Avaya Aura® Call Center Elite Multichannel Migration Guide

Release 6.2.3
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Contents

Contents

Chapter 1: Introduction

The purpose of this guide is to provide detailed information about the steps that you need to perform for migrating the existing Contact Center Express 4.x or 5.x installations to Avaya Aura® Call Center Elite Multichannel Release 6.2.3.

For upgrading from 4.x or 5.x, Avaya recommends reading the Before Starting on page 80 section in the respective chapter to familiarize with the changes, recommendations, requirements, and concepts.

The Upgrade Sequence section in the respective upgrading chapters gives a high-level overview of the actual process involved, and the recommended order of performing the upgrade process. It also contains links to the corresponding topics that gives more detail into particular aspects of the upgrade process. The Troubleshooting Database Scripts on page 55 gives detailed information about common troubleshooting issues.

Notes

Call Center Elite Multichannel Notes

Migrating to Call Center Elite Multichannel on Microsoft Windows 2008 / 2008R2 on page 15 details upgrading an existing Contact Center Express 4.x and 5.x installation to Call Center Elite Multichannel.

The environment used for creating this document:

- Contact Center Express 4.x/5.x
- Call Center Elite Multichannel 6.2.3
- Microsoft SQL Server 2008 (Default instance)
- Windows Server 2008 (Server Components)
- Windows XP Professional (Client Applications)

Assumptions

- The existing Contact Center Express 4.x/5.x is installed and configured correctly and is working prior to upgrade.
- Familiarity with SQL Server and SQL Server Management.

Chapter 2:   Before Starting

Avaya Aura® Call Center Elite Multichannel Knowledgebase, Forums, and Support

The Call Center Elite Multichannel Knowledge base is available to browse/search for advice and solutions to previously asked questions.

"Browse", "Search" or "Ask a Question" tabs are available to assist in navigation.

The Knowledge base can be found at the following location: http://support.avaya.com.

Additionally, if a suitable answer cannot be found, please feel free to ask a question which will be directed to the Call Center Elite Multichannel Support team.

Alternatively, you can enquire about integration and developer at the Avaya Community for Users: http://www.avayausers.com.

Other Considerations

Email File Storage

E-mails themselves (and any attachments) are NOT stored in the ASMSControl/ASMSData{x} (CCE 4.x and 5.x). They are stored as flat files and their location and header information are stored in the Database.

By default, a CCE 4.x or 5.x installation will store the e-mails in folders under the following location: `C:\Program Files\Avaya\Contact Center Express\Server\Media Stores\Media Stores\Email Media Store`.

During any upgrade or migration process, or as part of a regular CCE server backup, consideration should be made to the location of the actual e-mails being referenced by the database.

Contact Center Express Component Configurations and Customizations

Configuration .ini files and custom plug-in.s, as well as any other customizations should be backed up before and after any modification to enable roll back and disaster recovery.

Ideally a reference document should be maintained so that in the event of situation requiring a roll-back, the appropriate versions of all the CCE files (for example, *.exe, *.dll, and so on) can be returned, so that in conjunction with the ini files a complete system rollback is correctly achieved.

Microsoft SQL Server Considerations

Design Considerations

In Call Center Elite Multichannel, only Microsoft SQL Server 2008 is supported.

The ASContact Database is a REQUIRED database for installations using any Multimedia component of Call Center Elite Multichannel.

There are some differences between the Microsoft SQL 2008 versions that are available from Microsoft, these are discussed in the following Microsoft article: http://www.microsoft.com/sql/prodinfo/features/compare-features.mspx.

SQL Transaction Log File sizes

By default SQL 2005 databases created by the Contact Center Express scripts are created with "Full Recovery" mode enabled.

This means that if no action is taken, no transaction log entries will be freed and the log file will continue to grow un-managed.

Regular backup of the Contact Center Express databases are required to ensure the transaction log file does not grow too big.

If the database is in full recovery mode (and a full backup has been taken) the entries in the transaction log will ONLY be freed by a transaction log backup (that is does not occur automatically during a full backup).

Alternatively the recovery process could be set to "Simple", existing transaction log data would need to be committed and then the transaction log file could be shrink.

If the database is in simple recovery mode, the transaction log will be freed during a full backup.

Consult the SQL documentation available from Microsoft regarding the differences a in "Full Recovery" and "Simple Recovery" and the considerations associated with each. The Home page for Microsoft SQL is available from http://www.microsoft.com/sql/default.mspx.

> **Note:**
> Changing recovery modes should ONLY be enabled by someone who has a full understanding of the process and consequences.

Pre-Requisite Software

Microsoft .Net Framework

- 3.5 SP1 - For Contact Center Express 4.x and 5.x and Call Center Elite Multichannel

> **Note:**
> The Microsoft .NET framework 3.5 installer includes .Net 2.0, .Net 3.0, and .Net 3.5. You can find .NET framework 3.5 SP1 in the `\Utilities\Microsoft .Net Redistributable` folder of the Avaya Aura® Call Center Elite Multichannel installer kit.

Avaya AES Client

Avaya AES client is a required pre-requisite for Contact Center Express 4.x and 5.x for use by the following applications and services:

- XML Server
- Interaction Data Server
- Call Routing Server
- CCE Supervisor Application

The Avaya AES client is available from the CCE DVD and is located in the following folder: `DVD\Utilities\Avaya AES Client`.

> **Note:**
> Avaya Aura® Call Center Elite Multichannel requires AES Client with a minimum client version of 6.1. Refer to the Upgrading AES Client on page 22 section of this document for details.

Microsoft Internet Explorer 7

Microsoft Internet Explorer 7 or 8 is a required pre-requisite for Avaya Aura® Call Center Elite Multichannel.

You can download Internet Explorer from the Microsoft Web site:

http://www.microsoft.com/windows/products/winfamily/ie/default.mspx.

Chapter 3:   Migrating from WebLM 4.6 to 6.2

Avaya Aura® Call Center Elite Multichannel Release 6.2.3 includes support for WebLM 6.2. The following operating systems are supported by Call Center Elite Multichannel for webLM 6.2:

- Microsoft Windows Server 2008
- Microsoft Windows Server 2008 R2

This chapter contains the following sections:

Uninstall WebLM Server

An assumption is made that the WebLM user has WebLM 4.6.x release running. This document also assumes that the upgrade is happening between the same type of license file (i.e. from SLF to SLF or ELF to ELF).

This section contains the following information:

The set of files/folders that user might want to retain are shown in the table below.

Table 1: Backup file folders

File/Folder	File location	Required	Description
Users.xml	`$CATALINA_HOME/ webapps/WebLM/admin`	Yes, if any users are added that are to be retained.	This file contains the list of WebLM users added for administering WebLM.

Table 1: Backup file folders

File/Folder	File location	Required	Description
<Product_folder>	`$CATALINA_HOME/` `webapps/WebLM/data/`	Yes	The product folder that contains the configuration files.

License file (.xml)	`$CATALINA_HOME/`
	`webapps/WebLM/`
	`licenses`
		Yes	License file to be used after installing the new WebLM service

Prerequisites to uninstall WebLM

Before uninstalling WebLM perform the following:

1. Stop the Tomcat server.

2. Back up the set of files as described in the table above.

3. Make a note of any configuration changes made in files **usagehistory.properties** and **weblmserver.properties** located at `<tomcat_installation_folder>/webapps/WebLM/data`.

   Note:

   ● Ensure that the tomcat service is stopped before the uninstallation.

   ● If there are other applications deployed in the same tomcat container, these applications will stop responding on stopping tomcat.

Uninstalling the WebLM

To uninstall the WebLM Server:

1. Change the directory to the product directory (for example `%CSBASE%\WebLM\product`) and double-click on uninstaller.exe present in this directory.

2. In the **Uninstallation Wizard**, click **Next**.

3. In the **Do you want to uninstall the product completely or backout to a previous version?** screen, select **Uninstall**.

4. Click **Next**.

5. In the **Confirm Window...** dialog box, click **Yes**.

6. In the **Please read the summary information below** screen, click **Uninstall**.

7. When the uninstallation is complete click **Finish**.

Installing the WebLM

To install WebLM 6.2, refer to the Install WebLM Server section in the *Avaya Aura® Call Center Elite Multichannel Installation Guide*.

Chapter 4:   Migrating to Call Center Elite Multichannel on Microsoft Windows 2008 / 2008R2

This chapter provides information for migrating from Contact Center Express 4.x or 5.x running on Microsoft Windows 2008 or Windows 2008 R2 to Release 6.2.3 on the same server.

Migration Sequence

This section contains the following:

- Initial Steps
- Database Migration
- Core Services Upgrade

Initial Steps

- Confirm existing environment Status

  (Refer: Existing Environment on page 18)

- Stop ALL CCE Services

  (Refer: Before Starting on page 18)

- Backup All CCE Databases

  (Refer: Backup all Contact Center Express Databases on page 19)

Database Migration

- Upgrade ASContact database

  (Refer: Upgrading the ASContact database on page 43)

- Upgrade ASMSControl database

  (Refer: Upgrading the ASMSControl/ASMSDataX database on page 44)

● Upgrade ACS database

(Refer: Upgrading the ACS database on page 44)

Core Services Upgrade

● Install Microsoft .NET 3.5 SP1

(Refer: Installing Microsoft .NET 3.5 SP1 on page 20)

● Upgrade Application Management and CCE Control Panel

(Refer: Upgrading Application Management and Control Panel on page 20)

● Migrating to WebLM 6.2

(Refer: Migrating from WebLM 4.6 to 6.2 on page 11)

● Upgrade License Director

(Refer: Upgrading License Director on page 21)

  ● Add Avaya Aura® Call Center Elite Multichannel Release 6.2.3 Licenses

● Upgrade AES Client

(Refer: Upgrading AES Client on page 22)

● Upgrade XML Server

(Refer: Upgrading XML Server on page 23)

  ● Test using XML Test Utility

● Upgrade Media Director

(Refer: Upgrading Media Director on page 25)

● Upgrade Virtual Agent

(Refer: Upgrading Virtual Agent on page 27)

● Upgrade Configuration Server

(Refer: Upgrading Configuration Server and Configuration Manager Consoles on page 28)

● Upgrade Task Director

(Refer: Upgrading Task Director on page 29)

Media Stores Upgrade

● Upgrade Email Media Store

(Refer: Upgrading Email Media Store on page 30)

- Upgrade Preview Contact Media Store

  (Refer:)

- Upgrade Simple Messaging Media Store

  (Refer:)

- Install Voice Media Store

  (Refer:)

Simple Messaging Media Gateways Upgrade

- Upgrade Web Chat Gateway and Web Chat for IIS

  (Refer:)

  (Refer:)

- Upgrade MSN Messenger Gateway

  (Refer:)

- Install SMS Gateway

  (Refer:)

- Upgrade AOL-ICQ Instant Messaging Gateway

  (Refer:)

- Upgrade XMPP Gateway

  (Refer:)

- Upgrade Communicator Gateway

  (Refer:)

Interaction Data Server Upgrade

- Upgrade Interaction Data Server services

  (Refer:)

Stand Alone Services

- Upgrade Call Routing Server

  (Refer:)

Client Components

CCE Desktop Application

(Refer:)

CCE Reporting Application

(Refer:)

(Refer:)

Initial Steps

This section contains the following:

Existing Environment

Before starting the migration process, it is strongly recommended to confirm the existing environment is working correctly, and to resolve any configuration errors before upgrading to Call Center Elite Multichannel 6.2.3.

Confirming this step will make the rest of the upgrade process far more seamless and painless.

Before Starting

The upgrade path from Contact Center Express 5.x to Call Center Elite Multichannel 6.2.3 can be summarized as an over-the-top installation. It is strongly recommended to review the release notes before beginning the upgrade process.

For upgrading Contact Center Express 5.x to Call Center Elite Multichannel 6.2.3, use the files in the Call Center Elite Multichannel 6.2.3 installation kit.

The recommend procedures prior to beginning the upgrade sequence are the same, a more detailed list can be found at the beginning of this document. They are summarized as:

- Stop ALL CCE Services

- Perform a backup of existing INI files and any customizations

- Backup the CCE Databases

- Backup existing data repositories such as the Email storage folders.

It is our recommendation to upgrade the CCE databases as the first step, as if any issue occurs then you can roll-back to your back-up database and the site can resume operation while any issues are further investigated.

Backup all Contact Center Express Databases

Before you start the upgrade process, back up all the Contact Center Express databases that might be affected by the upgrade process. Additionally, as part of a regular CCE server backup, back up the associated SQL databases.

Once the database have been backed up, good practice would be to confirm that they can be re-created successfully on another SQL server to verify the backup/restore process.

- Contact Center Express Database are named: ACS, ASContact, ASMSControl, ASMSData{x}

   Note:

- Consult Microsoft SQL Documentation for the correct backup and restore sequences for Microsoft SQL Server databases.

- If your server is running Microsoft SQL Server 2005, you must upgrade to Microsoft SQL Server 2008 before installing Call Center Elite Multichannel. Consult Microsoft SQL Server Documentation for upgrading databases from Microsoft SQL Server 2005 to Microsoft SQL Server 2008.

- If you change the database instance name to a different instance name on the server where you have installed Call Center Elite Multichannel then in dbo.Database table in the ASMSControl table, you must change the DataserverName to the current instance name after migrating the database.

Upgrading Core Services

This section provides information to upgrade all the core services for Call Center Elite Multichannel.

Installing Microsoft .NET 3.5 SP1

Upgrading Microsoft .NET to 3.5 SP1 is a required step before beginning the process of upgrading Application Management. If this step is not taken, then you will be prompted during the Application Management installer to do so.

To install Microsoft .NET 3.5 SP1:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Contact Center Express application selection screen.

3. Click **Utilities**.

4. Click **Microsoft .Net Redistributable**.

   Review the Microsoft instructions for installing or upgrading this component.

5. Click **Exit** after the installation is complete.

6. Restart the system to complete the installation.

Upgrading Application Management and Control Panel

To upgrade Application Management and Control Panel:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Application Management Service**.

   The system displays the Application Management Service setup screen.

6. Click **Next**.

   The system displays the **License Agreement** screen.

7. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

8. Click **Next**.

   The system displays a message to stop the service.

9. Click **OK**.

10. Click **Finish** after the installation is complete.

11. Start the **AS Application Management Director** service if the system does not start it automatically.

    Note:
    This installation sequence should be repeated for all Installations where Control Panel has also been installed.

    Note:
    This installation sequence should be repeated for ALL Installations where the CCE Control Panel has also been installed.

Upgrading License Director

To upgrade License Director:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **License Director**.

   The system displays the **License Director** setup screen.

5. Click **Next**.

   The system displays the **License Agreement** screen.

6. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

7. Click **Next**.

   The system displays a message to stop the service for upgrading.

8. Click **OK**.

9. Click **Finish** after the installation is complete.

10. Start the **AS License Director** service if the system does not start it automatically.

> **Note:**
> Call Center Elite Multichannel Release 6.2.3 supports licensing only through WebLM. Therefore, you must install WebLM and add the new Call Center Elite Multichannel license file to the WebLM server before upgrading the rest of the CCE application. For more information on installing WebLM, see the *Avaya Aura® Call Center Elite Multichannel Installation Guide*.

Upgrading AES Client

To upgrade AES Client:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Utilities**.

4. Click **AES Client**.

   The system displays the **AES Client** setup screen.

5. Click **Next**.

6. Keep the default location and click **Next** to continue.

   Click **Browse** to select a different location.

7. Check if the **TCP/IP Name Server Configuration** screen displays the existing AES servers in the **Configured Telephony Servers** field.

8. Click **Next**.

   The system displays a message box that prompts you to remove the existing copy of AES client .DLL files found on the CCE server.

9. Click **Yes** for each prompt.

10. Click **Finish** after the installation is complete.

> **Note:**
> For more information on installing or upgrading Avaya AES Client, see Avaya AES documentation.

Upgrading XML Server

Note:

> If you install or upgrade the XML Server before installing or upgrading AES Client, the system displays the following error message during the install or upgrade process. For more information on AES Client, see Upgrading AES Client on page 22.
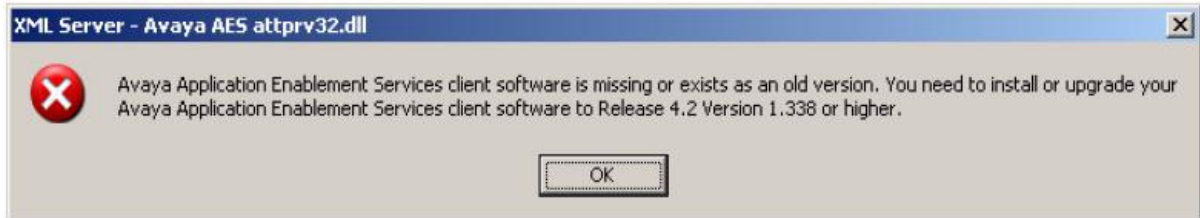
To upgrade XML Server:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **XML Server**.

   The system displays the **XML Server** setup screen.

6. Click **Next**.

   The system displays the **License Agreement** screen.

7. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

8. Click **Next**.

   The system displays a message to stop the service.

9. Click **OK**.

10. Click **Finish** after the installation is complete.

11. Start the **AS XML Server** service if the system does not start it automatically.

Note:

The XML server defaults to Named Licensing mode for all after an upgrade for all TLinks; If named Licensing is not enabled on the AES then the TLink configuration needs to have the Named Licensing Challenge disabled. This is done by right-clicking on the TLink and selecting **Edit**, then clearing the **Perform named licensing challenge** check box.

Note:

> Once the XML server has been upgraded, review using Call Center Elite Multichannel Control Panel to confirm that the Telephony links are operating correctly. For example, Link State is UP and that an AES Stream Handle has been allocated.
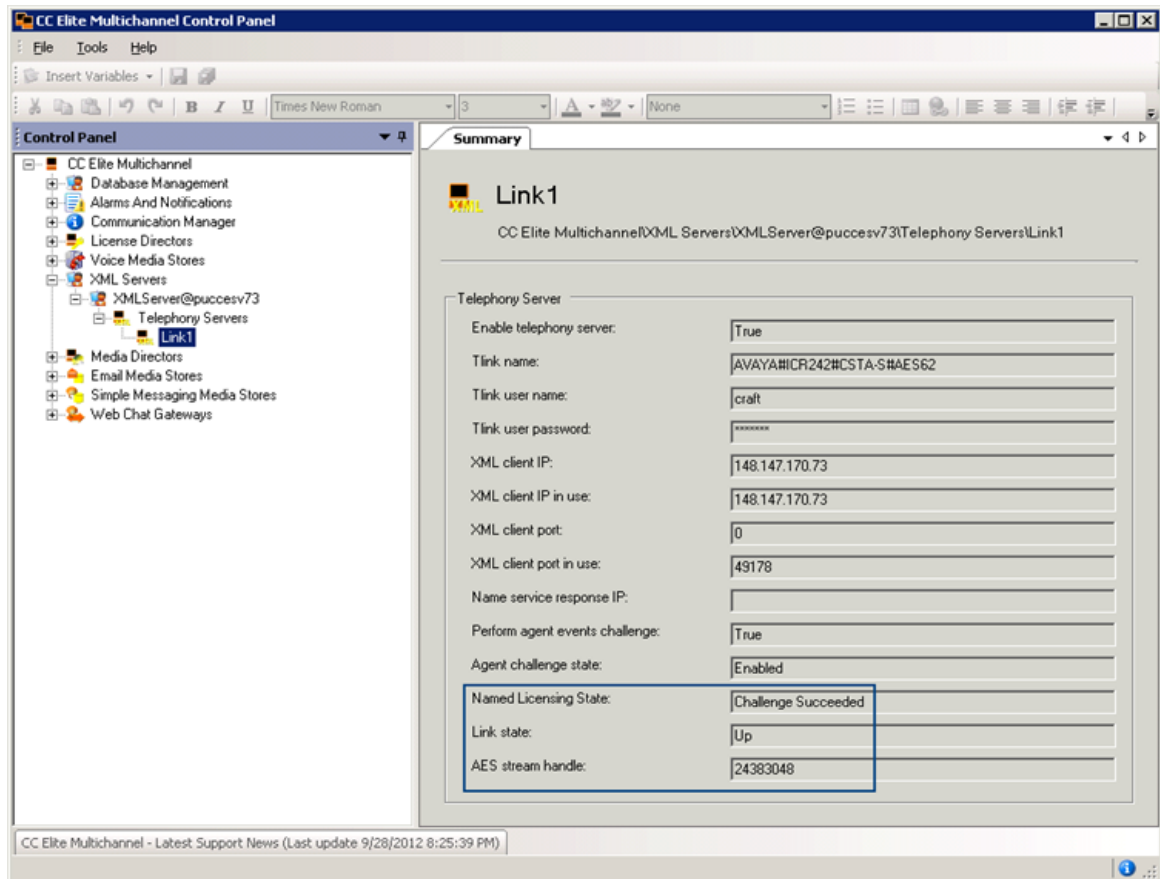
Note:

> The XML Server Test application (XMLServerTest.exe) can be used to test telephony operation. It is located by default in the `C:\Program Files\Avaya\ Avaya Aura CC Elite Multichannel\Server\XML Server\XML Server Test` directory.

Upgrading Media Director

To upgrade Media Director:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Director**.

   The system displays the **Media Director** setup screen.

6. Click **Next**.

   The system displays the **License Agreement** screen.

7. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

8. Click **Next**.

   The system displays a message to stop the service.

9. Click **OK**.

10. Click **Finish** after the installation is complete.

11. Start the **AS Media Director** service if the system does not start it automatically.

Note:
To confirm the operation of the Media Director after the upgrade; Using Call Center Elite Multichannel Control Panel, right click on the Media Director and select Edit - Then confirm that the Media Director is showing Connected to the XML Server, and Connected to the License Director.
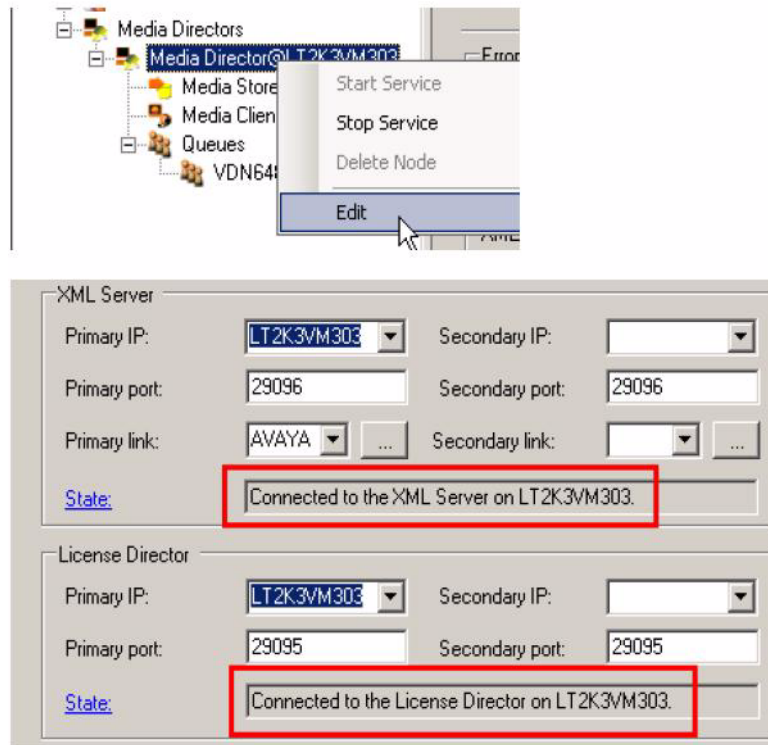
Upgrading Virtual Agent

To upgrade Virtual Agent:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Virtual Agent**.

    The system displays the **Virtual Agent** setup screen.

6. Click **Next**.

    The system displays the **License Agreement** screen.

7. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

8. Click **Next**.

    The system displays a message to stop the service.

9. Click **OK**.

10. Click **Finish** after the installation is complete.

11. Start the **AS Virtual Agent** service if the system does not start it automatically.

Upgrading Configuration Server and Configuration Manager Consoles

To upgrade configuration server and configuration manager consoles

1. Run the `setup.exe` file.

    The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

    Default port is 10400.

    The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **Configuration Server**.

    The system displays the **Configuration Server** setup screen.

5. Click **Next**.

    The system displays the **License Agreement** screen.

6. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

7. Click **Next**.

    The system displays a message to stop the service.

8. Click **OK**.

9. Click **Finish** after the installation is complete.

10. Start the **Active Configuration Server** service if the system does not start it automatically.

Note:

> This installation sequence should be repeated for ALL installations where the Configuration Manager MSC console has been deployed.

> If not already done, the databases scripts to upgrade the Configuration Server Templates should also be applied.

> Review the ACS log file to confirm successful connection.
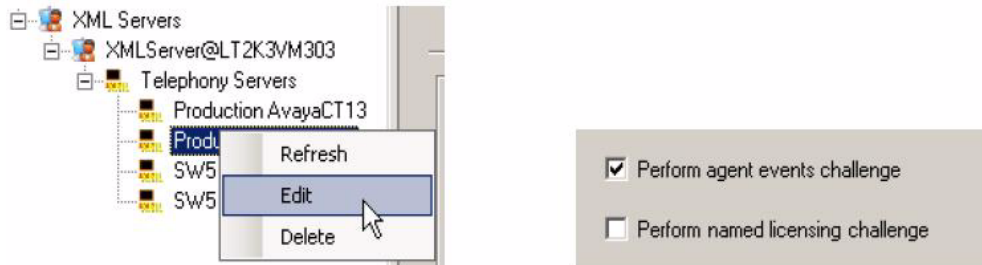

Upgrading Task Director

To upgrade Task Director:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **Task Director**.

   The system displays the **Task Director** setup screen.

5. Click **Next**.

   The system displays the **License Agreement** screen.

6. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

7. Click **Next**.

   The system displays a message to stop the service.

8. Click **OK**.

9. Click **Finish** after the installation is complete.

10. Start the **AS Task Director** service if the system does not start it automatically.

Upgrading Media Stores

This section contains information for upgrading the following Media Stores:

Upgrading Email Media Store

To upgrade Email Media Store

1. Run the `setup.exe` file.

    The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

    Default port is 10400.

    The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Stores**.

6. Click **Email Media Store**.

    The system displays the **Email Media Store** setup screen.

7. Click **Next**.

    The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

    The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS Email Media Store** service if the system does not start it automatically.

Note:
The upgrade will replace any existing Auto-Response files with new default ones; Previous files should be backed-up prior to installation.

Upgrading Preview Contact Media Store

To upgrade Preview Contact Media Store:

1. Run the `setup.exe` file.

    The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

    Default port is 10400.

    The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Stores**.

6. Click **Preview Contact Media Store**.

    The system displays the **Preview Contact Media Store** setup screen.

7. Click **Next**.

    The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS Preview Contact Media Store** service if the system does not start it automatically.

Upgrading Simple Messaging Media Store

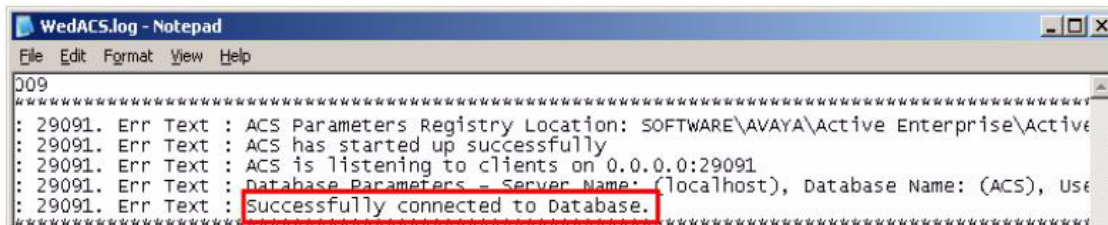To upgrade Simple Messaging Media Store:

1. Run the `setup.exe` file.

    The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

    Default port is 10400.

    The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Stores**.

6. Click **Simple Messaging Media Store**.

    The system displays the **Simple Messaging Media Store** setup screen.

7. Click **Next**.

    The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

    The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS Simple Messaging Media Store** service if the system does not start it automatically.

Upgrading Voice Media Store

To upgrade Voice Media Store:

1. Run the `setup.exe` file.

    The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

    Default port is 10400.

    The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Stores**.

6. Click **Voice Media Store**.

   The system displays the **Voice Media Store** setup screen.

7. Click **Next**.

   The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS Voice Media Store** service if the system does not start it automatically.

Upgrading Media Gateways

This section contains information for upgrading the following Media Gateways:

- Upgrading Web Chat Gateway on page 33
- Upgrading Web Chat Application and Web Chat Web Service on page 35
- Upgrading MSN Messenger Gateway on page 35
- Upgrading SMS Gateway on page 36
- Upgrading AOL-ICQ Instant Messenger Gateway on page 37
- Upgrading XMPP Gateway on page 38
- Upgrading Communicator Gateway on page 39

Upgrading Web Chat Gateway

To upgrade Web Chat Gateway:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Gateways**.

6. Click **Web Chat Gateway**.

   The system displays the **Web Chat Gateway** setup screen.

7. Click **Next**.

   The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS Web Chat Gateway** service if the system does not start it automatically.

    Note:
    Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the Simple Messaging Media Store successfully.

Note:
Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the Web Chat Web Service successfully.

Note:
The Web Chat Application and Web Chat Web Service should also be upgraded at this point. Refer the Upgrading Web Chat Application and Web Chat Web Service on page 35.

Upgrading Web Chat Application and Web Chat Web Service

To upgrade web chat application and web chat service

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Gateways**.

6. Click **Web Chat for IIS**.

   The system displays the **Web Chat for IIS** setup screen.

7. Click **Next**.

   The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays **Web Service Extension** screen.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS Web Chat Gateway** service if the system does not start it automatically.

    Note:
    Review the Web Chat for IIS installation directory for confirmation that the upgrade has been applied successfully and review the `web.config` file that existing queue information has been retained.

Upgrading MSN Messenger Gateway

To upgrade MSN Messenger Gateway:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Gateways**.

6. Click **MSN Messenger Gateway**.

   The system displays the **MSN Messenger Gateway** setup screen.

7. Click **Next**.

   The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS MSN Messenger Gateway** service if the system does not start it automatically.

    Note:
    > Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the Simple Messaging Media Store successfully.

    > Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the remote Service successfully.

Upgrading SMS Gateway

To upgrade SMS Gateway:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Gateways**.

6. Click **Short Message Service Gateway**.

   The system displays the **Short Message Service Gateway** setup screen.

7. Click **Next**.

   The system displays the **License Agreement** screen.
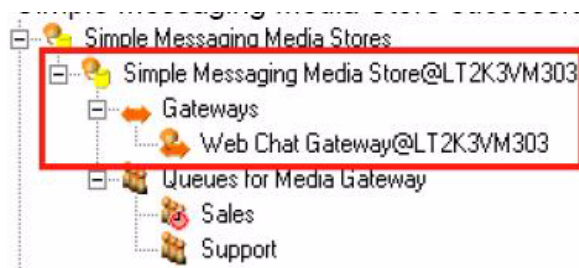
8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS Short Message Service Gateway** service if the system does not start it automatically.
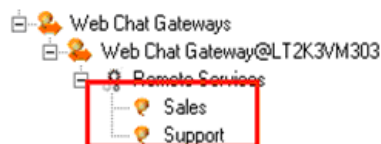
    Note:
       Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the Simple Messaging Media Store successfully.

       Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the remote Service successfully.

Upgrading AOL-ICQ Instant Messenger Gateway

To upgrade AOL-ICQ Instant Messenger Gateway:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Gateways**.

6. Click **AOL-ICQ Instant Messenger Gateway**.

   The system displays the **AOL-ICQ Instant Messenger Gateway** setup screen.

7. Click **Next**.

   The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS AOL-ICQ Instant Messenger Gateway** service if the system does not start it automatically.

   Note:
   Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the Simple Messaging Media Store successfully.

   Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the remote Service successfully.

Upgrading XMPP Gateway

To upgrade XMPP Gateway:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Gateways**.

6. Click **XMPP Gateway**.

   The system displays the **XMPP Gateway** setup screen.

7. Click **Next**.

   The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS XMPP Gateway** service if the system does not start it automatically.

    Note:
    > Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the Simple Messaging Media Store successfully.

    > Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the remote Service successfully.

Upgrading Communicator Gateway

To upgrade Communicator Gateway:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **>>**.

5. Click **Media Gateways**.

6. Click **Communicator Gateway**.

   The system displays the **Communicator Gateway** setup screen.

7. Click **Next**.

   The system displays the **License Agreement** screen.

8. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

9. Click **Next**.

   The system displays a message to stop the service.

10. Click **OK**.

11. Click **Finish** after the installation is complete.

12. Start the **AS Communicator Gateway** service if the system does not start it automatically.

> **Note:**
> Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the Simple Messaging Media Store successfully.
>
> Use the Call Center Elite Multichannel Control Panel to confirm the gateway is re-connected to the remote Service successfully.

Upgrading Interaction Data Server

Upgrading Interaction Data Server

To upgrade Interaction Data Server:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **Interaction Data Server**.

   The system displays the **Interaction Data Server** setup screen.

5. Click **Next**.

   The system displays the **License Agreement** screen.

6. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

7. Click **Next**.

   The system displays a message to stop the service.

8. Click **OK**.

9. Click **Finish** after the installation is complete.

10. Start the **AS Interaction Data Server - Voice and Presence** service if the system does not start it automatically.

11. Start the **AS Interaction Data Server - Multimedia** service if the system does not start it automatically.

12. Start the **AS Interaction Data Server - View** service if the system does not start it automatically.

   Note:

   ● If changing of an .INI file is required, the service MUST BE STOPPED BEFORE editing of the INI file, then edit the INI file, then save the INI file, then restart the service - Otherwise no changes will be made.

   ● After the upgrade, IDS-Voice and Presence will default to named licensing mode. If named Licensing is not configured on AES then IDS-Voice and Presence should be stopped and have the Named Licensing Challenge disabled. (Perform Named Licensing Challenge = 0).

Upgrading Stand Alone services

Upgrading Call Routing Server

To upgrade Call Routing Server:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Server**.

4. Click **Call Routing Server**.

   The system displays the **Call Routing Server** setup screen.

5. Click **Next**.

   The system displays the **License Agreement** screen.

6. Read the license agreement and if you agree with the terms and conditions, click **Yes**.

7. Click **Next**.

   The system displays a message to stop the service.

8. Click **OK**.

9. Click **Finish** after the installation is complete.

10. Start the **AS Call Routing Server** service if the system does not start it automatically.

   Note:
   > After the upgrade, Call Routing Server will default to named licensing mode. If named Licensing is not configured on AES then IDS-Voice and Presence should be stopped and have the Named Licensing Challenge disabled. (Perform Named Licensing Challenge = 0).
   >
   > On startup, review the Call Routing Server log file to determine if this feature is enabled or disabled and succeeded or failed, if it is enabled.

Upgrading Desktop applications

This section contains the following:

- [Upgrading the Contact Center Express Desktop](#) on page 42
- [Upgrading Contact Center Express Reporting](#) on page 43

Upgrading the Contact Center Express Desktop

To upgrade Contact Center Express Desktop

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click **Next**.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Desktop**.

4. Click **CC Elite Multichannel Desktop**.

   The system displays the Avaya Aura Call Center Elite Multichannel Desktop welcome screen.

5. Click **Next** to continue.

   The system displays the **Call Recording Server** screen.

6. In the **Server** and **Port** fields, enter the host name or IP address and port number of the Call Recording server and click **Next**.

   For more information on Call Recording, see *Avaya Aura® Call Center Elite Multichannel Control Panel User Guide*.

7. Click **Next** to continue.

8. Click **Finish** when the installation completes.

Upgrading Contact Center Express Reporting

To upgrade Contact Center Express Reporting

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click **Next**.

   The system displays the Avaya Aura Call Center Elite Multichannel application selection screen.

3. Click **Desktop**.

4. Click **CC Elite Multichannel Reporting**.

   The system displays the **Avaya Aura Call Center Elite Multichannel Reporting** welcome screen.

5. Click **Next** to continue.

   The system displays the **License Agreement** screen.

6. Click **Yes**, if you agree with the licensing terms and conditions.

   Keep the check box selected and click **Next**.

7. Click **Finish** when the installation completes.

Upgrading the ASContact database

Upgrade the databases from the Call Center Elite Multichannel Control Panel. For information on the DB upgrade using Control Panel GUI, see Upgrading Database using Control Panel on page 49.

Once completed, review the log file that has been created to confirm that the database has been successfully upgraded to the version 5.0.

Upgrading the ASMSControl/ASMSDataX database

You can upgrade the databases from the Call Center Elite Multichannel Control Panel. For the DB upgrade using Control Panel GUI, see Upgrading Database using Control Panel on page 49.

Once completed, review the log file that has been created to confirm that the database has been successfully upgraded to version 5.0.

Upgrading the ACS database

The Configuration Server database (ACS) database upgrades add additional plug-ins to the Desktop and Reporting configurations. The database scripts can be run from the Avaya Aura® Call Center Elite Multichannel DVD, or can be copied manually to the SQL Server, or are upgraded as part of the Configuration Server installation process.

The scripts are located at:

```
C:\Progam Files\Avaya Aura CC Elite Multichannel\Server\Configuration
Server\SQL Script
```

Once you have located the scripts, run the `AS Maintain Database.bat` to upgrade the database.

The system displays a command prompt window to indicate that the script is started.

Once completed, review the log file that has been created to confirm that the database has been successfully upgraded to version 6.2.

Upgrading Deployed SSRS CCE Reports

> **Note:**
> Perform this upgrade process on the server side.

> **Note:**
> The CCE Control Panel that is being used MUST be upgraded to the Call Center Elite Multichannel Release 6.2.3 to upgrade the Report files BEFORE this process can be executed.

1. Start the CC Elite Multichannel Control Panel.

2. Right click the **Media store Database** node and click **Deploy Reporting Files**.

   The system displays the **Database Utility** tab.

3. Click the **Browse** button to browse to the folder containing Reports.

   This should default to the reports sub-folder under the Control Panel installed folder.

4. In the **Reporting Service URL** field, change the value **<Enter IP Address or Machine Name>** with the IP Address, system name or DNS name for your SSRS Server.

5. In the **Shared data source connecting string** field, change the value **<Enter Database Server Name>** with the IP Address, system name or DNS name for your SQL Server.

6. Select the **Overwrite Reports** check box.

7. Click **Deploy**.

   The system starts the deploying process. You can view the deployment status in the **Status** window.

8. After the deploying completes, check if the system has deployed 31 Reports.

   In the **Status** window, check the field **Total RDL files published** field.

9. Close the **Database Utility** tab.

Chapter 5:   Migrating to Call Center Elite Multichannel

This chapter provides information for migrating Contact Center Express 4.x or 5.x running on Microsoft Windows 2003 or 2008 to a different server running Call Center Elite Multichannel on Microsoft Windows 2008 or Microsoft Windows 2008 R2.

Migration Sequence

This section provides the migration sequence for migrating from Contact Center Express to Call Center Elite Multichannel on a different server:

- Initial Steps
- Core Services Upgrade
- Database Migration
- Modifying all the restored .ini files

Initial Steps

- Confirm existing environment Status

    (Refer: Existing Environment on page 48)
- Stop ALL CCE Services

    (Refer: Before Starting on page 48)
- Backup All CCE Databases

    (Refer: Backup all Contact Center Express Databases on page 49)

Core Services Upgrade

- Install Microsoft .NET 3.5 SP1

    (Refer: Installing Microsoft .NET 3.5 SP1 on page 50)
- Install Call Center Elite Multichannel

    (Refer: Install Avaya Aura® Call Center Elite Multichannel on page 50)

Database Migration

- Upgrade ASContact database

    (Refer: [Upgrading the ASContact database](#) on page 51)

- Upgrade ASMSControl/ASMSDataX database

    (Refer: [Upgrading the ASMSControl/ASMSDataX database](#) on page 51)

- Upgrade ACS database

    (Refer: [Upgrading the ACS database](#) on page 52)

Restore .ini files

- Restore .ini files

    (Refer: [Modifying all the restored .ini files](#) on page 54)

Initial Steps

This section contains the following:

- [Existing Environment](#) on page 48
- [Before Starting](#) on page 48
- [Backup all Contact Center Express Databases](#) on page 49

Existing Environment

Prior to beginning an Upgrade, it is strongly recommended to confirm the existing environment is working correctly, and to resolve any configuration errors before upgrading to Call Center Elite Multichannel 6.2.3.

Confirming this step will make the rest of the upgrade process far more seamless and painless.

Before Starting

The upgrade path from Contact Center Express 5.x to Call Center Elite Multichannel 6.2.3 can be summarized as an over-the-top installation. It is strongly recommended to review the release notes before beginning the upgrade process.

For upgrading Contact Center Express 5.x to Call Center Elite Multichannel 6.2.3, use the files in the Call Center Elite Multichannel 6.2.3 installation kit.

The recommend procedures prior to beginning the upgrade sequence are the same, a more detailed list can be found at the beginning of this document. They are summarized as:

- Stop ALL CCE Services

- Perform a backup of existing INI files and any customizations

- Backup the CCE Databases

- Backup existing data repositories such as the Email storage folders.

It is our recommendation to upgrade the CCE databases as the first step, as if any issue occurs then you can roll-back to your back-up database and the site can resume operation while any issues are further investigated.

Backup all Contact Center Express Databases

Before you start the upgrade process, back up all the Contact Center Express databases that might be affected by the upgrade process. Additionally, as part of a regular CCE server backup, back up the associated SQL databases.

Once the database have been backed up, good practice would be to confirm that they can be re-created successfully on another SQL server to verify the backup/restore process

- Call Center Elite Multichannel Database are named: ACS, ASContact, ASMSControl, ASMSData{x} and (Optionally) ActiveInteractionData

   Note:

- Consult Microsoft SQL Documentation for the correct backup and restore sequences for Microsoft SQL Server databases.

- If your server is running Microsoft SQL Server 2005, you must upgrade to Microsoft SQL Server 2008 before installing Call Center Elite Multichannel. Consult Microsoft SQL Server Documentation for upgrading databases from Microsoft SQL Server 2005 to Microsoft SQL Server 2008.

- If you change the database instance name to a different instance name on the server where you have installed Call Center Elite Multichannel then in dbo.Database table in the ASMSControl database, you must change the DataserverName to the current instance name after migrating the database.

Migrating Core Services

This section contains the following:

- [Installing Microsoft .NET 3.5 SP1](#) on page 50
- [Install Avaya Aura® Call Center Elite Multichannel](#) on page 50

Installing Microsoft .NET 3.5 SP1

Upgrading Microsoft .NET to 3.5 SP1 is a required step before beginning the process of upgrading Application Management. If this step is not taken, then you will be prompted during the Application Management installer to do so.

To install Microsoft .NET 3.5 SP1:

1. Run the `setup.exe` file.

   The system displays the **Trace System Server** screen.

2. In the **Server** and **Port** fields, enter the host name or IP address and port number of the TTrace server and click Next.

   Default port is 10400.

   The system displays the Avaya Contact Center Express application selection screen.

3. Click **Utilities**.

4. Click **Microsoft .Net Redistributable**.

   Review the Microsoft instructions for installing or upgrading this component.

5. Click **Exit** after the installation is complete.

6. Restart the system to complete the installation.

Install Avaya Aura® Call Center Elite Multichannel

On a new system where you will migrate the data of Contact Center Express 5.x to Call Center Elite Multichannel Release 6.2.3, install all the required componets of Avaya Aura® Call Center Elite Multichannel Release 6.2.3. For details on installing Call Center Elite Multichannel Release 6.2.3 refer to *Avaya Aura® Call Center Elite Multichannel Installation Guide*.

Database Migration

This section contains the following:

Migrating the Database

Migrate ASContact, ASMSControl/ASMSDataX, and ACS database to the new Microsoft SQL 2008 SQL server.

> **Note:**
> Consult Microsoft SQL Documentation for the correct backup and restore sequences for Microsoft SQL Server databases.

Upgrading the ASContact database

Upgrade the databases from the Call Center Elite Multichannel Control Panel. For information on the DB upgrade using Control Panel GUI, see Upgrading Database using Control Panel on page 49.

Once completed, review the log file that has been created to confirm that the database has been successfully upgraded to the version 5.0.

Upgrading the ASMSControl/ASMSDataX database

You can upgrade the databases from the Call Center Elite Multichannel Control Panel. For the DB upgrade using Control Panel GUI, see Upgrading Database using Control Panel on page 49.
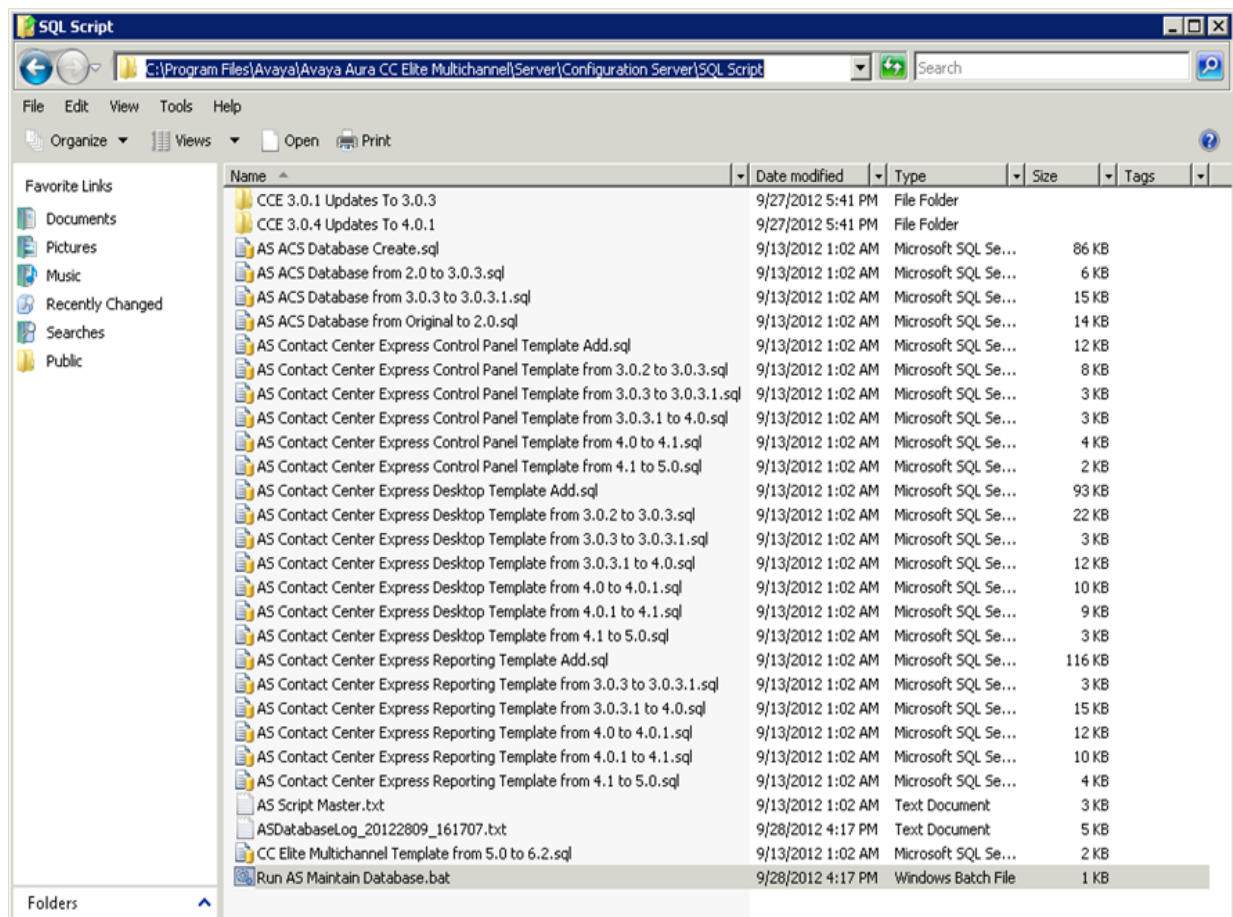
Once completed, review the log file that has been created to confirm that the database has been successfully upgraded to version 5.0.

Upgrading the ACS database

The Configuration Server database (ACS) database upgrades add additional plug-ins to the Desktop and Reporting configurations. The database scripts can be run from the CCE DVD, or can be copied manually to the SQL Server, or are upgraded as part of the Configuration Server installation process.

You can run the database scripts directly from the Avaya Aura® Call Center Elite Multichannel Release 6.2.3 DVD or copy the database scripts to the server to run from the server.

Once you have located the scripts, run the `AS Maintain Database.bat` to upgrade the database.

The system displays a command prompt window to indicate that the script is started.

Once completed, review the log file that has been created to confirm that the database has been successfully upgraded to version 6.2.3.

Upgrading Deployed SSRS Call Center Elite Multichannel Reports

Note:

> Perform this upgrade process on the server side. The CCE Control Panel that is being used MUST be upgraded to the Call Center Elite Multichannel Release 6.2.3 to upgrade the Report files BEFORE this process can be executed.

1. Start the CC Elite Multichannel Control Panel.

2. Right click the **Media store Database** node and click **Deploy Reporting Files**.

   The system displays the **Database Utility** tab.

3. Click the **Browse** button to browse to the folder containing Reports.

   This should default to the reports sub-folder under the Control Panel installed folder.

4. In the **Reporting Service URL** field, change the value **<Enter IP Address or Machine Name>** with the IP Address, system name or DNS name for your SSRS Server.

5. In the **Shared data source connecting string** field, change the value **<Enter Database Server Name>** with the IP Address, system name or DNS name for your SQL Server.

6. Select the **Overwrite Reports** check box.

7. Click **Deploy**.

   The system starts the deploying process. You can view the deployment status in the **Status** window.

8. After the deploying completes, check if the system has deployed 31 Reports.

   In the **Status** window, check the field **Total RDL files published** field.

9. Close the **Database Utility** tab.

Modifying all the restored .ini files

You must modify all the .ini files to reflect the new configuration entries.

To modify all the restored .ini files:

1. You must restore all the .ini files from your old Contact Center Express system to the Call Center Elite Multichannel system.

2. Change the paths in the restored .ini files to reflect the new folder structure of Call Center Elite Multichannel.

3. If the database credentials have changed, you must change the credentials in the .ini files if not configurable from the user interface.

   Note:
   If you restored the .ini files from Contact Center Express 4.x, add entries in the error logging section for ttrace application if you need centralized logging.

Appendix A: Troubleshooting Database Scripts

Batch file immediately closes and does not run

Problem: After copying the `AS Maintain Datbase.bat` batch from the Avaya Aura® Call Center Elite Multichannel DVD to the server, when the batch file is run it immediately closes without running the scripts.

Solution: Perform the following steps:

1. Open the Run `AS Maintain Datbase.bat` file in Notepad for editing.
2. Find the entry denoting the location of the utility scripts.
3. Change this path to the full path to the folder (For example: `C:\Program Files\ Avaya\Contact Center Express\Utilities\AS Maintain Database`).
4. Save and close the batch file.

Using SQL Servers with Named Instances

Problem: Call Center Elite Multichannel SQL Scripts are set to NOT use Named instances of SQL Server by default. Changes need to be made to the batch file to identify named instances if required.

Solution: Perform the following steps:

1. Open the Run `AS Maintain Datbase.bat` file in Notepad for editing.
2. Find the `SET ASServerName=` entry.
3. Change this path to the full server name and Instance.
4. Save and close the batch file.

An Error has occurred while establishing a connection to the server

Problem: This error is returned in the Log file created while the Call Center Elite Multichannel the SQL Scripts are run. Other error messages commonly logged are: **Named Pipes Provider: Could not open a connection to the SQL Server**

OR

Login timeout expired

OR

An error has occurred while establishing a connection to the server. This failure may be caused by the fact that under the default settings SQL Server does not allow remote connections.

Solution: This error occurs when the SQL Server is not running, or is running, but has not been properly configured for access.

Another possibility is that the SQL Server has been configured with a named instance.

> **Note:**
> Confirm that the SQL has been properly administered. Refer to the *Avaya Aura® Call Center Elite Multichannel Installation Guide* for details about SQL Server requirements and configuration.
>
> Start the SQL Server service.
>
> If SQL is configured with a Named instance, then the `AS Maintain Database.bat` file will need to be edited to reflect this.

Failed to create _____ database. Job completed 0 ACTION Steps

Problem: This error is returned in the Log file created while the Call Center Elite Multichannel the SQL Scripts are run. Actual text may vary as the description will list the database name that it failed to create.

This error typically occurs in a testing environment where databases have been deleted and re-created. The most common cause for this message occurs when an MDF and LDF file of the database and log already exist in the SQL server data directory, but are no longer reference/ used by the SQL Server. This prevents the creation of the New database files.

Solution: Remove or rename the existing .MDF and .LDF files from the SQL Server data directory.

Bulk load: An Unexpected end of file was encountered in the data file

Problem: This error is returned in the Log file created while the Call Center Elite Multichannel SQL Scripts are run. Other error messages commonly logged are: **Bulk load: An unexpected end of file was encountered in the data file**

OR

The OLE DB provider "BULK" for linked server "(null)" reported an error. The provider did not give any information about the error.

OR

Cannot fetch a row from OLE DB provider "BULK" for linked server "(null)".

This error is caused because additional blank lines (For example, Enter key pressed) have been added to the "AS Script Master.txt" file.

Solution: Copy the appropriate `AS Script Master.txt` from the appropriate folder on the Avaya Aura® Call Center Elite Multichannel DVD and replace the modified one.

Index