Community:

<https://community.cisco.com/t5/collaboration-voice-and-video/ct-p/4691-collaboration-voice-video>



Submit Your  
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## Twitter

- @Cisco\_Support
- <http://bit.ly/csc-twitter>

## Facebook

- Cisco Community
- <http://bit.ly/csc-facebook>

Learn About Upcoming Events

# We invite you to review our Social Media Channels

## YouTube

- Cisco Community
- <http://bit.ly/csc-youtube>



## App

- Cisco Technical Support



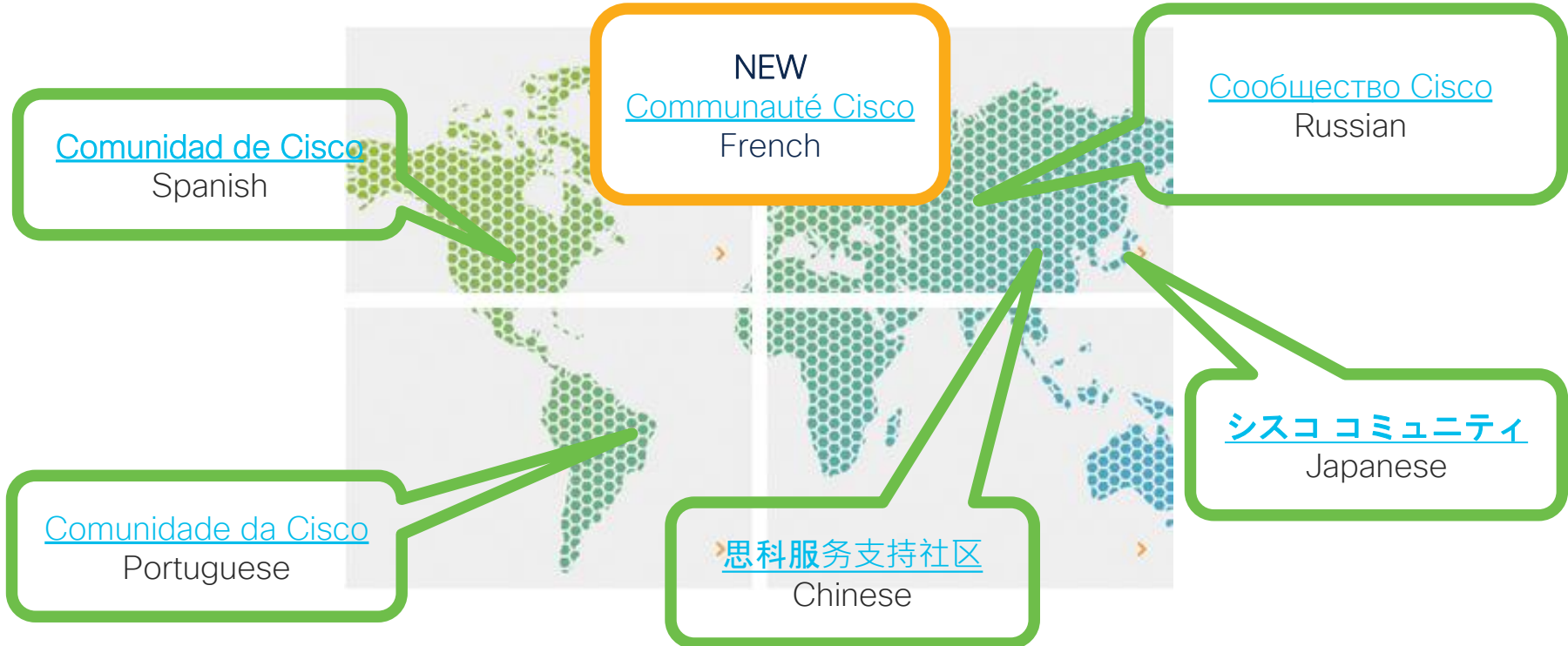
## LinkedIn

- Cisco Community
- <http://bit.ly/csc-linked-in>



# Cisco has support communities in other languages!

If you speak Spanish, Portuguese, Japanese, Russian or Chinese we invite you to participate & collaborate





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Thank you for Your  
Time!

Please take a moment to complete  
the survey

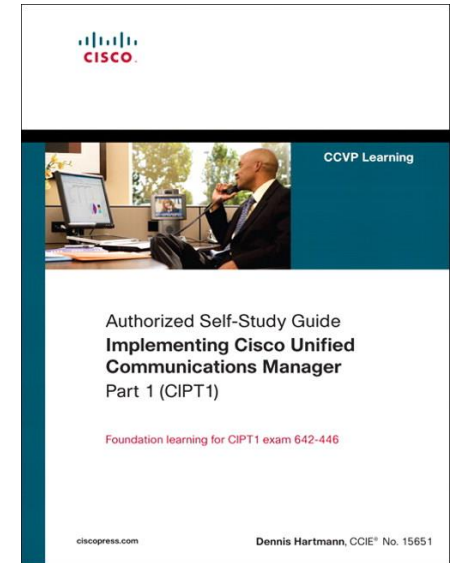
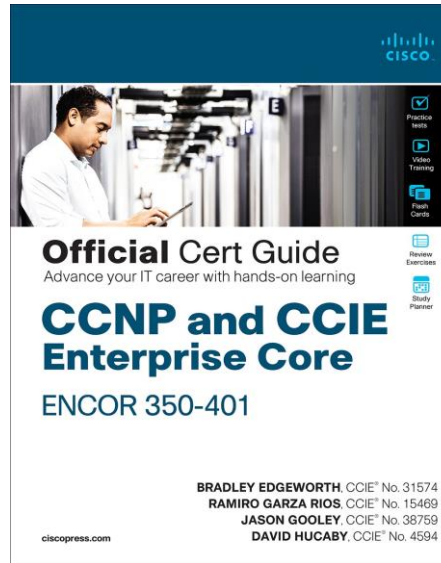
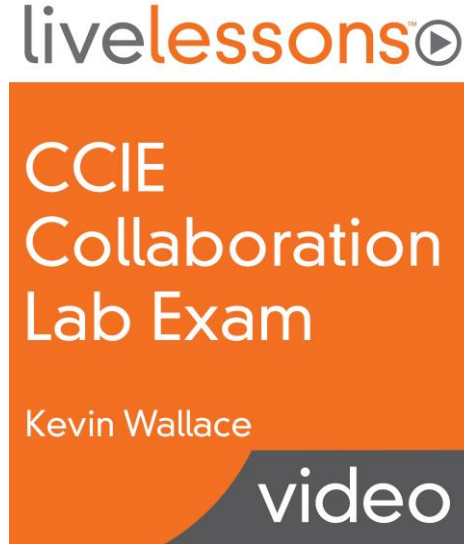




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*Thanks For Joining today!*

