# Avaya Call Management System

## Platform Upgrade and Data Migration

Release 17.0
November 2013

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# Contents

# Chapter 1: Introduction

## Purpose

The document describes the steps for data migration from an existing Call Management System (CMS) computer to a newly installed CMS R17 computer.

## Intended audience

This document is intended for support personnel and on-site installation personnel. Users of this document must be familiar with CMS and the Solaris operating system.

## Document changes since last issue

The following changes have been made to this document since the last issue:

- New Dell hardware running the RHEL(Linux®) operating system.
- Support for DAT 160, DAT 320, and LTO-5 tape drives for Dell R720/R620 computers.

**Note:**

Oracle Corporation now owns Sun Microsystems. Instead of rebranding references to Sun Microsystems with the Oracle name, all occurrences of Sun and Sun Microsystems remain unchanged in this document.

## Related resources

### Documentation

See the following documents.

**Table 1: Related documents**

| Title | Use this document to: | Audience |
|---|---|---|
| Implementing | | |
| *Avaya Call Management System Sun SPARC Enterprise T5120/ T5220 Hardware Installation, Maintenance, and Troubleshooting* | Install, maintain, and troubleshoot Sun SPARC Enterprise T5120/T5220. | Implementation engineers and system administrators |
| *Avaya Call Management System Sun Netra X4270 Hardware Installation, Maintenance, and Troubleshooting* | Install, maintain, and troubleshoot Sun Netra X4270. | Implementation engineers and system administrators |
| *Avaya Call Management System Sun SPARC T4-1 Hardware Installation, Maintenance, and Troubleshooting* | Install, maintain, and troubleshoot Sun SPARC T4-1. | Implementation engineers and system administrators |
| *Avaya Call Management System Dell PowerEdge™ R720 and R620 Hardware Installation, Maintenance, and Troubleshooting* | Install, maintain, and troubleshoot Dell R720/R620. | Implementation engineers and system administrators |
| *Avaya Call Management System Software Installation, Maintenance, and Troubleshooting for Solaris* | Install, maintain, and troubleshoot CMS on the Solaris operating system. | Implementation engineers and system administrators |

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Go to http://www.youtube.com/AvayaMentor and perform one of the following actions:

- Enter a key word in the Search Channel to search for a specific product or topic.
- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

# Documentation websites

All CMS documentation can be found at http://support.avaya.com. New issues of CMS documentation will be placed on this website when available.

Use the following websites to view related support documentation:

- Information about Avaya products and service

  http://www.avaya.com
- Sun hardware documentation

  http://docs.sun.com
- Dell hardware documentation

  http://www.dell.com

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# Chapter 2: Migrating to a new CMS R17 platform

This document contains the procedures used to migrate data from an existing Sun CMS platform (server) to a new Sun or Dell CMS R17 server.

The procedures in this document support the standard like-for-like ACD migration from the old system to a new system. That is, ACD 1 migrates to ACD 1, ACD 2 migrates to ACD 2, ACD 3 migrates to ACD 3, and so on. Any variations on this standard migration scheme are supported by Avaya Professional Services in the United States or the International Avaya Professional Services or Centers of Excellence (COE) outside the United States.

The following table lists the procedures that are included in this upgrade process. Use the **Completed** column to check off procedures as you complete them.

| Procedure | Completed |
|---|---|
| Preparing for the upgrade on page 14 | |
| Installing and provisioning the new system on page 20 | |
| Backing up the old system on page 26 | |
| Migrating administration data and customer files to the new system on page 33 | |
| Moving the switch link to the new system on page 39 | |
| Migrating historical data to the new system on page 41 | |
| Backing up the new system on page 43 | |
| Installing third-party and custom software on page 44 | |

The following support information is also provided:

- Appendix A: Blank data forms on page 47

  Use these forms to record ACD data that is used during administration of the ACDs.

- Appendix B: Data migration tables on page 53

  These tables show how Informix tables are handled by CMS after they are migrated to the new R17 system.

# Preparing for the upgrade

Before you start an upgrade to a new Sun server, consider the following issues:



**Important:**
The Avaya CMS software disc will include a readme file named **`cms.readme`**. You must review this file for any changes that might impact the procedures in this document.

## Who should do upgrades

Avaya-approved business partners, with Avaya Support Professional Specialist (ASPS) certification, are authorized to perform CMS implementation and upgrades. Only Avaya-authorized personnel can enable CMS licenses.

**Important:**
If these procedures are performed by nonauthorized personnel, the following consequences might occur:

- You might permanently lose data.
- The CMS system might be put in a nonfunctioning state for some time.
- You might be billed additional time and material expenses by Avaya.

## Migrating data

This section includes the following topics:

## Overview

CMS R17 supports CMS data migration from R3V9 through R17.

Migrated data includes:

- System administration data
  - User logins and permissions (user passwords are not preserved during the migration)
  - Dictionary items (calculations)
  - Timetables and shortcuts
  - Custom reports (custom reports might require tuning)
- ACD administration data
  - Exceptions
  - Split and agent names (synonyms)
  - Agent trace data
- Historical data
  - Daily, weekly, and monthly interval data
  - Exceptions
  - Agent trace data
  - Agent login and logout activity

## Consolidating ACDs during migration

**Important:**
Consolidating ACDs is not a standard migration process. Avaya Professional Services in the United States, or International Avaya Professional Services, or Centers of Excellence (COE) outside the United States consolidate ACDs.

You can migrate system administration data only once from a CMS. Therefore, when consolidating ACDs from more than two existing systems onto one new system, you must decide which ACDs you will migrate and which ACDs you will readminister manually. For example, if one existing CMS has four ACDs, and the other existing CMS has two ACDs, you might want to migrate the four ACDs and readminister the other two ACDs. Whatever the situation, attempt to minimize manual readministration. Consult with the customer to see which ACDs are most important or have the greatest volume of CMS data.

The process of consolidating ACDs from different systems can cause conflicts in the system administration data. The following list presents potential conflicts and their solutions:

- CMS user IDs
  - The migration program does not migrate CMS user IDs that are already established on the new system. User IDs that are not migrated are listed in the customer migration log. For those IDs, the program does not migrate user interface attributes (that is, color options, feature access, default values) from other ACDs. Custom reports, timetables, shortcuts, and menu additions owned by the user IDs that are not migrated are moved to the CMS user ID.
  - UNIX system logins for CMS user IDs that are new to the new system are created automatically.
  - No passwords are migrated.
- Custom reports
  - The migration program renames non-unique custom reports as **temp1**, **temp2**, and so on, and identifies them in the customer migration log. The determination of nonuniqueness is based on report group, report name, and CMS user ID. After the migration, change the names to something more meaningful.
  - Timetables and shortcuts that use reports that are not migrated, are migrated, but refer to the old report names. You must modify the timetables and shortcuts to access the new names. You might also need to modify timetables so that they will operate as wanted after the migration.
  - Custom reports with no data are not migrated.
- Timetables and shortcuts

  The migration program renames non-unique timetables or shortcuts as **temp1**, **temp2**, and so on, and reports them in the migration log. You can change the names to something more meaningful, or delete them if they are no longer needed.
- Dictionary

  The migration program discards all calculations and constants with non-unique names, and reports the discarded names and values in the customer migration log so you can reenter them.

  Data migration requires a feature match for Global Dictionary/ACD Groups. That is, if ACD administration data is backed up on a system where the Global Dictionary/ACD Groups feature is authorized, it cannot be migrated on a system where the feature has not been authorized.
- Menu additions
  - The migration program discards non-unique menu additions based on the menu name and CMS user ID. The program reports discarded additions in the customer migration log.

- Customized executable programs referenced by menu additions are not migrated. The customer is responsible for saving any such executable programs before performing the upgrade, and reinstalling them afterward.
- Custom data items and custom database tables are not migrated. The customer is responsible for recording, before the migration, the details of any custom items to be saved, and for recreating the items in Informix and in CMS afterward.

### Moving pseudo-ACDs

Pseudo-ACDs are not migrated. After the new CMS is installed and operational, you must recreate and readminister any pseudo-ACDs that are to be set up on the new system. CMS supports up to eight ACDs, designated by numbers 1 through 8. If you create any pseudo-ACDs on your system, they *must* be assigned numbers 9 and greater.

### Phased migrations

Phased migrations do not work. You cannot migrate some agents at one time and others later. You must decide what set of data you want. The two sets cannot be merged.

## Customization issues

If the old CMS computer has third-party software or other customized features that were added to the standard set of CMS-related software, the customer must collect, reinstall, recompile, and reconfigure any non-CMS software after the upgrade is completed and approved. The customer can contract with Avaya to reinstall this software on a time-and-materials basis. Contact your Avaya representative for details. Customization includes the following items:

- Internet Call Center
- Network information names service, such as NIS or NISplus
- Network printers
- Pseudo-ACDs
- Mounted file systems that were in the **`/etc/vfstab`** file before the upgrade. See the **`/etc/vfstab`** printout that the customer did before the upgrade. Have your administrator verify that your new configuration is correct.
- Common Desktop Environment options such as screen layout and password protection
- Wall-board administration
- Workforce management software
- Operational Analyst

In the United States, Avaya Professional Services does a free investigation on the current system for custom and LAN software that can be updated or moved during the migration process. This investigation can be scheduled before contracts are written. Call 1-866-282-9266, select the prompt for Avaya Professional Services and the prompt to create a new engagement.

## Support for serial ports

For general release, Avaya CMS does not support serial connections on an NTS. Customers that previously used an NTS for serial connections must convert to network connections.

**Note:**

In certain permissive-use cases, customers can continue to use an NTS for serial connectivity. Contact Avaya support for information about Avaya's permissive use policy and using an NTS with this release of CMS.

## Tape compatibility

CMS load r16.2da.k introduced the option to use a USB stick or NFS mounted filesystem for backups. These options are also available in R17. If the new platform is supported by a non-tape device, the Remote Tape Migrate (RTM) tool is required to move the tape data onto the non-tape device for migration purposes. If you are moving to a Linux® platform, you have to use special versions of RTM and RTC tools called rtm_linux and rtc_linux respectively. When upgrading from an old system to a new system, you might find that a maintenance backup tape created on the old system cannot be read by the tape drive on the new system. For example, if you are upgrading a V880 computer that has a DDS-4 tape drive to a Sun Enterprise T5220 computer that has an LTO-4 800 GB tape drive, the backup tapes used for the systems are incompatible. To work around this incompatibility, you must use the Remote Tape Copy (RTC). See Copying migration data with the RTC/RTM tool on page 33 for more information.

For earlier CMS T5120 servers, the DAT 72 4-millimeter tape drive is shipped as part of the server. For earlier CMS T5220 servers, the LTO-4 800 GB tape drive is shipped as part of the server. The two models of tape drives found on CMS servers that use the 4-millimeter tapes are the DDS-4 and DAT 72 tape drives. Backups made on a DDS-4 tape drive can be read by the DAT 72 tape drive. Therefore, you can migrate data from an old server that uses the DDS-4 to a newer server that uses the DAT 72 without using the RTC tool.

| Old System Backup Modality | New System Backup Modality Solaris | | | |
|---|---|---|---|---|
| | DAT-72 tape | LT0x tape | USB stick | NFS mount |
| Non DDS4/Dat-72 / LT0x Tape | RTC | RTC | RTM | RTM |
| DDS4 or Dat-72 Tape | Use tape | RTC | RTM | RTM |
| LT04 Tape | No conversion supported | Use tape | RTM | RTM |
| LT05 Tape | No conversion supported | Use tape | RTM | RTM |
| USB | No conversion supported | No conversion supported | Use existing Stick | Copy file to NFS mount |
| NFS Mount | No conversion supported | No conversion supported | Copy file to new Stick | Use existing file |

| Old System Backup Modality | New System Backup Modality Linux® | | |
|---|---|---|---|
| | Tape | USB stick | NFS mount |
| Non DDS4/Dat-72 / LT04 Tape | rtc_linux | rtm_linux | rtm_linux |
| DDS4 or Dat-72 Tape | rtc_linux | rtm_linux | rtm_linux |
| LT04 Tape | rtc_linux | rtm_linux | rtm_linux |
| LT05 Tape | rtc_linux | rtm_linux | rtm_linux |
| DAT 160 | rtm_linux | rtc_linux | rtm_linux |
| DAT 320 | rtm_linux | rtc_linux | rtm_linux |

| Old System Backup Modality | New System Backup Modality Linux® | | |
|---|---|---|---|
| USB | No conversion supported | Copy file to new Stick | Copy file to NFS mount |
| NFS Mount | No conversion supported | Copy file to new Stick | Use existing file |

## Avaya Operational Analyst upgrade issues

If your CMS configuration uses the Avaya Operational Analyst (OA) feature, you must install an R17-compatible version of the Avaya OA software on the new CMS server before you bring the system up. Contact your Avaya account team or Avaya Sales to get the latest OA software that supports CMS R17. See Installing Avaya OA software (optional) on page 26 for more information.

You must also coordinate the stopping and starting of the Avaya OA data forwarders when you move the switch link from the old server to the new server. See Moving the switch link to the new system on page 39 for more information.

## Switch upgrade issues

When upgrading a CMS server to the latest CMS load, you must take into consideration the following switch upgrade issues:

- If an R3V9 or newer CMS is connected to switches older than Communication Manager 2.x, the switch must be upgraded to CM 2.x or later prior to or at the same time as the CMS. If the switch is upgraded first, it must be administered to communicate with the existing CMS release and changed to R17 when the CMS is upgraded. If the switch is not upgraded first, the link to CMS will not come up because switches earlier than Communication Manager 2.0 are not supported by R17 CMS.
- If the CMS is R3V9 or later and the switch is R9 or later it does not matter if CMS or the switch is upgraded first.

# Installing and provisioning the new system

Avaya field technicians or authorized representatives install the new system during normal business hours using the hardware installation documents that come with each system:

- *Avaya CMS Sun SPARC Enterprise T5120/T5220 Hardware Installation, Maintenance, and Troubleshooting*
- *Avaya CMS Sun Netra X4270 Hardware Installation, Maintenance, and Troubleshooting*
- *Avaya CMS Sun SPARC T4-1 Hardware Installation, Maintenance, and Troubleshooting*
- *Avaya CMS PowerEdge™ R720 and R620 Computer Hardware Installation, Maintenance, and Troubleshooting*.

While the technicians are installing the new system, the customer can run backups on the old system. See Backing up the old system on page 26 for more information.

After the new system is installed, the CMS provisioning personnel or authorized representatives provision the system by doing the following procedures:

- Recording information on the old system on page 21
- Provisioning the new system on page 25
- Installing Avaya OA software (optional) on page 26

# Recording information on the old system

You must record the following information from the old system to use when you provision the new system:

- Switch information on page 21
- Authorizations on page 22
- Data storage allocation parameters on page 23
- Storage interval size on page 23
- Data storage allocation for Forecasting on page 23
- Networking information on page 24
- Printer administration on page 25

Use the blank forms provided at the end of this document to record this information. See Appendix A: Blank data forms on page 47.

## Switch information

To display switch information about each ACD on the old system:

1. Log on as root.
2. Enter:

   **`cmssvc`**

   The system displays the CMS Services menu.

3. Enter the option number for **swinfo**.

   The system displays a list of the administered ACDs, similar to the following display:

```
Select an ACD
   1)acd_number_1
   2)acd_number_2
Enter choice (1-2) or q to quit:
```

4. Enter the number that corresponds to the ACD for which you want information.

   The system displays the switch administration data for the selected ACD. For example:

```
Switch administration for acd 1:
        Switch name: acd_number_1
        Switch model: Communication Mgr R3
        Vectoring: y
        Expert Agent Selection: y
        Central office disconnect supervision: y
        Local port: 1
        Remote port: 1
        Link: TCP/IP acd_number_1 5001
```

5. Repeat this procedure for each ACD that was administered on the old system.

## Authorizations

The **auth_display** option allows you to display current CMS authorizations.

To display the current CMS authorizations:

1. Enter:

   **cmssvc**

   The system displays the CMS Services menu.

2. Select the **auth_display** option.

   The system displays current authorizations for CMS features and capacities. The options for authorization status are as follows:

   - Authorized — The feature is purchased, and authorization is turned on.
   - Not authorized — The feature is not purchased, or authorization is not turned on.
   - Installed — The feature is authorized, and the software to support the feature is installed. For External Call History, the display notes if the feature is on or off.

3. Use the blank form CMS authorizations on page 48 to record the current authorizations.

## Data storage allocation parameters

To check the data storage allocation parameters for each ACD on the old system:

1. Log on to CMS.

   The system displays the CMS main menu.

2. Select the **System Setup** option.

   The system displays the System Setup menu.

3. Select the **Data Storage Allocation** option.

   The system displays the Data Storage Allocation window.

4. Press **F3** (Commands) to display the print menu. Print the window and save the printout. If you cannot print the record, use the blank form Data storage allocation on page 50 to record the information.

5. Press **F3**, **Options > Current ACD**, to select another ACD.

6. Repeat this procedure for each ACD.

## Storage interval size

To check the storage interval size for each ACD on the old system:

1. Return to the CMS main menu. If you are already in CMS, press **F8** (Main Menu) to display the menu.

   The system displays the CMS main menu.

2. Select the **System Setup** option.

   The system displays the System Setup menu.

3. Select the **Storage Intervals** option.

   The system displays the Storage Intervals window.

4. Press **F3** (Commands) to display the print menu. Print the window and save the printout. If you cannot print the record, use the blank form Storage intervals on page 51 to record the information.

5. Press **F3**, **Options > Current ACD**, to select another ACD.

6. Repeat this procedure for each ACD.

## Data storage allocation for Forecasting

You must check the data storage allocation for the Forecasting package if it is installed on the old system.

To check the data storage allocation for the Forecasting package on the old system:

1. Return to the CMS main menu. If you are already in CMS, press **F8** (Main Menu) to display the menu.

   The system displays the CMS main menu.
2. Select the **Forecast** option.

   The system displays the Forecast menu.
3. Select the **Administration** option.

   The system displays the Administration menu.
4. Select the **Data Storage Allocation** option.

   The system displays the Data Storage Allocation window.
5. Press **F3** (Commands) to display the print menu. Print the window and save the printout.
6. Press **F3**, **Options > Current ACD**, to select another ACD.
7. Repeat this procedure for each ACD.

## Recording Master ACD for clock synchronization

You must preserve the master clock ACD information so that you can readminister it after the upgrade:

1. Log on to CMS.
2. Select **System Setup > CMS State** to display the Master ACD clock information.
3. Record the ACD displayed in the **Master ACD for clock synchronization** field.

## Networking information

Record networking information from the following files:

**Note:**
These files are specific only to Solaris systems. Some Solaris systems do not have these files. For files related to networking information on RHEL(Linux®), refer to *Avaya CMS PowerEdge™ R720 and R620 Computer Hardware Installation, Maintenance, and Troubleshooting*.

- **`/etc/hosts`**
- **`/etc/netmasks`**
- **`/etc/defaultrouter`**
- **`/etc/nsswitch.conf`**
- **`/etc/resolv.conf`**
- **`/etc/rc2.d/S*route`**

If the old system uses NIS or NISplus, record the networking information for those features.

### Printer administration

**Note:**
Customers moving to Linux who require printers need custom work to set up a printer using Linux cups. Avaya Professional Services can help with setting up a printer on Linux.

To check the current printer administration:

1. Use the following command to display a list of administered printers:

   **`lpstat -t | more`**

2. Based on the displayed printer names, use the following command to display the printer type and speed for each of the printers:

   **`lpstat -p <name> -l | more`**

3. Use **Maintenance > Backup/Restore Devices** to display the current default printer device. Record that information to administer on the new system.

If the old system is using network printers, contact Avaya Professional Services for assistance recording information about those printers. Avaya Professional Services reinstalls network printers on the new system.

## Provisioning the new system

After the new system is installed, you must provision the system as described in the chapter "Installing Avaya CMS and supporting software" in *Avaya CMS Software Installation, Maintenance, and Troubleshooting*.

Provisioning the new system includes the following procedures:

- Setting the date, time, and time zone
- Confirming IDS tuning parameters
- Configuring CMS authorizations
- Setting up CMS data storage parameters
- Installing feature packages, if purchased
- Adding login IDs
- Setting up LAN connections
- Migrating data

## Installing Avaya OA software (optional)

If the CMS configuration includes data collection for Avaya OA, you must install an R17-compatible version of the Avaya OA data collection software. Contact your Avaya account team or Avaya Sales to get the latest OA software that supports CMS R17. See *Avaya OA Installation and Configuration* for more information.

# Backing up the old system

This section includes the following topics:



## Overview

To move data from the old system to the new system, the customer must either back up the old system on tape or use NFS backup if the old system has CMS R16.2 or later.

**Important:**
All tape backups must be completed before calling CMS provisioning. LAN backups cannot be used for data migration in this procedure.

This section includes the following topics:

**Important:**
Before backing up data on the old system, you must run a database corruption check on the current databases. Checking the database helps minimize problems migrating data to the new system. Contact the Avaya maintenance help line to schedule a database corruption check.

- Performing an incremental maintenance backup on page 31

  The incremental backup, if required, is done just prior to the old system being turned over to the technician and remote engineering support personnel. Any data collected after this incremental backup will *not* be migrated to the new system.

## Tape compatibility

See section Tape compatibility on page 18 for more information.

## Cleaning the tape drive

See your computer documentation for instructions on how to clean the tape drive if you are using a tape drive for backup.

## Backing up system data

A backup of the system data must be performed approximately one day before the CMS base load upgrade.

To take a back up of your current system files, choose one of the following procedures:

- If you back up your data directly to a tape device, continue with Performing a CMSADM backup to tape on page 28.
- If you back up your data to a USB storage device, refer to the section *Performing a CMSADM backup to a USB storage device* of the *Avaya CMS Software Installation, Maintenance, and Troubleshooting for Solaris* document for information on how to perform CMSADM backups to a USB storage device.
- If you back up your data to a network mount point, refer to the section *Performing a CMSADM backup to a network mount point* of the *Avaya CMS Software Installation, Maintenance, and Troubleshooting for Solaris* document for information on how to perform CMSADM backups to a network mount point.
- If you use a CMS LAN backup feature, refer to the *Avaya Call Management System LAN Backup User Guide* for information on how to perform CMS data backups using a CMS LAN backup feature.

## Performing a CMSADM backup to tape

The CMSADM backup is not service affecting. However, CMS users who are not logged in when the backup starts must wait for the backup to complete before logging in to CMS.

To do a CMSADM backup:

**WARNING:**
If you are backing up using tape, verify that you are using the correct tape for the tape drive on your system. Many of the tape cartridges look alike, and using the wrong tape can damage the tape drive mechanism and tape heads.

1. Log in as root.
2. Enter:

   **`cmsadm`**

   The system displays the CMS Administration menu.
3. Enter: **3**

   Depending on the configuration of your system, the system displays one of the following options.

   a. If only one tape drive is available on the system, the system displays the following message:

```
Please insert the first cartridge tape into <device name>.
Press ENTER when ready or Del to quit:
```

      Continue with Step 5.

   b. If more than one tape drive is available for use by the system, the system displays a list of the tape drives.
4. Enter a tape drive selection from the displayed list.

   The system displays the following message:

```
Please insert the first cartridge tape into <device name>.
Press ENTER when ready or Del to quit:
```

5. Press **Enter**.

   The backup process starts. If more than one tape is required, the system displays the following message:

```
End of medium on "output".
Please remove the current tape, number it, insert tape number x, and press Enter
```

6. If the system displays the message in Step 5, insert the next tape and allow it to rewind. When it is properly positioned, press **Enter**.
7. When the backup is completed, the system displays information according to the number of tapes that are required for the backup:
   - If the number of tapes required is one, the system displays the following message:

```
xxxxxxx blocks
Tape Verification
xxxxxxx blocks
WARNING:  A CMS Full Maintenance Backup in addition to this cmsadm backup must be done
to have a complete backup of the system.  . . . .
Please label the backup tape(s) with the date and the current CMS version (R3VXxx.x)
```

     Continue with Step 10.

   - If the number of tapes required is more than one, the system displays the following message:

```
xxxxxxx blocks
Tape Verification
Insert the first tape
Press Return to proceed :
```

8. Insert the first tape to be used in the backup and press **Enter**. Wait for the LED on the tape drive to stop blinking before you remove the tape.
9. When prompted, repeat Step 8 for any additional tapes generated by the backup process. When the final tape is verified, the program displays the following message:

```
xxxxxxx blocks
Tape Verification
xxxxxxx blocks
WARNING:  A CMS Full Maintenance Backup in addition to this cmsadm backup must be done
to have a complete backup of the system.  . . . .
Please label the backup tape(s) with the date and the current CMS version (R3VXxx.x)
```

10. Label all tapes with the:
    - Tape number
    - Date of backup
    - Current version of CMS
11. Set the tape write-protect switch to read-only.

## Backing up CMS data

Your CMS data must be backed up approximately one day before the CMS base load upgrade is performed.

Use one of the following procedures to perform a full maintenance backup:

- If you back up your data directly to a tape device, continue with Performing a full maintenance backup to tape on page 30.
- If you back up your data to a USB storage device, refer to the section *Performing a CMS Maintenance Back Up of data to a USB storage device* of the *Avaya CMS Software Installation, Maintenance, and Troubleshooting for Solaris* document for information on how to perform CMS data backups to a USB storage device.
- If you back up your data to a network mount point, refer to the section *Performing a CMS Maintenance Back Up of data to a network mount point* of the *Avaya CMS Software Installation, Maintenance, and Troubleshooting for Solaris* document for information on how to perform CMS data backups to a network mount point.
- If you use a CMS LAN backup feature, refer to the *Avaya Call Management System LAN Backup User Guide* for information on how to perform CMS data backups using a CMS LAN backup feature.

## Performing a full maintenance backup to tape

A full maintenance backup provides the majority of migration data for the new system. The full maintenance backup is usually scheduled to run overnight the night before the upgrade. However, if an incremental backup is not being done, run the full maintenance backup just before you start the upgrade.

**Important:**
Before backing up data on the old system, you must run a database corruption check on the current databases. Checking the database helps minimize problems migrating data to the new system. Contact the Avaya maintenance help line to schedule a database corruption check.

To do a full maintenance backup:

1. Log on to CMS.
2. Select **Maintenance > Back Up Data** from the CMS main menu.

   The **Maintenance: Backup Data** window is displayed.

3. In the Backup Data window, enter the values and select the options that are indicated in the following table:

| Field | Value to enter or option to select |
|---|---|
| Device name | The device name |
| Verify tape can be read after backup? | y |
| ACD(s) to back up | All ACDs |
| Data to back up | Local system administration data<br>CMS system administration data<br>ACD-specific administration data<br>Historical data - Full<br>Non-CMS data (if needed) |

4. Press **Enter** to access the action list, and select **Run**.
5. Label all tapes with the tape number and the date of the backup.

## Backing up new CMS data

You must back up any new CMS data that has been generated since your last CMS data backup. If no new CMS data was collected from the switch since the full maintenance backup was performed, an incremental backup is not required.

If no new CMS data has been generated since your last CMS data backup, continue with Migrating administration data and customer files to the new system on page 33.

If new CMS data has been generated since your last CMS data backup, continue with Performing an incremental maintenance backup on page 31.

## Performing an incremental maintenance backup

Perform the incremental maintenance backup just prior to the old system being turned over to the technician and remote engineering support personnel. Any data collected after this incremental backup will not be migrated to the new system.

Perform an incremental maintenance backup, using one of the following procedures:

- If you back up your data directly to a tape device, continue with Step 1.

- If you back up your data to a USB storage device, refer to the section *Performing a CMS Maintenance Back Up of data to a USB storage device* of the *Avaya CMS Software Installation, Maintenance, and Troubleshooting for Solaris* document for information on how to perform CMS data backups to a USB storage device.
- If you back up your data to a network mount point, refer to the section *Performing a CMS Maintenance Back Up of data to a network mount point* of the *Avaya CMS Software Installation, Maintenance, and Troubleshooting for Solaris* document for information on how to perform CMS data backups to a network mount point.
- If you use a CMS LAN backup feature, refer to the *Avaya Call Management System LAN Backup User Guide* for information on how to perform CMS data backups using a CMS LAN backup feature.

To perform an incremental maintenance backup:

1. Log on to CMS.
2. Select **Maintenance > Back Up Data** from the CMS main menu.

   The **Maintenance: Backup Data** window is displayed.
3. In the Backup Data window, enter the values and select the options that are indicated in the following table:

| Field | Value to enter or option to select |
|---|---|
| Device name | The device name |
| Verify tape can be read after backup? | y |
| ACD(s) to back up | All ACDs |
| Data to back up | Local system administration data<br>CMS system administration data<br>ACD-specific administration data<br>Historical data - Incremental<br>Non-CMS data (if needed) |

4. Press **Enter** to access the action list, and select **Run**.
5. Label all tapes with the tape number and the date of the backup.

# Migrating administration data and customer files to the new system

The process of migrating the administration data and customer files consists of the following procedures:



## Copying migration data with the RTC/RTM tool

This section discusses the RTC and RTM tools in detail.

### Copying migration data with the RTC tool

Use the RTC tool to copy data from a maintenance backup tape on one system to a blank tape on another system. After the data is copied from one tape to the other, use the newly-copied tape to migrate data to the new system.

**Tip:**

If the maintenance backup tapes on the old system are compatible with the tape drive on the new system, there is no need to use the RTC tool. You can continue with Migrating system administration data to the new system on page 34.

The RTC tool is only available to Avaya support personnel from their support Web site. After you have created backup tapes using the RTC tool, continue with Migrating system administration data to the new system on page 34.

### Copying migration data with the RTM tool

Use the RTM tool to copy data from a maintenance backup tape on one system to a non-tape device like USB or NFS on another system. After the data is copied from one tape to the non-tape device, use the newly-copied non-tape device to migrate data to the new system.

**Tip:**

If the maintenance backup tapes on the old system are compatible with the (optional) tape drive on the new system, there is no need to use the RTM tool. You can continue with Migrating system administration data to the new system on page 34.

The RTM tool is only available to Avaya support personnel from their support Web site. After you have created the backup on non-tape device using the RTM tool, continue with Migrating system administration data to the new system on page 34.

## Migrating system administration data to the new system

This procedure supports the standard like-for-like ACD migration from the old system to a new system. That is, ACD 1 migrates to ACD 1, ACD 2 migrates to ACD 2, ACD 3 migrates to ACD 3, and so on. Any variations on this standard migration scheme are supported by Avaya Professional Services in the United States or the International Avaya Professional Services or COE outside of the United States.

**Note:**

If using a non-tape device for migration, please see section "Backing up the CMS system" in *Avaya CMS R17 Software Installation, Maintenance, and Troubleshooting* for information on setting up your non-tape device.

**CAUTION:**

Perform this procedure only once! Attempting to migrate system administration data more than once causes *catastrophic errors* from which you are unable to recover. Failure to heed this warning can *irretrievably destroy data*.

To migrate the system administration data:

1. Log on to CMS.

   The system displays the CMS main window.

2. From the CMS main menu, select **System Setup > CMS State** to put CMS into single-user mode.

3. Insert the full maintenance backup tape created earlier into the tape drive.

4. From the CMS main menu, select **System Setup > R3 Migrate Data**.

   The system displays the **R3 Migrate Data** window.

5. In the **R3 Migrate Data** window, enter the values and select the options that are indicated in the following table:

| Field | Value to enter or option to select |
|---|---|
| Device name | The device name |
| Data Type | System Administration data |
| Specify ACD(s) | All ACDs |

6. Press **Enter** to access the action list in the top right corner.
7. Select **Run** and press **Enter**.

   The system displays the progress of the migration in the **Status:** field. When the migration ends, the system indicates the success or failure of the migration in this field.

   **Note:**
   After the migration is complete, you will receive a message if the migration of any custom reports fail. Information about the failed reports are written to the **`r3mig.log`** file. After you acknowledge the message, contact Avaya Professional Services to have the custom report migrated to the new system.

8. Press **F3** (Commands) and select the **UNIX** option to display the UNIX prompt.
9. Enter:

   **`pg /cms/migrate/r3mig.log`**

   This command displays the customer migration log.
10. Look at the contents of the customer migration log and take any necessary corrective action. Note that the migration log file can be large. For help with interpreting the log, contact technical support or your customer representative.
11. To exit the UNIX window, enter:

    **`exit`**

## Migrating agent and call center administration data to the new system

To migrate agent and call center administration data:

1. Verify that the full maintenance backup tape created earlier is in the tape drive.
2. From the CMS main menu, select **System Setup > R3 Migrate Data**.

   The system displays the **R3 Migrate Data** window.

3. In the **R3 Migrate Data** window, enter the values and select the options that are indicated in the following table:

| Field | Value to enter or option to select |
|---|---|
| Device name | The device name |
| Data Type | Agent/Call Center Admin data |
| Specify ACD(s) | All ACDs |

4. Press **Enter** to access the action list in the top right corner.
5. Select **Run** and press **Enter**.

   The system displays the progress of the migration in the **Status:** field. When the migration ends, the system indicates the success or failure of the migration in this field.
6. Press **F3** (Commands) and select the **UNIX** option to display the UNIX prompt.
7. Enter:

   **`pg /cms/migrate/r3mig.log`**

   This command displays the customer migration log.
8. Look at the contents of the customer migration log and take any necessary corrective action. Note that the migration log file can be large. For help with interpreting the log, contact technical support or your customer representative.
9. To exit the UNIX window, enter:

   **`exit`**
10. Select **System Setup > CMS State** to put CMS into multiuser mode.

## Restoring contents of CMS user directories to the new system

Although the migration process recreates CMS user directories on the new system, user directory contents are not restored into the user directories. This procedure restores the non-CMS data contained in the user directories on the old system to their corresponding directories on the new system.

**Note:**

Restoring non-CMS data to user directories on the new system is a customer responsibility. You can contract with Avaya to restore user directories on a time-and-materials basis. Contact your Avaya representative for details. This procedure cannot be done unless the backup device from the old system is physically compatible with the backup device on the new system.

To restore the CMS user directories:

1. Insert the most recent CMSADM backup tape into the tape drive.
2. Log on as root.
3. Enter:

   **cd /export/home**
4. Choose between the following options:
   - If the old system is installed with CMS version R3V6 or earlier, enter:

     **cpio -icmudv -C 10240 -I /dev/rmt/<*X*> "/export/home/*"**
   - If the old system is running CMS version R3v9 or later, enter:

     **cpio -icmudv -C 10240 -I /dev/rmt/<*X*> "export/home/*"**

     The **<*X*>** is either **0** or **1**, depending on how many tape drives are connected to the system. If you have only one tape drive, use **0**. If you have more than one tape drive, use the following commands to determine what tape drive you can use:

     **mt -f /dev/rmt/0 status**

     **mt -f /dev/rmt/1 status**

     The tape drive that contains the CMSADM backup tape reports a status similar to the following example:

```
<tape drive model name>:
  sense key(0x6)= Unit Attention  residual= 0 retries= 0
  file no= 0   block no= 0
```

## Restoring non-CMS files (optional)

The customer might want specific non-CMS files copied from the pre-upgrade CMSADM backup tape to the upgraded system. You can contract with Avaya to restore files on a time-and-material basis. Contact your Avaya representative for details.

**Note:**
This procedure cannot be done unless the backup device from the old system is physically compatible with the backup device on the new system.

To copy specific files from an old system to a new system:

1. Insert the most recent CMSADM backup tape from the old system into the tape drive.
2. Enter:

   **cd /**

3. Enter the following command for each file you want to copy:

   **cpio -icmudv -C 10240 -I /dev/rmt/<*X*> -M "Remove current tape, insert tape number %d, press ENTER" "<*path*>/<*file_name*>"**

   The **<*path*>/<*file_name*>** is the relative path to the file being copied.

   The **<*X*>** is either 0 or 1, depending on how many tape drives are connected to the system. If you have only one tape drive, use 0. If you have more than one tape drive, use the following commands to determine what tape drive you can use:

   **mt -f /dev/rmt/0 status**

   **mt -f /dev/rmt/1 status**

   The tape drive that contains the CMSADM backup tape reports a status similar to the following example:

```
<tape drive model name>:
   sense key(0x6)= Unit Attention       residual= 0   retries= 0
   file no= 0   block no= 0
```

   For example, a command to copy the file **/accounting/invoices** is:

   **cpio -icmudv -C 10240 -I /dev/rmt/0 -M "Remove current tape, insert tape number %d, press ENTER" "accounting/invoices"**

# Moving the switch link to the new system

This section includes the following topics:



**CAUTION:**
Once you move the switch link from the old system to the new system, ACD data is lost until you start data collection on the new system.

## Stopping Avaya OA data forwarders

If the CMS configuration includes data collection by Avaya OA, turn off all Avaya OA forwarders on the old CMS server using the **`pa stop all`** command. For more information about Avaya OA forwarders, see *Avaya OA Maintenance and Troubleshooting*.

## Stopping data collection on CMS

Using the CMS interface, disable data collection for each ACD monitored by this CMS.

## Busying out and moving the link from the switch (ACD)

From each switch (ACD) connected to the CMS, an Avaya field technician busies out the link between the switch and the old CMS. The technician then reestablishes each link to the new CMS. A switch technician must ensure that the switch is administered properly. See *Avaya CMS Switch Connections, Administration, and Troubleshooting* for information about administering the switch link.

## Adding network information

Edit the following files on the new system to include any networking information that was administered on the old system.

**Note:**
These files are specific only to Solaris systems. Some Solaris systems do not have these files. For files related to networking information on RHEL(Linux®), refer to *Avaya CMS PowerEdge™ R720 and R620 Computer Hardware Installation, Maintenance, and Troubleshooting*.

- **`/etc/hosts`**
- **`/etc/netmasks`**
- **`/etc/defaultrouter`**
- **`/etc/nsswitch.conf`**
- **`/etc/resolv.conf`**
- **`/etc/rc2.d/S7*route`**

Readminister NIS and NISplus networking information, which is usually done by Avaya Professional Services.

## Starting data collection on the new system

Verify that you have turned on IDS and CMS to start collecting data. After the initial CMS setup, turning on CMS will automatically start data collection.

To start data collection on the new system:

1. Enter:

   **`cmsadm`**

   The system displays the CMS Administration menu.
2. Select **`run_ids`**.

   The system displays the IDS On/Off menu.
3. Select **`Turn on IDS`**.

   The system turns on IDS.
4. Enter:

   **`cmsadm`**

   The system displays the CMS Administration menu.

5. Select **run_cms**.

   The system displays the CMS On/Off menu.

6. Select **Turn on CMS**.

   After a brief delay, and possibly a few messages about turning on the link software, the system displays the system prompt. CMS is now on and ready to collect data.

## Starting Avaya OA data forwarders

If the CMS configuration includes data collection by Avaya OA, turn on all Avaya OA forwarders on the new CMS server using the **pa start all** command. For more information about Avaya OA forwarders, see *Avaya OA Maintenance and Troubleshooting*.

# Migrating historical data to the new system

This document supports the standard like-for-like ACD migration from the old system to a new system. That is, ACD 1 migrates to ACD 1, ACD 2 migrates to ACD 2, ACD 3 migrates to ACD 3, and so on. Any variations on this standard migration scheme are supported by Avaya Professional Services in the United States or the International Avaya Professional Services or COE outside the United States.

To migrate historical data to the new system:

1. Log on to CMS.

   The system displays the CMS main menu.

2. Verify that the full maintenance backup tape created earlier is in the tape drive.
3. From the CMS main menu, select **System Setup > R3 Migrate Data**.

   The **R3 Migrate Data** window is displayed.

4. Enter the values and select the options that are indicated in the following table:

| Field | Value to enter or option to select |
|---|---|
| Device name | The device name |
| Data type | Historical data |
| Stop date | Leave blank |

| Field | Value to enter or option to select |
|---|---|
| Stop time | 11:59 PM |
| Specify ACD(s) | All ACDs (or a specific ACD if not moving all ACDs) |

5. Press **Enter** to access the action list in the top right corner.
6. Select **Run** and press **Enter**.

   The system displays the progress of the migration in the **Status:** field. When the migration ends, the system indicates the success or failure of the migration in this field.

   Note that a full historical migration can take several hours. It runs in the background, however, so you can exit the migration window and perform other tasks. If you do that, bring up the migration window periodically to check on the progress.
7. Press **F3** (Commands) and select the UNIX option to display the UNIX prompt.
8. Enter:

   **`pg /cms/migrate/r3mig.log`**

   This command displays the customer migration log.
9. Look at the contents of the customer migration log and take any necessary corrective action. Note that the migration log file can be large. For help with interpreting the log, contact technical support or your customer representative.
10. Repeat this procedure using the incremental backup tape if one was created.
11. To exit the UNIX window, enter:

    **`exit`**

# Backing up the new system

After you migrate all customer data to the new system, do the following tape backups:

- Doing a CMSADM backup on page 43
- Doing a full maintenance backup on page 43

For information about the LAN Backup feature, see *Avaya CMS LAN Backup User Guide*.

## Doing a CMSADM backup

To do a CMSADM backup, see Performing a CMSADM backup to tape on page 28.

## Doing a full maintenance backup

To do a full maintenance backup:

1. Log on to CMS.
2. Select **Maintenance > Back Up Data** from the CMS main menu.

   The **Backup Data** window is displayed.
3. In the Backup Data window, enter the values and select the options that are indicated in the following table:

| Field | Value to enter or option to select |
|---|---|
| Device name | The device name |
| Verify tape...? | y, if using a tape device, n otherwise |
| ACD(s) to back up | All ACDs |
| Data to back up | Local system administration data<br>CMS system administration data<br>ACD-specific administration data<br>Historical data - Full<br>Non-CMS data (if needed) |

4. Press **Enter** to access the action list, and select **Run**.
5. Label all tapes with the tape number and the date of the backup.

# Installing third-party and custom software

After the upgrade, you must contract with Avaya to install any third-party software and administer any new features or services. The following table lists several of these features and services and the Avaya organizations that are responsible for completing the work.

| Feature or service | Responsible[1] |
|---|---|
| Internet Call Center | Avaya Professional Services |
| Network information names service, such as NIS or NISplus | Avaya Professional Services |
| Network printers | Avaya Professional Services |
| Operational Analyst | Avaya Professional Services |
| Pseudo-ACDs. Pseudo-ACDs must be added and data must be migrated from the old system. | Avaya Professional Services |
| Applications such as workforce management software. | Avaya Professional Services |
| Wallboards | Avaya Professional Services |
| Mounted file systems that were in the customer's **`/etc/vfstab`** file before the upgrade. Have your administrator verify that your new configuration is correct. | Provisioning |
| Common Desktop Environment options such as screen layout and password protection | Provisioning |
| Add, change, or remove ACDs | Provisioning |
| Add Supervisor logins | Provisioning |
| Install new feature packages (if purchased) | Provisioning |
| Change authorizations | Provisioning |

| Feature or service | Responsible[1] |
|---|---|
| Set up the Alarm Origination Manager (AOM) software | Provisioning |
| Update security options such as **rsh** and **rlogin**. | Customer |

1. Outside the United States, Avaya distributors are responsible for these items with assistance from COE.

# Appendix A: Blank data forms

Use the forms in this section to record data from the old system. Make copies if you have more than one ACD.

This section includes the following topics:



## General information

| | |
|---|---|
| Customer name | |
| Date | |
| New CMS model | |
| New CMS version<br>(**`pkginfo -x cms`** on Solaris)<br>(**`rpm -q cms`** on RHEL(Linux®) | |
| Old CMS name<br>(**`uname -n`**) | |
| Old CMS version<br>(**`pkginfo -x cms`**) | |

# CMS authorizations

Use the **cmssvc** command and select the **auth_display** option. Circle the appropriate authorization or fill in the blanks to note current settings.

| Capability/Capacity | Authorization | | | |
|---|---|---|---|---|
| CMS hardware | authorized | not authorized | - | - |
| vectoring | authorized | not authorized | installed | N/A |
| forecasting | authorized | not authorized | installed | N/A |
| graphics | authorized | not authorized | installed | N/A |
| external call history | authorized | not authorized | installed | N/A |
| expert Agent Selection | authorized | not authorized | installed | N/A |
| external application | authorized | not authorized | installed | N/A |
| global dictionary/ACD groups | authorized | not authorized | installed | N/A |
| Avaya CMS Supervisor | authorized | not authorized | installed | N/A |
| Avaya Report Designer | authorized | not authorized | installed | N/A |
| Maximum number of split/skill members | | | | |
| Maximum number of ACDs | | | | |
| Simultaneous Avaya CMS Supervisor logins | | | | |
| Number of authorized agents (RTU) | | | | |
| Number of authorized ODBC connections | | | | |

# ACD configuration setup

Use the **cmssvc** command and select the **swinfo** option. Complete for each ACD displayed.

| Parameter | ACD 1 | ACD 2 | ACD3 | ACD4 |
|---|---|---|---|---|
| Switch name | | | | |
| Switch model | | | | |
| Vectoring enabled? | | | | |
| EAS enabled? | | | | |
| CO disconnect supervision? | | | | |
| Phantom abandon timer | | | | |
| Local port | | | | |
| Remote port | | | | |
| Link | | | | |
| IP address | | | | |
| TCP port | | | | |

| Parameter | ACD 5 | ACD 6 | ACD 7 | ACD 8 |
|---|---|---|---|---|
| Switch name | | | | |
| Switch model | | | | |
| Vectoring enabled? | | | | |
| EAS enabled? | | | | |
| CO disconnect supervision? | | | | |
| Phantom abandon timer | | | | |
| Local port | | | | |
| Remote port | | | | |
| Link | | | | |
| IP address | | | | |
| TCP port | | | | |

# Data storage allocation

In CMS, use **System Setup > Data Storage Allocation**. Make a copy for each ACD.

| ACD name _____ | | | | | |
|---|---|---|---|---|---|
| **Data item** | **Number of items** | **Days of intrahour** | **Days of daily** | **Weeks of monthly** | **Months of monthly** |
| Splits/Skills (0-_____) | | | | | |
| Agents | N/A | | | | |
| Trunk groups (0-_____) | | | | | |
| Trunks (0-_____) | | | | | |
| Call work codes (1-_____) | | | | | |
| Vectors (0-_____) | | | | | |
| VDNs (0-_____) | | | | | |
| Shift 1 | Times: _____ AM/PM to _____ AM/PM | | | Agents logged in: _____ | |
| Shift 2 | Times: _____ AM/PM to _____ AM/PM | | | Agents logged in: _____ | |
| Shift 3 | Times: _____ AM/PM to _____ AM/PM | | | Agents logged in: _____ | |
| Shift 4 | Times: _____ AM/PM to _____ AM/PM | | | Agents logged in: _____ | |
| Total split or skill members, summed over all splits or skills: _____ | | | | | |
| Number of agent login/logout records: _____ | | | | | |
| Number of agent trace records: _____ | | | | | |
| Number of unmeasured trunk facilities: _____ | | | | | |
| Number of exception records: _____ | | | | | |
| Number of call records: _____ | | | | | |

# Storage intervals

In CMS, use **System Setup > Storage Intervals**. Make a copy for each ACD.

ACD name _____

Intrahour interval (circle one)
15 minutes
30 minutes
60 minutes

Data summarizing time: _____ AM/PM

Switch time zone offset (-23 to +23): _____

| Week start day (circle one) | Week stop day (circle one) |
|---|---|
| Sunday | Sunday |
| Monday | Monday |
| Tuesday | Tuesday |
| Wednesday | Wednesday |
| Thursday | Thursday |
| Friday | Friday |
| Saturday | Saturday |
| Sunday | Sunday |

Daily start time: _____ AM/PM

Daily stop time: _____ AM/PM

# Backup device

In CMS, use **Maintenance > Backup/Restore Devices**.

**Important:**
CMS R17 or later only supports the following:

- the LTO-4 or LTO-5 with LTO-4 Ultrium compliant data cartridges
- a variety of SAS tape drives for the Dell R720/R620 systems

  See *Avaya CMS Dell PowerEdge™ R720 and R620 Computer Hardware Installation, Maintenance, and Troubleshooting* for more information.
- 4-mm DAT 72 tape drive with DDS compliant 170-meter on upgraded systems
- USB sticks formatted for Linux, or Solaris UFS or ZFS, depending on the platform in use
- NFS mount points

All sizes of 8-mm tape drives are no longer supported. If any backup device other than a supported backup device was administered as the backup device on the old system, a different backup device must be administered on the new system.

Device name: _____

Path: _____

Description: _____

Device type (circle one) 40.0+ Gbyte tape

# Appendix B: Data migration tables

The tables in this section show how CMS handles Informix tables after the tables are migrated to the new CMS system. Note that the database tables migrated to R17 might have been associated with a different backup/restore category in the pre-upgrade CMS version. For example, a data table associated with the Agent/Call Center Admin data category on a pre-R17 system might now be associated with the Historical data category on the R17 system.

For data tables in which no category has an X, the data table is reinitialized when CMS is set up on the new system. The data from the old system is not migrated for these tables.

This section includes the following topics:



## All tables combined

| Table[1] | Application | Description | System Admin[1] | Agent/ Call Center Admin[1] | Hist[1] |
|---|---|---|---|---|---|
| aar_agents | Agent Act. Recorder | Agents being traced | | X | |
| acd_groups | ACD groups | Global dictionary | | X | |
| acd_shifts | DSA, FSA | Agent shifts | | X | |
| acdadminlog | Historical reports | Log of ACD admin modifications | | | X |
| acds | User Permissions | ACD access | | X | |
| ag_actv[2] | Agent Trace | Agent trace data | | | X |
| ag_ex_adm | Exceptions | Agent exceptions admin | | X | |
| agex[2] | Historical reports | Agent exceptions data | | | X |

| Table[1] | Application | Description | System Admin[1] | Agent/ Call Center Admin[1] | Hist[1] |
|---|---|---|---|---|---|
| agroups | Dictionary | Agent groups | | X | |
| arch_stat | Archiver | Archive status | | X | |
| br_dev_types | Backup/Restore | B/R device types | | | |
| br_devices | Backup/Restore | B/R devices | X | | |
| br_fulls | Backup/Restore | Backup history: full backups | | | |
| br_increms | Backup/Restore | Backup history: inc. backups | | | |
| br_tables | Backup/Restore | B/R tables | | | |
| call_rec | Historical reports | Internal call history | | | X |
| cmstbls | Dictionary | Database tables | X | | |
| cow/reports/designer | Supervisor | Report designer | X | | |
| custobjects | | | X | | |
| customer_log | ELOG | Customer error log | | | |
| d_secs | Historical reports | | | | X |
| dagent[2] | Historical reports | Daily agent data | | | X |
| db/gem/c_custom[3] | Custom Reports | Report GEM files (current) | X | | |
| db/gem/h_custom[3] | Custom Reports | Report GEM files (historical) | X | | |
| db/gem/r_custom[3] | Custom Reports | Report GEM files (real-time) | X | | |
| db/journal/shortcut[3] | Time Tables | Shortcut settings | X | | |
| db/journal/timetable[3] | Time Tables | Timetable settings | X | | |
| dberrors | IDBM | Error map: Informix vs. CMS | | | |
| dbitems | Dictionary | Database items | X | | |
| dbstatus | Backup/Restore | Hist./forecast tables update status | | X | |
| dcadmin | DSA, SPI, install | Data collection admin | | | |
| dcalloc | DSA, FSA | Data storage allocation admin | | | |
| dcwc | Historical reports | Daily call work codes data | | | X |
| dsplit[2] | Historical reports | Daily splits data | | | X |

| Table[1] | Application | Description | System Admin[1] | Agent/ Call Center Admin[1] | Hist[1] |
|---|---|---|---|---|---|
| dtkgrp[2] | Historical reports | Daily trunk groups data | | | X |
| dtrunk | Historical reports | Daily trunks data | | | X |
| dvdn | Historical reports | Daily VDNs data | | | X |
| dvector | Historical reports | Daily vector data | | | X |
| error_msg | ELOG | Canned customer error msgs | | | |
| ex_msgs | Exceptions | Canned exception messages | | | |
| f_agposrep | Forecast | Agent Positions Required Report | | | |
| f_cday[2] | Forecast | Current Day Report | | | X |
| f_cdayconf[2] | Forecast | Current Day Config. | | X | |
| f_cdayrep[2] | Forecast | Current Day Report | | | X |
| f_chpap | Forecast | Call Handling Profile | | X | |
| f_chprof | Forecast | Call Handling Profile | | X | |
| f_cstap | Forecast | Costs Profile | | X | |
| f_cstprof | Forecast | Costs Profile | | X | |
| f_cstprof | Forecast | Costs Profile | | X | |
| f_dataarch | Forecast | Data Storage Alloc. | | X | |
| f_dsplit[2] | Forecast | Daily Split Data | | | X |
| f_dtkgrp | Forecast | Daily Trunk Group Data | | | X |
| f_fin | Forecast | Financial Report | | | |
| f_finrep | Forecast | Financial Report | | | |
| f_hfinrep | Forecast | Hypothetical Financial Report | | | |
| f_hypodata | Forecast | Hypothetical Data | X | | |
| f_hyporep | Forecast | Hypothetical Report | | | |
| f_intra | Forecast | Intraday Report | | | |
| f_intrarep | Forecast | Intraday Report | | | |
| f_ispday[2] | Forecast | Special Day Split Data | | | X |
| f_isplit[2] | Forecast | Interval Split Data | | | X |

| Table[1] | Application | Description | System Admin[1] | Agent/ Call Center Admin[1] | Hist[1] |
|---|---|---|---|---|---|
| f_itkgrp | Forecast | Interval Trunk Group Data | | | X |
| f_long | Forecast | Long Term Report | | | |
| f_longrep | Forecast | Long Term Report | | | |
| f_spdays[2] | Forecast | Special Day Admin | | X | |
| f_specrep | Forecast | Special Day Report | | | |
| f_status | Forecast | Forecast Manager Status | | X | |
| f_tkgpprof | Forecast | Trunk Group Profiles | | X | |
| f_tkreqrep | Forecast | Trunk Required Report | | | |
| f_tperfrep | Forecast | Trunk Performance Report | | | |
| features | User Permissions | Feature access | X | | |
| filesys | DSA, FSA | Historical reports file systems | | | |
| fs_check | CRT | File systems for free space check | | | |
| h_custom[3] | Custom Reports | Custom reports: historical | X | | |
| hagent[2] | Historical reports | Intrahour agent data | | | X |
| haglog[2] | Historical reports | Intrahour agent login-logout data | | | X |
| hcwc | Historical reports | Intrahour call work code data | | | X |
| hsplit[2] | Historical reports | Intrahour split data | | | X |
| htkgrp[2] | Historical reports | Intrahour trunk group data | | | X |
| htrunk | Historical reports | Intrahour trunk data | | | X |
| hvdn | Historical reports | Intrahour VDN data | | | X |
| hvector | Historical reports | Intrahour vector data | | | X |
| linkex | Historical reports | Link exceptions data | | | X |
| m_secs | Historical reports | | | | X |
| magent[2] | Historical reports | Monthly agent data | | | X |
| main_menu[3] | CRT | Main menu | X | | |
| mctex[2] | Historical reports | Malicious call trace exceptions | | | X |

| Table[1] | Application | Description | System Admin[1] | Agent/ Call Center Admin[1] | Hist[1] |
|---|---|---|---|---|---|
| mcwc | Historical reports | Monthly call work code data | | | X |
| menu[3] | CRT | Submenu | X | | |
| menu_add[3] | CRT | Menu additions | X | | |
| menu_help | CRT | Menu help | | | |
| menu_item_help | CRT | More help for menu items | | | |
| msplit[2] | Historical reports | Monthly split data | | | X |
| mtkgrp[2] | Historical reports | Monthly trunk group data | | | X |
| mtrunk | Historical reports | Monthly trunk data | | | X |
| mvdn | Historical reports | Monthly VDN data | | | X |
| mvector | Historical reports | Monthly vector data | | | X |
| print_adm | Printer Admin | Printer parameters | | | |
| r_custom[3] | Custom Reports | Custom reports: real time | X | | |
| scwininfo[3] | Short Cuts | Shortcut window info | X | | |
| sp_ex_adm | Exceptions | Split exceptions admin | | X | |
| spex[2] | Historical reports | Split exceptions | | | X |
| split_pro[2] | ACD profiles | Split profile | | X | |
| splits[2] | User Permissions | Split access | | X | |
| std_rpts | Custom Reports | Standard reports list | | | |
| synonyms | Dictionary | Synonyms | | X | |
| sys_info | DSA, FSA | DC parameters | X | | |
| tg_ex_adm | Exceptions | Trunk group exceptions admin | | X | |
| tgex | Historical reports | Trunk group exceptions | | | X |
| tgroups | User Permissions | Trunk groups access | | X | |
| tt_hostname | Time Tables, Host Name | Timetables | | | |
| ttsc[3] | Time Tables, User Perms | Timetables | X | | |

| Table[1] | Application | Description | System Admin[1] | Agent/ Call Center Admin[1] | Hist[1] |
|---|---|---|---|---|---|
| ttsched[3] | Time Tables, User Perms | Schedules | X | | |
| ttsctasks[3] | Time Tables, User Perms | Associated tasks | X | | |
| user_colors[3] | CRT | Color options | X | | |
| user_defval[3] | CRT | User defaults | X | | |
| users[3] | User Permissions | Users | X | | |
| vdn_pro | ACD profiles | VDN profile | | X | |
| vdn_x_adm | Exceptions | VDN exceptions admin | | X | |
| vdnex | Historical reports | VDN exceptions data | | | X |
| vdns | User Permissions | VDN access | | X | |
| vec_x_adm | Exceptions | Vector exceptions admin | | X | |
| vecex | Historical reports | Vector exceptions data | | | X |
| vectors | User Permissions | Vector access | | X | |
| w_secs | Historical reports | | | | X |
| wagent[2] | Historical reports | Weekly agent data | | | X |
| wcwc | Historical reports | Weekly call work code data | | | X |
| workcodes | User Permissions | Work codes access | | X | |
| wsplit[2] | Historical reports | Weekly split data | | | X |
| wtkgrp[2] | Historical reports | Weekly trunk group data | | | X |
| wtrunk | Historical reports | Weekly trunk data | | | X |
| wvdn | Historical reports | Weekly VDN data | | | X |
| wvector | Historical reports | Weekly vector data | | | X |

1. Data contained in the tables that are not marked (X) in the System Administration, Agent/Call Center Administration, or Historical data columns is not migrated to the new system. The tables are empty until the first backup is run.
2. Indicates tables or data affected by the EAS format.
3. Indicates tables that hold data associated with a specific CMS user ID. If the user ID is removed from CMS, an application that uses the migrated data, such as a Timetable report, might report an error and fail.

# System administration tables

| Table | Application | Description |
|---|---|---|
| br_devices | Backup/Restore | Backup/Restore devices |
| cmstbls | Dictionary | Database tables |
| cow/reports/designer | Supervisor | Report designer |
| custobjects | | |
| db/gem/c_custom[1] | Custom Reports | Report GEM files (current) |
| db/gem/h_custom[1] | Custom Reports | Report GEM files (historical) |
| db/gem/r_custom[1] | Custom Reports | Report GEM files (real-time) |
| db/journal/shortcut[1] | Time Tables | Shortcut settings |
| db/journal/timetable[1] | Time Tables | Timetable settings |
| dbitems | Dictionary | Database items |
| f_hypodata | Forecast | Hypothetical Data |
| features | User Permissions | Feature access |
| h_custom[1] | Custom Reports | Custom reports: historical |
| main_menu[1] | CRT | Main menu |
| menu[1] | CRT | Submenu |
| menu_add[1] | CRT | Menu additions |
| r_custom[1] | Custom Reports | Custom reports: real time |
| scwininfo[1] | Short Cuts | Shortcut window info |
| sys_info | DSA, FSA | DC parameters |
| ttsc[1] | Time Tables, User Perms | Timetables |
| ttsched[1] | Time Tables, User Perms | Schedules |
| ttsctasks[1] | Time Tables, User Perms | Associated tasks |
| user_colors[1] | CRT | Color options |
| user_defval[1] | CRT | User defaults |
| users[1] | User Permissions | Users |

1. Indicates tables that hold data associated with a specific CMS user ID. If the user ID is removed from CMS, an application that uses the migrated data, such as a Timetable report, might report an error and fail.

# Agent/call center administration tables

| Table | Application | Description |
|---|---|---|
| aar_agents | Agent Act. Recorder | Agents being traced |
| acd_groups | ACD groups | Global dictionary |
| acd_shifts | DSA, FSA | Agent shifts |
| acds | User Permissions | ACD access |
| ag_ex_adm | Exceptions | Agent exceptions admin |
| agroups | Dictionary | Agent groups |
| arch_stat | Archiver | Archive status |
| dbstatus | Backup/Restore | Hist./forecast tables update status |
| f_cdayconf[1] | Forecast | Current Day Config. |
| f_chpap | Forecast | Call Handling Profile |
| f_chprof | Forecast | Call Handling Profile |
| f_cstap | Forecast | Costs Profile |
| f_cstprof | Forecast | Costs Profile |
| f_dataarch | Forecast | Data Storage Alloc. |
| f_spdays[1] | Forecast | Special Day Admin |
| f_status | Forecast | Forecast Manager Status |
| f_tkgpprof | Forecast | Trunk Group Profiles |
| sp_ex_adm | Exceptions | Split exceptions admin |
| split_pro[1] | ACD profiles | Split profile |
| splits[1] | User Permissions | Split access |
| synonyms | Dictionary | Synonyms |
| tg_ex_adm | Exceptions | Trunk group exceptions admin |
| tgroups | User Permissions | Trunk groups access |
| vdn_pro | ACD profiles | VDN profile |
| vdn_x_adm | Exceptions | VDN exceptions admin |

| Table | Application | Description |
|---|---|---|
| vdns | User Permissions | VDN access |
| vec_x_adm | Exceptions | Vector exceptions admin |
| vectors | User Permissions | Vector access |
| workcodes | User Permissions | Work codes access |

1. Indicates tables or data affected by the EAS format.

# Historical tables

| Table | Application | Description |
|---|---|---|
| acdadminlog | Historical reports | Log of ACD admin modifications |
| ag_actv[1] | Agent Trace | Agent trace data |
| agex[1] | Historical reports | Agent exceptions data |
| call_rec | Historical reports | Internal call history |
| d_secs | Historical reports | |
| dagent[1] | Historical reports | Daily agent data |
| dcwc | Historical reports | Daily call work codes data |
| dsplit[1] | Historical reports | Daily splits data |
| dtkgrp[1] | Historical reports | Daily trunk groups data |
| dtrunk | Historical reports | Daily trunks data |
| dvdn | Historical reports | Daily VDNs data |
| dvector | Historical reports | Daily vector data |
| f_cday[1] | Forecast | Current Day Report |
| f_cdayrep[1] | Forecast | Current Day Report |
| f_dsplit[1] | Forecast | Daily Split Data |
| f_dtkgrp | Forecast | Daily Trunk Group Data |
| f_ispday[1] | Forecast | Special Day Split Data |
| f_isplit[1] | Forecast | Interval Split Data |
| f_itkgrp | Forecast | Interval Trunk Group Data |
| hagent[1] | Historical reports | Intrahour agent data |
| haglog[1] | Historical reports | Intrahour agent login-logout data |
| hcwc | Historical reports | Intrahour call work code data |
| hsplit[1] | Historical reports | Intrahour split data |
| htkgrp[1] | Historical reports | Intrahour trunk group data |
| htrunk | Historical reports | Intrahour trunk data |

| Table | Application | Description |
|---|---|---|
| hvdn | Historical reports | Intrahour VDN data |
| hvector | Historical reports | Intrahour vector data |
| linkex | Historical reports | Link exceptions data |
| m_secs | Historical reports | |
| magent[1] | Historical reports | Monthly agent data |
| mctex[1] | Historical reports | Malicious call trace exceptions |
| mcwc | Historical reports | Monthly call work code data |
| msplit[1] | Historical reports | Monthly split data |
| mtkgrp[1] | Historical reports | Monthly trunk group data |
| mtrunk | Historical reports | Monthly trunk data |
| mvdn | Historical reports | Monthly VDN data |
| mvector | Historical reports | Monthly vector data |
| spex[1] | Historical reports | Split exceptions |
| tgex | Historical reports | Trunk group exceptions |
| vdnex | Historical reports | VDN exceptions data |
| vecex | Historical reports | Vector exceptions data |
| w_secs | Historical reports | |
| wagent[1] | Historical reports | Weekly agent data |
| wcwc | Historical reports | Weekly call work code data |
| wsplit[1] | Historical reports | Weekly split data |
| wtkgrp[1] | Historical reports | Weekly trunk group data |
| wtrunk | Historical reports | Weekly trunk data |
| wvdn | Historical reports | Weekly VDN data |
| wvector | Historical reports | Weekly vector data |
| wvector | Historical reports | Weekly vector data |

1. Indicates tables or data affected by the EAS format.

# Tables not migrated

The data in these tables are not migrated to the new system. The tables are empty until the first backup is run.

| Table | Application | Description |
|---|---|---|
| br_dev_types | Backup/Restore | Backup/Restore device types |
| br_fulls | Backup/Restore | Backup history: full backups |
| br_increms | Backup/Restore | Backup history: incremental backups |
| br_tables | Backup/Restore | Backup/Restore tables |
| customer_log | ELOG | Customer error log |
| dberrors | IDBM | Error map: Informix vs. CMS |
| dcadmin | DSA, SPI, install | Data collection admin |
| dcalloc | DSA, FSA | Data storage allocation admin |
| error_msg | ELOG | Canned customer error msgs |
| ex_msgs | Exceptions | Canned exception messages |
| f_agposrep | Forecast | Agent Positions Required Report |
| f_fin | Forecast | Financial Report |
| f_finrep | Forecast | Financial Report |
| f_hfinrep | Forecast | Hypothetical Financial Report |
| f_hyporep | Forecast | Hypothetical Report |
| f_intra | Forecast | Intraday Report |
| f_intrarep | Forecast | Intraday Report |
| f_long | Forecast | Long Term Report |
| f_longrep | Forecast | Long Term Report |
| f_specrep | Forecast | Special Day Report |
| f_tkreqrep | Forecast | Trunk Required Report |
| f_tperfrep | Forecast | Trunk Performance Report |
| filesys | DSA,FSA | Historical reports file systems |

| Table | Application | Description |
|---|---|---|
| fs_check | CRT | File systems for free space check |
| menu_help | CRT | Menu help |
| menu_item_help | CRT | More help for menu items |
| print_adm | Printer Admin | Printer parameters |
| std_rpts | Custom Reports | Standard reports list |
| tt_hostname | Time Tables, Host Name | Timetables |

# Index

## R



## S



## T



## V