



Migrating from Intuity™ Audix® LX R2.0 to Avaya Aura™ Communication Manager Messaging R6.0

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Chapter 1: Migration overview

Introduction

The migration process from INTUITY AUDIX server to Communication Manager Messaging R6.0 involves the backup and migration of the following types of data:

- Subscribers
- Recorded names
- Personal greetings
- Messages
- Mailing lists
- Class of service records
- Networked computers

Prerequisites

Installing the latest patch on the INTUITY AUDIX LX R2.0 system

You need to install the latest L7043rf+f RFU patch for the network backup feature to be available on the INTUITY AUDIX LX R2.0 system.

 **Important:**

You need Avaya Technical Support for this migration to provide this patch. Raise a ticket to Backbone Engineering team (BBE) to request the patch.

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1. Click Start > Run.
 2. Type `telnet Intuity Audix LX R2.0 IP address`.
 3. Copy file latest L7043rf+f RFU patch to `/var/msg/home/tsc/` path.

4. Open a compatible Web browser.
5. In the Address field type the IP address of the INTUITY AUDIX LX R2.0 system.
6. Select **Utilities > Software Management > Advance Software Installation > Choose LAN**.
7. Enter the `/var/msg/home/tsc/` path that contains the patch you need to install.
8. Press **Enter**.
9. Click **Continue this operation without current system backup**.
10. Choose the patch and proceed to install it.

Next steps

Verify the installed patch.

Select **Utilities > Backup Restore > Remote storage configuration menus**.

Verifying the number of subscribers on the Intuity Audix LX system

The Intuity Audix LX system must not exceed 15,000 subscribers.

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1. Log in to the Intuity Audix LX system using PuTTY.
 2. On the command line, type `Fc`.
 3. In the Fc window, type `list measurements feature day`.
 4. On the **Subscribers** field, ensure that the number in the **Local** field does not exceed 15,000.
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FTP server requirement

Ensure that you have an FTP server connected to the network. The system requires the server to transfer backup data.

Determining the announcements installed on the Intuity Audix LX system

1. Log in to the Intuity Audix LX server using PuTTY.
2. Open an SSH session.
3. On the command line, type `Fc`.
4. On the Fc window, type `list annc-sets`.
The system displays the announcements installed on the sever.
5. Note down the announcement sets that are installed on the server.
6. Type `display system-parameters features`.
7. Go to page 3. The **Announcements Sets: System** field displays the custom announcement sets installed on the server.

 **Note:**

Customized announcements are not migrated to the Communication Manager Messaging server.

 **Important:**

During migration, install the language files on the Communication Manager Messaging Federal R6.0 server.

Installing RFU

Skip this procedure if you did not find any remote field update (RFU) on the Avaya Support site.

1. On the System Management Interface Web page, select **Administration**.
2. Click **Messaging**.
The system displays the Messaging Administration screen.
3. In the navigation pane, under the **Software Management** section, click **Software Install**.
4. Click **Continue without current system backup**.

The system displays the Following packages will be installed... screen. The messaging RFUs are listed on the screen.

5. Click **Installed selected packages**.

 **Important:**

Communication Manager Messaging processes are stopped during RFU installation.

If the RFU made modifications to the Messaging Administration Web page, you must close and reopen this page.

Do not start the messaging software at this time.

Determining the languages installed on the INTUITY AUDIX LX system

1. Open a PuTTY window.
2. Log in to the Intuity Audix LX server using an SSH session.
3. On the command line, type `list annc-sets`.
4. Note the language files installed on the server.

 **Note:**

During migration, install the language files on the Communication Manager Messaging Federal R6.0 server.

Verifying system-level settings on the Intuity Audix LX server

Ensure that settings for each of the options on the Intuity Audix LX server and the Communication Manager Messaging R6.0 server match.

1. Log in to the Intuity Audix LX server.
2. Note down the settings for each of the following system-level settings on the Intuity Audix LX server and match it to the settings on the Communication Manager Messaging R6.0 server.

System-Parameters (Intuity Audix system)	Messaging Administration (System Management Interface > Administration> Messaging) (CM Messaging system)
activity-log	Under Messaging Administration -> Activity Log Configuration
analog-network	Under Server Administration -> Networked Servers
dial-sequences	Under Messaging Administration -> Dial Sequences
features	Under Messaging Administration -> Features
imapi-options	Under Messaging Administration -> MAPI Options
limits	Under Messaging Administration -> Limits
outcalling	Under Messaging Administration -> Outcalling Options
sending-restrictions	Under Messaging Administration -> Sending Restrictions
thresholds	Under Messaging Administration -> Thresholds

Chapter 2: Backing up data on the INTUITY AUDIX LX R 2.0 server

Log in to the Intuity Audix LX R2.0 system

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1. Open a PuTTY window.
 2. Select **SSH**.
 3. In the **Host Name (or IP address)** field, type the IP address of the INTUITY AUDIX LX R2.0server.
 4. Log in as `craft`.
 5. For `[ialx2]:craft>`, type `root`.
 6. For `TERM = [vt100]?`, press **Enter**.
 7. For `[ialx2]`, type `fc`.
The system displays the Intuity Main Menu screen.
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Creating a Test Mailbox on the Intuity Audix LX server

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1. Before you create the backup, create a test mailbox on the Intuity Audix LX server.
 2. In the command line window, to add a subscriber, type `add subscriber`.

 **Note:**

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

3. On page 1, provide basic details for the new subscriber. Confirm the extension range before assigning one to the subscriber.

4. Go to page 2. In the **Permissions > Type** field, type `call-answer`. This sets the type of call answer for the subscriber.
 5. In **Permissions > Announcement Control** field, enter `y` to record names.
 6. Save the settings. The test mailbox is added to the list of existing mailboxes. To confirm the test mailbox has been added, 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 and greetings. Use another mailbox to send messages to the test mailbox.
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Backing up data from the Intuity Audix LX system

1. Open a compatible Web browser and type the IP address of the Intuity Audix LX system.
 2. Log in as `craft`.
 3. On the Legend, select **Backup / Restore > Backup**.
 4. Enter **Yes** for all data types except Announcements.
 5. Click **Start Backup**.
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Transferring migration data to the services laptop

Prerequisites

Change your laptop network settings to use an IP address on the customers network.

Plug a straight cable into a hub or router port, and then connect to the server using FTP connection to get the tar files.

1. On the services laptop, click **Start > Run**, and type `cmd`.
2. On the prompt, type `ftp IPaddressoftheftpserver`.
3. Type **Binary**.

4. Type **Hash**.
 5. Type **ls**. All files in the directory are displayed.
 6. Identify the file that you backed up and type **cd *directoryname*** to change the directory.
 7. Type **ls** to view files under the main backup file.
 8. If you backed up files in a subdirectory, type **cd *subdirectoryname***.
 9. Type **ls** to view the files under the subfolder.
 10. Type **get *tarfilename***. The file is copied to the services laptop.
 11. Type **bye** to log out of Unix.
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Next steps

Once the files are on the services laptop, change the network settings back to DHCP.

Use a crossover cable and connect to the services port on the Communication Manager 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.

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1. On your computer laptop, click **Start > Run**.
 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. 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.
 4. Type **exit** and press **Enter** to close the command line window.
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Backing up data on the INTUITY AUDIX LX R 2.0 server

Chapter 3: Installing Communication Manager Messaging R6.0

System Platform Installation for Communication Manager Messaging R6.0

Refer to the *Installing and Configuring Communication Manager Release 6.0* 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.

Chapter 4: Migrating backup data to the Communication Manager Messaging server

Copying files to the server

Use the Web interface of the System Management Interface to copy the latest RFUs, if any, and optional languages, if any, from the Services laptop to the virtual system. The backup tar files need to be copied from the laptop to the Messaging server.

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1. Select **Administration**.
 2. Click **Server (Maintenance)**.
 3. In the navigation pane, select **Miscellaneous**, click **Download Files**.
 4. Select one of the following:
 - **File(s) to download from the machine I'm using to connect to the server**
 - **File(s) to download from the LAN using URLs**

Enter the name of the proxy server.
 5. Click **Browse** to locate the file(s).
 6. Click **Download** to copy the files to the media server.
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Stopping Communication Manager Messaging

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1. 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 stopping. When Messaging has stopped, the screen displays the message, `Stop of voice system completed` at the top of the screen.

Migrating Intuity Audix LX data to Communication Manager Messaging R6.0

1. Open a PuTTY window.
2. Ensure that in the **Category** column, **Session** (first on the column) is selected by default.
3. In the **Host Name (or IP address)** field, enter the name of the server name or IP address you want to connect to.
4. In the **Connection** type field, select **ssh**. ssh uses port 22.
5. Click **Open**.
6. Log in using `craft`.
7. Type `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 ssh 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 Web interface.
11. Select **Miscellaneous > Messaging Administration**.
12. Select **Start Messaging**. The database conversion begins automatically.
13. In the ssh session window, type `cd /migrate/ialx/log`.
14. Execute `tail -f migration_log`.
Watch the database migration proceed. When this log stops growing and you see a line containing `Executing.ia_restore -f /var/ backup/ lx_messaging-1.tar` (multiple tar files are displayed in the log when the backup contains multiple files), the next phase of the migration is underway.

15. Type `control-c` to abort the tail command.
16. Type `tail -f restore_log` to monitor the progress of the database restore and upgrade.
This log also shows the status of transcoding names and messages from Code excited linear prediction (CELP) to G.711. After transcoding is complete, the database is upgraded to the current release. When this log stops growing and you see a line with the phrase `Executing /mtce/scripts/restore/s10checkfs.postpost`, the restore is finished and the migration continues.
17. Type `control-c` to abort the tail command.
18. Type `tail -f migration_log` and you can monitor the final phase of the migration.
When this log stops growing and you see a line containing `The migration has completed`, it means migration is finished and messaging starts automatically.
19. Type `control-c` to abort the tail command.

 **Important:**

You might need to wait a few minutes before Messaging starts automatically.

Testing if Migration is successful

1. Log in to the Communication Manager System Management Web Interface.
2. Select **Administration > Messaging**.
3. Select **Messaging Administration > Subscriber Management**.
4. Click **Manage** on the Local Subscribers row to find the migrated test mailbox listed as Local Subscribers.
5. Confirm what data has been successfully migrated. For example, call the test mailbox extension to listen to the greeting that you created. Furthermore, you can 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. Avaya recommends that you revalidate the system administration after the migration is complete. For example, you must revalidate System-Parameters Features, System Out calling.

Restarting the system

1. Open a compatible Internet browser on your computer.
Currently System Management Interface only supports Microsoft Internet Explorer 7.0 and 8.0.
 2. Enter the IP address of the Communication Manager virtual machine.
 3. On the System Management Interface Web page, select **Administration**.
 4. Click **Server (Maintenance)**.
 5. In the navigation pane, click **Server > Shutdown Server**.
The system displays the Shutdown This Server Web page.
 6. Select **Immediate Shutdown**.
 7. Select the **Restart server after shutdown** check box.
 8. Click **Shutdown**.
The Communication Manager virtual machine restarts. The server takes approximately 10 to 15 minutes to restart.
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