

Migrating from Communication Manager Messaging R4.0.5 to Avaya Aura® Communication Manager Messaging R6.2

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Chapter 1: Migration overview

Overview

This document discusses the procedures involved in migrating Communication Manager Messaging R5.2.1 to Communication Manager Messaging R6.2 on an S8510 or an S8800 Server. The migration procedure involves backup of data from a server running Communication Manager Messaging R5.2.1 and restoring that data on a server running Communication Manager Messaging R6.2

You must have the latest RFU, service pack files, and the pre-migration patch installed on the Communication Manager Messaging R5.2.1 Server before you begin to migrate data.

Logging into the messaging server

Procedure

- 1. Open a compatible Web browser.
- 2. In the **Address** field, type 192.11.13.6 and press **Enter** to display the login page.

To ensure that you wait long enough for the server to be ready is to open a cmd window from **Start** > **Run** and type ping -n 300 192.11.13.6. When you see a response to the ping, type **ctrl-c** to exit.

- 3. Log in as craft.
- 4. When you see a message that prompts to continue, click **Continue**.
- 5. Click Launch Maintenance Web Interface.

Prerequisite

Obtaining the service pack files

About this task

Check the Avaya support Web site for one or more service packs.

Procedure

- 1. Create a directory to store the file on your portable computer.
- 2. Open a compatible Web browser and connect to the LAN.
- 3. In the **Address** field, type http://www.support.avaya.com/ to copy the required Communication Manager service pack file to the computer.
- 4. On the Avaya support site, select **Downloads > Downloads My Software**.
- 5. Enter single sign-on (SSO) credentials.
- 6. Click Software downloads.
- 7. In the **Software Downloads** list, click the appropriate Communication Manager release.
- 8. Click Latest Avaya Communication Manager x.x.x Software Update, where x.x.x is the release that is currently running on the server.
- 9. Click **Save**, and go to the directory on your computer in which you want the file saved.

Installing service pack file

Before you begin

Perform this procedure only if messaging is enabled.

Obtain the latest service pack file from the <u>Avaya Support site</u>.

- 1. Under Server Upgrades, select Manage Updates.
- 2. Select the pack that you want to activate and click **Unpack**.

3. Check the **Type** column for the file you want to activate.

You must tell customers that the system reboots if the file type is cold. Customers may then want to wait to install this security update. However, the file type, cold or hot, does not have an impact on messaging since it only affects call processing. Call processing does not run on messaging.

- 4. Select the file you want to activate and click **Activate**.
- 5. Click Continue.

If a reboot is required, the system automatically reboots.

Installing the latest remote field update

Procedure

- 1. On the Maintenance Web Interface Web page, under **Miscellaneous**, select **Messaging Administration**.
- 2. Select Software Management > Software Installation.
- 3. Click Continue without current system backup.
- 4. Click Install selected packages.
- 5. Click Proceed with installation.

! Important:

You must close and reopen the Messaging Administration Web page in case the RFU patch made modifications to this Web page.

Do not start the Messaging application at this time.

Installing the premigration patch

- 1. On the Maintenance Web Interface Web page, under **Miscellaneous**, select **Messaging Administration**.
- 2. Select Software Management > Software Installation.
- 3. Click Continue without current system backup.
- 4. Click Install selected packages.
- 5. Click Proceed with installation.

! Important:

Do not start the Messaging application at this time.

Determining the announcement sets installed on the server

Procedure

- 1. Select Software Management > List Messaging Software.
- 2. Note down the announcement sets installed on the server.

! Important:

Before you migrate data, you need to install these announcement sets on the Communication Manager Messaging R6.2 server.

Support

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Chapter 2: Backing up data from IA770 Server

Backing up Communication Manager data

About this task

Use this procedure to backup Communication Manager data.

Procedure

- 1. On the Maintenance Web page, on the **Data Backup/Restore** field, click **Linux Migration to CM 6.2**.
- 2. Enter the ftp server credentials such as User Name, Password, Host Name, and Directory.
- 3. Click **Submit** to start backup.



The system generates a zip .tar file of the backup data. Check the FTP directory to find the backup file.

Backing up messaging data

- 1. On the SMI Web interface, select **Administration** and click **Server** (Maintenance).
- 2. Click Data Backup / Restore > Backup now.
- 3. Select Specify Data sets > Audix.
- 4. Select Audix translations, Names, and Messages.
- 5. Select **Network Device** as the backup method.
- 6. In the **Download size** field, the system has a default size for the .tar file that is backed up. There could be more than one .tar file if the backup size is large. Avaya

recommends that you use the default download size determined by the system. However, you can change the default download size.

7. Click Start Backup.

Chapter 3: Installing Communication Manager Messaging R6.2

System Platform Installation for Communication Manager Messaging R6.2

See the *Installing and Configuring Communication Manager Release 6.2* book to install System Platform and to install the Communication Manager template. Communication Manager Messaging is installed as part of the installation of the Communication Manager template.

Communication Manager Messaging solution template installation

Prerequisite

You need to install the license for Communication Manager and Communication Manager Messaging.

Refer to the *Implementing Avaya Aura*[™] *Communication Manager Messaging* book to install the Communication Manager Messaging solution template.

Installing Communication Manager Messaging R6.2	

Chapter 4: Migrating backup data to Communication Manager Messaging R6.2

Accessing the System Management Interface

About this task

You can gain access to SMI remotely through the corporate LAN connection, or directly from a portable computer connected to the server through the services port.

If the server is not connected to the network, you must access the SMI directly from a portable computer connected to the server through the services port.

Procedure

- Open a compatible Web browser.
 Currently, SMI supports Internet Explorer 7.0, and Mozilla Firefox 3.6 and later.
- 2. In your browser, choose one of the following options depending on server configuration:
 - LAN access by IP address

To log on to the corporate LAN, type the unique IP address of the S8xxx Server in the standard dotted-decimal notation, such as http://
192.152.254.201.

LAN access by host name

If the corporate LAN includes a domain name service (DNS) server that is administered with the host name, type the host name, such as http://media-server1.mycompany.com.

Portable computer access by IP address

To log on to the services port from a directly connected portable computer, the IP address must be that of the IP address of the Communication Manager server.

3. Press Enter.

Note:

If your browser does not have a valid security certificate, you see a warning with instructions to load the security certificate. If you are certain your connection is secure, accept the server security certificate to access the Logon screen. If you plan to use this computer and browser to access this or other S8xxx Servers again, click the main menu link to **Install Avaya Root Certificate** after you log in.

The system displays the Logon screen.

4. In the **Logon ID** field, type your user name.

O Note:

If you use an Avaya services login that is protected by the Access Security Gateway (ASG), you must have an ASG tool to generate a response for the challenge that the Logon page generates. Many ASG tools are available such as Avaya Token Mobile, Avaya Web Mobile, and Site Manager. The first two ASG tools must be able to reach the ASG manager servers behind the Avaya firewall. The Avaya Services representative uses Site Manager to pull the keys specific to a site before visiting that site. At the site, the Avaya Services representative uses those keys to generate a response for the challenge generated by the Logon page.

- 5. Click Continue.
- Type your password, and click **Logon**.
 After successful authentication, the system displays the home page of the Communication Manager SMI.

Downloading backup files to the Communication Manager Messaging R6.2 server

- 1. On the System Management Web interface, click **Administration** > **Server** (**Maintenance**).
- 2. In the Miscellaneous field, click Download Files.
- 3. Select one of the following methods to download the patch:
 - File(s) to download from the machine I'm using to connect to the server.
 - File(s) to download from the LAN using URL.
- 4. Depending on the download method you select, perform either of the following:

- Click Browse to download the patch.
- Enter the URL to download the patch and enter the host name and domain name of the proxy server.
- Click Download.

Downloading the latest Communication Manager service packs

Procedure

- 1. Open a browser, and in the **Address** field enter the IP address of System Platform.
- 2. In the **Server Management** field, click **Patch Management** > **Download/Upload**. Download the service pack file to the local server.
- 3. Select Avaya Downloads (PLDS).
- 4. Enter SSO credentials provided by Avaya.
- 5. Click Search.

Installing the latest Communication Manager service packs

- In the Server Management field, click Patch Management > Manage. The system displays the service packs/patches downloaded.
- 2. Click the service pack or patch that you want to install. The system displays the details associated to the patch, such as ID, version, patch file name.
- Click Install.

Downloading language files for Communication Manager Messaging

Procedure

- 1. On the System Management Web interface, click **Administration > Server** (Maintenance).
- 2. In the Miscellaneous field, click Download Files.
- 3. Select one of the following methods to download the patch:
 - File(s) to download from the machine I'm using to connect to the server.
 - File(s) to download from the LAN using URL.
- 4. Depending on the download method you select, perform either of the following:
 - Click Browse to download the patch.
 - Enter the URL to download the patch and enter the host name and domain name of the proxy server.
- 5. Click **Download**.

Restoring Communication Manager backup data

- 1. Open a browser window, and in the **Address** field enter the IP address of Communication Manager.
- 2. On the Administration menu, click Server (Maintenance).
- 3. On the Data Backup and Restore field, click View/Restore Data.
- 4. Select FTP as the network device.
- 5. Enter the FTP credentials.
- 6. Click View.
- 7. Select the appropriate backup file generated on the FTP server.
- 8. Select Force restore if server name mismatch.
- 9. Click Restore.

! Important:

Communication Manager Messaging application is automatically restored and enabled.

Installing announcement sets

Procedure

- 1. Log in to SMI.
- 2. On the Administration menu, click Messaging.
- 3. Select Software Management > Adv Software Install.
- Click Continue without current system backup to backup data before you install announcement sets.
- Select the announcement sets you want to install, and click Install selected packages.

Stopping Communication Manager Messaging

Procedure

- Select Administration, click Messaging.
 The system displays the Messaging Administration screen.
- 2. On the left navigation pane, select **Utilities**, select **Stop Messaging**. The system displays the Stop Messaging Software screen.
- 3. Click Stop.

The Stop Messaging Software screen displays the status as messaging begins to stop. When Messaging stops, the screen displays the message, Stop of voice system completed at the top of the screen.

Busying the signaling group

Before you begin

PuTTy application

About this task

You need to busy out the signaling group number before you to add a node name for the messaging server. This is required because the messaging application has its own IP address.

Procedure

- 1. Using PuTTy, log in to Communication Manager Messaging through the SAT terminal.
- 2. Type busyout signaling-group <num>, where <num> is the signaling group number.

Adding a temporary node name

Procedure

- 1. On the SAT command prompt type change node-names ip.
- 2. In the Name field, type tmp.
- 3. In the **Address** field, enter the IP address of the tmp node name.
- 4. Press Esc E to save the changes.

Changing the signaling group to add the temporary node name

Procedure

1. On the SAT command prompt, type **change signaling-group <***num>*, where **<***num>* is the signaling group number.

2. On the Change signaling-group form, go to the **Far-end Node Name** field, and type tmp.

Changing the temporary node name

Procedure

- 1. On the SAT command prompt type change node-names ip.
- 2. In the Name field, replace tmp to msgserver.
- 3. In the **Address** field, enter the IP address of the msgserver node name.
- 4. Press Esc E to save the changes.

Changing the signaling group to change the temporary node name

Procedure

- 1. On the SAT command prompt, type **change signaling-group** <*num>*, where <*num>* is the signaling group number.
- On the Change signaling-group form, tab to the Far-end Node Name field and type msgserver.
- 3. In the **Far-end Listen Port** field, type 11720.

Releasing signaling group

Procedure

1. On the SAT command prompt, type release signaling-group <*num>*, where <*num>* is the signaling group number.

2. Press Esc E to save the changes.

Restoring Messaging data

Procedure

- 1. On the System Management Web interface, click **Administration > Server** (Maintenance).
- 2. Select Data Backup > View/Restore Data.
- 3. Select a backup method. Typically FTP is the preferred method to backup data.
- 4. Enter the following FTP parameters:
 - User Name
 - Password
 - Host name
 - Directory
- 5. Click View.
- 6. Select the backup name and click **Restore**.

 Wait till you see the message Restore of xxxx file completed successfully message on your screen.

Restarting the messaging application

- 1. Under Utilities, click Stop Messaging.
- 2. After the application stops, click **Start Messaging**.

Testing if migration is successful

- 1. Log in to the System Management Web interface.
- 2. Click Administration > Messaging.
- 3. In the Software Management field, select List Messaging Software.
- 4. Verify that the version of messaging is valid and it is the upgraded version.
- 5. Verify that the subscribers, announcement sets for subscriber(s), messages, names, and greetings are migrated to the new server.

Migrating backup data to Communication Manager Messaging R6.2					

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