

Understanding User Import via CSV

<https://campus.barracuda.com/doc/39823017/>

You can import users from a **.csv** file exported from a database or spreadsheet application in the **Configuration > Import Users via CSV** page.

- **Specify a CSV file** - This field allows you to select a CSV file from your computer to upload. The file must adhere to the format specified at the bottom of this help document. Entries that do not conform may be skipped during the import.
- **Ignore First Row** - If this box is ticked, then the first row of the uploaded CSV document is ignored. This would be used if the first row of your CSV document contained column headers. This option is needed when using the CSV template referenced below, unless the header row was removed before import.

- **Downloadable CSV Template** - The downloadable CSV template file has the proper column layout and row headers to be used as a template to ensure the proper format for import. Open the template in a spreadsheet program for manual editing; or only if comfortable with CSV syntax, edit it in a text editor.

Ensure that your spreadsheet editor does not change the CSV file to a different delimiting format when you save the file after adding users.

Pay close attention to the allowed values and requirements for each field. Data that is not properly formatted may result in a complete failure to import or may result in only partially imported data. The following table lists the data required in the CSV file:

Column Name	Primary Extension	First Name	Last Name	Voicemail PIN	Secondary Extension or Number	Disable Voicemail	Voicemail to Email	Voicemail to email Attachment	Delete Emailed Voicemail from the System	Phone MAC Address	Group Membership	Enable Call Recording	Send Recordings to Email Address	Show this person in the contact directory
Required?	Yes	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No
Default Value(s)	Blank	Blank	Blank	Blank	Blank	N (Enable Voicemail)	Blank	WAV	N (retain, do not delete)	Blank	Blank	0	Blank	Y (Show the user in the Contact Directory)
Allowed Value(s)	Unique Integer	Alphanumeric String	Alphanumeric String	4-digit integer	Single integer or block of integers separated with dashes (e.g., "2500-2600"). Separate entries with semicolons.	Y or N	Valid email address	WAV, MP3, or NONE	Y or N	Full MAC addresses with or without colons. Multiple entries may be separated by semi-colons.	Group Extension. Separate entries with colons.	Integer between 0-365 or Blank	Valid email address	Y or N
Invalid Value(s)	Import will fail	If left blank import will fail	If left blank import will fail	Any value shorter than 4 digits. PIN numbers cannot match the user's extension number(s).	If you enter an extension that does not exist within an extension block or assigned to a provider, the secondary extension is not imported.	Any invalid value results in the default value being used	Any invalid value results in the default value being used	Any invalid value results in the default value being used	Any invalid value will result in the default value being used	Any invalid value results in the default value being used	Any invalid value results in no groups added to the user	Any invalid value results in the default value being used	Any invalid value results in the default value being used	Any invalid value results in the default value being used

<p>Remarks</p>	<p>If blank, the next free extension on system is used, within extension ranges configured on system. Verify you have enough extensions configured to accommodate the number of users you will be importing. The extension must be unique and must not be in use during the import. See Understanding Extension Blocks.</p>			<p>The Voicemail PIN is used for accessing the user web UI as well as checking voicemail, and for Direct Inward System Access (DISA).</p>	<p>As with primary extensions, assigning secondary extensions has the prerequisite of being setup in the UI before user import. See Understanding Extension Blocks.</p>	<p>This disables user voicemail. By default, all users get a voicemail box.</p>	<p>This sends your voicemail messages to your email address. You must have your mail server settings properly defined for this function to work. See Mail Server Configuration.</p>	<p>This specifies the audio attachment format sent to your email address from the previous column. You may choose between MP3, WAV or NONE. If NONE is selected, you are notified that you have a voicemail. You must have your mail server settings properly defined for this function to work. See Mail Server Configuration.</p>	<p>Emailed voicemail is saved to the Barracuda Phone System locally by default. This means that you receive an email with an attachment as well as local notification to your phones. Choose Yes to delete voicemail once the email notification is sent.</p>	<p>When entering MAC addresses, be sure not to mistake semicolons (used for multiple MAC addresses) from colons (used within a single formatted MAC address). Not case-sensitive. For more information on phone provisioning, see Adding Phones.</p>	<p>This field adds the user to the specified group(s). For multiple values, separate entries with colons. For more information on group memberships, see Adding and Editing Groups.</p>	<p>Entering a value enables Call Recording and sets the number of days the recording is retained. Specifying blank or "0" days turns off call recording. (Other call recording policies inherited by group or queue membership may still apply.)</p>	<p>If recording is enabled (see Column 12), recordings are sent to the specified email address. If this is left blank, emails are not sent and recording should be retrieved from the Administrator's Call Detail Records screen. See Group Permission Roles to allow other users to listen to call recordings.</p>	<p>If set, user is available in the Dial By Name Directory and shown in Communication Command Center searches. Disable if user was added for utility purposes, or should not be findable for any other reasons.</p>
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