



**Migrating from Intuity Audix  
Release 4.4 to Avaya Aura™  
Communication Manager  
Messaging Release 5.2.1**

November 2009  
Release 5.2.1

© 2009 Avaya Inc. All Rights Reserved.

#### Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document might be incorporated in future releases.

#### Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

#### Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all the time and we have no control over the availability of the linked pages.

#### Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the Avaya Support Web site:

<http://www.avaya.com/support>

#### License

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEB SITE <http://support.avaya.com/LicenseInfo/> ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

#### License type(s)

**Designated System(s) License (DS).** End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

**Concurrent User License (CU).** End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

**Named User License (NU).** Customer may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User," means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Product.

**Shrinkwrap License (SR).** With respect to Software that contains elements provided by third party suppliers, End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickwrap" license accompanying or applicable to the Software ("Shrinkwrap License"). The text of the Shrinkwrap

#### Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and/or use can be a criminal, as well as a civil, offense under the applicable law.

#### Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site:

<http://support.avaya.com/ThirdPartyLicense/>

#### Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site:

<http://www.avaya.com/support>

#### Trademarks

Avaya and the Avaya logo are either registered trademarks or trademarks of Avaya Inc. in the United States of America and/or other jurisdictions.

All other trademarks are the property of their respective owners.

#### Downloading documents

For the most current versions of documentation, see the Avaya Support Web site:

<http://www.avaya.com/support>

#### Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site:

<http://www.avaya.com/support>

## Contents

<b>Migrating from Intuity Audix Release 4.4 to CM Messaging Release 5.2.1</b> . . . . .	<b>5</b>
<b>Overview</b> . . . . .	<b>5</b>
<b>Avaya Technical Support</b> . . . . .	<b>5</b>
<b>Logging in to Intuity Audix Release 4.4 using a telnet session</b> . . . . .	<b>5</b>
<b>Prerequisites</b> . . . . .	<b>6</b>
<b>Migration</b> . . . . .	<b>7</b>
<b>Creating a Test Mailbox on Intuity Audix Release 4.4 server</b> . . . . .	<b>7</b>
<b>Reducing the backup data size</b> . . . . .	<b>8</b>
<b>Installing the VMpatch+z migration patch package</b> . . . . .	<b>8</b>
<b>Stopping the voice system</b> . . . . .	<b>9</b>
<b>Backup Data from Intuity Audix Release 4.4</b> . . . . .	<b>9</b>
<b>Transferring Migration Data to Services Laptop</b> . . . . .	<b>9</b>
<b>Clearing the ARP cache on the laptop</b> . . . . .	<b>10</b>
<b>Connecting to CM Messaging</b> . . . . .	<b>10</b>
<b>Using a Telnet session to migrate Intuity Audix Release 4.4 data to CM Messaging Release 5.2.1</b> . . . . .	<b>11</b>
<b>Testing if Migration is successful</b> . . . . .	<b>12</b>

## Contents

# Migrating from Intuity Audix Release 4.4 to CM Messaging Release 5.2.1

---

## Overview

Migration from Intuity Audix Release 4.4 to CM Messaging Release 5.2.1 involves the transfer of the following types of data:

- 1 Subscribers
- 1 Recorded names
- 1 Personal greetings
- 1 Messages
- 1 Non-ELA mailing lists
- 1 Class-of-service records
- 1 Networked computers

---

## Avaya Technical Support

You need Avaya Technical Support to complete the migration. Contact Avaya Global Services to order the migration support.

---

## Logging in to Intuity Audix Release 4.4 using a telnet session

You can log in to an Intuity Audix Release 4.4 server only by using a telnet session. You cannot use a web browser.

1. Click **Start > Run**.
2. Type **telnet IPaddress**. The session connects to the Intuity Audix Release 4.4 server.
3. Provide **tsc** login credentials.

4. For TERM=[4425]?, press **Enter**.

---

## Prerequisites

- 1 Intuity Audix R4.4 MAP servers must be equipped with a NIC LAN interface to ensure transfer of backup files.
- 1 Increase the current hours in the `hours_of_speech` field to the maximum hours allowed on the Intuity Audix R4.4 system.
- 1 For the Intuity Audix system, delete as many messages as possible from the mailbox by using Telephone User Interface (TUI) or Message Manager utility.
- 1 The Intuity Audix system must run release 4.4-7. Upgrade to R4.4-7 if an older release is running on the system.

To verify the current release on the Intuity Audix system:

- 1 In the telnet window, enter `lu -v` and press **Enter**.



### **Important:**

If the current release is not release 4.4-7, please exit the upgrade procedure. Open a ticket requesting an upgrade to R4.4-7 using Product Correction Notice 1198B and follow the instructions from the notice.

- 1 Install `syseval` package on the Intuity Audix Release 4.4-7 system.

To install the `syseval` package:

1. Enter `pkginfo | grep syseval` to know if `syseval` exists.

If the `syseval` package does not exist, download the package from a server on the customer's network or over modem.

2. Use the `Install_im` command to install the patch

- 1 Intuity Audix Release 4.4 server must have no more than 6,000 mailboxes administered because CM Messaging Release 5.2.1 supports a maximum of 6,000 mailboxes.

To determine the maximum number of mailboxes on an Intuity Audix Release 4.4:

1. Log in to Intuity Audix system using telnet.
2. Select **Audix Administration** and press **Enter**.
3. Type `list measurements feature day > Subscribers`

Confirm the total number of administered mailboxes.

- 1 The software release of CM Messaging must be release 5.2.1

- 1 Install CM Messaging Remote Field Updates.

See, *Avaya Aura™ Communication Manager Messaging Installation and Initial Configuration* guide on the Avaya support site (Resource Section -> Find Documentation and Technical Information -> Select the alphabet 'C' -> Select Communication Manager Messaging.-> Document Category - Installation, Migrations, Upgrades and Configurations).

- 1 Determine the languages installed on the Intuity Audix Release 4.4 system and ensure that the same languages are installed on the CM Messaging server.

To determine the languages installed on Intuity Audix Release 4.4 system,

1. Open a telnet session to log into Intuity Audix Release 4.4 server.
2. On the command line, type `list ann-c-sets`.

---

## Migration

This section contains the procedure to migrate data from Intuity Audix Release 4.4 to CM Messaging Release 5.2.1.

---

### Creating a Test Mailbox on Intuity Audix Release 4.4 server

To create a test mailbox on Intuity Audix Release 4.4:

1. Before you do backup, create a test mailbox on the Intuity Audix Release 4.4 server.
2. On the telnet window, enter `FC` and press **Enter**.
3. Enter `add subscriber` and press **Enter**.

**Note:**

To go to the next page, use **Control+N** as the key combination

4. On page 1, provide basic details for the new subscriber.

**Note:**

Confirm the extension range before you assign an extension to a subscriber.

5. Go to page 2, enter `call-answer` on the **Type** field, under **Permissions**. This sets the type of call answer for the subscriber.
6. Save the settings. The test mailbox is added to the list of existing mailboxes.

To view the test mailbox:

- 1 On the **Audix Administration** page, type `list subscribers` and press **Enter**. The system displays the list of subscribers.

7. Use the Telephone User Interface (TUI) to record names, greetings. Use another mailbox to send messages to the test mailbox.
8. Enter `exit` on the telnet window.

The telnet window displays the command line.

---

## Reducing the backup data size

It is necessary to prevent the announcements from being included in the backup. Edit the `/VM/registration/bkrst.ctl` file in order to comment out audix announcements.

To reduce the size of the backup:

1. Enter `vi announcements`.
2. Enter `#` character at the start of the following line

```
A:AUDIX Announcements:/VM/registration/VM_bkrst.annc:::/VM/bin/annc_symchk:::
```

After you enter `#`, the line is displayed as

```
# A:AUDIX Announcements:/VM/registration/VM_bkrst.annc:::/VM/bin/annc_symchk:::
```

---

## Installing the VMpatch+z migration patch package

The `VMpatch+z` patch installs a special `ia_backup` shell script that writes the backup tar files in to the `/backup` folder on the Intuity Audix Release 4.4 server. After backup, connect your laptop to the Intuity Audix Release 4.4 server to copy the tar files from the hard drive using `ftp`.

To install the `VMpatch+z` patch:

1. Connect to a server on the customer's network from where you can download the `VMpatch+z` patch.
2. Enter `cd /mtce/login/tsc`.
3. Enter `ftp [servername]`.
4. Enter `mget [VMpatch+z.cpio]`.
5. Enter `Bye`.
6. Enter `cpio -idc<VMpatch+z.cpio`.
7. Enter `pkgadd -d `pwd` VMpatch+z`.



---

## Stopping the voice system

To stop the voice system on the Intuity Audix system:

1. In the telnet session, enter `stop_vs`.

---

## Backup Data from Intuity Audix Release 4.4

### Important:

Before you begin backup, delete as many messages as possible from mailboxes, to perform a successful backup.

To backup Intuity Audix Release 4.4:

1. Log in using `tsc` credentials.
2. Enter `ia_backup -a -n -l /mtce/login/tsc/net_backup_log` in the telnet window.

### Note:

Back up can take up to 24 hours. The backup tar files are written into `/voice1/backup` folder in the Intuity Audix Release 4.4 server. The tar files are named `messaging-1.tar`, `messaging-2.tar`, and so on.

---

## Transferring Migration Data to Services Laptop

To transfer the migration data from the Intuity Audix Release 4.4 server to the services laptop:

1. Change your laptop network settings to use an IP address on the customer's network.
2. Plug a straight cable into a hub or router port and then FTP to the Intuity Audix Release 4.4 server to get the tar files.
3. To copy files from the Intuity Audix Release 4.4 server to your laptop:
  1. On the services Laptop, click **Start -> Run**, and type `cmd`. The cmd window is displayed.
  2. On the prompt, type `ftp IPaddressoftheftpserver`. (Please note there should be a single space between ftp and the IP address)
  3. Use the same login details as that provided while configuring the FTP server.
  4. Type `Binary`.
  5. Type `Hash`.
  6. Type `ls`. All files in the directory are displayed.

## Migrating from Intuity Audix Release 4.4 to CM Messaging Release 5.2.1

7. Identify the file that you backed up and type `cd directoryname` to change the directory
8. Type `ls` to view files under the main backup file.
9. If you have backed up files in a subdirectory, type `cd subdirectoryname`
10. Type `ls` to view files under the sub folder
11. Type `get tarfilename`. The file is copied to the services laptop.
12. Type `bye` to logout of Unix.
4. Once the files are on the services laptop, change network settings back to DHCP.
5. Use a crossover cable and connect to the services port on the CM Messaging server.

---

## Clearing the ARP cache on the laptop

Depending on the operating system of your Services laptop computer, you might need to clear the Address Resolution Protocol (ARP) cache before you enter a new IP address. If you enter an IP address and your computer cannot connect, perform the following procedure to clear the cache.

1. On your computer, click **Start > Run** to open the Run dialog box.
2. Type `command` and press **Enter** to open an MS-DOS command line window.
3. Type `arp -d 192.11.13.6` and press Enter to clear the ARP cache in the laptop.
4. If the ARP cache does not contain the specified IP address, the message The specified entry was not found appears. You can ignore this message.
5. Type `exit` and press **Enter** to close the command line window.

---

## Connecting to CM Messaging

To connect to CM Messaging:

1. Connect the services port of your laptop to the services port of the server containing CM Messaging.
2. On the services laptop, start a Internet Explorer 6.0 or 7.0 or a Mozilla browser.
3. Log in to the Communication Manager System Management Interface using **craft** credential.
4. Click **Messaging** on the **Administration** menu.
5. Select **System Status** under **Server Information**. The system displays the **Server Status** page.

If System Status of VM shows **MESSAGING IN SERVICE**, then it is necessary to stop the messaging application.

6. To stop messaging, select **Stop Messaging** under **Utilities** and click **Stop**. Wait for the messaging application to stop.
7. Select **Download Files** under **Miscellaneous**. The system displays the **Download Files** page.
8. Select **File(s) to download from the machine I'm using to connect to the server**.
9. Click **Browse**. The system displays a pop-up window. Find the temporary folder in which the backup tar files are stored.
10. Download all the tar files.

---

## Using a Telnet session to migrate Intuity Audix Release 4.4 data to CM Messaging Release 5.2.1

To migrate Intuity Audix Release 4.4 data to CM Messaging Release 5.2.1:

1. Double click the Putty application to open a Putty Configuration session.
2. Ensure that in the **Category** column, **Session** (first on the column) is selected. By default this item will be selected.
3. In the **Host Name (or IP address)** field, enter the desired server name or its IP address to which you want to connect.
4. In the **Connection type** field, select **telnet**.
5. Click **Open**. The system displays the telnet window.
6. Log in using **craft** credential.
7. Enter `statapp -c` to check if the messaging process is up.
8. If the messaging process is up, stop messaging by typing `stop -s Audix`.
9. In the telnet session, enter `/vs/bin/mv_backup_files`, to move the backup tar files from `~ftp/pub` into a temporary folder.
10. Log in to the Communication Manager System Management Interface, select **Messaging Administration** under **Miscellaneous**.
11. Select **Start Messaging**. The database conversion will begin automatically. Proceed to next step.
12. In the telnet session window:
  1. Enter `cd /migrate/ia4.4/log`.
  2. Enter `tail -f migration_log`. Watch the database migration proceed. When this log stops growing, and you see a line containing *Removing temporary files*, the next phase of the migration is in progress.

3. Enter `control-c` to abort the tail command.
4. Enter `tail -f audixupg.out` and you can monitor the progress of the database restore and upgrade. This log also shows the status of transcoding names and messages from CELP to G.711. After transcoding is complete, the database is upgraded to the current release. When this log stops growing and you see *Update operation complete*, the migration is complete and messaging starts automatically.



**Important:**

It may take a few minutes before messaging starts automatically.

5. Execute `control-c` to abort the tail command.

---

## Testing if Migration is successful

After you complete migration, confirm if the test mailbox created on the Intuity Audix Release 4.4 server has been properly migrated to the CM Messaging server.

To check if the test mailbox from Intuity Audix Release 4.4 server is migrated to CM Messaging server:

1. Log in to the Communication Manager System Management Interface.
2. Click **Messaging** on the **Administration** menu.
3. On the left navigation pane, under Messaging Administration, select **Subscriber Management**.

The Manage Subscribers screen appears.

4. Click **Manage** on the Local Subscribers row to find the migrated test mailbox listed as a Local Subscribers. The **Manage Local Subscribers** page displays the test mailbox.
5. Confirm if data has been successfully migrated. For example, call the test mailbox extension to listen to the greeting that you created. Furthermore, listen to messages on the mailbox that you created while creating the test mailbox.



**Important:**

During migration, most of the system administration data is not migrated. It is recommended to re-validate the system administration after the migration is complete, for example, System-Parameters Features, System Out calling.