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CallPilot

Meridian Mail to CallPilot Migration Utility Guide

Product releases: 1.07 to 2.x Standard 1.0 October 2003

NORTEL NETWORKS™

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Document release:	Standard 1.0
Date:	October 2003

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Chapter 1

Introduction

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What's new in this guide

Introduction

This guide provides new information for migrating system data, messages, and Symposium Call Center Server prompts from Meridian Mail to a CallPilot 2.x system. Since the CallPilot 2.x designation covers many CallPilot releases, disregard the information that does not apply to your type of server or switch.

The migrations to CallPilot 2.x systems are now performed using a new migrate.exe utility, which features a pre-check utility and associated recovery procedures that eliminate the need to use the Application Builder Data Integrity and Repair tool.

If you want to migrate your Meridian Mail system to CallPilot, ensure that you have the Meridian Mail to CallPilot Migration Tape—NTUB25AA or later. Only this migration utility is supported.

Note: You cannot use the MM13.14 tool or migration utility to migrate your Meridian Mail system to CallPilot.

Migration to CallPilot systems

You can perform a migration to either CallPilot 1.07 or CallPilot 2.x. The CallPilot 1.07 migration utility is unchanged.

The CallPilot 2.x migration utility allows you to migrate all information to CallPilot, or to perform a selective migration. In a selective migration, you can choose to migrate each of the following data sets individually:

- messages
- messages and Symposium Call Center Server prompts
- Symposium Call Center Server prompts (see Appendix C)

- system data (system and customer profiles, networking data, restriction/permission lists [RPL], and classes of service [COS])
- users
- Application Builder services (voice menus, voice services, and announcements)
- system distribution lists (SDL)
- personal distribution lists (PDL)

Symposium Call Center Server prompts migration

Symposium Call Center Server prompts can be migrated from Meridian Mail *only* to CallPilot 2.x. Refer to Appendix C for a detailed procedure.

On Meridian Mail, the Symposium Call Center Server prompts are stored in a file (which looks like a message) in a mailbox. The CallPilot 2.x migration utility creates the Application Builder applications automatically during the migration. After the migration, use the Application Builder to maintain the prompts.

How to use this guide

Purpose

This guide provides qualified personnel with instructions on

- performing a data collection from Meridian Mail
- migrate data collected from Meridian Mail to CallPilot.

Guide content

This guide provides information and instructions for

- preparing and gathering Meridian Mail data
- moving the gathered data to the CallPilot environment
- moving Symposium Call Center Server Voice Services (prompts and segments) to CallPilot—see: Appendix C
- troubleshooting problems that can occur in either the data collection or the data migration
- putting CallPilot into operation

  Note: You can choose to run CallPilot in parallel with Meridian Mail, or replace Meridian Mail entirely with CallPilot.

This guide also provides a comparison of Meridian Mail and CallPilot features and call routing processes. Use this information to become more familiar with CallPilot operation.

Guide users

This guide is intended for distributor technicians who are responsible for the installation and maintenance of integrated messaging systems.

Meridian Mail and CallPilot system administrators can also use this guide to:

- prepare Meridian Mail data for collection
- validate CallPilot configuration after the migration
- troubleshoot problems that occur during the migration

Using this guide

Chapter 3 provides checklists that outline the main flow of the migration procedures: preparation, data collection and data migration. The procedures given in Chapters 4, 5 and 6 provide detailed information on working with the checklists. Appendix C provides instructions on moving Symposium Call Center Server voice prompts and segments to CallPilot.

To help you perform a successful migration from Meridian Mail to CallPilot 1.07 or CallPilot 2.x, use this guide as follows:

1. If you are new to Meridian Mail, CallPilot, or both, review Chapter 2, “Meridian Mail and CallPilot comparison”, which describes the differences between Meridian Mail and CallPilot.
2. Review Chapter 3, “Understanding the migration process”, to ensure that you understand the requirements, and decide which migration strategy applies to your situation.
3. Complete the checklist provided in “Preparing for Meridian Mail data collection” on page 92. In addition to gathering the necessary materials, you need to perform one or both of the following:
   - an upgrade to the latest release of Meridian Mail
   - some data cleanup on Meridian Mail

4. Complete the checklist in “Preparing for CallPilot migration” on page 100.

   This checklist helps you confirm that the CallPilot server is operational. In addition, you need to perform some data cleanup on CallPilot.

5. Complete the “Meridian Mail to CallPilot migration checklist” on page 103.

   This checklist identifies all the tasks that you must perform during and after the migration. Detailed instructions are provided in Chapters 4 to 6.

Skills you need

Nortel Networks product knowledge

Experience with these Nortel Networks products is helpful:

- Meridian 1 switch
- Succession 1000 system
- Meridian Mail
- CallPilot
- Symposium Call Center Server

PC experience or knowledge

Experience with these PC products is helpful. This guide does not document the functionality of the following products:

- Microsoft Windows NT
- Microsoft Windows 95, 98, 2000, XP
- command line utilities

Other experience or knowledge

Other useful experience or knowledge includes

- network management
- client-server systems

Related information

Introduction

The following CallPilot technical documents are stored on the CD-ROM that you receive with your system. The documents are also available from the following sources:

- CallPilot Manager
- My CallPilot
- the Nortel Networks Partner Information Center (PIC) at http://my.nortelnetworks.com

  You need a user ID and password to access the PIC. If you do not have a PIC account, click Register to request an account. It can take up to 72 hours to process your account request.

You can print part or all of a guide, as required.

To order the documents that are available in printed format, contact your Nortel Networks sales representative.

Planning and migration guides

Use the following guides to plan a migration of data from Meridian Mail to CallPilot:

Document titles	NTP number
Planning and Engineering Guide	555-7101-101
Installation and Configuration Planner	not applicable
Meridian Mail to CallPilot Migration Utility Guide	555-7101-801

Symposium Call Center Server guides

The *Symposium, M1/CSE 1000, and Voice Processing Guide* provides

- instructions for migrating Symposium Voice Services from Meridian Mail to CallPilot
- instructions for reversing the Symposium Voice Services migration from CallPilot to Meridian Mail, if you determine that the migration was not successful
- a description of the differences between the Meridian Mail Voice Prompt Editor and the CallPilot Application Builder

Ensure that the *Symposium, M1/CSE 1000, and Voice Processing Guide* is available when you migrate Symposium Call Center Server prompts from Meridian Mail to CallPilot 2.x.

Installation and configuration guides

The following guides describe how to install the following:

- CallPilot server hardware and software
- desktop messaging and My CallPilot software

Document titles	NTP number
Desktop Messaging and My CallPilot Installation Guide	555-7101-505
Installation and Configuration Guide for your server model This is a binder that contains the following five documents: ■ *Part 1: Installation and Maintenance Overview* ■ *Part 2: <Server model> Server Hardware Installation*	Refer to the *CallPilot Installation and Configuration* binder for NTP numbers.

Document titles	NTP number
■ *Part 3: <Switch name> and CallPilot Server Configuration* ■ *Part 4: Software Installation and Maintenance* ■ *Part 5: <Server model> Server Maintenance and Diagnostics*	Refer to the *CallPilot Installation and Configuration* binder for NTP numbers.

Administration guides

The following guides provide specialized information designed to help you configure CallPilot, administer and maintain it, and use its features:

Document titles	NTP number
Administrator's Guide	555-7101-301
Reporter Guide	555-7101-310
Application Builder Guide	555-7101-325
Desktop Messaging and My CallPilot Administration Guide	555-7101-503

Networking guides

The following guides describe how to plan, install, set up, and troubleshoot the CallPilot networking services:

Document titles	NTP number
Networking Enhancements Guide	555-7101-507

Document titles	NTP number
Networking Planning Guide	555-7101-100
NMS Implementation and Administration Guide	555-7101-302
AMIS Networking Implementation and Administration Guide	555-7101-303
Enterprise Networking Implementation and Administration Guide	555-7101-304
Integrated AMIS Networking Implementation and Administration Guide	555-7101-305
VPIM Implementation and Administration Guide	555-7101-306

Note: The CallPilot 1.0 networking guides remain unchanged since CallPilot 1.0. For instructions on how to configure the networking services on CallPilot, refer to the CallPilot Manager online Help.

End user guides

The following guides are intended for end users of CallPilot, such as phoneset users and desktop messaging users:

Document titles
Unified Messaging What's New Card
Unified Messaging Quick Reference Card
Unified Messaging Wallet Card
Menu Interface Quick Reference Card

Document titles
Alternate Command Interface Quick Reference Card
Command Comparison Cards
Multimedia Messaging User Guide
Speech Activated Messaging User Guide
Desktop Messaging User Guides
My CallPilot User Guide

Troubleshooting

The *CallPilot Troubleshooting Reference* describes symptoms that can appear on all CallPilot server platforms, and describes ways to resolve them.

The *CallPilot Troubleshooting Reference* is intended for Nortel Networks distributors and technical support representatives; therefore, it is not part of the customer documentation package. Nortel Networks continually updates the *CallPilot Troubleshooting Reference*, which is available from the Nortel Networks Partner Information Center (PIC) at: http://my.nortelnetworks.com.

You require a user ID and password to access the PIC. If you do not have a PIC account, click Register to request an account. It can take up to 72 hours to process your account request.

Note: If you are not a Nortel Networks distributor, then contact your Nortel Networks technical support representative for assistance.

Using online sources

CallPilot administration online Help

The CallPilot Manager and CallPilot Reporter software contain administration online Help areas that provide access to

- technical documentation in Acrobat PDF format
- online Help topics in HTML format

To access online information, use either of the following methods:

- Click the orange Help button at the top of any page to access the Administration Help area.
- Click the grey Help button on any page to display a topic that relates to the contents of the page.

For more information about using these Help systems, access the CallPilot Manager Help, open the Getting Started book, and click “Navigating CallPilot Manager Help.”

The Application Builder software contains a Windows Help system as well as context-sensitive Help (available by clicking the ? button and then a field or label).

CallPilot end user online Help

The My CallPilot software contains a Useful Information area that provides access to the end-user guides in PDF format.

To access online Help for the currently selected My CallPilot tab, click the Help button on the upper-right corner of the My CallPilot page.

Desktop messaging provides product-specific Windows Help for groupware clients (Microsoft Outlook, Novell GroupWise, and Lotus Notes). The stand-alone version of CallPilot Player also provides addressing and troubleshooting information for Internet mail clients.

Contacting technical support

Contact your distributor’s technical support organization to get help with troubleshooting your system.

Chapter 2

Meridian Mail and CallPilot comparison

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Comparing networking solutions 50

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Comparing Meridian Mail and CallPilot terminology 54

Overview

Introduction

This chapter presents a high-level overview of the differences between how CallPilot and Meridian Mail route calls.

The key difference is that CallPilot uses a Controlled Directory Number (CDN) queue (similar to an Automatic Call Distribution [ACD] queue in Meridian Mail). Calls in the CDN queue are managed by the CallPilot system, while calls in an ACD queue are managed by the Meridian 1 switch.

Setup and call routing comparison

The following table compares the setup and call routing elements for CallPilot and Meridian Mail:

Comparison	Meridian Mail	CallPilot
Customer	Single customer or multiple customers (corresponding to Meridian 1 tenants)	Single customer only
Application Module Link (AML) connection	RS-232 serial cable attached to the backplane	Embedded LAN (ELAN)
Call routing from switch	ACD DN	CDN
Channels and ports	Interface to virtual agents programmed as SL-1 phonesets on the switch	Interface to multimedia agents programmed as 2008 Digital (Aries) phonesets on the switch

Comparison	Meridian Mail	CallPilot
Queuing	Controlled by an ACD DN managed by the switch	Controlled by a CDN managed by CallPilot
Meridian 1 voice connectivity	ENET card in the Network module on the M1 (EC or larger system)	200i and 201i servers: DS0 channels on the IPE shelf backplane tower or rackmount servers: DS0 channels on an MGate card connected to an MPB16 card
Routing a call to a service	■ phantom DNs DCFW to a Meridian Mail ACD DN ■ dummy ACD queues NCFW to a Meridian Mail ACD DN	■ phantom DNs DCFW to a CallPilot CDN ■ dummy ACD queues NCFW to a CallPilot CDN

CallPilot system setup

Introduction

CallPilot setup is different from Meridian Mail setup. It is useful to think of the CallPilot installation in three layers:

- the server hardware and software layer
- the Windows NT layer
- the CallPilot application layer

Even though all three layers are required for CallPilot to take a call, you must set up and configure each layer individually.

Required documentation

You require the following documentation to complete a CallPilot installation. These documents are packaged in Adobe Portable Document Format (PDF) on the CallPilot Documentation CD-ROM, or in the Installation and Administration Help area of CallPilot Manager:

- the *CallPilot Installation and Configuration* binder for your server model
- the *CallPilot Administrator's Guide* (NTP 555-7101-301)
- the *CallPilot 1.0 Networking Planning Guide* (NTP 555-7101-100) (if the CallPilot networking feature has been purchased)
- the latest version of the *CallPilot General Release Bulletin* (GRB)

  To obtain the most recent GRB, refer to the Nortel Networks Partner Information Center at http://my.nortelnetworks.com.

  Note: To access this site, you must be a Nortel Networks distributor that is registered with the Partner Information Center (PIC).

Sample hardware setup

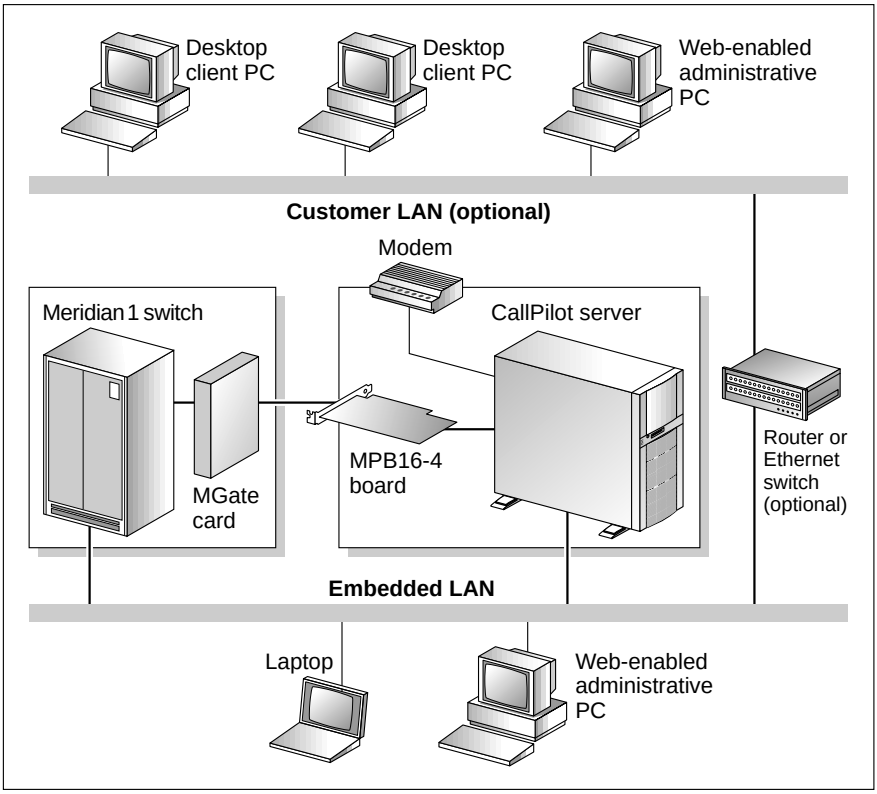
The diagrams on pages 30–33 show the CallPilot network setup for the Meridian 1 and Succession 1000 systems. They are the same for both CallPilot 1.07 and CallPilot 2.x, except as described below.

The CallPilot administrative PC (shown as the "Web-enabled administrative PC" in the diagrams) contains the software for accessing and administering the CallPilot server as follows:

IF you are using	THEN
CallPilot 1.07	the CallPilot administration client software must be installed on a PC that has IP connectivity to the CallPilot server. For instructions on installing the administration client software, refer to *Part 4: Client Software Installation Guide* (NTP 555-7101-212) in the *CallPilot 1.07 Installation and Configuration* binder for your server model.
CallPilot 2.x	a web browser must be installed on a PC that has IP connectivity to the CallPilot server. Use the web browser to connect to the CallPilot Manager web server, and then to log on to and administer the CallPilot server. **Note:** The CallPilot server ships from the factory with the CallPilot Manager web server already installed. If you want to install the CallPilot Manager web server on a stand-alone server, refer to *Part 4* of the *CallPilot 2.x Installation and Configuration* binder.

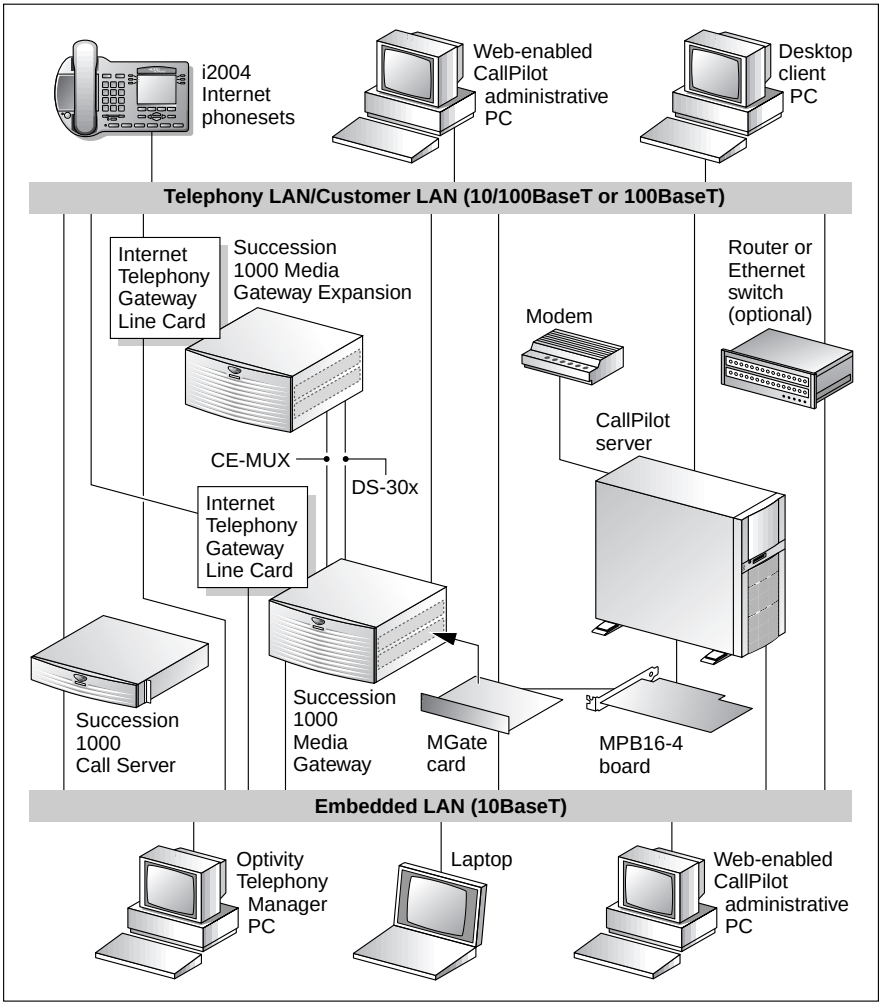
Sample network setup: tower or rackmount server with Meridian 1

The following diagram shows a network setup with a tower server and Meridian 1 switch. The same network setup applies when the CallPilot server is a rackmount server:



Sample network setup: tower or rackmount server with Succession 1000

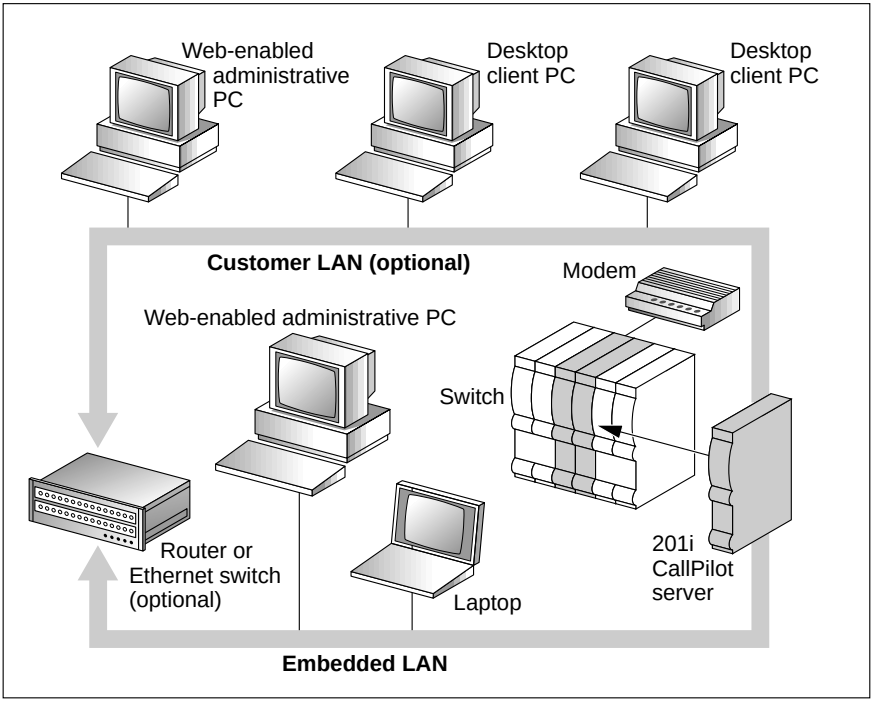
The following diagram shows a network setup with a tower server and Succession 1000 system. The same network setup applies when the CallPilot server is a rackmount server:



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Sample network setup: 200i or 201i server with Meridian 1

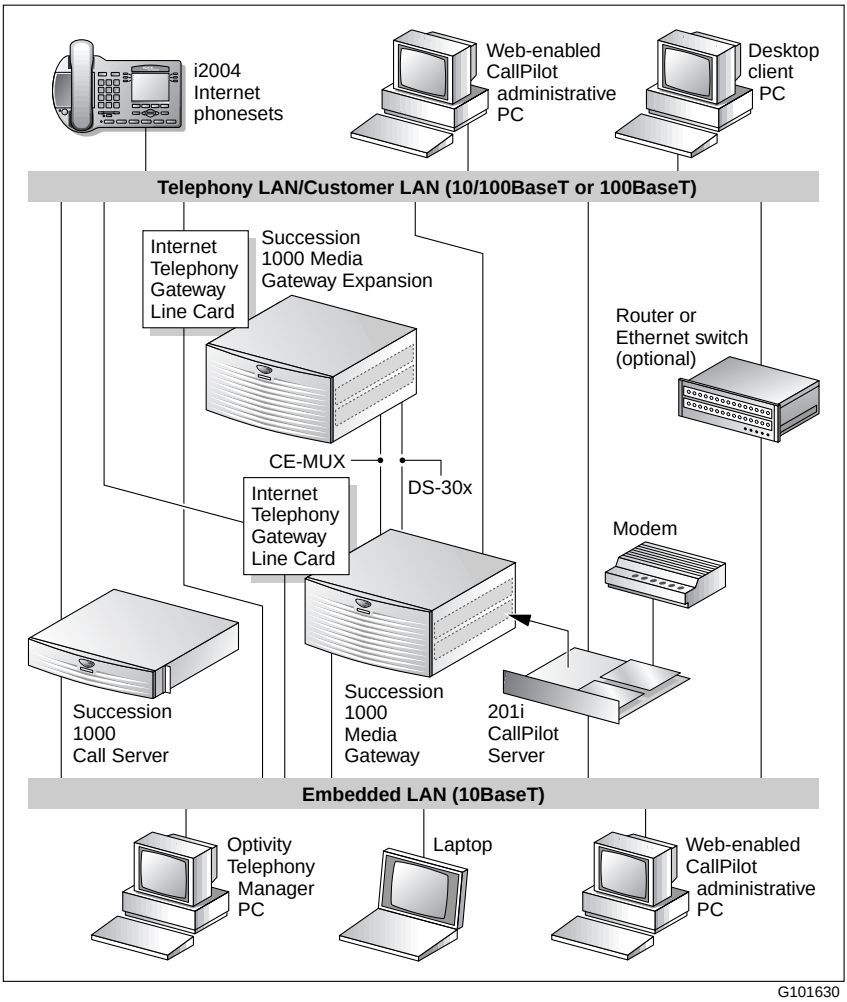
The following diagram shows a network setup with a 201i server and Meridian 1 switch. Network setup for the 200i server is the same:



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Sample network setup: 201i server with Succession 1000

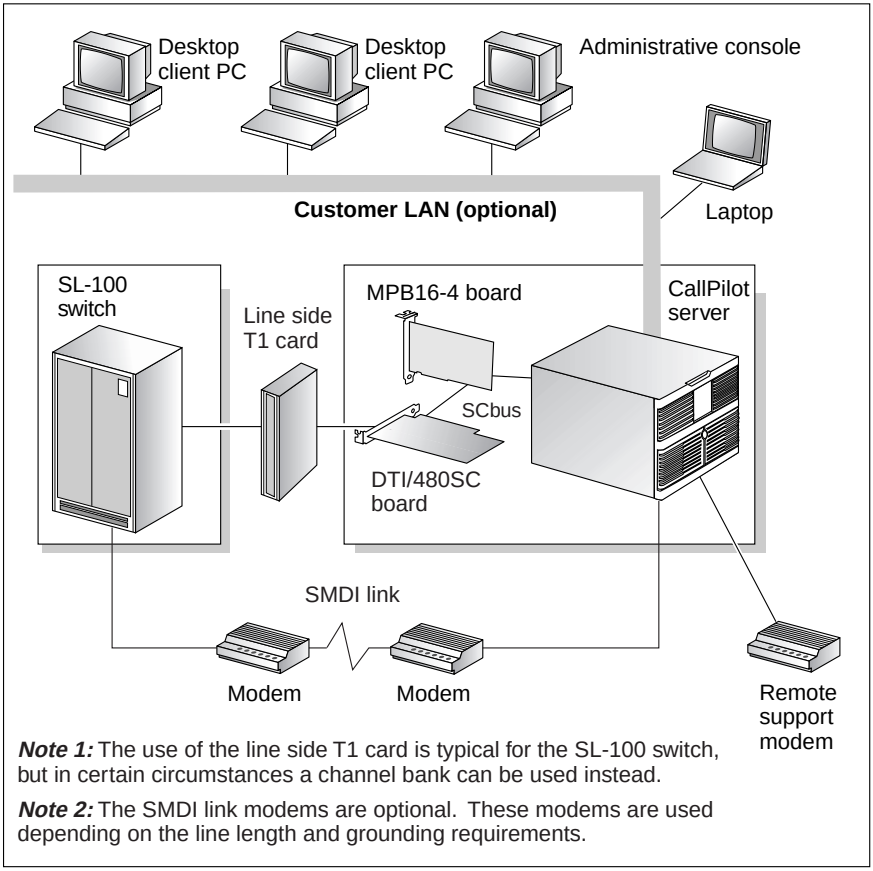
The following diagram shows a network setup with a 201i server and Succession 1000 system:



Note: Nortel Networks does not support the 200i server with Succession 1000.

Sample network setup: rackmount server with SL-100

The following diagram shows a network setup with a rackmount server and an SL-100 switch.



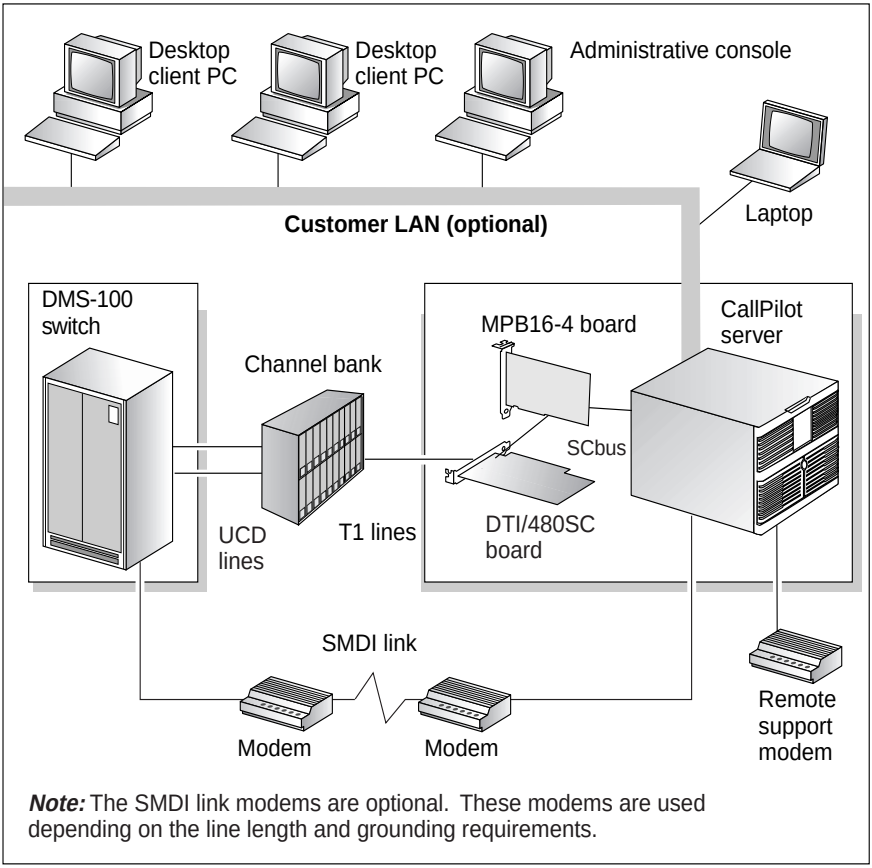
Note 1: The use of the line side T1 card is typical for the SL-100 switch, but in certain circumstances a channel bank can be used instead.

Note 2: The SMDI link modems are optional. These modems are used depending on the line length and grounding requirements.

g250007

Sample network setup: rackmount server with DMS-100

The following diagram shows a network setup with a rackmount server and a DMS-100 switch.



Note: The SMDI link modems are optional. These modems are used depending on the line length and grounding requirements.

g250052

Comparing switch and server configuration

Introduction

This section defines some key concepts for CallPilot configuration and then highlights switch and server configuration in CallPilot and Meridian Mail. For CallPilot details, refer to the following documents:

- Part 3 of the *CallPilot Installation and Configuration* binder for your server model
- Configuration Wizard online Help
- *CallPilot Administrator's Guide* (NTP 555-7101-301)

CDN queue

For CallPilot, configure one Controlled Directory Number (CDN) on the switch for each of the following services:

- a primary CDN for Voice Messaging
- a secondary CDN for Multimedia Messaging (including fax capability)

CallPilot manages calls in the CDN queue, while the Meridian 1 switch manages calls in an ACD queue.

Calls are routed to the CDN queue directly, or by terminating on a phantom DN or dummy ACD queue, which is forwarded to the CDN.

How CallPilot uses CDNs

Normally, a CDN operates in control mode. In control mode, the CallPilot server controls call treatment and call routing. The switch simply provides routing to CallPilot. The server specifies the type of default treatment to be given to waiting calls. It processes the calls on a first-come, first-serve basis and determines the DS0 channel to which the call is routed. DS0 channels are configured as agents of an ACD queue.

A CDN can also operate in default mode—that is, CallPilot is offline or the Application Module Link (AML) is down. In default mode, the switch takes over call routing control. Incoming calls receive default treatment provided by the default ACD DN associated with the CDN.

CDNs are configured on CallPilot by running the Configuration Wizard. (For more information, refer to Part 3 in the *CallPilot Installation and Configuration* binder.)

Phantom DN

Instead of using phonesets or dummy ACD queues to route calls, CallPilot can use “virtual phonesets” that exist only in software and have no associated hardware. The directory number (DN) associated with one of these virtual phonesets is called a phantom DN.

Services that must use phantom DNs

Nortel Networks recommends that you use a phantom DN for each service that callers dial directly, such as the following:

- any service created with Application Builder that is dialed directly by callers
- Speech Activated Messaging
- Custom Commands
- Voice Item Maintenance
- Fax Item Maintenance
- Express Voice Messaging
- Express Fax Messaging

Creating a phantom DN

To create a phantom DN, first create a phantom loop. Then define a terminal number (TN) within that loop. Each phantom TN is assigned a DN (the phantom DN). This DN becomes a service's dialable number when you enter the DN in the Service Directory Number Table.

For instructions on creating the phantom DN, refer to Part 3 of the *CallPilot Installation and Configuration* binder.

Service Directory Number table

In the Service Directory Number (SDN) table, associate the CallPilot services with the CDNs and phantom DNs that you configured on the switch.

What the SDN table controls

The SDN Table specifies which service must be activated when a number is dialed. In addition, the SDN configuration controls

- the type of channel the service acquires (voice, fax, or speech recognition)
- the number of channels allocated to the service (the minimum number of channels guaranteed to a service for simultaneous use, and the maximum number of channels you can use at one time)
- the definition of session behavior for certain services, such as those created with Application Builder

When a call arrives at a CDN queue either directly or indirectly from a phantom DN, the switch gives the caller ringback treatment. While this happens, the dialed DN is looked up in the SDN table on the CallPilot server.

Types of SDNs

There are two types of SDNs:

- inbound SDNs, which require DNs on the switch

  Services that callers dial directly require inbound SDNs. An inbound SDN corresponds to either a CDN or a phantom DN on the switch.

- outbound SDNs, which do not require DNs on the switch

  Callers do not dial outbound SDNs. The system uses outbound SDNs to place outbound calls for services such as Outcalling and Networking. Since outbound SDNs do not accept incoming calls, a corresponding phantom DN or CDN is unnecessary on the switch.

  Note: If you are integrating Symposium Call Center Server with CallPilot 2.x, ensure that outbound SDNs are also configured on CallPilot for the channels that are dedicated to ACCESS and IVR.

ACD multimedia agents

Automatic Call Distribution (ACD) is a feature on the Meridian 1 switch that allows a number of phonesets connected to the switch, known as agents, to share equally in answering incoming calls. In CallPilot, the call queuing capability of ACD is not used (the CallPilot CDN manages the queuing), but the call handling capability of ACD agents is used.

How CallPilot uses ACD virtual agents

All ACD agents that service CallPilot are put into a single ACD agent grouping. These agents correspond to DS0 channels on the CallPilot server. Agents are programmed in Overlay 11 as 2008 Digital (Aries) sets with Multimedia Messaging Allowed (MMA) class of service. However, these are not physical phonesets. These are Terminal Numbers (TNs) that are programmed to look like real digital sets to the switch.

CallPilot and Symposium Call Center Server integration

If you are integrating CallPilot and Symposium Call Center Server, you must create two ACD queues: one for ACCESS Voice, and the other for Interactive Voice Response (IVR).

Multimedia processing units

Calls that come in to CallPilot services need processing power to convert data back and forth between voice, fax, or speech-recognition data and digital signals.

DS0 channels establish the connection between the switch and the server. However, they do not have any signal-processing capability. DS0 channels, therefore, terminate on multimedia processing units (MPUs) that do the necessary signal processing.

MPUs provide the following types of signal processing:

- voice playback and recording
- tone detection (DTMF, call progress, fax CNG, modem)
- tone generation
- speech recognition

Eight MPUs are provided on the 200i and 201i servers. Sixteen MPUs are provided on the MPB-16 on the tower and rackmount servers. Additional MPUs reside on the MPC-8 cards, which are optionally installed.

Multimedia channels

A DS0 channel plus one or more MPUs is a multimedia channel. A multimedia channel provides all the necessary capability since the DS0 channel provides the connection between the switch and the server, and the MPUs provide the processing power.

Types of multimedia channels

Different services process different types of media, and certain types of media need more channel resources to process them. To handle the resource requirements, three types of multimedia channels handle the various types of CallPilot services.

Each type of channel terminates on a different number of MPUs, based on how much processing power is required. For example, integrated voice and fax take twice as much processing power as voice-only media. A multimedia channel, therefore, terminates on two MPUs.

Channel type	Description	Number of MPUs required
Voice	There is a one-to-one correspondence between channels and MPUs.	1
Fax	Integrated fax and voice data need twice as much processing power as voice-only media. Fax channels support both fax and voice media.	2
Speech recognition (ASR)	Speech-recognition data needs four times as much processing power as voice media.	4

Summary of switch and server configuration

Meridian Mail	CallPilot	CallPilot reference
On the Meridian 1	**On the Meridian 1**	
Create one or more ACD queues for call handling.	Create one ACD agent queue to hold all agents that service CallPilot.	Refer to the following sections in Part 3 of the *CallPilot Installation and Configuration* binder: ■ "Configuring the ACD agent queue" ■ "Configuring server channels as ACD agents" ■ "Defining the default ACD DN" **Note:** If you are integrating CallPilot and Symposium Call Center Server, you must create two ACD queues: one for ACCESS Voice, and the other for IVR.
Define the ACD agents.	Define the ACD agents.	Refer to the following sections in Part 3 of the *CallPilot Installation and Configuration* binder: ■ "Configuring the ACD agent queue" ■ "Configuring server channels as ACD agents" ■ "Defining the default ACD DN"

Meridian Mail	CallPilot	CallPilot reference
Not applicable	Create two CDN queues: a primary CDN for Voice Messaging and a secondary CDN for Multimedia Messaging.	Refer to "Configuring CDN queues for messaging services" in Part 3 of the *CallPilot Installation and Configuration* binder.
Create a dummy ACD DN for each Meridian Mail service that callers must dial directly.	Create a phantom DN for each service that callers must dial directly.	Refer to "Configuring phantom DNs" Part 3 of the *CallPilot Installation and Configuration* binder.
In Meridian Mail	**On the CallPilot server**	
Enter the ACD DNs and agent TNs into the Channel Allocation Table.	Enter the CDNs and agent TNs that are configured on the switch in the Configuration Wizard.	Refer to the following topics in the Configuration Wizard online Help: ■ Entering Meridian 1 or Succession 1000 switch and channel information ■ Entering CDN information
Add each ACD queue DN that is configured on the switch to the VSDN table.	Add the CDNs and phantom DNs that are configured on the switch to the Service Directory Number table.	Refer to the following documents: ■ "Configuring CallPilot services" in the CallPilot Manager online Help ■ *CallPilot Administrator's Guide* (NTP 555-7101-301)

Comparing call routing

Introduction

This section describes the differences between how Meridian Mail and CallPilot process calls.

Call routing overview

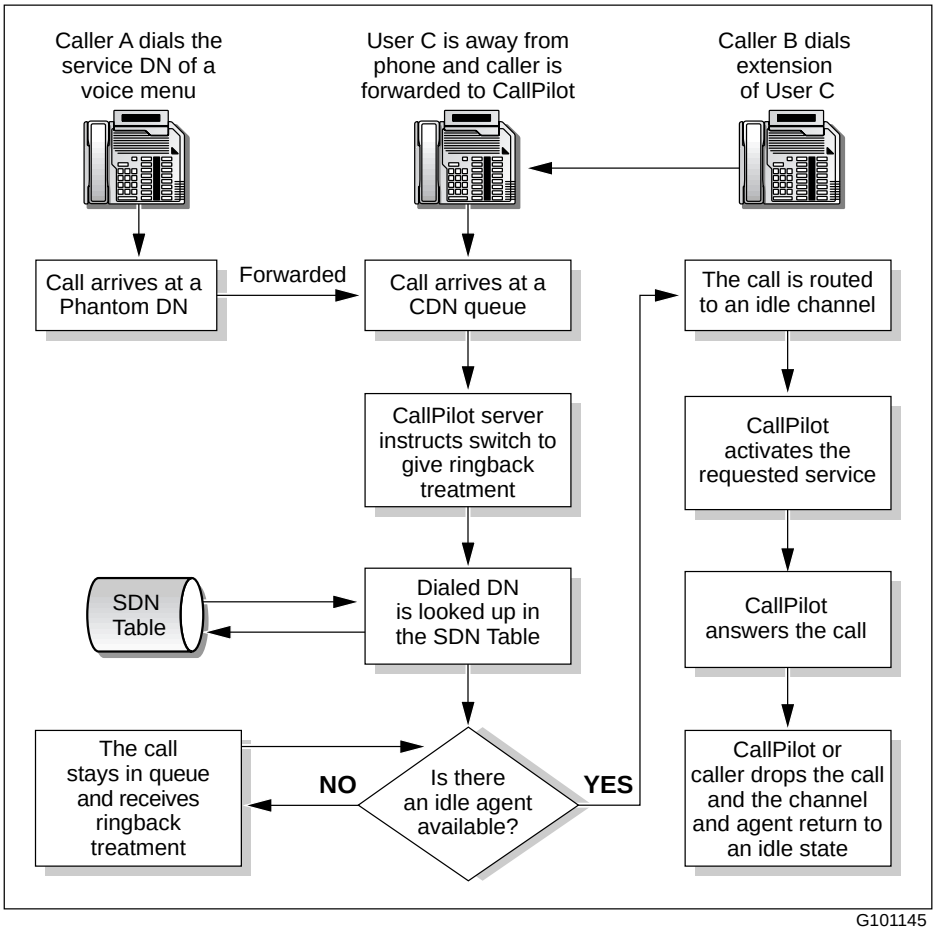
In Meridian Mail, the switch handles call routing. The switch accepts the incoming call and places it in an ACD queue to await the first available ACD virtual agent (the first free Meridian Mail port).

CallPilot uses a CDN to handle call routing. When a caller dials a number to access a service, the switch accepts the incoming call and routes the call to the CallPilot CDN. CallPilot queues the call and directs the call to the first available free channel.

See the following examples:

Examples	CallPilot	Meridian Mail
Call flow diagram	page 45	page 48
Call setup diagram	page 46	page 49
Call flow description	Page 47	page 49

Sample call flow in CallPilot



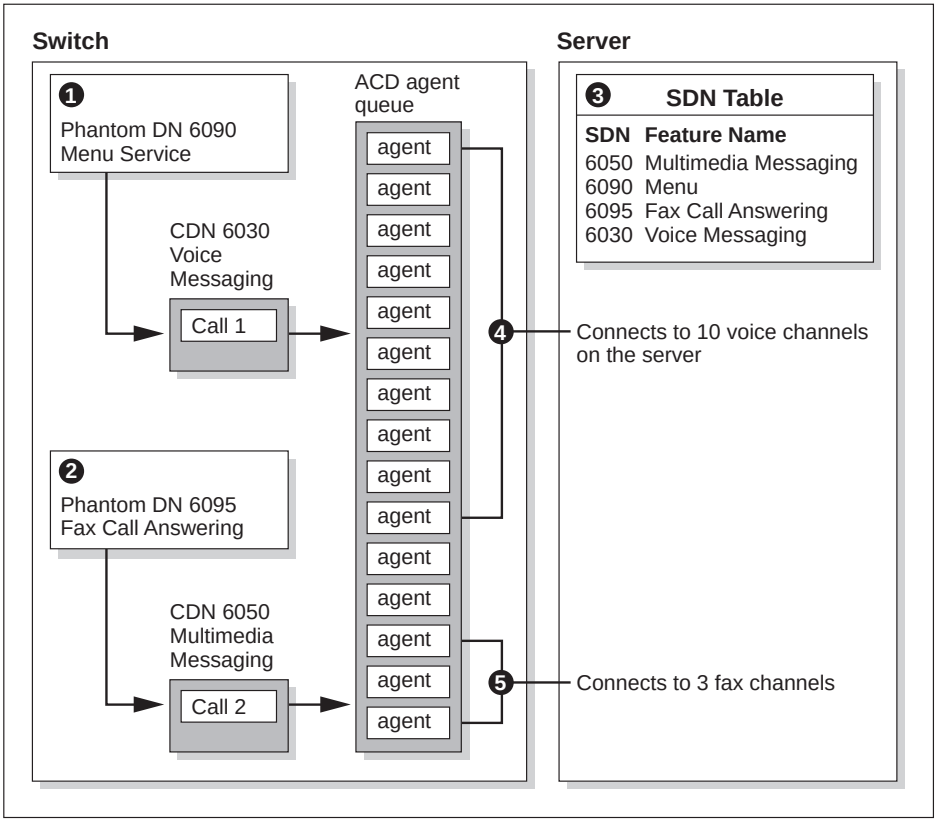
CallPilot setup

In this example, two CDN queues have been configured:

- Voice Messaging (6030)
- Multimedia Messaging (6050)

Two phantom DNs have been configured:

- 6090 is the DN for a menu service (without fax items)
- 6095 is the DN for Fax Call Answering

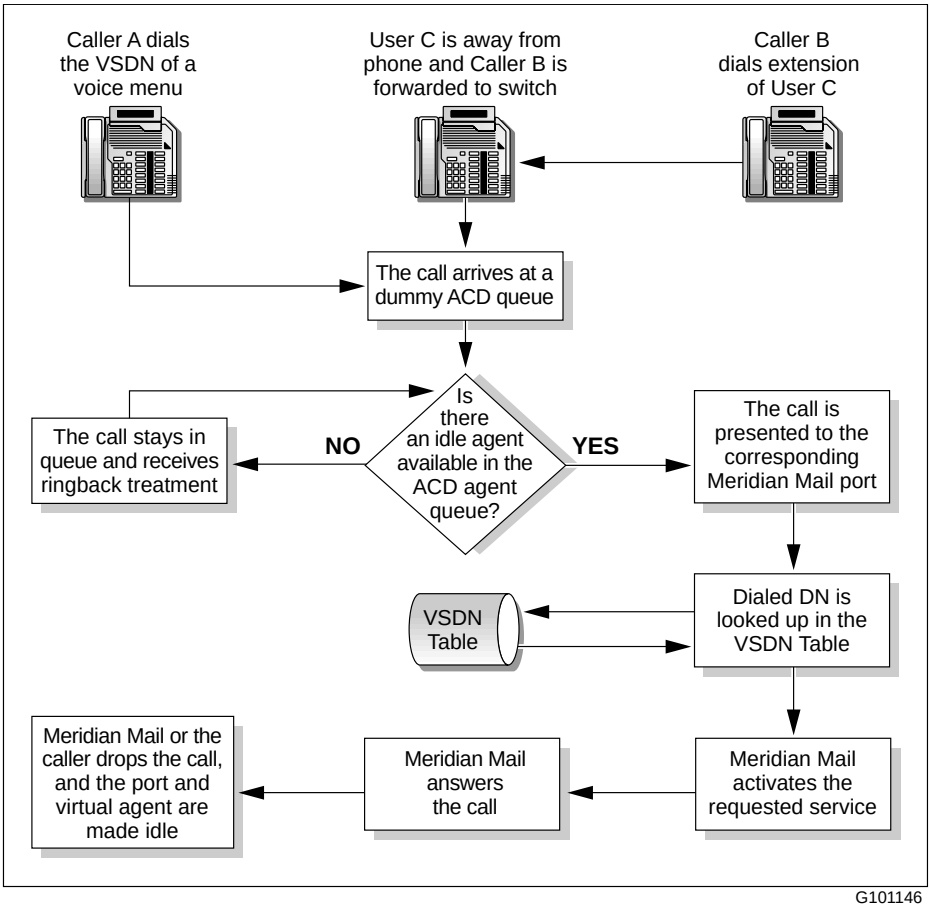


What happens when a caller dials a CallPilot service

Refer to the CallPilot setup diagram on page 46.

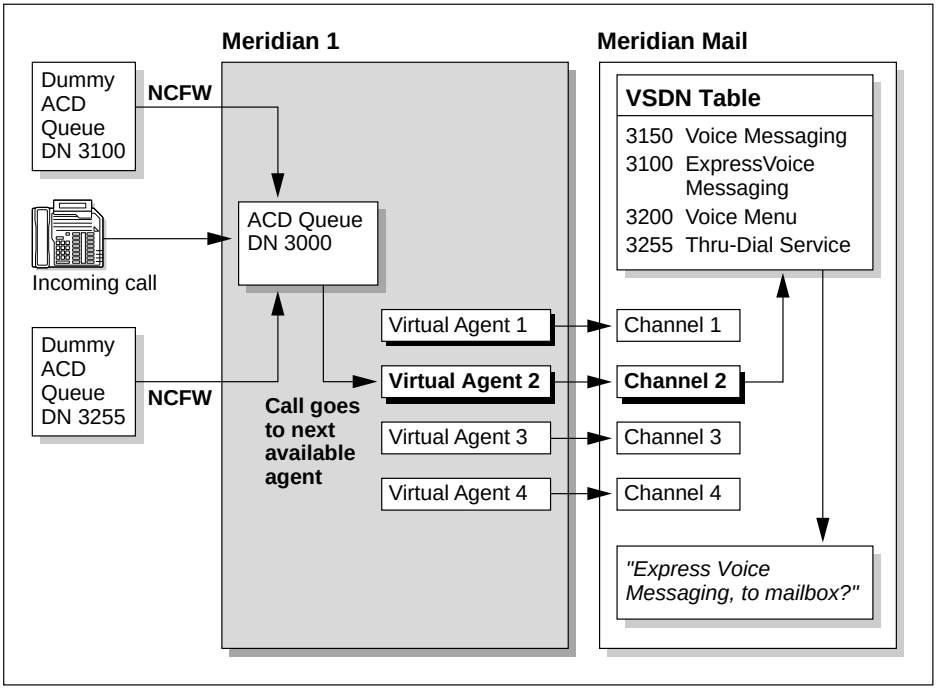
1. A caller dials 6090 to access a menu service. This phantom DN forwards to CDN 6030 because the menu contains no fax or speech recognition capability.
2. Another caller dials 6095 to access the Fax Call Answering service. The call is forwarded to CDN 6050.
3. The DNs are looked up in the SDN table on the server to determine which service is being requested, the media type required, and the channel allocations for each service.
4. Call 1, to the menu service that contains only voice functions (no fax items), is routed to an ACD agent that is available to handle voice.
5. Call 2, to the Fax Call Answering service, is routed to an ACD agent that is available to handle fax.

Sample call flow in Meridian Mail



Meridian Mail setup

In this example, one ACD queue (3000) has been configured:



What happens when a caller dials a Meridian Mail service

Refer to the Meridian Mail diagram on page 48.

1. A caller dials 3100.
2. The call is forwarded to ACD queue 3000.
3. The call is directed to the first available ACD agent and is connected to a Meridian Mail channel (port).
4. Meridian Mail looks up the DN that was dialed (3100) in the VSDN Table to see which service is associated with it. Meridian Mail then starts Express Voice Messaging, answers the call, and plays the appropriate prompts.

Comparing networking solutions

Introduction

If the CallPilot system is a	THEN
1.07 system	networking solutions are present only if they were purchased and enabled. Therefore, if one or more networking solutions were not purchased and enabled, the forms of networking that were available on Meridian Mail are not available on CallPilot.
2.x system	all networking solutions are automatically enabled if the networking feature was purchased.

Networking solutions

The following table compares the networking solutions provided by Meridian Mail and CallPilot:

Networking solution name	Site protocol name	Supported on Meridian Mail	Supported on CallPilot
Meridian Networking (with modems)	Meridian	yes	no
Enterprise Networking	Enterprise	yes	yes
AMIS Networking (for both integrated and open AMIS sites)	AMIS	yes	yes
VPIM Networking	VPIM	no	yes

Comparing Symposium Call Center Server voice services

Introduction

The CallPilot 2.x migration utility supports the migration of Symposium Call Center Server prompts from Meridian Mail to CallPilot. After migration, you can integrate CallPilot into the Symposium Call Center Server environment. This section identifies the differences between Meridian Mail and CallPilot voice services in a Symposium Call Center Server environment.

Comparison of CallPilot and Meridian Mail voice services

Feature	Meridian Mail	CallPilot
Call processing control	Meridian Mail uses the serial X.25 AML link.	CallPilot uses the TCP/IP and MLS protocols on the CLAN.
Voice services control	Meridian Mail uses the serial ACCESS link.	CallPilot uses the TCP/IP and ACCESS protocols over the ELAN.
Voice segment storage	Voice segments are stored in a mailbox. Access is controlled with a password.	Voice segments are stored in a folder. Access is controlled by Application Builder logon.
Voice segment length	Voice segments cannot exceed 2 minutes.	Voice segments cannot exceed 10 minutes.

Feature	Meridian Mail	CallPilot
Managing voice prompts	You use the Voice Prompt Editor in the Symposium Call Center Server administration client to administer and edit voice prompts.	You use CallPilot Application Builder to record and play voice prompts. To edit segment length, you must use a third-party application. **Note:** Application Builder is shipped with CallPilot. However, you must install it separately. For instructions on using Application Builder, refer to the *CallPilot Application Builder Guide* (NTP 555-7101-325).
Voice segment update	The voice segment is updated for the next call in which the segment is played.	The voice segment is updated for the next time the segment prompt is played.
Voice segment deletion	When a segment is deleted, the IDs of all subsequent segments are renumbered consecutively.	Segment IDs do not change when segments are deleted.
Voice prompt migration	Not applicable	When you migrate voice segments from Meridian Mail to CallPilot, the segment name is preserved. The title is concatenated to the segment script (for example, [title]script). **Note:** A duplicated file name is flagged if prompts are migrated from different mailboxes on Meridian Mail.

Feature	Meridian Mail	CallPilot
Front-end IVR robustness	Meridian Mail ACD-DN night call forward (NCFW) to the Symposium Call Center Server CDN.	CallPilot default ACD-DN NCFW to Symposium Call Center Server CDN.
Maximum capacity	Meridian Mail supports 96 ports.	CallPilot supports 96 ports.

Comparing Meridian Mail and CallPilot terminology

Overview

The following list compares the Meridian Mail and CallPilot feature names:

Meridian Mail feature name	CallPilot feature name
Interface	
Meridian Mail Voice Messaging	CallPilot Voice Messaging
Fax Messaging Fax Call Answering	CallPilot Multimedia Messaging
Meridian Mail User Interface (MMUIF)	Multimedia messaging user interface (MMUI)
not applicable	Speech Activated User Interface
Service name	
Meridian Mail Call Answering	Call Answering
Meridian Mail Express Messaging	Express Voice Messaging
not applicable	Fax Call Answering
not applicable	Express Fax Messaging
not applicable	Speech Activated Messaging
Symposium Messenger	Desktop Messaging

Meridian Mail feature name	CallPilot feature name
Meridian Mail Outcalling	Outcalling
Meridian Mail Voice Services Administration	Application Builder
Meridian Mail Voice Forms	Not applicable
Meridian Mail Voice Forms Transcription Service	Not applicable
Maintenance services	
Fax Item Maintenance	Fax Item Maintenance
Voice Prompt Maintenance	Voice Item Maintenance
Remote Activation	Remote Application Activation
Networking and network services	
AMIS Networking	AMIS Networking
AMIS Virtual Node Networking	Integrated AMIS Networking
Enterprise Networking	Enterprise Networking
Meridian Mail Net Gateway	VPIM Networking
Network Message Service (NMS)	Network Message Service (NMS)
Remote User Propagation or Names Across the Network	Names Across the Network
Outcalling services	
Meridian Mail Remote Notification	Remote Notification

Meridian Mail feature name	CallPilot feature name
Delivery to Non User (DNU)	Delivery to Telephone
Fax Call Back	Delivery to Fax
Desktop messaging clients	
Nortel Messenger Client	Not applicable
Not applicable	Desktop Messaging for Microsoft Exchange
Not applicable	Desktop Messaging for Microsoft Outlook
Not applicable	Desktop Messaging for Lotus Notes
Not applicable	Desktop Messaging for GroupWise
Mailbox management	
Class of Service (COS)	Mailbox Class
Personal Distribution List (PDL)	Personal Distribution List (PDL)
System management	
MMI	■ MAT Navigator ■ CallPilot 1.07: CallPilot Administration Client ■ CallPilot 2.x: CallPilot Manager
Meridian Mail Reporter	Reporter
Hacker Monitor	Hacker Monitor
AutoAdmin	AutoAdd
Restriction/Permission List	Restriction/Permission List

Meridian Mail feature name	CallPilot feature name
System Distribution List (SDL)	Shared Distribution List (SDL)
SEER Reports/Codes	Alarms & Events
Meridian Mail Multi-Customer	Multi-Tenant
Multi-Customer	Not applicable
Local Voice User	Local User
Remote User	Remote User
Directory Entry User	Local Directory Entry
Application Builder blocks	
Meridian Mail Voice Menu	Menu
Meridian Mail Announcement	Announcement
Meridian Mail Thru-Dial Service	Thru-Dial
Meridian Mail Time-of-Day Controller	■ Time Control ■ Day Control ■ Date Control
Meridian Mail Fax on Demand	■ Fax Select ■ Fax Send
performed by voice menu	Password Check
performed by voice menu	Call Transfer
performed by voice menu	Rotary Dial

Meridian Mail feature name	CallPilot feature name
performed by voice menu	Language Select
not applicable	Imported Application
not applicable	Attendant Block

Chapter 3

Understanding the migration process

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Overview

Introduction

A migration from Meridian Mail to CallPilot consists of two major steps:

- Collect data from the Meridian Mail system onto tape.
- Migrate the data from the tape onto the CallPilot system.

The number of tapes that you need and the amount of time that the migration takes is based on the Meridian Mail system size.

This chapter describes

- a strategy for minimizing system down time (see page 62)
- what can or cannot be migrated (see page 65)
- several migration strategies that you can consider (see page 77)
- how to prepare for data collection from Meridian Mail (see the checklist in “Preparing for Meridian Mail data collection” on page 92)
- how to prepare for migration to CallPilot (see the checklist in “Preparing for CallPilot migration” on page 100)
- how to perform the migration (see the “Meridian Mail to CallPilot migration checklist” on page 103)

Note: Refer to Appendix C for instructions on migrating Symposium Call Center Server Voice prompts and segments to CallPilot.

Types of data that can be migrated

Two types of data can be collected from Meridian Mail and then migrated to CallPilot:

- *System data* includes user data (including voice greetings), system profiles, networking data, and VS voice services (voice menus, voice services, and announcements).

- *Message data* consists of information such as voice messages.

  If you are migrating Symposium Call Center Server prompts to a CallPilot 2.x system, the prompts are also considered to be message data, since in Meridian Mail, the prompts are stored in a user's mailbox. Refer to Appendix C.

Ensure that you are familiar with the migration limitations that are described in the following sections:

- "Data that can or cannot be migrated" on page 68
- "Migration limitations" on page 72

Prerequisites for migration

Before beginning the migration, complete the checklists that are provided in

- "Preparing for Meridian Mail data collection" on page 92
- "Preparing for CallPilot migration" on page 100

When you are done, use the "Meridian Mail to CallPilot migration checklist" on page 103 to help you track your progress during the migration.

Minimizing system down time

Introduction

The migration from Meridian Mail to CallPilot requires that both systems be down for a period of time. The length of time that the systems are down depends on system size, how much data, and how many users must be migrated. You can minimize down time on both systems by following the process described in this section.

Strategy for minimizing down time

1. Perform data collection and migration during one or more off-hours periods.

   The data collection and migration processes are CPU-intensive and can impact system performance.

2. Create the data migration tape on Meridian Mail (see Chapter 4, “Collecting data from Meridian Mail”), and then impose a freeze on any Meridian Mail configuration changes.

   Do not make changes to users, restriction/permission lists (RPLs), classes of service (COS), networking data, voice menus, voice announcements, and so on. Also warn users not to make changes to their mailboxes during this period.

   Changes that are made to these items after creating the data migration tape are not migrated.

   Note: The Meridian Mail system must still accept calls and messages.

3. Migrate the data to CallPilot (see Chapter 5, “Performing the migration to CallPilot”).

   The migration process adds the Meridian Mail data to the CallPilot system.

4. Verify that the data has been migrated to CallPilot (see "Verifying CallPilot configuration" on page 183).
5. Perform the switchover to CallPilot so that CallPilot accepts calls and new messages (see "Replacing Meridian Mail with CallPilot" on page 200).

   Inform users that they must check their CallPilot mailboxes for messages.

   - Meridian Mail no longer answers calls and takes new messages.
   - The messages that are on the Meridian Mail system are not available until the migration to CallPilot is complete.

     Note: You can allow users to retrieve their messages from Meridian Mail if you run both systems in parallel for a limited time. For more information, see "Running Meridian Mail and CallPilot at the same time" on page 202.
6. Create the messages tape on Meridian Mail (see Chapter 4, "Collecting data from Meridian Mail").
7. Migrate the messages to CallPilot (see Chapter 5, "Performing the migration to CallPilot").

Section A: Understanding what can be migrated to CallPilot

In this section

Meridian Mail platforms and releases that can be migrated 66
Data that can or cannot be migrated 68
Migration limitations 72

Meridian Mail platforms and releases that can be migrated

Introduction

Migration is the process of collecting data from a Meridian Mail system and moving it to a CallPilot system. This section

- provides information about Meridian Mail systems and data that can be migrated
- describes the migration process
- provides you with the requirements for data collection and migration

Meridian Mail releases you can migrate to CallPilot

You can migrate Meridian Mail Release 11 or later systems to CallPilot.

Note: To migrate Meridian Mail Releases 8, 9, and 10, you must perform a comprehensive upgrade to Meridian Mail Release 11 or later before performing the migration to CallPilot. For information on comprehensive upgrades, refer to the latest release of the *Meridian Mail System Installation and Modification Guide*.

Meridian Mail platforms that you can migrate to CallPilot

You can migrate the following Meridian Mail platforms that are running Meridian Mail Release 11 or later to CallPilot:

- Card Option
- Option EC 11
- Compact Option
- Modular Option
- Modular Option EC
- Modular GP
- MSM

If your Meridian Mail system is an enhanced card option (ECO) system, and you are migrating Symposium Call Center Server prompts to CallPilot 2.x, the system must be running Meridian Mail Release 12 or later before you can migrate it to CallPilot.

Data that can or cannot be migrated

Introduction

Two types of data can be collected from Meridian Mail and then migrated to CallPilot:

- *System data* includes user data, system profiles, networking data, voice greetings, and voice services (voice menus, voice services, and announcements).
- *Message data* consists of voice messages.

  If you are migrating Symposium Call Center Server prompts to a CallPilot 2.x system, the prompts are also considered to be message data, since in Meridian Mail, the prompts are stored in a user's mailbox.

Components that can or cannot be migrated

Data type	Components that can be migrated	Components that cannot be migrated
System data	■ system and customer profiles ■ system name and greetings ■ restriction/permission lists ■ networking data ■ Classes of Service (COS) ■ messaging settings	■ language structure conversion ■ Hacker Monitor/Alarm Monitor ■ SEER re-map data ■ Hospitality ■ backup schedules ■ voice forms ■ voice menu structure (voice link information) ■ Voice Menu User Interface Forum (VMUIF) systems

Data type	Components that can be migrated	Components that cannot be migrated
System data (continued)	See the previous page.	■ family sub-mailboxes ■ VSDN Table and any other voice service information ■ hardware information (such as channel allocation table, SMDI link information, T1 or E1 link information, and so on) ■ multicustomers **Note:** CallPilot currently supports only one customer. Mailboxes with the same mailbox numbers that exist in different customer groups are not migrated. ■ some Meridian Mail 13 outcalling Remote Notification defaults **Note:** CallPilot does not support the Remote Notification COS feature.
Users	■ Classes of Service (COS) ■ local voice users ■ personal greetings (internal, external, and temporary)	■ User mailboxes that are less than three digits in length ■ RN schedules

Data type	Components that can be migrated	Components that cannot be migrated
Users (continued)	■ personal distribution lists (PDLs) ■ user core and mailbox properties ■ user voice messages	■ personal Classes of Service (COS) **Note:** On Meridian Mail, change the personal COS to a dummy COS for migration to CallPilot. ■ users with personal COS
Networking	■ networking sites and locations (local and remote), if the networking feature is included in the CallPilot keycode ■ Networking/AMIS configurations and network dialing defaults ■ Enterprise Networking delivery parameters ■ area and exchange codes ■ the Delivery to Telephone (DTT) delivery parameters ■ the Delivery to Fax (DTF) delivery parameters	■ sites with duplicated names ■ switch locations with duplicated names ■ translation tables

Data type	Components that can be migrated	Components that cannot be migrated
Corporate directory entries	■ system distribution lists (SDLs) ■ remote voice users ■ directory entry users ■ personal verification recording	■ SDLs with names that contain punctuation marks ■ SDLs that are less than three digits in length
Voice services	■ voice segments in menus ■ announcements ■ fax segments	Menu structure
Messages	voice messages that are present in each user's mailbox	■ non-delivery notifications ■ system messages
Symposium Call Center Server prompts	prompts that are present in each user's mailbox You can migrate Symposium Call Center Server prompts to a CallPilot 2.x system only. Symposium Call Center Server prompts are not supported on CallPilot 1.07. The CallPilot 2.x migration utility automatically creates the Application Builder applications during the prompt migration.	Not applicable

Migration limitations

Introduction

This section describes the limitations you must be aware of

- before you start the migration
- when you perform a selective migration
- when you rerun the migration because of one or more errors

System limitations

- The Meridian Mail data collection utility supports data collection from Meridian Mail Releases 11, 12, and 13 only.

  If Meridian Mail is running a release earlier than Release 11, you must perform a comprehensive upgrade of Meridian Mail to Release 11.
- Currently, the CallPilot migration utility does not verify CallPilot system sanity, hardware, and software configurations before starting the migration. You must ensure that the CallPilot system is operational before performing the migration.
- You cannot cancel the creation of the Meridian Mail data collection tape.
- Perform a selective migration only for the following reasons:
  - Migration is from an MSM system to a CallPilot 1.07 system.

    Note: Migration to CallPilot 2.x is not supported for MSM because the MSM system is connected to a type of switch that is not supported by CallPilot 2.x.
  - A system has more than 7000 users.
  - A customer requests selective migration.

Symposium Call Center Server prompt migration limitations

Symposium Call Center Server prompts can be migrated to a CallPilot 2.x system only. Symposium Call Center Server prompts are not supported on a CallPilot 1.07 system.

File names

When Symposium Call Center Server prompts are migrated to CallPilot 2.x, the CallPilot migration utility creates an Application Builder application for each prompt file. The name assigned to the application is the Meridian Mail prompt file name.

If Symposium Call Center Server prompts exist in more than one mailbox on Meridian Mail, the data collection utility appends the mailbox number to the end of the file name. You must do one of the following:

- Use Application Builder to rename the application on CallPilot.
- Update the script (if the file name is hard-coded in the script), or the variable (if the voice segment is specified in a variable) on the Symposium Call Center Server.

If the prompt file name and mailbox combination result in file names that are not unique, the prompts in the duplicate files are not collected by the Meridian Mail data collection utility.

Segment titles and descriptions

Application Builder segment titles and descriptions are shorter in length than in Meridian Mail. Therefore, when the application is created during migration, the following occurs:

- segment titles are truncated to 30 characters (from 56)
- segment descriptions and scripts are truncated to 255 characters (from 2048)

Symposium Call Center Server limitations after prompts migration

The Symposium Call Center Server can support only one ACCESS link per system. Therefore, if you are integrating CallPilot with the Symposium Call Center Server, you must move any channels that are dedicated to ACCESS from Meridian Mail to CallPilot. You cannot run Symposium Call Center Server/Meridian Mail and Symposium Call Center Server/CallPilot simultaneously with more than one ACCESS link.

Rerunning the migration

If you need to rerun the migration, or if certain information already exists on CallPilot because it was configured before the migration, you must be aware of what is or is not overwritten during the migration.

What is overwritten on CallPilot

If system data, voice segments, or users exist on CallPilot, the migration utility overwrites the data on the CallPilot system with the collected Meridian Mail data.

What is not overwritten on CallPilot

- If duplicate users are found during the migration, the migration utility informs and asks you what to do—Delete them or Skip them. If you choose to delete the users, they are removed from CallPilot, and then added from the migration tape. If you choose to skip them, the migration continues without updating the users on CallPilot.
- If a class of service (COS) or restriction/permission list (RPL) exists on the CallPilot system with the same name, the migration utility must not overwrite it with Meridian Mail data. The following occurs when duplicates are found during the migration to CallPilot:
  - The Meridian Mail RPL is not migrated. The CallPilot RPL remains in effect.

- The Meridian Mail COS is renamed to COSname_MMail COSID and then migrated to CallPilot. This can cause migrated users to be assigned to the wrong mailbox class.

  If you are migrating users to CallPilot in multiple sessions, then before you begin each migration session to CallPilot, rename all existing CallPilot mailbox classes.

- Voice messages are always created in the mailbox, even if the same messages were previously migrated into the mailbox. Therefore, if you perform the message migration using the same message tape again, messages are duplicated in the mailbox. For example, if a user has two messages in his or her mailbox, and the same tape is used to migrate a second time, the user must have four messages in his or her mailbox.
- If a network site or switch location already exists on CallPilot with the same name, the migration utility must not overwrite it with Meridian Mail data. This ensures that any changes that you made to the network database on CallPilot after the first migration attempt are not lost.

Conversion issues

DN expansion is not supported on CallPilot. This can affect mailbox numbering patterns on SL-100 systems.

The messages stored in the user mailbox on the Meridian Mail system and not sent are not addressed correctly to recipients. To send these messages, users must forward them.

Section B: Migration strategies

In this section

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Migrating a large system in multiple sessions 83
Migrating a system with many voice segments or fax items 88

Overview

Introduction

A migration from Meridian Mail to CallPilot consists of three major steps:

- Collect data from the Meridian Mail system onto tape.
- Migrate the data from the tape onto the CallPilot system.

The Meridian Mail system size can have an impact on the following:

- the order in which the last two steps are performed
- the number of tapes that you need
- the amount of time that the migration takes

Planning the migration

When planning to migrate from a Meridian Mail to a CallPilot system, you can divide Meridian Mail systems into four categories for the purpose of data collection:

- small systems
- large systems
- very large systems
- systems with many voice services, fax services (or both), or essential services (such as a product support voice menu)

  Note: On Meridian Mail, voice services are called “voice segments.” On CallPilot, they are called “applications.”

When planning the migration, you must also consider how you plan to put the CallPilot system into operation. That is, do you plan to replace Meridian Mail with CallPilot immediately, or do you plan to run both systems in parallel? If you plan to run both systems in parallel, then read “Running Meridian Mail and CallPilot at the same time” on page 202. This section provides some suggestions that can affect the way in which you migrate users to CallPilot.

Determining the Meridian Mail system category

To determine which category is applicable, you must know how many hours of storage are in use on the Meridian Mail system. This information is located in the system status information of the maintenance screen. For details, refer to your Meridian Mail documentation.

It is important to evaluate each system and plan accordingly. This section provides only guidelines for some common migration situations. You can ensure a smooth transition if you evaluate and plan carefully.

Small systems

A small Meridian Mail system has up to 200 hours of message storage, and can be migrated to any CallPilot server model. Small systems can usually be migrated over a 24–48 hour period and only require two data tapes (one for system data and the other for voice messages and Symposium Call Center Server prompts).

Large systems

A large Meridian Mail system has more than 200 hours of message storage and can fit on one of the following servers:

- 201i server—350 storage hours
- 703t server—1200 storage hours
- 1002rp server—2400 storage hours

Large systems require multiple backup tapes, and can take several days and multiple sessions to migrate.

Very large systems

A Meridian Mail system that has more than 96 ports and 2400 hours of storage is too large for a single CallPilot system. Contact your distributor or Nortel Networks for further information about possible strategies.

Systems with voice segments or fax items

When migrating Meridian Mail systems that use the voice segments or fax items, the voice segments or fax items must be converted to CallPilot Application Builder applications. The migration utility migrates the voice segments and fax items from voice service applications on Meridian Mail to CallPilot. However, it does not create the CallPilot applications. The applications must be built using CallPilot Application Builder.

Note: If a small system has many voice or fax segments, you must consider performing the migration in multiple sessions. For more information, see “Migrating a system with many voice segments or fax items” on page 88.

Estimating the total migration time

Estimate the total migration time based on your system type. For more information, refer to “Time estimates” on page 98.

Scheduling the migration

A maintenance period is the time during which the Meridian Mail system can be out of service. For large systems, it can take longer than a single maintenance period to complete the migration.

If the total migration time is less than the length of the maintenance period, you can perform the migration in one session. If the total migration time is greater than the maintenance period, you probably have to schedule the migration over several sessions.

To minimize disruption to the user community, ensure that a schedule of the migration process is announced.

Migrating a system in a single session

Introduction

This section describes the strategies for migrating small and large systems in one session. The strategy you choose affects the number of tapes you need.

Collecting data for a small system

Small systems are migrated by volume using full data collection.

You need two tapes:

- Tape 1 contains the following:
  - system data (includes system and customer profiles, networking data, restriction/permission lists [RPLs], and Classes of Service [COS])
  - user data
  - personal distribution list data (PDLs)
  - system distribution list data (SDLs)
  - voice segment and fax item data
- Tape 2 contains the voice messages and Symposium Call Center Server prompts for each volume.

For instructions on how to perform a full data collection, see Chapter 4, “Collecting data from Meridian Mail.”

Collecting data for a large system

When migrating a large Meridian Mail system in a single session, perform a selective data collection. You need three or more data tapes:

- Tape 1 contains system data (includes system and customer profiles, networking data, restriction/permission lists [RPLs], and Classes of Service [COS]).

- Tape 2 contains voice segments (voice services, menus, or announcements) and fax item data.
- Use Tape 3 (and more if necessary) to selectively migrate user data and the corresponding voice messages and Symposium Call Center Server prompts by volume.

ATTENTION

Collect SDLs and PDLs on the last tape to ensure that they are migrated last to CallPilot. If you migrate the SDLs and PDLs to CallPilot before all users are migrated, this can cause the SDLs and PDLs to contain invalid addresses on CallPilot.

For instructions on how to perform a selective data collection, see Chapter 4, “Collecting data from Meridian Mail.”

Migrating a large system in multiple sessions

Introduction

In some cases, a large system cannot be migrated in a single maintenance period. To minimize the impact, carefully plan and schedule the migration over several sessions. However, keep in mind that a Meridian Mail system with more than 96 ports and 2400 hours of storage is too large to be migrated to a single CallPilot system.

When migrating a Meridian Mail system in multiple sessions, perform a selective data collection by either department, mailbox, or COS. You need three tapes for the first session, and two for each subsequent session.

ATTENTION

If you are migrating RPLs and COSs in multiple sessions, they are not overwritten if they already exist on CallPilot. See “What is not overwritten on CallPilot” on page 74 for more details.

Freeze system modifications on the Meridian Mail system; for example, do not add additional voice prompts. Otherwise, the changes cannot be migrated.

Add additional users carefully to the Meridian Mail system so that their mailboxes and voice messages are captured at some stage during the migration.

For large systems, the total message capacity can exceed 2.5 Gbytes if all of the messages on the system are collected in one session. Nortel Networks recommends that you collect voice messages and Symposium Call Center Server prompts in stages (for example, based on volume or department). Each volume or department must fit onto a single tape.

Migrating a large system by department

To migrate a system by department, you must complete the department field in the data collection utility on Meridian Mail, and perform the migration in multiple sessions.

For instructions on how to collect data by department, see Chapter 4, “Collecting data from Meridian Mail.”

Data collection: session 1

Tape number	Must contain the following data
1	■ system data (includes system and customer profiles, networking data, restriction/permission lists [RPLs], and Classes of Service [COS]) ■ voice segments and fax item data
2	user data for the departments collected in session 1
3	voice messages and Symposium Call Center Server prompts for the departments collected in session 1 **Note:** Based on department size and usage, you are able to store multiple departments on the same tape in the same session.

Data collection: session 2

Tape number	Must contain the following data
4	user data for the departments collected in session 2

Tape number	Must contain the following data
5	■ voice messages and Symposium Call Center Server prompts for the departments collected in session 2 ■ system distribution list data (SDLs) ■ personal distribution lists (PDLs) **ATTENTION** Collect SDLs and PDLs in the last session to ensure that they are migrated last to CallPilot. If you migrate the SDLs and PDLs to CallPilot before all users are migrated, this can cause the SDLs and PDLs to contain invalid addresses on CallPilot.

Subsequent data collection sessions (if required)

For each additional session that is required, use a pair of tapes for each department— one tape for user data, and the other tape for the corresponding voice messages and Symposium Call Center Server prompts.

Migrating a large system by COS or mailbox range

To migrate a system by mailbox range, you can do one of the following:

- Specify one or more mailbox ranges by using the plus sign (+) or underscore (_) as wildcard characters in the data collection utility.
- Assign mailboxes to a specific Class of Service (COS).

  Groups of users can be assigned to a COS using the Assign To COS function available from the Find local voice users screen.

For instructions on how to perform a data collection by COS or mailbox range, refer to Chapter 4, “Collecting data from Meridian Mail.”

Guidelines for assigning a range of mailboxes to a COS

If you change a user’s COS for migration purposes, the new COS overrides the original COS information, which has to be reconstructed on the CallPilot system.

It takes about 5 seconds to assign a user to a COS. When you move many users to a new COS, the directory can become unbalanced and can result in slower system performance. At the end of each session, perform a DR audit to rebalance the directory.

The number of users (DNs) you must assign to a COS depends on your available maintenance period.

To calculate the number of users, use the following formula:

$$x = \frac{\text{users}}{\text{hours}} \times 200 \text{ hours}$$

where “users” is the total number of users on the system and “hours” is the actual number of storage hours used on the system. Therefore, for a system with 10 000 users and 1000 hours used, 2000 users can be assigned to a COS. It takes about three hours to create each COS and to assign the users plus the time to transfer the actual data (see “Time estimates” on page 98).

Note: This guideline assumes average usage by each group of users assigned to a COS. If a group of users is suspected to significantly exceed the average voice storage usage, consider breaking that group into two or more COSs.

Data collection: session 1

Tape number	Must contain the following data
1	■ system data (includes system and customer profiles, networking data, restriction/permission lists [RPLs], and Classes of Service [COS]) ■ voice segments (voice services, menus, or announcements) and fax item data
2	user data for COSs or mailboxes collected in session 1

Tape number	Must contain the following data
3	voice messages and Symposium Call Center Server prompts for the COSs or mailboxes collected in session 1

Data collection: session 2

Tape number	Must contain the following data
4	■ user data for the COSs or mailboxes collected in session 2
5	■ voice messages and Symposium Call Center Server prompts for the COSs or mailboxes collected in session 2 ■ system distribution list (SDL) data ■ personal distribution lists (PDL) **ATTENTION** Collect SDLs and PDLs in the last session to ensure that they are migrated last to CallPilot. If you migrate the SDLs and PDLs to CallPilot before all users are migrated, this can cause the SDLs and PDLs to contain invalid addresses on CallPilot.

Subsequent data collection sessions (if required)

For each additional session that is required, use a pair of tapes for each COS or mailbox range—one tape for user data, and the other tape for the corresponding voice messages and Symposium Call Center Server prompts.

Migrating a system with many voice segments or fax items

Introduction

If a system contains more voice segments or fax items than can easily be created in the maintenance period, perform the migration in multiple sessions. Migrate all voice segments and fax items to CallPilot and then create the Application Builder applications before you migrate the remaining data.

Note: Freeze system modifications on the Meridian Mail system (for example, do not add additional voice prompts). Otherwise, the changes cannot be migrated.

Session 1: Collect the system data, voice segments, and fax items

Migrate system data (includes system and customer profiles, networking data, restriction/permission lists [RPLs], and Classes of Service [COS]), voice segments, and fax items from Meridian Mail to CallPilot. The number of tapes you need is based on the Meridian Mail's system size.

Session 2: Create the CallPilot applications

Use the voice segment and fax item data to create the necessary CallPilot applications. For instructions, refer to the *CallPilot Application Builder Guide* (555-7101-325).

Session 3: Migrate the remaining data

Based on the size of your system (based on actual hours of messages), multiple sessions can be required to migrate all users, voice messages, and Symposium Call Center Server prompts. Users, messages, and Symposium Call Center Server prompts on small systems are migrated by volume using selective data collection. Messages and Symposium Call Center Server prompts on large systems require at least two migration sessions.

ATTENTION

Collect SDLs and PDLs on the last tape to ensure that they are migrated last to CallPilot. If you migrate the SDLs and PDLs to CallPilot before all users are migrated, this can cause the SDLs and PDLs to contain invalid addresses on CallPilot.

For suggested message migration strategies, see the following topics:

- “Migrating a system in a single session” on page 81
- “Migrating a large system in multiple sessions” on page 83

Section C: Preparing for the migration

In this section

Preparing for Meridian Mail data collection 92

Preparing for CallPilot migration 100

Meridian Mail to CallPilot migration checklist 103

Preparing for Meridian Mail data collection

Introduction

Complete the following checklist before you begin the Meridian Mail data collection.

Meridian Mail preparation checklist

Item	Check
Review the following sections in this chapter: ■ Section A: “Understanding what can be migrated to CallPilot” on page 65 ■ Section B: “Migration strategies” on page 77	❒
If the Meridian Mail system that you are migrating is Release 8, 9, 9.5, or 10, perform a comprehensive upgrade to the most current release of Meridian Mail. For more information on upgrading, refer to the latest release of the *Meridian Mail System Installation and Modification Guide*.	❒
Review the System Event and Error Reports (SEER) to ■ ensure that the data you want to collect is clean and consistent ■ verify that there are no reported problems with the system or the files Class 11, 31, and 66 SEERs indicate format errors or disk corruption. If these SEER classes have been reported, report the errors to the Nortel Networks support personnel group to confirm that migration can take place.	❒

Item	Check
Review user mailboxes and ensure that the mailbox numbers are three or more digits in length. Ensure also that DNs are unique across all mailboxes.	❒
Ensure that the Remote Notification Pin Terminator field does not contain a digit. CallPilot supports only "#" or a space as a pin terminator.	❒
Review RPL names and ensure that they are unique across all RPLs.	❒
Review SDL names and ensure that they do not contain punctuation. Ensure that SDL names are unique across all SDLs.	❒
Ensure that the first and last names of the Directory Entry Users are defined in Meridian Mail. The first name and last name fields are mandatory in CallPilot. If any one of these fields is empty in Meridian Mail, data is not migrated successfully to CallPilot.	❒
Review the SDL numbers and ensure that they are three or more digits in length.	❒
Review COS names and ensure that they are unique across all COSs.	❒
If you want to migrate Meridian Mail users with personal Classes of Service (COS), do the following: ■ create a new dummy COS, then reassign the user to the new COS ■ reassign the users to another existing COS For instructions on how to add and reassign Classes of Service, refer to the *Meridian Mail System Administration Guide*.	❒

Item	Check
Review DN entries for the following: ■ typographical errors on secondary DNs ■ duplicate primary and secondary DNs ■ obsolete entries that can conflict with current entries Correct any errors you find.	❒
Ensure that the Symposium Call Center Server prompt file names are unique. **Note:** If Symposium Call Center Server prompts exist in more than one mailbox on Meridian Mail, the data collection utility appends the mailbox number to the end of the file name. If the prompt file name and mailbox combination result in file names that are not unique, the prompts in the duplicate files are not collected by the Meridian Mail data collection utility.	❒
Ensure that network site names and switch location names are unique.	❒
Create a test mailbox on the Meridian Mail system and leave some messages in it. After the migration to CallPilot, you can check the mailbox on CallPilot to determine if the migration was successful.	❒
Determine the method by which data must be collected and migrated: ■ full data collection and migration ■ selective data collection and migration For more details, see “Collecting data from Meridian Mail” on page 96.	❒

Item	Check
Ensure that you have enough blank tapes available to store the data collected from Meridian Mail. The number of tapes you need is based on the Meridian Mail size. To determine how many tapes you need, refer to the Meridian Mail documentation and Section B: “Migration strategies” on page 77.	❒
Ensure that the tape drive is installed and operational on the Meridian Mail system. For information about the tape drive requirements, see “Tape drive hardware and media requirements” on page 111.	❒
Ensure that you have the bootable Meridian Mail to CallPilot Migration Tape (NTUB25AA) if your Meridian Mail system is running Release 11, 12, or 13. This tape prepares a Meridian Mail system for migration to CallPilot by installing the Data Collection Utility.	❒
CAUTION **Risk of reduced system performance** Do not run the data collection utility while the Meridian Mail system is online. Courtesy down the Meridian Mail system before you prepare it for data collection. For instructions, refer to the Meridian Mail documentation.	❒

Collecting data from Meridian Mail

Note: This guide refers to *system data* and *voice message data*. System data includes all data groups except for voice messages and Symposium Call Center Server prompts.

Full data collection and migration

Full data collection collects all system data at one time, and then all voice messages and Symposium Call Center Server prompts at one time, on one or more message tapes.

Migrate the system data, then migrate the voice messages and Symposium Call Center Server prompts.

Selective data collection and migration

Selective data collection allows you to gather information from the following groups individually:

- system data (includes system and customer profiles, restriction/ permission lists [RPLs], and Classes of Service [COS])
- network data

  Notes:

  - You can collect system data and network data on one tape.
  - For multicustomer Meridian Mail systems, collect networking data only from the customer with a full set of networking data. Do not collect networking data from the other customers on a multicustomer system.
- user data
- personal distribution lists (PDLs)
- system distribution lists (SDLs)

  Note: You can collect PDLs and SDLs on one tape.

- voice segments (voice menus, voice services, and announcements) and fax item data

ATTENTION

You must select and migrate the data groups in sequence according to this list.

If your system meets any of the following criteria, you must use selective data collection:

- You are migrating from an MSM system to a CallPilot 1.07 system.

  Note: Migration to CallPilot 2.x is not supported for MSM because the MSM system is connected to a switch that is not supported by CallPilot 2.x.
- The Meridian Mail system has more than 3000 users.
- The Meridian Mail system has more than 200 hours of actual messages stored.
- The customer requests selective data collection.

IF you are performing	THEN
a migration of larger systems	first collect the segments of system data on one or more tapes. Then, collect the voice messages and Symposium Call Center Server prompts on one or more tapes. Migrate the system data tapes first, and then migrate the voice message and Symposium Call Center Server prompt tapes.

IF you are performing	THEN
a large-volume selective migration	collect system data on tapes first. Then, collect voice messages and Symposium Call Center Server prompts by volume or department, using one tape for each collection. Migrate system data tapes first. Meridian Mail users must be defined in CallPilot before their voice messages can be migrated.

Time estimates

The chart below shows estimated times for data and message collection and migration based on the number of users. The time estimates are dependent on the CallPilot server model that is being used:

Migration activity	500 users	3500 users
One time migration per customer group		
Data collection	20 minutes	90 minutes
Message and Symposium Call Center Server prompt collection	2 minutes per hour of voice storage used	
Data migration	30–60 minutes per tape	
Message and Symposium Call Center Server prompt migration	1.5–2.0 minutes per hour of voice storage migrated	
Selective migration per customer group		
Data collection	15 minutes	80 minutes
Message and Symposium Call Center Server prompt collection	2 minutes per hour of voice storage used	
Data migration	30–60 minutes per tape	

Migration activity	500 users	3500 users
Message and Symposium Call Center Server prompt migration	1.5–2.0 minutes per hour of voice storage migrated	

Preparing for CallPilot migration

Introduction

Complete the following checklist before you start the CallPilot migration utility.

CallPilot migration preparation checklist

Item	Check
Ensure that the CallPilot system is installed. For instructions, refer to Part 2 of the *CallPilot Installation and Configuration* binder for your server model.	❒
Ensure that the switch is configured for CallPilot operation. For instructions, refer to Part 3 of the *CallPilot Installation and Configuration* binder.	❒
Ensure that the CallPilot system is configured and operational. All installed CallPilot services must be up and running. Dial the Voice Messaging Service DN to ensure that calls can be placed and received. For instructions, refer to Part 3 of the *CallPilot Installation and Configuration* binder.	❒
Ensure that no users have been added to the CallPilot system.	❒
Ensure that all CallPilot RPL names are unique from Meridian Mail RPL names.	❒

Item	Check
Ensure that all existing CallPilot mailbox classes are renamed. **Note:** If a duplicate COS is found during the migration, the Meridian Mail COS is renamed to COSname_MMail COSID and then migrated to CallPilot. This can cause migrated users to be assigned to the wrong mailbox class.	❒
If you want to migrate voice segments (voice menus, voice services, and announcements), Symposium Call Center Server prompts, or both, ensure that Application Builder is installed on CallPilot and is operational. Refer to Appendix C for complete procedures. **Note:** Symposium Call Center Server prompts can only be migrated from Meridian Mail to CallPilot 2.x. Refer to Appendix C for a detailed procedure.	❒
Do one of the following: ■ If the CallPilot server is a 200i or 201i server, ensure that an external tape drive is connected to the server or, if it is currently not connected, that an external tape drive is available. For instructions on connecting the tape drive, refer to *Part 2: Server Hardware Installation* in the *CallPilot Installation and Configuration* binder for your server model for instructions. ■ If the server is a tower or rackmount server, ensure that an internal tape drive is installed in the server. If an internal tape drive is not installed in the tower or rackmount server, then refer to Part 5 of the *CallPilot Installation and Configuration* binder for your server model for instructions.	❒

Item	Check
Disable event throttling on CallPilot, if throttling has been enabled. For CallPilot 1.07 instructions, refer to the *CallPilot 1.07 Monitoring and Security for the Administrator Guide (555-7101-500)*. For CallPilot 2.x instructions, refer to the *CallPilot 2.x Administrator's Guide* (555-7101-301) and the CallPilot Manager online Help.	❒
Ensure that no client applications are running on CallPilot while the migration is in progress. This includes CallPilot administration client (CallPilot 1.07) or CallPilot Manager (CallPilot 2.x) and all other client software.	❒

Meridian Mail to CallPilot migration checklist

Introduction

Use the following checklist to track your progress through the migration to CallPilot.

Note: Refer to Appendix C for instructions on moving Symposium Call Center Server Voice prompts and segments to CallPilot.

Meridian Mail to CallPilot migration checklist

Step	Task	Check
1	Complete the "Meridian Mail preparation checklist" on page 92.	❒
2	Complete the "CallPilot migration preparation checklist" on page 100.	❒
3	Ensure that you have the Meridian Mail to CallPilot Migration Tape (NTUB25AA).	❒
4	Courtesy down the Meridian Mail system. For instructions, refer to the Meridian Mail documentation. **CAUTION** **Risk of reduced system performance** Do not run the data collection utility while the Meridian Mail system is online.	❒

Step	Task	Check
5	Load the data preparation software from tape onto the Meridian Mail system, and then restart Meridian Mail. For instructions, see “To prepare the Meridian Mail system for data collection” on page 112.	❒
6	Collect Meridian Mail system data onto one or more tapes. You must determine which data collection method to use: full data collection, or selective data collection. For more information, see Section B: “Migration strategies” on page 77. For instructions on performing the data collection, see the following sections: ■ “To begin the data collection utility” on page 114 ■ “To create a data migration tape” on page 117	❒
7	Collect Meridian Mail voice messages and Symposium Call Center Server voice prompts and voice segments one or more tapes. For instructions on performing the message collection, refer to Appendix C.	❒
8	Review the Meridian Mail data collection log to determine if there are any errors. See “Reviewing the Meridian Mail data collection log” on page 124.	❒

Step	Task	Check
9	If necessary, install the tape drive and tape drive driver on the CallPilot server. **Note:** If the CallPilot server is a tower or rackmount server, it can already have an internal tape drive installed. In this is the case, you do not need to install a tape drive.	❒
10	Migrate the system data onto CallPilot. For instructions, see one of the following sections: ■ "To perform the migration to CallPilot 1.07" on page 139 ■ "To perform the migration to CallPilot 2.x" on page 159	❒
11	Migrate the voice messages and Symposium Call Center Server prompts and segments onto CallPilot. For instructions, see one of the following sections: ■ "To perform the migration to CallPilot 1.07" on page 139 ■ "To perform the migration to CallPilot 2.x" on page 159 **Note:** You can migrate Symposium Call Center Server prompts to a CallPilot 2.x system only (refer to Appendix C). Symposium Call Center Server prompts are not supported on CallPilot 1.07.	❒

Step	Task	Check
12	Do the following: ■ Review the migration transaction log on CallPilot. The transaction log is located in the \nortel\MPCX\Migration folder on CallPilot. ■ Review the event log on CallPilot. You can view the event log by using the CallPilot Event Browser, or by using the Windows NT Event Viewer. If either log indicates that data was not migrated, you can do one of the following: ■ Manually add the missing information to CallPilot. or ■ Fix the problem on Meridian Mail and perform the migration again. Use the method that is easiest for you.	❒ ❒
13	If you created any test messages on Meridian Mail, verify that they were successfully migrated. Log on to the mailbox and review the messages.	❒
14	Validate the migrated data, and perform additional configuration as required, to make the CallPilot configuration consistent with the Meridian Mail configuration. **Note:** Some information is not migrated. Other information is changed to default values. See “Verifying CallPilot configuration” on page 183.	❒

Step	Task	Check
15	Use CallPilot Application Builder to create the voice service applications. For instructions, refer to the *CallPilot Application Builder Guide* (555-7101-325).	❒
16	If you migrated Symposium Call Center Server prompts to a CallPilot 2.x system, make configuration changes as required on the Symposium Call Center Server.	❒
17	Ensure that CallPilot and, if applicable, Symposium Call Center Server operate as expected.	❒
18	If the tape drive used for the migration is an external tape drive, disconnect it from the CallPilot server. See “Disconnecting the tape drive” on page 182.	❒
19	Put CallPilot into operation. See “Putting CallPilot into operation” on page 199.	❒
20	If event throttling was disabled in the “CallPilot migration preparation checklist” on page 100, re-enable it. For CallPilot 1.07 instructions, refer to the *CallPilot 1.07 Monitoring and Security for the Administrator Guide (555-7101- 500)*. For CallPilot 2.x instructions, refer to the *CallPilot Administrator’s Guide* (555-7101-301) and to the CallPilot Manager online Help.	❒

Chapter 4

Collecting data from Meridian Mail

In this chapter

Collecting Meridian Mail data 110

Reviewing the Meridian Mail data collection log 124

Collecting Meridian Mail data

Introduction

The data collection process from your Meridian Mail system is comprised of the following activities:

- preparing Meridian Mail for the data collection (page 112)
- creating a data migration tape (page 114)

  The data migration tape collects the following:
  - system profiles
  - network data
  - user data
  - personal distribution lists (PDLs)
  - system distribution lists (SDLs)
  - VS voice segments (voice menus, voice services, and voice announcements) and fax item data
- creating a voice message migration tape (Appendix C)

  The voice message migration tape collects the following:
  - user voice messages
  - Symposium Call Center Server voice prompts (Refer to Appendix C)

Note: If you want to migrate only the Symposium Call Center Server prompts to CallPilot, you do not have to create the data migration tape. Refer to Appendix C for instructions on moving Symposium Call Center Server Voice prompts and segments to CallPilot.

Tape drive hardware and media requirements

Based on the Meridian Mail software release or hardware platform, the Meridian Mail system might be using one of the following tape drives and tapes:

- Archive Viper tape drive
- Tandberg SLR4 tape drive (TDC4220)
- 250 Mbyte tapes
- 2.5 Gbyte tapes



CAUTION

Risk of migration failure

The tape drive used by the CallPilot server cannot read data from 250 MByte tapes or tapes that are created with the Archive Viper tape drive.

Therefore, you must use the Tandberg SLR4 (or later) tape drive and 2.5 Gbyte tapes to create the Meridian Mail migration tapes.

ATTENTION

If the Meridian Mail system is using an Archive Viper tape drive or 250 Mbyte tapes, ensure that you take to the customer site, a Tandberg SLR4 (TDC4220) tape drive and a supply of 2.5 Gbyte tapes.

Note: For more information about the tape drives and tapes supported by Meridian Mail, refer to the Meridian Mail *General Release Bulletins*.

Before you begin

1. Ensure that you review and understand the migration limitations and what can or cannot be migrated as described in “Understanding what can be migrated to CallPilot” on page 65.
2. Complete the “Meridian Mail preparation checklist” on page 92.

To prepare the Meridian Mail system for data collection

ATTENTION

Ensure that you know which Meridian Mail release is installed on your system before you begin this procedure.

1 From the System Status and Maintenance menu, choose the System Status screen and courtesy down your Meridian Mail system.

ATTENTION

On Card Option systems, disable the AML before you turn off the power to Meridian Mail.

2 If your Meridian Mail system is a Card Option system that uses an external tape drive, turn on the tape drive.

3 If the Meridian Mail system is running Release MM11 or later, insert the bootable Meridian Mail to CallPilot Migration Tape (NTUB25AA) into the tape drive.

This tape is supplied by Nortel Networks as part of the Meridian Mail to CallPilot Migration package.

4 Power down Meridian Mail, or press the reset button on the MMP40 card.

Note: Reset node 1 first, and then reset nodes 2 through 5 in sequence, if applicable.

5 If your Meridian Mail system does not use the MMP40 card, wait 10 seconds, and then power up the Meridian Mail system.

Result: Diagnostic routines are shown, followed by a pause of approximately 5 minutes while the tape is automatically retensioned.

ATTENTION

On Card Option systems, re-enable the AML link after you turn on the power to Meridian Mail.

When tape retensioning begins, the following message appears:

```
Tape retension
```

Tip: You can monitor the status of the retensioning process by using your watch to check the timing, and by listening to the tape drive.

Note: Tape retensioning takes about 5 minutes. It takes about 1 minute to load the data preparation software from the Preparation Tape.

Once the data preparation software is loaded, the CallPilot Data Collection Utility Preparation Menu appears.

```
CallPilot Data Collection Utility Preparation Menu
--------------------------------------------------


        1  Preparation for MM11 System
        2  Preparation for MM12 System
        3  Preparation for MM13 System
        4  EXIT to support level









Please enter the operation number:
```

6 Choose the option that matches your system's Meridian Mail release number.

Result: A confirmation prompt appears.

Example: If you have Meridian Mail 13 installed, the following response appears:

```
You have chosen to Prepare for data migration of this
MM13 system.

Do you want to continue?
```

7 Press arrow up or down to choose Yes, and then press Enter.

8 When preparation is complete, remove the tape and restart the system.

9 Perform a sanity check of the system (for example, call a mailbox and leave a message).

IF the sanity test	THEN
passed with no problems	continue with "To begin the data collection utility" on page 114.
failed because a problem occurred, such as no ring	return to step 1.

To begin the data collection utility

Notes:

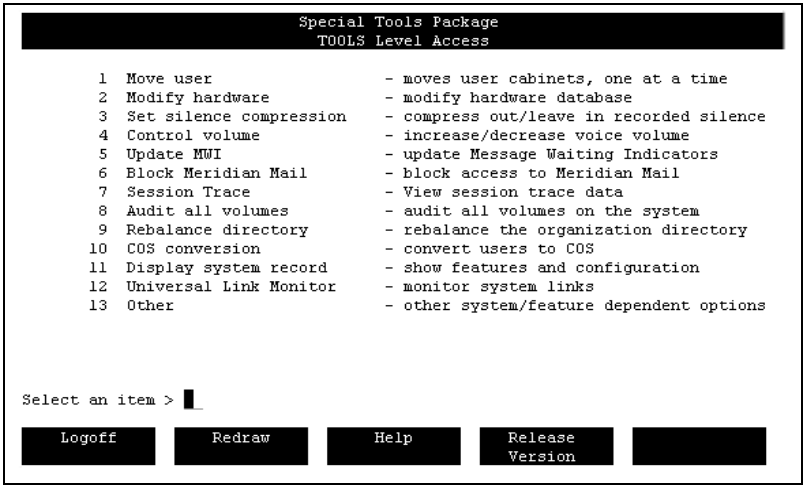
- If you want to migrate only the Symposium Call Center Server prompts to CallPilot, you do not have to create the data migration tape.
- The screens on the Meridian Mail system can differ from those shown in this guide, depending on the Meridian Mail release number and the type and number of features installed.

1 On the Meridian Mail administration terminal, log on to the Tools menu.

Use the Admin level password.

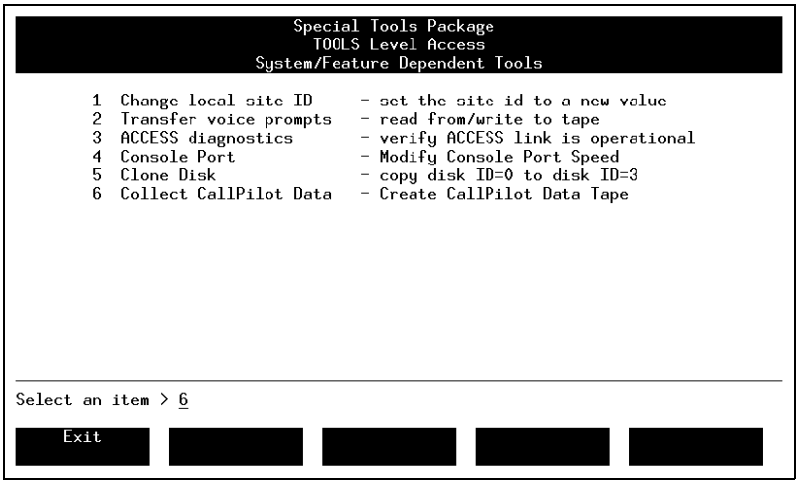
Note: On a Meridian Mail 13 system, use the Tools user ID and the Tools level password.

Result: The following menu appears:



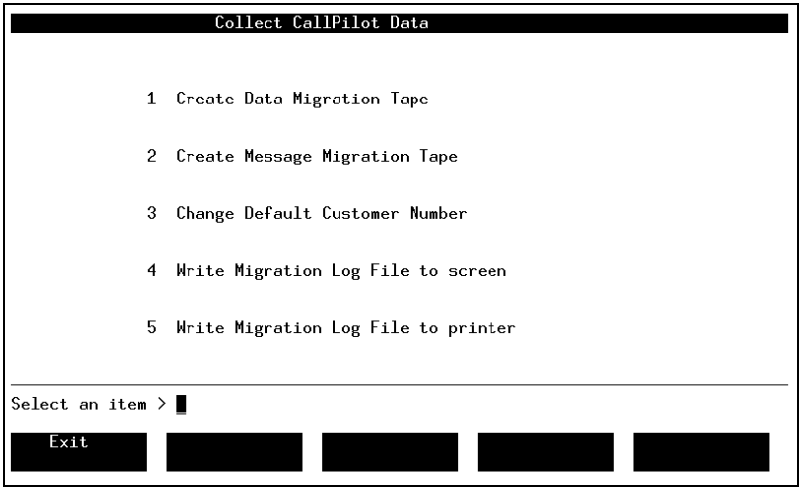
2 Choose Other.

Result: The Other menu appears.



3 Choose Collect CallPilot Data.

Result: The following menu appears:



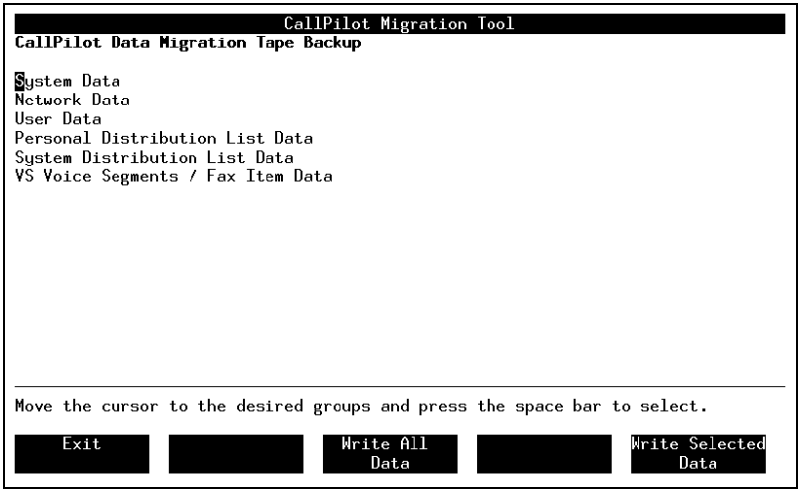
4 Continue with one of the following, as required:

- “To create a data migration tape” on page 117
- “To create a message and Symposium Call Center Server prompts migration tape” refer to Appendix C
- “To write the migration log file to the screen” on page 124
- “To write the migration log file to the printer” on page 125

To create a data migration tape

1 Choose Create Data Migration Tape.

Result: The following screen appears:



This option	Collects
System Data	■ system profiles ■ customer profiles ■ security profiles ■ outdialling defaults ■ dialing translations defaults
Network Data	■ network locations ■ network sites ■ network delivery profiles
User Data	■ system data (as described above) ■ network data (as described above) ■ restriction/permissions lists ■ COSs ■ user mailboxes
Personal Distribution List Data	personal distribution lists (PDLs)
System Distribution List Data	system distribution lists (SDLs)
VS Voice Segments / Fax Item Data	■ voice menus ■ voice services ■ announcements ■ fax items

Notes:

- If you are migrating user mailboxes in more than one session, you must migrate PDLs and SDLs to CallPilot last. If you migrate the SDLs and PDLs to CallPilot before all users are migrated, this can cause the SDLs and PDLs to contain invalid addresses on CallPilot.

- If you are performing a selective data collection, you must collect the data in the sequence shown on the screen, from top to bottom.

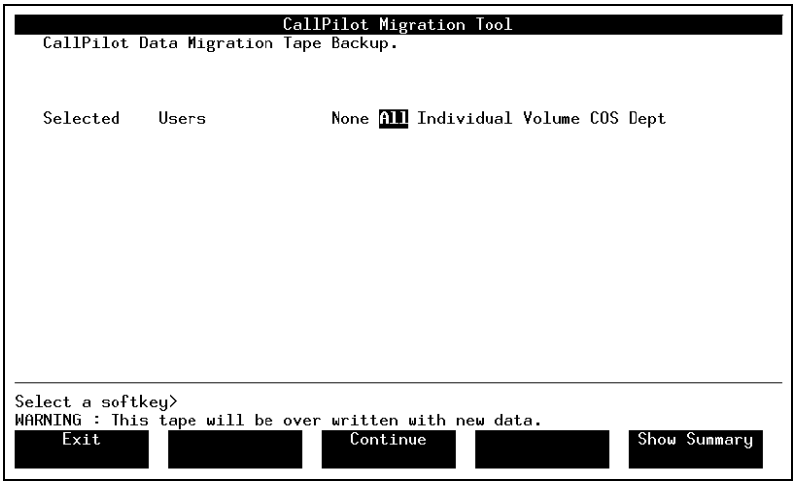
IF you highlight	THEN you selectively collect
some of the items in the menu	data for only the highlighted items.
all of the items in the menu	data for all the items.

2 Do one of the following:

IF you want to migrate	THEN do the following
all the Meridian Mail data (except voice messages) **Note:** For instructions on collecting voice messages, refer to Appendix C	press the Write All Data soft key.
one or more options in the list	**a.** Use the up or down arrow keys and then press the space bar to highlight each of the options you need. **b.** Press the Write Selected Data soft key. **Note:** If multiple items (but not all of them) are required, do not collect them one at a time. If you do this, you need a new blank tape for each item.

3 Do one of the following:

IF the	THEN
Selected Users screen appears	continue with step 4.
Enter Tape Label screen appears	continue with step 7.



Note: This screen allows you to collect data for one of the following:

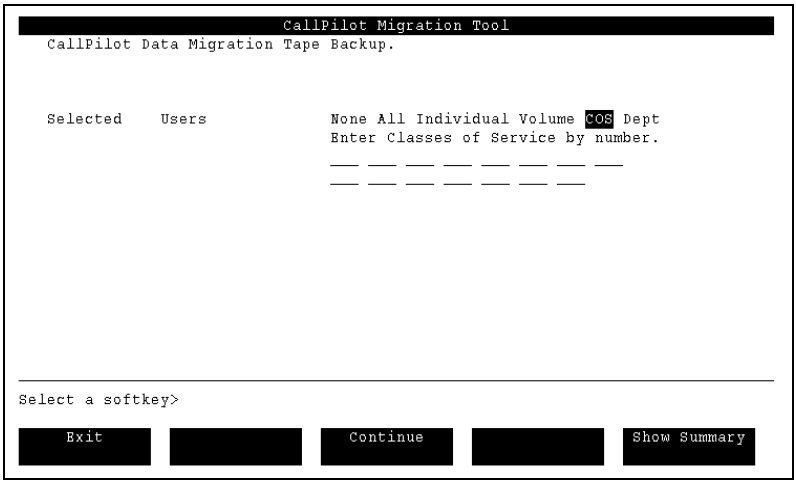
- all users in the system
- individual mailboxes by mailbox number
- all mailboxes in the selected volume
- all mailboxes in the selected COS
- all mailboxes in the selected department

Note: The None option is not a valid choice.

4 Use the right or left arrow keys to choose All, Individual, Volume, COS, or Dept, and then press Enter or arrow down.

Result: A list of fields appears in which you can enter the values for the category you chose.

For example, If you chose COS, the screen appears as follows after you press Enter:



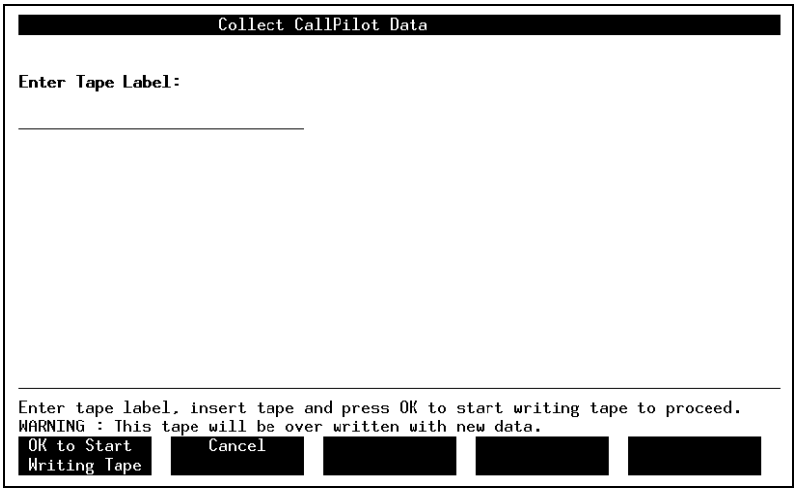
5 Type the values as required.

Tip: If you want to select one or more ranges of mailbox numbers, you can use the plus sign (+) or underscore (_) characters as wild cards, as follows:

- The plus sign (+) matches 0 or more characters or digits. For example, if you type 776+, mailboxes 776, 7761, 7762, 776123, and so on are selected.
- The underscore (_) matches 1 character or digit. For example, if you type 776_, 7761, 7762, and so on are collected. 776 and 776123 do not match.

6 Do one of the following:

IF you want to	THEN
view a summary of the items that are migrated	**a.** Press the Show Summary soft key. **Result:** A message indicating the total number of mailboxes selected appears at the bottom of the screen. **b.** Press the Continue soft key. **Result:** The Enter Tape Label screen appears.
continue with the data collection	press the Continue soft key. **Result:** The Enter Tape Label screen appears.



7 Type a name for the blank tape that you are using.

Maximum length: 27 characters

8 Place the blank tape in the tape drive, and choose the OK to Start Writing Tape soft key.

Result: The data collection starts. The progress is shown on the screen.

Note: For a Meridian Mail system with 700 mailboxes, it takes about 30 minutes to create data tapes.

9 When data collection is complete, press Enter to return to the Create Data Migration Tape Backup screen.

10 Press the Exit soft key to return to the Collect CallPilot Data menu.

11 Remove the tape from the tape drive and then record the tape's contents on the tape label.

12 Do one of the following:

IF	THEN continue with
if you still need to collect message data	Refer to Appendix C.
if the data collection process is complete	"Reviewing the Meridian Mail data collection log" on page 124.

Reviewing the Meridian Mail data collection log

Introduction

This section describes how to

- display the migration log on the screen (below)
- print the migration log on a printer (page 125)

To write the migration log file to the screen

From the CallPilot Data Collection menu, choose the Write Migration Log File to screen option.

Result: The log is printed on the screen. The following is an example of a partial migration log file:

```
 Meridian Mail Migration logs
-----------------------
Version CallPilot1.0 - 21/Oct/98 13:00 -  MM12
Tape Label - 7371
Version CallPilot1.0 - 21/Oct/98 13:00 -  MM12
Data Collection for CallPilot begins: 23/10/98  15:20:49
MenuFlags Bitmap = 0
Total Blocks Written =  5780
Total Loc Users           =                              1
Total Dir Users           =                              0
Total Perm Remote Users   =                              0
Total Temp Remote Users   =                              0
Total Spns                =                              0
Total Rpls                =                              0
Total Cos                 =                              0
Total Voice Services      =                              0
Total Group Data          =                             44
Press <Return> to continue...
```

To write the migration log file to the printer

Note: For this procedure, ensure that a printer connection is available.

From the CallPilot Data Collection menu, choose the Write Migration Log File to printer option.

Result: The log file is printed to your printer.

What's next?

Continue with Chapter 5, "Performing the migration to CallPilot."

Chapter 5

Performing the migration to CallPilot

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To perform a second level manual recovery procedure 175

To perform a third level manual recovery procedure 177

Hardware, software, and media requirements

Introduction

Before you can migrate the Meridian Mail data from tape to CallPilot, you must ensure that the appropriate hardware is installed.

Safety warnings



DANGER

Risk of electrical shock

Ensure that the tower or rackmount server is powered down before you attempt any installation or removal of components.



CAUTION

Risk of equipment damage due to electrostatic discharge

Use an ESD wristband and attach it as follows:

- to the server chassis when performing any work inside the tower or rackmount server
- to the switch when working with the IPE server

Tower or rackmount server hardware requirements

The tower or rackmount server must be equipped with an internal tape drive. Based on the CallPilot server software release and server model, the internal tape drive can be one of the following:

- Tandberg SLR32 (CallPilot 1.07 only)
- Tandberg SLR50 (CallPilot 1.07 or 2.x)

ATTENTION

To ensure a successful migration, ensure that the tapes containing the Meridian Mail information are 2.5 Gbyte tapes that were recorded on the Tandberg SLR4 (TDC4220) or later tape drive.

The CallPilot SLR32 and SLR50 tape drives cannot read tapes that

- are less than 2.5 Gbytes
- were created on Meridian Mail using the Archive Viper tape drive

Note: The CallPilot server can already have an internal tape drive installed. If this is the case, you do not need to install a tape drive or tape drive driver.

If an internal tape drive is not installed in the tower or rackmount server, then refer to Part 5 of the *CallPilot Installation and Configuration* binder for your server model for instructions.

IPE server hardware requirements

An external tape drive must be connected to the IPE server. Both servers have a built-in SCSI connector on the faceplate.

The tape drive supported by the IPE servers is the Tandberg SLR5 (NTRH9038) tape drive. This tape drive can read the 2.5 Gbyte Meridian Mail tapes that are created using the Tandberg SLR4 (TDC4220) tape drive. It cannot read the following:

- 250 Mbyte Meridian Mail tapes
- tapes that were created on Meridian Mail using the Archive Viper tape drive

ATTENTION

If a Tandberg SLR5 tape drive is not available, you can temporarily connect the Tandberg SLR4 tape drive used by the Meridian Mail Card Option system to the CallPilot server for performing the migration. You must disconnect the tape drive when the migration to CallPilot has been completed.

If an external tape drive is not connected to the IPE server, then refer to Part 2 of the *CallPilot Installation and Configuration* binder for your server model for instructions.

Tape drive software requirements

The tape drive driver must also be installed on the CallPilot server.

Note: If the tape drive was already installed, the tape drive driver can already be installed as well. If this is the case, you do not need to install the tape drive driver.

IF the	THEN for instructions, refer to
tape drive driver is not installed on the CallPilot 1.07 server	Part 5 of the *CallPilot Installation and Configuration* binder for your server model.
tape drive driver is not installed on the CallPilot 2.x server	Part 4 of the *CallPilot Installation and Configuration* binder.

Troubleshooting migration problems

Introduction

When the migration to CallPilot is finished, review the transaction log that is generated for each migration session. The transaction log indicates the state of the data after migration. It contains the following information:

- a detailed progress report of the migration
- warning messages
- error messages
- a migration status summary

In addition to the transaction log, for further analysis, you can use

- the Windows NT Event Viewer to view any events that were logged by the server APIs while performing the updates
- online error reports

Reasons for errors

Most of the errors in a migration occur due to the following reasons:

- The differences between Meridian Mail and CallPilot.

  Examples:

  - CallPilot requires three or more digits for mailbox numbers.
  - The voice storage limit on Meridian Mail is 6000 minutes, whereas on CallPilot, it is 360 minutes.
- The data on the Meridian Mail system is inconsistent or corrupted.
- The data on the data tape is corrupted.
- There was too much data for the data tape.
- Some of the CallPilot components are not installed properly.

- Some of the data on the data tapes is not accessible, and default values are substituted.

  This can sometimes cause errors in the data migration of other components that depend on the true values. In such cases, appropriate warning messages appear.

Correcting errors

Generally, you can correct errors by doing one of the following:

- Rerun the CallPilot migration utility.
- Change the values on Meridian Mail, recollect the data, and then perform the migration again.

If these methods do not correct the errors, contact your Nortel Networks technical support representative.

To revert to the Meridian Mail system

It can be necessary to revert to the Meridian Mail system if there is a migration failure and there is no way to resolve the problem. Before you retry the migration, you must do the following on the CallPilot system:

1. Delete network data such as sites, locations, dialing plan information, and so on.
2. Delete the users.
3. Delete the classes of service (COS).
4. Delete the RPLs.
5. Delete the SDLs.
6. Turn off the message waiting indicator (MWI).

Section A: Performing a migration to CallPilot 1.07

In this section

Performing a selective migration to CallPilot 1.07 134
CallPilot 1.07 migration data sources 136
Interrupting the CallPilot 1.07 migration process 138
Migrating Meridian Mail data to CallPilot 1.07 139

Performing a selective migration to CallPilot 1.07

Introduction

If you performed a selective data collection from Meridian Mail, then you must perform a selective data migration to CallPilot. Even though data collection from Meridian Mail can be done at a granular level, selective migration to CallPilot is limited to the following choices:

- migration from the data tape
- migration from the message tape

System data migration

System data is present on the data tape in the following order:

- system profiles (includes system profiles, customer profiles, security profile, outdialing defaults, and dialing translation defaults)
- networking data (includes network sites, locations, dialing plan information, and network delivery parameters)
- user data (includes Classes of Service [COS] and restriction/permission lists)
- personal distribution lists (PDLs)
- system distribution lists (SDLs)
- voice segments (voice menus, voice services, and announcements) and fax item data

When you perform a migration from the data tape, all of these items are migrated to CallPilot. You cannot select a specific type of system data item to migrate.

Voice message migration

Migration to CallPilot from the message tape is based on how you did the collection from Meridian Mail. If you collected all messages on one tape, then all messages on that tape are migrated to CallPilot in a single session.

If you collected messages on multiple tapes (that is, performed a selective message migration), messages are migrated to CallPilot in multiple sessions—one tape per session, in the order in which the tapes were created.

All users for whom the voice messages are to be migrated must already be defined on or migrated to the CallPilot system.

Notes:

- Voice messages collected from the Meridian Mail system can exceed the available free space on the CallPilot MMFS volume. Once the available space reaches the threshold (less than 5 percent free space), no further messages can be migrated. Logs are generated for this event.
- After message migration on CallPilot, the messages sent by AMIS users are treated as messages from an unknown source.
- The transaction log file shows the details and number of messages, along with any attachments that are migrated, including errors.

CallPilot 1.07 migration data sources

Introduction

The CallPilot migration utility offers you the option to copy the files to the CallPilot server before the migration proceeds. The folder to which the files are copied is referred to as the *staging area*.

If the files are present on the server, data can be migrated from the files on the server. If the files are not present, data is migrated from the files on the tape.

Copying files to the CallPilot server

When files are copied to the CallPilot server, they are copied to the "\nortel\MPCX\Migration\MigrationFiles" folder.

The option to copy files to the CallPilot server is not available for all data sets. See the following table:

	Can be migrated from	
This data set	**Tape**	**Files staged on the CallPilot server**
system data	yes (data tape)	yes
messages	yes (message tape)	no

Nortel Networks recommends that you always copy the files to the CallPilot server (if the option is available), to reduce the time that it takes to perform the migration.

Deleting the staging files from the CallPilot server

The migration utility also offers the option to delete the files from the CallPilot server when the migration is finished.

Nortel Networks recommends that you do not delete the staging files until you are certain that the migration completed successfully. This saves time if you determine that you must rerun the migration.

For more information about deleting the CallPilot 1.07 migration files, see “Migrating Meridian Mail data to CallPilot 1.07” on page 139.

Interrupting the CallPilot 1.07 migration process

Introduction

This section describes how to

- halt a migration to CallPilot that has been started
- rerun a migration to CallPilot that has been halted

To halt a migration process

Press Ctrl+C or Ctrl+Break.

To rerun a system data migration that has been halted

IF you halted	THEN to resume the process
a data or message migration process	type **migrate -c -d** at the command line prompt, and then press Enter.
a transfer to staging files process (data migration only)	type **migrate -x -c -d** at the command line prompt, and then press Enter.

To rerun a message migration that has been halted

ATTENTION

If you rerun the message migration, messages that are already migrated to CallPilot are duplicated in their mailboxes on CallPilot. You must delete the affected messages on CallPilot before you rerun the migration.

To restart message migration, type **migrate -msg** at the command line prompt, and then press Enter.

Migrating Meridian Mail data to CallPilot 1.07

Introduction

To migrate the Meridian Mail data to CallPilot 1.07, run the migration utility from a Windows console application, and then insert the first tape into a tape drive on the CallPilot server.

If an error occurs during the migration, an error message indicating the nature of the error appears, and is recorded in the log file. For a list of error messages, see Appendix B, “Error messages.”

Note: If you want to migrate the data to a CallPilot 2.x system, see “Performing a migration to CallPilot 2.x” on page 149.

Before you begin

Complete the “CallPilot migration preparation checklist” on page 100.

Migration utility location

The migration utility is located on the CallPilot server’s hard drive in the \nortel\MPCX\Migration folder. You must run the CallPilot migration utility from this folder only. Do not start the migration utility from another folder.

To perform the migration to CallPilot 1.07

1. Click Start › Run.
2. Type **Command** in the Open box, and then click OK to initiate an MS-DOS session.
3. Change the directory path to \nortel\MPCX\Migration.

4 Insert the appropriate tape (system data tapes first, and then voice message tapes) in the tape drive.

ATTENTION

Ensure that you use the tapes in the order in which they were created.

Note: You must successfully complete the data migration before you perform the message migration.

5 At the DOS prompt, type one of the following commands:

a. To migrate data, type **migrate**, followed by one or more of the following switches:

Switch	Description
`-x`	Specifies that files are to be copied to the following folder (staging area) on CallPilot: \nortel\MPCX\Migration\MigrationFiles **Default:** No files are copied
`-c`	Specifies that migration continues after the files are copied to the staging area on CallPilot. **Default:** No migration occurs
`-d`	Specifies that the staging files are removed from the CallPilot server after the migration is finished. **Default:** No files are deleted
`-h`	Displays usage details.

All switches are optional. If you specify one or more of the switches, then the remaining switches take their respective default action. If none of the switches are specified, then the system prompts you to specify all the switches explicitly.

Example: If you want to transfer data from the tape into the staging area on CallPilot, then the command option is `migrate -x`.

To continue the migration immediately after the tape transfer and to delete the staging files, then the command is `migrate -x -c -d`.

Note: Nortel Networks recommends using `migrate -x -c -d`.

b. To migrate voice messages, type **migrate -msg**, and then press Enter.

6 Press Enter to begin the migration.

Result: The migration begins. The screen displays the migration's progress. For a sample of what appears, see "Sample 1: Data migration progress results" on page 142.

Note: If errors occur during the migration process, you need to repeat all or part of the migration. For example, if an "end of tape" error occurs for a tape containing a volume of voice, you need to run the migration for that data set. In such a case, recollect the data from Meridian Mail. Divide the volume's users into two sets (perhaps by department or COS), and use multiple tapes.

When the migration is finished, a message appears to indicate this, and a migration transaction log is created and saved in the \nortel\MPCX\Migration folder. The file name is MigTransaction<*yymmddhhmmss*>.log" (where *yymmddhhmmss* represents the date and time in the 24-hour clock). The date and time in the file name allow you to

- retain logs from previous migration sessions
- distinguish the current migration log from previous migration logs

7 Open and review the transaction log.

Notes:

- The transaction log is an ASCII file that you can view with Notepad or a similar text viewer.
- The transaction log file provides a summary of the data fields migrated from the given group, file, or field to the specified field in the CallPilot database.

8 Review the CallPilot event log for errors.

You can view the event log by using one of the following methods:

- In the CallPilot administration client, click CallPilot System ›ÿSystem Administration ›ÿAlarms & Events ›ÿEvent Browser. For more information, refer to the *CallPilot 1.07 Monitoring and Security for the Administrator Guide* (NTP 555-7101-500).
- In Windows NT, click Start ›ÿPrograms ›ÿAdministrative Tools (Common) ›ÿEvent Viewer, and then review the System and Application Logs.

Note: Ignore MTA events 54101 and 54103, as well as event 55500 (Mutex and semaphores).

9 If you created any test messages on Meridian Mail, verify that they were successfully migrated.

Log on to the mailbox and review the messages.

10 Continue with Chapter 6, “Post-migration activities.”

Sample 1: Data migration progress results

The following example (edited for length) shows what you see on the monitor when you migrate system data:

```
** Friday, February 11, 2000 [02:13:40 PM] **
Cleaning up the MigrationFiles directory ...
** Friday, February 11, 2000 [02:13:40 PM] **
Opening tape device ...
Setting tape block size ...
Loading tape ...
Reading Tape Descriptor ...
UserTapeLabel: for derek
SystemTapeLabel: Date=1/4/2000 Time=0:57:0
TapeNumber = 1
Locking tape mechanism ...
Reading files from Group 1
Creating file: 0001000300000000
Creating file: 0001000300000001
.
```

```
.
.
WARNING:(GENERAL):(9):The Extract() function
callfailed:
No further PDLs found in MMail data for this User
---- Starting the next User PDL migration [24]-------
---- Starting the next PDL [0] migration for the user
[ ATHER5]
WARNING:(GENERAL):(9):The Extract() function call
failed:
WARNING:(GENERAL):(9):The Extract() function call
failed:
No further PDLs found in MMail data for this User
---- Starting the next User PDL migration [25]-------
---- Starting the next PDL [0] migration for the user
[ ATHER6]
WARNING:(GENERAL):(9):The Extract() function call
failed:
WARNING:(GENERAL):(9):The Extract() function call
failed:
No further PDLs found in MMail data for this User
---- Starting the next User PDL migration [26]----
WARNING:(USERMOD):(422):The user for whom the PDL is
being updated does not exist in the database:Skipping
the PDL update for user [ ATHER7]
---- Starting the next User PDL migration [27]-------
---- Starting the next PDL [0] migration for the user
[ ATHER8]
WARNING:(GENERAL):(9):The Extract() function call
failed:
WARNING:(GENERAL):(9):The Extract() function call
failed:
No further PDLs found in MMail data for this User
---- Starting the next User PDL migration [28]--------
WARNING:(USERMOD):(422):The user for whom the PDL is
being updated does not exist in the database:Skipping
the PDL update for user [ ATHER9]
---- Starting the next User PDL migration [29]-------
WARNING:(GENERAL):(9):The Extract() function call
failed:
```

```
WARNING:(GENERAL):(9):The Extract() function call
failed:
WARNING:(GENERAL):(9):The Extract() function call
failed:
WARNING:(GENERAL):(9):The Extract() function call
failed:
WARNING:(GENERAL):(9):The Extract() function call
failed:
No more User PDLs to migrate..
The APB folder name [_F1\cust\cust1\nm_abd\nm_mig]
The Object Handle released successfully
The database connection relinquished successfully
The MCE Admin service was successfully started [0].
** Friday, February 11, 2000 [02:14:35 PM] **
**********| Summary of Data Migration |*************
System and Customer Profile Data Migration:
System Record: <Not updated>
Customer Record: <Not updated>
Tenant Record: <Not updated>
Messaging Parameters: <Not updated>
Security Parameters: <Not updated>
-----------------------------------------------------
Restriction and Permissions Lists:
Total Number of RPLs attempted: <80>
Total Number of RPLs created/updated successfully:
<76>
Total Number of RPLs skipped: <4>
Total Number of RPLs in Error: <0>
-----------------------------------------------------
Network Database:
-----------------
Total Number of Servers attempted: <0>
Total Number of Servers created/updated successfully:
<0>
Total Number of Server updates in Error: <0>
Total Number of Locations attempted: <0>
Total Number of Locations created/updated
successfully: <0>
Total Number of Location updates in Error: <0>
Total Number of Location Codes attempted: <0>
```

```
Total Number of Location Codes created/updated
successfully: <0>
Total Number of Locations Code updates in Error: <0>
Total Server Connection Lists attempted: <0>
Total Server Connection Lists created/updated
successfully: <0>
Total Server Connection List updates in Error: <0>
Customers General Delivery Parameters: <Not updated>
Customers AMIS Delivery Parameters: <Not updated>
Customers Enterprise Networking Parameters: <Not
updated>
Customers Fax Delivery Parameters: <Not updated>
Customers DTT Delivery Parameters: <Not updated>
Customers DTT/DTF Prefixes: <Not updated>
Customers Default Dialing Parameters: <Not updated>
-----------------------------------------------------

Class of Services:
------------------
Total Number of COSs attempted: <3>
Total Number of COSs created/updated successfully: <2>
Total Number of COSs skipped: <1>
Total Number of COSs in Error: <0>
-----------------------------------------------------
User Profile:
-------------
Total Number of Local Users attempted: <29>
Total Number of Local Users created/updated
successfully: <20>
Total Number of Local Users skipped: <9>
Total Number of Local Users in Error: <0>
Total Number of Spoken name verifications data
attempted: <0>
Total Number of Spoken name verifications data
created/updated successfully: <0>
Total Number of Spoken name verifications data in
Error: <0>
Total Number of User Greetings data attempted:<0>
Total Number of User Greetings data created/updated
successfully: <0>
```

```
Total Number of User Greetings data in Error: <0>
Total Number of Remote Users attempted: <0>
Total Number of Remote Users created/updated
successfully: <0>
Total Number of Remote Users in Error:<0>
Total Number of Directory Entry Users attempted: <0>
Total Number of Directory Entry Users created/updated
successfully: <0>
Total Number of Directory Entry Users in Error: <0>
-----------------------------------------------------
System Distribution Lists:
-------------------------
Total Number of SDLs attempted: <6>
Total Number of SDLs created/updated successfully: <1>
Total Number of SDLs in Error:<5>
-----------------------------------------------------

Personal Distribution Lists:
---------------------------
Total Number of User PDL updates attempted: <0>
Total Number of PDLs created/updated successfully: <0>
Total Number of PDLs in Error:<0>
-----------------------------------------------------
Menu, Announcements, Fax Items:
------------------------------
Total Number of Services attempted: <0>
Total Number of Services created/updated
successfully: <0>
Total Number of Services in Error:<0>
******************| End of Summary |*****************
Retaining the staging files on disk. Please clean up
these files (under MigrationFiles directory) later
after the data migration of all components is
complete.
```

Sample 2: Message migration results

The following example (edited for length) shows what you see on the monitor when you migrate messages:

```
** Friday, February 11, 2000 [02:26:06 PM] **
MPCX System databases and NGen Servers are up and
running.
The APB folder name [_F1\cust\cust1\nm_abd\nm_mig]
Message Map directory is created successfully
Starting migration of user voice messages ...
Start user [1]
** Friday, February 11, 2000 [02:26:06 PM] **
Opening tape device ...
Setting tape block size ...
Loading tape ...
Reading Tape Descriptor ...
UserTapeLabel: mod GP message tape
SystemTapeLabel: Date=1/4/2000 Time=19:0:18
TapeNumber = 1
Locking tape mechanism ...
Reading files from Group 16
Creating file: 0016000100000000
Creating file: 0016000200000000
Creating file: 0016000200000000.vce
Creating file: 0016000300000000
Deleting file: 0016000300000000
Creating file: 0016025500000000
Creating file: 0016000200000001
Creating file: 0016000200000001.vce
Creating file: 0016000300000001
Deleting file: 0016000300000001
Creating file: 0016025500000001
ERROR:(MSGMOD):(509):The user mailbox does not exist
on the system:skipping migration of messages for the
user [ ATHER1]
.
.
.
Deleting file: 0016025500280000
```

```
Deleting file: 0016025500280001
Deleting file: 0016025500280002
Deleting file: 0016025500280003
Deleting file: 0016025500280004
Start user [30]
** Friday, February 11, 2000 [02:30:38 PM] **
No more user messages to migrate. Message migration is
completed
** Friday, February 11, 2000 [02:30:38 PM] **
********| Summary of Message Migration |*********
User Voice Messages:
--------------------
Total Number of Messages attempted: <57>
Total Number of Messages created successfully: <57>
Total Number of Messages in Error: <0>
-----------------------------------------------------
Message Attachments:
--------------------
Total Number of Attachments attempted: <0>
Total Number of Attachments created successfully: <0>
Total Number of Attachments in Error: <0>
***********| End of Summary |***************
```

Section B: Performing a migration to CallPilot 2.x

In this section

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CallPilot 2.x migration data sources 153
Interrupting the CallPilot 2.x migration process 156
Migrating Meridian Mail data to CallPilot 2.x 158

Performing a selective migration to CallPilot 2.x

Introduction

If you performed a selective data collection from Meridian Mail, you must perform a selective data migration to CallPilot.

The migration to CallPilot 2.x utility allows you to select which data set to migrate to CallPilot in a particular migration session. In any migration session, you can migrate one or more of the following data groups:

- all system data (migrates everything from the data tape)
- messages and Symposium Call Center Server prompts
- messages only
- Symposium Call Center Server prompts only (Refer to Appendix C).
- system data only (includes system and customer profiles, networking data, restriction/permission lists [RPLs], and Classes of Service [COS])
- user data
- Application Builder services (voice menus, announcements, and fax items)
- system distribution lists (SDLs)
- personal distribution lists (PDLs)

System data migration

In selective data collection, system data is collected on tapes in the following order:

- system data (includes system and customer profiles, networking data, restriction/permission lists [RPLs], and Classes of Service [COS])
- user data

- personal distribution lists (PDLs)
- system distribution lists (SDLs)
- voice segments (voice menus, voice services, and announcements) and fax item data

You must migrate the information from the data tapes in the same order in which it was collected.

Note: If you chose to perform a selective data collection and migration, ensure that all users are migrated first to CallPilot. PDLs and SDLs are not completely migrated if all users are not first defined.

Voice message and Symposium Call Center Server prompt migration

Migration to CallPilot from the message/Symposium Call Center Server prompt tape is based on how you did the collection from Meridian Mail. If you collected all messages and Symposium Call Center Server prompts on one tape, then all messages and Symposium Call Center Server prompts on that tape are migrated to CallPilot in a single session.

If you collected messages and Symposium Call Center Server prompts on multiple tapes (that is, performed a selective message migration), messages are migrated to CallPilot in multiple sessions—one tape per session, in the order in which the tapes were created.

Notes:

- All users for whom the voice messages are to be migrated must already be defined on or migrated to the CallPilot system.
- Voice messages collected from the Meridian Mail system can exceed the available free space on the CallPilot MMFS volume. When the available space reaches the threshold (less than 5 percent free space), no further messages can be migrated. Logs are generated for this event.

- After message migration on CallPilot, the messages sent by AMIS users are treated as messages from an unknown source.
- The transaction log file shows the details and number of messages, along with any attachments that are migrated, including errors.

CallPilot 2.x migration data sources

Introduction

The CallPilot migration utility offers you the option to copy the files to the CallPilot server before the migration proceeds. The folder to which the files are copied is referred to as the *staging area*.

If the files are present on the server, data is migrated from the files on the server. If the files are not present, data is migrated from the files on the tape.

Copying files to the CallPilot server

When files are copied to the CallPilot server, they are copied to the "\nortel\MPCX\Migration\MigrationFiles" folder.

The option to copy files to the CallPilot server is not available for all data set options. See the following table:

	Can be migrated from	
Data set option	**Tape**	**Files staged on the CallPilot server**
All system data	yes (data tape)	yes
Messages and Symposium Call Center Server voice prompts	yes (message tape)	no
Messages only	yes (message tape)	no
Symposium Call Center Server voice prompts only	yes (message tape)	no

Data set option	Can be migrated from: Tape	Can be migrated from: Files staged on the CallPilot server
System data (includes system and customer profiles, networking data, restriction/ permission lists [RPLs], and Classes of Service [COS])	yes (data tape)	yes
User data	yes (data tape)	yes
Application Builder services (voice menus, voice services, and announcements)	yes (data tape)	yes
SDLs	yes (data tape)	yes
PDLs	yes (data tape)	yes

Nortel Networks recommends that you always copy the files to the CallPilot server (if the option is available), to reduce the time that it takes to perform the migration. The migration utility copies all files (except messages and Symposium Call Center Server prompts) to the staging area, regardless of the data set that you are migrating.

Deleting the staging files from the CallPilot server

The migration utility also offers the option to delete the files from the CallPilot server when the migration is finished.

Nortel Networks recommends that you do not delete the staging files until you are certain that the migration completed successfully. This reduces processing time if you determine that you must rerun the migration.

For more information about deleting files, see the following:

- “Migrating Meridian Mail data to CallPilot 2.x” on page 158
- “To delete the staging files” on page 218

Interrupting the CallPilot 2.x migration process

Introduction

This section describes how to

- halt a migration to CallPilot that has been started
- rerun a migration to CallPilot that has been halted

To halt a migration process

Press Ctrl+C or Ctrl+Break.

To rerun a system data or message migration

ATTENTION

If you rerun the message migration, messages that are already migrated to CallPilot are duplicated in their mailboxes on CallPilot. You must delete the affected mailboxes on CallPilot before you rerun the migration.

IF you halted	THEN to resume the process
a transfer to staging files process (data migration only)	do the following: **a.** Type **tape** at the command line prompt, and then press Enter. **Result:** Any files that are present in the "\nortel\MPCX\Migration\MigrationFiles" folder on CallPilot are deleted. When done, files are copied from the tape into this folder.

IF you halted	THEN to resume the process
a transfer to staging files process (data migration only) (continued)	**b.** Type **migrate** at the command line prompt, and then press Enter to begin the migration. **c.** Respond to the prompts as described in “Migrating Meridian Mail data to CallPilot 2.x” on page 158.
a data or message migration process	do the following: **a.** Type **migrate** at the command line prompt, and then press Enter. **b.** Respond to the prompts as described in “Migrating Meridian Mail data to CallPilot 2.x” on page 158.

Migrating Meridian Mail data to CallPilot 2.x

Introduction

To migrate the Meridian Mail data to CallPilot 2.x, locate and double-click the migrate.exe file on the CallPilot server, and then insert the first tape into a tape drive that is connected through a SCSI connector on the CallPilot server.

If an error occurs during the migration, an error message indicating the nature of the error appears, and is recorded in the log file. For a list of error messages, see Appendix B, “Error messages.”

Before you begin

Complete the “CallPilot migration preparation checklist” on page 100. Ensure that all existing CallPilot Mailbox Classes are renamed to avoid conflicts with migrated Meridian Mail Classes of Service (COS). The migration process creates a new CallPilot Class for every COS however, if a Mailbox Class with the same name already exists, the migrated COS is given a new name which can result in migrated users being assigned to the wrong class.

Migration utility location

The migration utility is located on the CallPilot server’s hard drive in the \nortel\MPCX\Migration folder. You must run the CallPilot migration utility from this folder only. Do not start the migration utility from another folder.

To perform the migration to CallPilot 2.x

1. Launch Windows Explorer and navigate to the \nortel\MPCX\Migration folder.
2. Double-click the migrate.exe file.

   Result: An MS-DOS session is started.
3. Insert the appropriate tape (system data tapes first, and then voice message tapes) in the tape drive.

   ATTENTION

   Ensure that you use the tapes in the order in which they were created.
4. At the CI> prompt, type **migrate**, and then press Enter.

   Result: The following prompt appears:

   ```
   Enter Data Set to:All System Data
   ```

5 Do one of the following:

Press	To
Enter	accept All System Data.
arrow down or arrow up	to view and then select one of the following options: ■ All System Data ■ Messages and SCCS Prompts ■ Messages ■ SCCS Prompts ■ System Profiles ■ User ■ Appl_Services ■ SDL ■ PDL **Note 1:** To reduce the number of invalid addresses that can occur in SDLs and PDLs when mailboxes are migrated in more than one session, Nortel Networks recommends that you migrate SDLs and PDLs last, after all mailboxes have been migrated.

Result: The prompt that appears is based on which options you have selected.

Note: If Messages and SCCS Prompts, SCCS Prompts or Appl_Services was selected, the automatic precheck function of the migration utility checks the integrity of the existing associated files and display one of the following messages:

If the precheck is successful, the following message appears:

```
analyzing System...
If you are executing the utility for the first time,
you must copy the data from the MMail tapes to Windows
NT format staging area on the CallPilot server.
```

```
Proceed to Step 6.
```

If the precheck is unsuccessful, the following message appears:

```
analyzing system...
Found inconsistencies! Follow Manual Recovery
Procedure
Unable to continue migration
```

The migration activity cannot be completed. Proceed to Section C: “Correcting pre-check inconsistencies,” on page 173.

6 Respond to the prompts as follows:

IF this prompt appears	THEN
`Do you wish to copy the Meridian Mail data files now?`	Nortel Networks recommends that you always transfer files to the CallPilot server. This reduces the time that it takes to perform the actual migration. Press Enter to accept Yes if ■ files from the current tape have never been copied to the CallPilot server ■ files were deleted during the last migration from this tape or If you are rerunning the migration, press arrow down until No appears, and then press Enter.

IF this prompt appears	THEN
`Do you wish to delete the staging files after migration is complete?`	press arrow down until No appears, and then press Enter. **Note:** Nortel Networks recommends that you do not delete the staging files until you are certain that the migration completed successfully.
`Please insert the Meridian Mail data tape in the tape drive and press Enter.`	insert the requested tape, and then press Enter.
`Please insert the Meridian Mail message/ SCCS prompts tape in the tape drive and press Enter.`	insert the requested tape, and then press Enter.
`During migration, some duplicate users may be found. Duplicate users are those with matching mailbox number, location, DN, first name, and last name.`	do one of the following: ■ Choose Delete_them to delete the existing users from CallPilot, and add them from the migration tape. ■ Choose Skip_them to leave the existing users as is on CallPilot.

Result: If you responded with Yes to the transfer files prompt, then any files that are present in the “\nortel\MPCX\Migration\Migration Files” folder on CallPilot are deleted. When done, files are copied from the tape into this folder, and then the migration begins.

The screen displays the migration’s progress. For a sample of what appears, see the following:

■ “Sample 1: Data migration results” on page 165

- "Sample 2: Message and Symposium Call Center Server prompt migration results" on page 170

Note: If errors occur during the migration process, you need to repeat all or part of the migration. For example, if an "end of tape" error occurs for a tape containing a volume of voice, you need to run the migration for that data set. In such a case, recollect the data from Meridian Mail. Divide the volume's users into two sets (perhaps by department or COS), and use multiple tapes.

When the migration is finished, a message appears to indicate this followed by the CI> prompt.

7 Type **quit**, and then press Enter.

Result: A migration transaction log is created and saved in the \nortel\MPCX\Migration folder.

ATTENTION

If you close the MS-DOS window without typing quit, the migration transaction log is not created.

The file name is "MigTransaction<*yymmddhhmmss*>.log" (where *yymmddhhmmss* represents the date and time in the 24-hour clock). The date and time in the file name allow you to

- retain logs from previous migration sessions
- distinguish the current migration log from previous migration logs

The log provides a summary of the data fields migrated from the given group, file, or field to the specified field in the CallPilot database.

Note: If you run the migration utility more than once in the same MS-DOS session, the migration transaction log shows cumulative results. Nortel Networks recommends that to clear the migration summary counters in the transaction log, you type **quit** to end the MS-DOS session first, before running the migration utility again.

8 Review the migration summary and the migration transaction log.

IF you want to review the	THEN
migration summary	at the CI> prompt, type **summary**, and then press Enter. **Result:** The summary appears on the screen.
migration transaction log	do one of the following: ■ In Windows Explorer, double-click the “MigTransaction<date and time>.log” file in the migration folder. ■ Launch a text editor, such as Notepad, and then open the “MigTransaction<date and time>.Log” file.

The transaction log indicates the state of the data after migration. It contains the following information:

- a detailed progress report of the migration
- warning messages
- error messages
- a migration status summary

9 Review the CallPilot event log for errors.

You can view the event log by using one of the following methods:

- In CallPilot Manager, click System ›ÿEvent Browser. For more information, refer to the CallPilot Manager online Help.
- In Windows NT, click Start ›ÿPrograms ›ÿAdministrative Tools ›ÿEvent Viewer, and then review the System and Application Logs.

Note: Ignore MTA events 54101 and 54103, as well as event 55500 (Mutex and semaphores).

10 If you created any test messages on Meridian Mail, verify that they were successfully migrated.

Log on to the mailbox and review the messages.

11 Continue with Chapter 6, “Post-migration activities.”

Sample 1: Data migration results

The following example (edited for length) shows what appears on the monitor when you migrate system data:

```
** Wednesday, November 28, 2001 [11:48:51 AM]
**Transferring the tape files to Windows NT format.
Please wait ...
    UserTapeLabel: MM Tech Trial Data Oct.24
    SystemTapeLabel: Date=10/24/2001 Time=19:22:25
Pre-migration system check ...

Starting data migration of System Profile data group
...
The messaging parameters are updated successfully.

The parameters for SECURITYPROF are updated
successfully.

Updating RPL information [79]
Migrating the Site and Location information:
Site [   0] Location [   1]
Migrating the Site and Location information:
Site [   1] Location [   1]
Migrating the Site and Location information:
Site [   2] Location [   1]
Migrating the Site and Location information:
Site [   3] Location [   1]
Migrating the Site and Location information:
Site [   4] Location [   1]
.
.
.
ServerConnection migration : [31]
The parameters for DIALINGTRANDFLT are updated
successfully.
```

```
The parameters for NETWDELIVPROFILE are updated
successfully.

The parameters for NETWDELIVPROFILE are updated
successfully.

The parameters for OUTCALLING are updated
successfully.

COS data migration : COS #[11]

User data migration : User #[700]
SDL data migration : SDL #[36]
User PDL data migration: User # [700]
Menu, Announcement and Fax data segment migration:
The service ID file name
[_F1\cust\cust1\nm_abd\nm_mig\MS14020]
The service ID file name
[_F1\cust\cust1\nm_abd\nm_mig\MS1760001]
The service ID file name
[_F1\cust\cust1\nm_abd\nm_mig\AS1540401]
The service ID file name
[_F1\cust\cust1\nm_abd\nm_mig\AS1540402]
.
.
.
** Monday, February 18, 2002 [05:12:21 PM] **

************| Summary of Data Migration |************
System and Customer Profile Data Migration:
-------------------------------------------
System Record: <Update not required>
Customer Record: <Update not required>
Tenant Record: <Update not required>
Messaging Parameters: <Updated Successfully>
Security Parameters: <Update not required>
-----------------------------------------------------
Restriction and Permissions Lists:
----------------------------------
Total Number of RPLs attempted: <80>
```

```
Total Number of RPLs created/updated successfully: <0>
Total Number of RPLs skipped: <80>
Total Number of RPLs in Error: <0>
-----------------------------------------------------
Network Database:
-----------------
Total Number of Servers attempted: <32>
Total Number of Servers created/updated successfully:
<31>
Total Number of Server updates skipped: <1>
Total Number of Server updates in Error: <0>
Total Number of Locations attempted: <33>
Total Number of Locations created/updated
successfully: <31>
Total Number of Location updates skipped: <2>
Total Number of Location updates in Error: <1>
Total Server Connection Lists attempted: <31>
Total Server Connection Lists created/updated
successfully: <31>
Total Server Connection List updates in Error: <0>
Customers General Delivery Parameters: <Update not
required>
Customers AMIS Delivery Parameters: <Update not
required>
Customers Enterprise Networking Parameters: <Update
not required>
Customers Fax Delivery Parameters: <Update not
required>
Customers DTT Delivery Parameters: <Update not
required>
Customers DTT/DTF Prefixes: <Update not required>
Customers Default Dialing Parameters: <Update not
required>
-----------------------------------------------------
Class of Services:
------------------
Total Number of COSs attempted: <12>
Total Number of COSs created/updated successfully: <0>
Total Number of COSs skipped: <12>
Total Number of COSs in Error: <0>
```

```
-----------------------------------------------------
User Profile:
-------------
Total Number of Local Users attempted: <168>
Total Number of Local Users created/updated
successfully: <64>
Total Number of Local Users skipped: <104>
Total Number of Local Users in Error: <60>
Total Number of Spoken name verifications data
attempted: <322>
Total Number of Spoken name verifications data
created/updated successfully: <322>
Total Number of Spoken name verifications data in
Error: <0>
Total Number of User Greetings data attempted: <81>
Total Number of User Greetings data created/updated
successfully: <81>
Total Number of User Greetings data in Error: <0>
Total Number of Remote Users attempted: <483>
Total Number of Remote Users created/updated
successfully: <482>
Total Number of Remote Users in Error: <1>
Total Number of Directory Entry Users attempted: <50>
Total Number of Directory Entry Users created/updated
successfully: <48>
Total Number of Directory Entry Users in Error: <2>
-----------------------------------------------------
System Distribution Lists:
--------------------------
Total Number of SDLs attempted: <37>
Total Number of SDLs created/updated successfully:
<29>
Total Number of SDLs skipped: <8>
Total Number of SDLs in Error: <0>
-----------------------------------------------------
Personal Distribution Lists:
----------------------------
Total Number of User PDL updates attempted: <97>
Total Number of PDLs created/updated successfully:
<89>
```

```
Total Number of PDLs skipped: <8>
Total Number of PDLs in Error: <0>

-----------------------------------------------------
Menu, Announcements, Fax Items:
------------------------------
Total Number of Services attempted: <109>
Total Number of Services created/updated
successfully: <109>
Total Number of Services in Error: <0>
-----------------------------------------------------
Other Errors encountered during the migration: <4>

*****************| End of Summary |******************

Please check the log file (MigTransaction.log) for
details.

CI>
```

Sample 2: Message and Symposium Call Center Server prompt migration results

The following example (edited for length) shows what appears on the monitor when you migrate messages and Symposium Call Center Server prompts:

```
Cleaning up the MigrationFiles directory ...

Total of [232] files deleted from the staging
directory [D:\Nortel\MPCX\Migration\MigrationFiles]
    UserTapeLabel: SCCS
    SystemTapeLabel: Date=11/20/2001 Time=13:42:47

Start user #[1]
Migrating the voice messages for user [ q] mbox#[8051]

Start user #[2]
Migrating the voice messages for user [ q] mbox#[8052]
```

```
.
.
No more user messages to migrate.

** Wednesday, November 28, 2001 [11:37:13 AM] **

*****| Summary of Message Migration|*****

User Voice Messages:
--------------------
Total Number of Messages attempted: <3>
Total Number of Messages created successfully: <3>
Total Number of Messages in Error: <0>
-----------------------------------------------------
Message Attachments:
--------------------
Total Number of Attachments attempted: <0>
Total Number of Attachments created successfully: <0>
Total Number of Attachments in Error: <0>
-----------------------------------------------------
Other Errors encountered during message migration: <1>
***************| End of Summary |****************

Please check the log file (MigTransaction.log) for
details.
```

Section C: Correcting pre-check inconsistencies

Introduction

The pre-check function runs automatically when the migrate.exe utility is executed and an option is selected which attempts to migrate Symposium Call Center Server Prompts or Appl_Services data; refer to Step 5 of the procedure “To perform the migration to CallPilot 2.x”, page 160. If the pre-check function finds inconsistencies with the existing appbuilder applications, the migrate.exe utility stops and the following message is displayed:

```
Analyzing system...
Found inconsistencies! Follow Manual Recovery Procedure
Unable to continue migration
```

The recovery procedures allow the user to resolve the inconsistencies found. The user must determine which applications are found to be inconsistent, then follow the first, second and third level recovery procedures (in that order) to attempt to resolve the inconsistency. After each level of recovery is performed, the user must re-run the migrate.exe (page 159) to determine if the recovery procedure is successful (in which case, the pre-check function does not find any inconsistencies) and the user can proceed with completing the migration process. Note that if these procedure do not result in the successful resolution of inconsistencies, the user must contact the Nortel Technical Support group for further assistance.

To perform a first level manual recovery procedure

Perform this procedure if the migration utility precheck feature found inconsistencies when attempting to migrate Messages and SCCS Prompts, SCCS Prompts or Appl Services.

Note: Refer to the procedure “To perform the migration to CallPilot 2.x” on page 159, Step 5.

1. Open the log file \nortel\temp\ServerDataRepairLog.txt.
2. Search for and take note of applications that are inconsistent. They are identified in the ServerDataRepairLog file as follows:

   ```
   ***Found Inconsistent Application!***
   Application ID = nnnn
   ```

3. For each application found inconsistent, attempt to recover the associated file by opening and saving the file using the Application Builder program.

   Note: When attempting to open the file (e.g., Application ID = nnnn) in Application Builder, please record the application name associated with ‘nnnn’ as this information is required if the application is later found to be linked in SDN (refer to “To perform a third level manual recovery procedure” on page 177).

4. Repeat the procedure “To perform the migration to CallPilot 2.x” on page 159. If the precheck function finds inconsistencies in the same files, perform the “To perform a second level manual recovery procedure” on page 175.

To perform a second level manual recovery procedure

Perform this procedure if the first level manual recovery procedure was performed and the precheck function continued to find inconsistencies when the migration utility was re-run; refer to the procedure "To perform the migration to CallPilot 2.x" on page 159. The second level manual recovery procedure uses the appdelete tool to delete the corrupt application.

If any of the following messages appears when executing the Application Builder Data Integrity Check and Deletion Tool, refer to the appropriate section in the section "To perform a third level manual recovery procedure" on page 175 for corrective action:"

- **"appdelete dialog box: Application nnnn needs to be decoupled from the SDN in CallPilot Manager before this tool can delete it**". Refer to section entitled" Inconsistent Application is still linked in SDN" for corrective action.
- **"appdelete dialog box: Manual Action Required: Due to the type of corruption, You need to run the nmvutl support tool with the repopulate command after you are done running this tool.**" Refer to section entitled" Inconsistent Application has multiple versions" for corrective action.
- **"appdelete dialog box: Application nnnn is either imported or exported. Are you sure you want to delete it without investigating further? YES /NO".** Please refer the trouble to Nortel Technical Support for corrective action.
- **"appdelete dialog box: Unknown exception - Manual intervention required".** Please refer the trouble to Nortel Technical Support for corrective action.

Second level recovery procedure:

1. Open the log file \nortel\temp\ServerDataRepairLog.txt.
2. Search for and take note of applications that are inconsistent. They are identified in the ServerDataRepairLog file as follows:

   ```
   ***Found Inconsistent Application!***
   Application ID = nnnn
   ```

3. Login to the support tools with “distributor” or greater access and start the appdelete tool.

   Result: The Application Builder Data Integrity Check and Deletion Tool dialog box appears.

4. Click on the “Start” button

   Result: The appdelete.exe runs its own precheck function and inconsistent applications are shown at the bottom of the screen

5. Drag the cursor over the inconsistent application to highlight them, then click on the “Delete Selected” button.

   Result: A dialog box appears:

   ```
   This will delete the n selected applications. Do you
   wish to continue (Yes/No)
   ```

6. Click on yes.

   Result: The highlighted applications are deleted.

7. Repeat Steps 5 and 6 for each inconsistent application identified in the \nortel\temp\ServerDataRepairLog.txt log file.
8. Repeat the procedure “To perform the migration to CallPilot 2.x” on page 159. If the precheck function continues to find inconsistencies, please refer the trouble to Nortel Technical Support.

To perform a third level manual recovery procedure

Perform the appropriate sub procedure if the second level manual recovery procedure was performed and one of the following system messages appeared:

- **“appdelete dialog box: Application nnnn needs to be decoupled from the SDN in CallPilot Manager before this tool can delete it**”. Refer to the sub procedure entitled” Inconsistent Application is still linked in SDN” for corrective action.
- **“appdelete dialog box: Manual Action Required: Due to the type of corruption, You need to run the nmvutl support tool with the repopulate command after you are done running this tool.**” Refer to the sub procedure entitled” Inconsistent Application has multiple versions” for corrective action.
- **“appdelete dialog box: Application nnnn is either imported or exported. Are you sure you want to delete it without investigating further? YES /NO”.** Please refer the trouble to Nortel Technical Support for corrective action
- **“appdelete dialog box: Unknown exception - Manual intervention required”.** Please refer the trouble to Nortel Technical Support for corrective action

Inconsistent Application is still linked in SDN

This procedure assumes that you already have the “Application Builder Data Integrity Check and Deletion Tool dialog box” on your screen.

1 Highlight the inconsistent application then click on the “Delete Selected” button

Result: The following message appears:

```
Application nnnn needs to be decoupled from the SDN in
CallPilot Manager before this tool can delete it.
```

2 Log on to the CallPilot Manager utility (refer to the chapter entitled “Configuring the CallPilot server software in the Part 3 - <switch name> and CallPilot server configuration guide).

Result: The “CallPilot Manager - Home” window appears.

3 Click on the “System” menu tab, then select “Service Directory Number”.

Result: The “Service Directory Number - List” window appears.

4 In the “Service DN” column, scroll down to and click on the Service DN number associated with the inconsistent application name (identified in Step 1).

Note: The application name is the same as that recorded in Step 3 on page 174

Result: The “SDN Details” window appears.

5 Decouple the associated SDN by selecting any other application name except the one associated with the inconsistent application id.

6 Return to the Application Builder Data Integrity Check and Deletion Tool and delete the inconsistent application (refer to “To perform a second level manual recovery procedure,” on page 175)

7 Repeat Steps 1 through 6 for each inconsistent application which requires it to be decoupled from an associated SDN.

8 Repeat the procedure “To perform the migration to CallPilot 2.x” on page 159. If the precheck function continues to find inconsistencies, please refer the trouble to Nortel Technical Support.

Inconsistent application has multiple versions

This procedure assumes that you already have the “Application Builder Data Integrity Check and Deletion Tool dialog box” on your screen.

1 Highlight the inconsistent application then click on the “Delete Selected” button.

Result: The following message appears:

```
Manual Action Required: Due to the type of corruption,
You need to run the nmvutl support tool with the
```

```
repopulate command after you are done running this
tool.
```

Result: The appdelete.exe tool deletes the inconsistent application and prompts the user to run the “nmvutl support tool.

2 Repeat Step 1 for each inconsistent application with multiple versions.

3 Access the Support Tools and run the AppBuilder Version Manager utility (nmvutl) by selecting “Appbuilder tools” from the main menu, then select AppBuilder Version Manager (nmvutl) from the next menu and type “repopulate” in the command line.

Result: The nmvutl utility repopulates the applications.

4 Repeat the procedure “To perform the migration to CallPilot 2.x” on page 159. If the precheck function continues to find inconsistencies, please refer the trouble to Nortel Technical Support.

Chapter 6

Post-migration activities

In this section

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Using the Application Builder Move Application utility 198

Section C: Putting CallPilot into operation 199

Replacing Meridian Mail with CallPilot 200

Running Meridian Mail and CallPilot at the same time 202

Disconnecting the tape drive

If an external tape drive was used to perform the migration, you must disconnect it when you are done. Do not disconnect the tape drive until you are certain that the migration was successful.

ATTENTION

You must power down the server before you disconnect the external tape drive.

ATTENTION

If the server has an internal tape drive installed, *do not* remove it.

Section A: Verifying CallPilot configuration

In this section

Verifying CallPilot system configuration 184
Verifying the CallPilot network database 189

Verifying CallPilot system configuration

Introduction

During the migration to CallPilot, some fields are converted to default values because the information cannot be migrated from Meridian Mail to CallPilot, or the information did not exist in Meridian Mail. (For more information about what can or cannot be migrated, see Section A: “Understanding what can be migrated to CallPilot” on page 65 in Chapter 3.)

After the migration to CallPilot, you must review the CallPilot configuration, and if necessary, revise it. This section identifies the areas on that you must review after the migration is completed.

Note: If data was migrated to a CallPilot 1.07 system, use the CallPilot administration client software. If data was migrated to a CallPilot 2.x system, use CallPilot Manager.

Migration transaction log

To help you determine the information that needs to be verified or changed after the migration is completed, review the migration transaction log file.

Review the migration summary first. Then, if necessary, review the details.

Tip: You can use the following keywords to search for information in the migration transaction log:

- ClassofService (for COSs)
- error
- netw (for network sites and locations)
- PDL
- restriction or permission (for RPLs)
- shared (for SDLs)

- user
- warning

Verifying mailboxes and mailbox owners

- CallPilot mailboxes must be three or more digits in length. If a Meridian Mail user's mailbox number is less than three digits in length, it is not migrated. Warning messages are generated in the transaction log file and on the console.
- Addresses in a Meridian Mail user's Personal Distribution List (PDL) that are invalid are not migrated. Invalid addresses are reported as skipped in the transaction log file. It is possible that some of the user mailboxes associated with the address does not yet exist on CallPilot but is migrated later in the process. You or the CallPilot system administrator is responsible for determining whether reported invalid addresses are, in fact, invalid.

  If there are many invalid addresses in PDLs, try collecting the PDLs again from Meridian Mail and then migrate them to CallPilot.

  Note: To reduce the number of invalid addresses in PDLs when mailboxes are migrated in more than one session, Nortel Networks recommends that you migrate PDLs last, after all mailboxes have been migrated.
- Remote Notification and fax capability for all users is disabled by default.
- Mailboxes are created uniformly on all volumes based on the available free space on the volumes.

Verifying restriction/permission lists and mailbox classes

- All 80 restriction/permission lists (RPLs) are migrated to CallPilot.

  Note: Some RPLs do not contain relevant codes.
- The RPL entries used by mailbox class entries cannot be deleted (in the case where a migration is rerun), due to a database integrity check. These RPLs are retained.

- If you migrated RPLs and COSs in multiple sessions, and chose to rename the RPLs and mailbox classes that already existed on CallPilot, review the RPLs and mailbox classes and make changes, if required.

Notes:

- In case of errors, not all data can be migrated during the initial migration attempt. It is be necessary, after the problem has been resolved, to rerun the migration utility with the same Meridian Mail data, to migrate the incomplete data components.
- If there is an error that prevents a complete migration of data, the error must be resolved before the migration can be rerun.

Verifying system distribution lists

Note: Meridian Mail System Distribution Lists are known in CallPilot as Shared Distribution Lists.

- If a Meridian Mail System Distribution List (SDL) number is less than three digits long, it is not migrated to CallPilot.
- Invalid DNs in the SDL are removed before migration. The transaction log file, however, lists all the invalid entries.

User voice messages

- All users for whom the voice messages are to be migrated must already be defined or migrated on the CallPilot system.
- User voice messages collected from Meridian Mail might exceed the available free space on the CallPilot MMFS volume. Once the available space reaches the threshold (less than 5 percent free space), no further messages are migrated. Logs are generated for this event.
- After message migration on CallPilot, messages sent by AMIS users are treated as messages from an unknown source.
- The transaction log file shows the details and number of messages, along with any attachments, that are migrated (including errors).

Voice segments and fax item data

If you migrated the Meridian Mail voice segments (voice menus, voice services, and announcements), you must use Application Builder to open the shells and complete the applications. For instructions on completing these tasks, see the following:

- "Moving Application Builder data" on page 197
- *Application Builder Guide* (NTP 555-7101-325)

CallPilot and Symposium Call Center Server integration

If CallPilot is used to provide messaging services in a Symposium Call Center Server environment, run the CallPilot Configuration Wizard and ensure that the following items are configured:

- Symposium Call Center Server ELAN address (on the Switch Information page)
- voice ports are dedicated to ACCESS or IVR services (on the Channel Detail Information page)
- ACCESS and IVR DNs (on the CDN Information page)

For instructions, refer to the following:

- Part 3 of the *CallPilot Installation and Configuration* binder for your server model
- Configuration Wizard online Help

Configuring items that are not migrated

You must also configure the following items, which cannot be migrated from Meridian Mail to CallPilot:

- Hacker Monitor and Alarm Monitor settings
- backup schedules
- Service Directory Numbers (if they have not already been configured through the CallPilot Configuration Wizard)
- Remote Notification schedules
- CallPilot server's area and exchange codes and translation tables

See also

- If the CallPilot system is networked with other voice messaging systems, you must also verify the CallPilot network database configuration. For more information, see "Verifying the CallPilot network database" on page 189.
- If you migrated voice segments (voice menus, voice services, or announcements) or fax items to CallPilot, you must use Application Builder to create the application. For more information, see "Moving Application Builder data" on page 197.
- If the CallPilot system is integrated with Symposium Call Center Server, make configuration changes, as required, on the Symposium Call Center Server.

Verifying the CallPilot network database

Introduction

After migration, the CallPilot system administrator must

- review the network database
- add any missing information
- enable the networking service for each remote site

Notes:

- You must ensure that the network data from Meridian Mail is collected and migrated only once. If the migration is rerun, the utility *does not* update the network database again. This ensures that any changes that were added after the first migration attempt are not lost.
- If you intend to run both Meridian Mail and CallPilot at the same time, then review "Running Meridian Mail and CallPilot at the same time" on page 202 before you proceed with verifying the network database configuration. That section provides information about network database configuration that impacts the items described in this section.

What is or is not migrated

If the CallPilot system is not keycoded for networking, then all of the Meridian Mail remote site information is not migrated. In this case, an appropriate warning appears while the migration is in progress. You are also notified of potential mappings on the system in the migration transaction log.

The network scheduling parameters (stale time, and so on) are not migrated from Meridian Mail. Instead, the default CallPilot values are used. When migration is complete, you must reenter these values to match the Meridian Mail values; otherwise, network scheduling does not function as it did before.

Making configuration changes in CallPilot

When making configuration changes to a site or location in the network database, all required fields must be completed before the changes can be saved. Since message transmission is disabled for all sites after performing the migration, you must configure each screen individually.

Local server and local prime location

The local server and prime location entries are defined by default on the CallPilot system. The migration utility updates these entries with data that is specific to Meridian Mail only, on the first migration attempt.

You must verify the local server and local prime location configuration to ensure that it is correct.

Network protocols

Networking protocols are available only if the networking feature was purchased. In CallPilot 1.07, networking protocols are *enabled* only if they are chosen when running the Configuration Wizard. In CallPilot 2.x, all networking protocols are automatically enabled.

The following table shows how the networking protocol for each site is defined in CallPilot during migration, when the Meridian Mail protocol does not exist in CallPilot.

Note: The CallPilot 1.07 column shows the protocols in order of preference:

This protocol in Meridian Mail	is converted to this protocol in	
	CallPilot 1.07	**CallPilot 2.x**
Meridian	1 Enterprise 2 AMIS 3 VPIM	Enterprise

This protocol in Meridian Mail	is converted to this protocol in CallPilot 1.07	CallPilot 2.x
AMIS	1 AMIS 2 Enterprise 3 VPIM	AMIS
Enterprise	1 Enterprise 2 AMIS 3 VPIM	Enterprise

If a networking protocol is not supported on CallPilot, then the next preferred protocol is used. For example, if the Meridian Mail networking protocol is AMIS, but AMIS is not enabled on CallPilot 1.07, the networking protocol is converted to Enterprise, if Enterprise Networking is enabled on the CallPilot 1.07 system. If Enterprise Networking is not enabled on CallPilot 1.07, the protocol is converted to VPIM. Only the protocols that have been enabled can be used.

Note: If the networking feature was purchased on the CallPilot 2.x keycode, all networking solutions are enabled automatically.

If the protocol for a site is changed, it is possible that the information for the protocol is incorrect. For example,

- the connection DN for the remote site can be incorrect or missing
- some of the related fields can be set to use default values or can be left blank

Note: The transaction log files captures the protocol changes.

To avoid affecting remote user entries, and to migrate as much data as possible, the site's protocol is converted to the nearest protocol available on CallPilot during the migration.

Network sites

Ensure that all of the sites that were present in the Meridian Mail network database were migrated. If any sites or switch locations are missing, you must manually add them to CallPilot.

Note: If there were any duplicated site names on Meridian Mail, only the site or location with the first occurrence of the name is migrated to CallPilot. Subsequent occurrences are not migrated. The same rule applies when switch location names are duplicated within a particular site.

The server type value for each remote site is always defined as *CallPilot*, regardless of the actual type of remote server. Meridian Mail does not have a server type field and, therefore, cannot provide this information.

Switch location dialing plan information

The ESN and CDP dialing plan configuration must be validated for all local and remote locations (both prime and satellite locations).

If more ESN prefixes were required than what Meridian Mail allowed, the workaround was to configure the additional ESN prefixes as CDP steering codes. After the migration, you must manually convert the ESN prefixes that were configured as CDP steering codes to ESN (that is, enter the ESN prefixes and delete the CDP steering codes).

Note: In CallPilot, you can configure up to 30 ESN location codes for each switch location.

Remote users

Each site defined in the Meridian Mail Network database can be associated with remote user entries in the directory, as well as remote user entries in PDLs and SDLs. The data pertaining to the remote users for a particular site is not migrated if the site's network protocol was changed during the migration (for example, from Meridian Networking to Enterprise Networking).

The SDLs and PDLs that contain remote users as well as addresses for users who are located at deleted remote sites are still in the list. However, a warning message indicates the invalid addresses.

Summary: CallPilot networking values after migration

The CallPilot administration software enforces the population of certain fields. If the information is not available in Meridian Mail, the field is left blank during migration. For example, VPIM Networking requires at least one prefix to be defined for local and remote locations for which VPIM is used.

If the protocol for a site is changed, it is possible that the information for the protocol is incorrect. For example,

- the connection DN for the remote site can be incorrect or missing
- some of the related fields are set to use default values or are left blank

Nortel Networks recommends that you verify the items listed in the following table after you complete the migration to CallPilot:

Item	Value after migration to CallPilot
Server type	CallPilot **Note:** The server type value for each remote site is always defined as *CallPilot*, regardless of the actual type of remote server (since Meridian Mail does not have a server type field).
CallPilot server name	Site name from Meridian Mail
Site ID	The Meridian Mail site ID becomes the Enterprise Site ID in CallPilot 1.07, or the Site ID in CallPilot 2.x.
Protocol	See “Network protocols” on page 190.

Item	Value after migration to CallPilot
Connection DN1, DN2, and DN3	These fields can be blank if the networking protocol was changed during the migration.
Enterprise Networking initiating password	This field can be blank if the networking protocol was changed during the migration.
Enterprise Networking responding password	This field can be blank if the networking protocol was changed during the migration.
Message transfer between the local server and each remote site	These options can be disabled if the networking protocol was changed during the migration.
Exchange of remote user information between the local server and each remote site: ■ Add/Update Remote Users (on the local server) ■ Send local user information (on each remote site in the network database	These options can be disabled if the networking protocol was changed during the migration.
Exchange of text data between the local server and each remote site: ■ Receive Message text Information (on the local server) ■ Send Message Text Information (on each remote server in the network database)	These options can be disabled if the networking protocol was changed during the migration.

Item	Value after migration to CallPilot
Exchange of network broadcast messages between the local server and each remote site	These options can be disabled if the networking protocol was changed during the migration. **Note:** The network broadcast feature is not available in CallPilot 1.07.
ESN prefixes (ESN access and location codes) that were configured in Meridian Mail as CDP steering codes	CDP steering codes After the migration, you must manually convert the ESN prefixes that were configured as CDP steering codes to ESN (that is, enter the ESN prefixes and delete the CDP steering codes).
VPIM network shortcut	blank **Note:** VPIM network shortcuts are not available from Meridian Mail.
Network scheduling parameters in Message Delivery Configuration: ■ Open AMIS delivery schedules ■ economy delivery schedules ■ stale times	default values

Section B: Moving Application Builder data

In this section

Using the Application Builder Move Application utility 198

Using the Application Builder Move Application utility

Introduction

The Application Builder Move Application utility allows you to move an Application Builder application from one volume to another.

Moving the application involves creating new files in NTFS and MMFS, and a new database entry for the new application on the new volume.

Limitations

This utility can move only one application at a time.

To run the Application Builder Move Application utility

For instructions on running the Application Builder Move Application utility, refer to the *CallPilot Support Tools Guide*.

Section C: Putting CallPilot into operation

In this section

Replacing Meridian Mail with CallPilot 200

Running Meridian Mail and CallPilot at the same time 202

Replacing Meridian Mail with CallPilot

Introduction

Once data has been successfully migrated to the CallPilot system, CallPilot can replace Meridian Mail as the live messaging system on the switch. For details about programming the switch for CallPilot, refer to section on switch programming in Part 3 of the *CallPilot Installation and Configuration* binder for your server model.

Removing VMBA from the X11 database on the switch

If you do a complete changeover from Meridian Mail to CallPilot, any VMBA data becomes meaningless because there is no longer a link between the Meridian 1 and voice mail. You can choose to leave the VMBA data or remove it.

Some customers prefer to do a phased “cut-over” to CallPilot, supporting both Meridian Mail and CallPilot on a single Meridian 1 switch for a specified time. Nortel Networks recommends that these customers delete the VMBA data in X11 for phonesets of users who were migrated to CallPilot.

Using MAT when upgrading from Meridian Mail

If VMBA data is programmed in MAT for a set that is to be migrated to CallPilot (and Meridian Mail is still present on the Meridian 1), delete VMBA information (through MAT) on a per set basis. There is no global change for modifying VMBA data, so this must be done one set at a time. If VMBA removal is completed by using MAT, and these set changes are synchronized with the Meridian 1 database, VMBA is removed in the X11 database for these sets.

If CallPilot is installed and Meridian Mail is removed entirely, VMBA data is meaningless in both X11 and MAT. The VMBA data can be removed or remain in the database(s) at the discretion of the system administrator. In either case, the data has no meaning without a Meridian Mail system, due to the absence of a link to create or delete Meridian Mail voice mailboxes.

CallPilot and Symposium Call Center Server integration

If you are integrating CallPilot and Symposium Call Center Server, ensure that you have configured the Symposium Call Center Server accordingly before putting both systems into operation.

Running Meridian Mail and CallPilot at the same time

Introduction

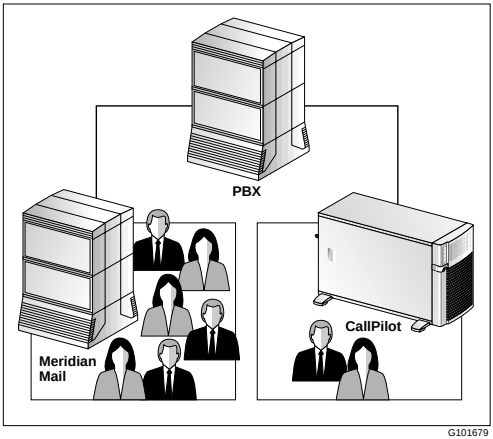
This section describes the configuration guidelines for running Meridian Mail and CallPilot in parallel, connected to the same switch. Nortel Networks recommends that, if you want to run both systems in parallel, you review and understand this section before making changes to the messaging network configuration.

ATTENTION

You require an understanding of the CallPilot networking solutions and how they are configured.

Sample network setup

If you plan to migrate all of your Meridian Mail users to CallPilot, but want to first ensure that CallPilot works as you expect, you can implement the CallPilot system with a limited number of users. The CallPilot system is set up to reside together with the Meridian Mail, as shown below.



Note: You can choose to operate CallPilot and Meridian Mail in parallel on the same switch for indefinite periods.

Assumptions

To simplify the use of these guidelines, the following assumptions apply:

- CallPilot is being added to a Meridian 1 switch that is already connected to Meridian Mail.
- The mailboxes are migrated from Meridian Mail to CallPilot in stages. Initially, only a small percentage of users are on CallPilot.

  This implies that users at remote sites are addressing messages to both systems.
- Since most of the users initially remain on Meridian Mail, Meridian Mail keeps the private numbering plan for addressing messages.

Site configuration

To allow users on the Meridian Mail and CallPilot systems to address messages to each other, you must define each system as a remote site in the other system's network database (the Meridian Mail system is a remote site in CallPilot's network database, and CallPilot is a remote site in Meridian Mail's network database).

Both systems must have unique site IDs. Configure the network protocol, dialing plans, and users as described on the following pages.

Define both systems as remote sites in the network database at each site in the messaging network only if both of the following conditions apply:

- The migration of users from Meridian Mail to CallPilot is completed over an extended period of time.
- Users at remote sites need to address messages to users on each system during the migration period.

Network protocol

Use either Enterprise Networking or VPIM Networking between the Meridian Mail and CallPilot systems. If VPIM Networking is used, Meridian Mail Net Gateway (MMNG) must be connected to the Meridian Mail system, and act as the front end to the Meridian Mail system.

Nortel Networks recommends that you use Enterprise Networking between the two systems. Enterprise Networking is the easiest to set up and provides more ports to handle networking traffic than MMNG.

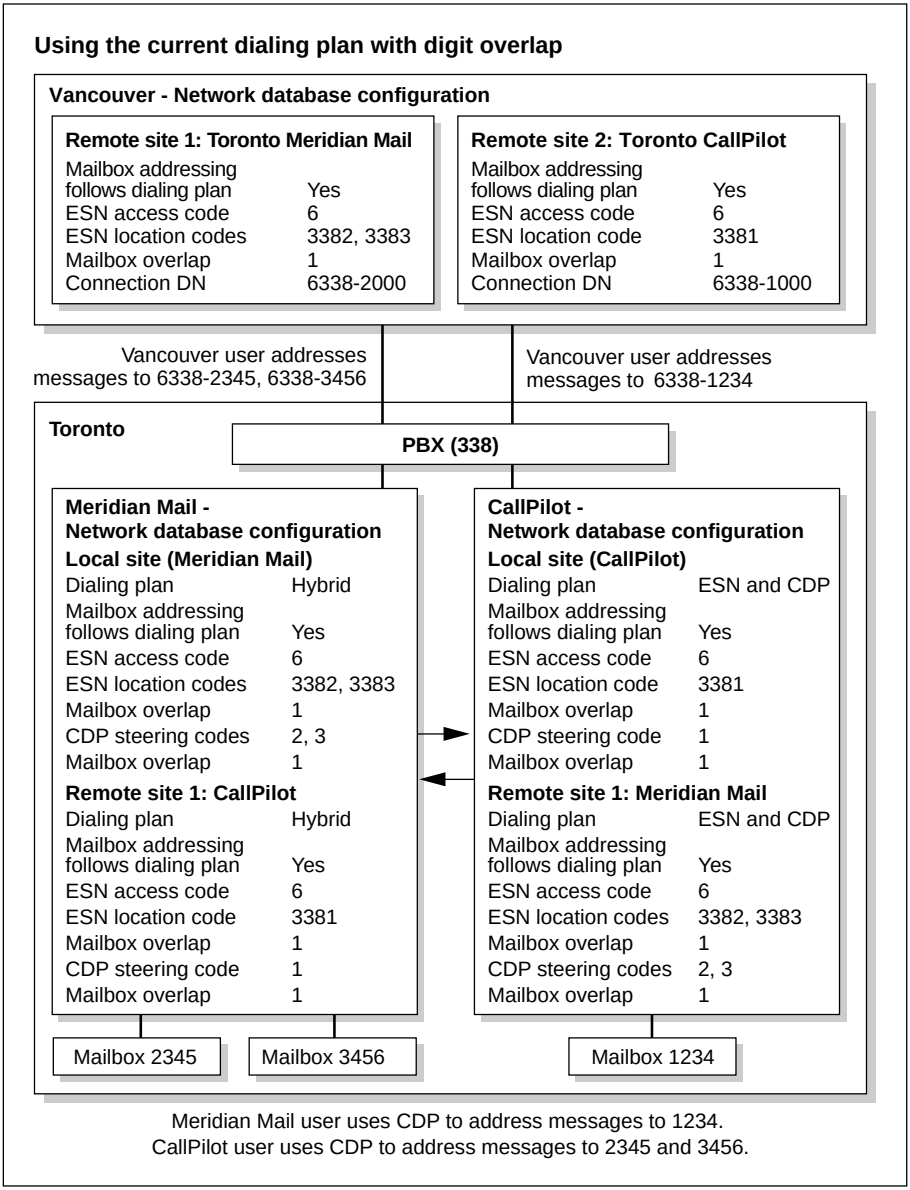
Dialing plans

To accommodate both Meridian Mail and CallPilot, as well as to minimize the switch configuration effort, Nortel Networks recommends that you use one of the following options:

- Option 1: Change the current dialing plan to use digit overlap (see below).
- Option 2: Use the existing dialing plan on one system, and create a “none” dialing plan on the other system (see page 208).

Option 1: Change the current dialing plan to use digit overlap

The following diagram shows an example of this configuration. For simplicity, this diagram assumes that the Enterprise Networking protocol is used between all systems.


Using the current dialing plan with digit overlap
Vancouver - Network database configuration
Remote site 1: Toronto Meridian Mail
Mailbox addressing follows dialing plan Yes
ESN access code 6
ESN location codes 3382, 3383
Mailbox overlap 1
Connection DN 6338-2000
Remote site 2: Toronto CallPilot
Mailbox addressing follows dialing plan Yes
ESN access code 6
ESN location code 3381
Mailbox overlap 1
Connection DN 6338-1000
Vancouver user addresses messages to 6338-2345, 6338-3456
Vancouver user addresses messages to 6338-1234
Toronto
PBX (338)
Meridian Mail - Network database configuration
Local site (Meridian Mail)
Dialing plan Hybrid
Mailbox addressing follows dialing plan Yes
ESN access code 6
ESN location codes 3382, 3383
Mailbox overlap 1
CDP steering codes 2, 3
Mailbox overlap 1
Remote site 1: CallPilot
Dialing plan Hybrid
Mailbox addressing follows dialing plan Yes
ESN access code 6
ESN location code 3381
Mailbox overlap 1
CDP steering code 1
Mailbox overlap 1
CallPilot - Network database configuration
Local site (CallPilot)
Dialing plan ESN and CDP
Mailbox addressing follows dialing plan Yes
ESN access code 6
ESN location code 3381
Mailbox overlap 1
CDP steering code 1
Mailbox overlap 1
Remote site 1: Meridian Mail
Dialing plan ESN and CDP
Mailbox addressing follows dialing plan Yes
ESN access code 6
ESN location codes 3382, 3383
Mailbox overlap 1
CDP steering codes 2, 3
Mailbox overlap 1
Mailbox 2345
Mailbox 3456
Mailbox 1234
Meridian Mail user uses CDP to address messages to 1234.
CallPilot user uses CDP to address messages to 2345 and 3456.
G101754

1. Modify the existing dialing plan for the local site configuration in the Meridian Mail network database as follows:

   - Create a new ESN prefix (ESN access code and ESN location code) and CDP steering code to correspond with each range of extension numbers that are left on Meridian Mail.
   - Specify a 1-digit overlap for each code.
   - Delete the original ESN prefix and CDP steering codes.

   Example: If the ESN location code is 338, and mailboxes 1000–3999 exist on Meridian Mail, create new ESN location codes with a 1-digit overlap on Meridian Mail for 338**1**, 338**2**, and 338**3**. Create CDP steering codes with a 1-digit overlap for **1**, **2** and **3**. (The bold digits represent the 1-digit overlap with mailbox numbers.)

2. Migrate users from Meridian Mail to CallPilot based on their extensions.

   For example, collect and migrate users with extensions 1000–1999.

3. Delete the migrated mailboxes from Meridian Mail.

   Note: Retain the migrated mailboxes on Meridian Mail only if you want users to receive and send messages from both of their Meridian Mail and CallPilot mailboxes.

4. For the local site configuration in the CallPilot network database, create an ESN prefix (ESN access code and ESN location code) and CDP steering code to correspond with each range of extension numbers that you migrated from Meridian Mail. Specify a 1-digit overlap for each code.

   Example: If you migrated extensions 1000–1999 to CallPilot, create an ESN location code with a 1-digit overlap on CallPilot for 338**1**. Create a CDP steering code with a 1-digit overlap for **1**. (The bold digits represent the 1-digit overlap with mailbox numbers.)

5. Delete from the local site configuration in the Meridian Mail network database the ESN prefixes and CDP steering codes that you just created on CallPilot (for example, 338**1** and **1**).

6. Add the CallPilot system as a remote site to the Meridian Mail network database.

   Specify the dialing plan as configured on the CallPilot system (see the configuration diagram on page 205 and step 4 on page 206).

   Note: If the CallPilot site is an NMS site, satellite locations are similarly defined.

7. Repeat step 6 to add the Meridian Mail system to the CallPilot network database.

   Note: If the Meridian Mail site is an NMS site, satellite locations are similarly defined.

8. If both systems need to be addressable by other sites in the messaging network, ensure that the Meridian Mail and CallPilot systems are defined as remote sites in the network database at each remote site.

   - In the network database at each remote site, modify the dialing plan for the Meridian Mail remote site. Configure the ESN prefixes or CDP steering codes to use the overlap as described in the previous steps.
   - In the network database at each remote site, add the CallPilot system as a new remote site. Specify the dialing plan as described in the previous steps.

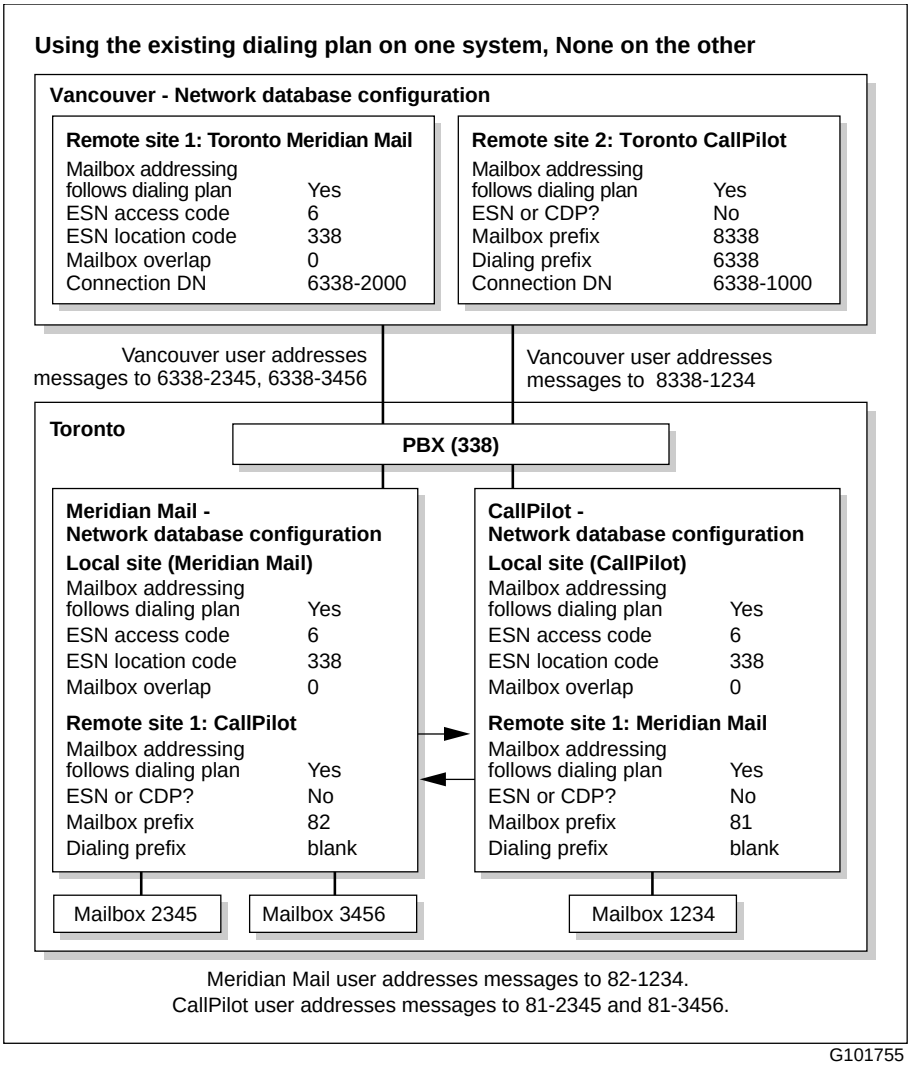
9. As users are migrated from Meridian Mail to CallPilot, repeat steps 2–5 until all users have been migrated.

10. When all users have been migrated to CallPilot, modify the dialing plan information for the Meridian Mail and CallPilot sites in the network database at each remote site.

    Delete the ESN prefixes or CDP steering codes from the Meridian Mail site configuration, and add them to the CallPilot site configuration.

Option 2: Use the existing dialing plan on one system, and create a “none” dialing plan on the other system

The following diagram shows an example of this configuration. For simplicity, this diagram assumes that the Enterprise Networking protocol is used between all systems.



Note: The dialing plan specified for each remote site is based on the number of users that reside on the Meridian Mail and CallPilot systems. For example, if most of the mailbox owners reside on the Meridian Mail system, configure the Meridian Mail remote site to use the existing dialing plan, and the CallPilot remote site to use the none dialing plan (as shown in the diagram on page 208). When you have migrated the rest of the users to CallPilot, revise the dialing plan information accordingly.

In the Meridian Mail and CallPilot network databases, do the following (according to the diagram on page 208):

1. In the CallPilot network database, configure the local site using the current dialing plan.

   Specify that mailbox addressing follows the dialing plan.

2. Configure the Meridian Mail system as a remote site using a “none” dialing plan (that is, do not configure ESN or CDP).

   - Assign a unique mailbox prefix to Meridian Mail (for example, 81).

     Note: This mailbox prefix is not visible to the rest of the network. It is used to facilitate addressing between the Meridian Mail and CallPilot systems.

   - Leave the dialing prefix blank.

   Note: If the Meridian Mail site is an NMS site, satellite locations are similarly defined. Each location must be assigned a unique mailbox prefix.

3. In the Meridian Mail network database, configure the CallPilot system as a remote site using a “none” dialing plan (that is, do not configure ESN or CDP).

   - Assign a unique mailbox prefix to CallPilot (for example, 82).

     Note: This mailbox prefix is not visible to the rest of the network. It is used to facilitate addressing between the Meridian Mail and CallPilot systems.

   - Leave the dialing prefix blank.

Note: If the CallPilot site is an NMS site, satellite locations are similarly defined. Each location must be assigned a unique mailbox prefix.

4. If both systems need to be addressable by other sites in the messaging network, ensure that the Meridian Mail and CallPilot systems are defined as remote sites in the network database at each remote site that needs to communicate with both systems.

   - The configuration for one remote site uses the existing dialing plan.
   - The configuration for the other remote site uses the none dialing plan.

   Note: If you want to change Meridian Mail's dialing plan to none now, (for example, from ESN to *None*), you must change the Meridian Mail remote site configuration in the network database at each remote site before you add the CallPilot system as a remote site.

   For the system using the none dialing plan, a mailbox prefix and a dialing prefix are required. The mailbox prefix distinguishes the CallPilot system from the Meridian Mail system. The dialing prefix is required by the Call Sender feature and remote users. Only one dialing prefix can be specified.

   If multiple dialing prefixes are required (for example, multiple ESN codes or multiple CDP steering codes with no overlap), specify in the remote site configuration, that mailbox addressing does not follow the dialing plan. When mailbox addressing does not follow the dialing plan, you cannot specify a dialing prefix.

5. Create remote user entries as described in "Remote user entries on remote systems" on page 212 to allow Call Sender and Reply to function properly.

VPIM network shortcuts

VPIM network shortcuts must be configured for each system if MMNG or desktop messaging is being used. For instructions on configuring the VPIM network shortcuts, refer to the Meridian Mail or CallPilot 1.0 networking guides and (for CallPilot 2.x) the CallPilot Manager online Help.

Note: On Meridian Mail and MMNG, VPIM network shortcuts are referred to as VPIM prefixes.

Users

Call Answering and message waiting indication

Users can have mailboxes on CallPilot, Meridian Mail, or both. However, only one system can take Call Answering messages for each user. Configure the user's phoneset to forward on busy or no answer to the system that is designated as the Call Answering system (for example, CallPilot) for that user.

Both systems can activate the message waiting indicator (MWI) on the user's phoneset (by specifying the MWI DN in the user's mailbox configuration on each system). However, this can cause confusion for the user, in that the user are not able to distinguish on which system new messages arrived. Nortel Networks recommends that you do the following instead if a user has mailboxes on both Meridian Mail and CallPilot:

- Configure the remote notification feature on the user's Meridian Mail mailbox to send a message to the user's CallPilot mailbox when a message is received in the Meridian Mail mailbox. Do not specify the MWI DN in the user's mailbox.
- Specify the user's extension number as the MWI DN in the user's mailbox on CallPilot. When a message is received in the CallPilot mailbox, the MWI on the user's phoneset is activated.

Remote user entries on the Meridian Mail and CallPilot systems

Calls that are routed between the Meridian Mail and CallPilot systems appear to both systems as local extension numbers. When a message is composed and sent between the Meridian Mail and CallPilot systems, the envelope prompt that a user hears when listening to the message indicates that the message was received from a phone number instead of a mailbox number. If the user replies to the message, the reply is delivered to the phone number using Delivery to Telephone (DTT).

To ensure that the reply is delivered to the sender's mailbox, you must define a remote user on the system on which the sender does not have a mailbox. You do not need to include a prefix in the extension DN. You must however, include a prefix in the mailbox number. (The prefix identifies on which system the mailbox resides.)

As mailboxes are moved between systems, add or delete remote user entries as required.

Remote user entries on remote systems

When creating remote user entries on remote systems for the Meridian Mail or CallPilot users, specify the remote user's mailbox number and extension DNs according to the dialing plan used between the remote system and the Meridian Mail or CallPilot system. For more information, see "Dialing plans" on page 204.

For example, if you used Option 2: Use the existing dialing plan on one system, and create a "none" dialing plan on the other system (see page 208), then the mailbox numbers for users that belong to the system with the none dialing plan must include the mailbox prefix. The remote user entry for the CallPilot user must be configured on the remote system as mailbox 8338 1234, with extension DN 6 338 1234.

If remote user entries are not defined in this way, then the remote system assumes that the caller has a mailbox on the system that matches the caller's private dialing plan prefix, and replies can be processed incorrectly. For example, if the CallPilot user was defined as a remote user with mailbox number 6 338 1234, the remote system can match the 6338 prefix as belonging to Meridian Mail. The reply is sent to the wrong system.

Remote user entries can be added automatically with the *Names Across the Network* feature (using only Enterprise Networking on CallPilot 1.07, or either Enterprise or VPIM Networking on CallPilot 2.x). However, if multiple dialing prefixes are required for the system using the none dialing plan, you must manually add the remote user entries associated with that system to ensure that the correct phone number is specified.

As mailboxes are moved between systems, remote user entries are added or deleted as necessary.

Networking limitations

When configuration of both systems on the same network is complete, the following limitations remain:

- The CallPilot 1.07 VPIM Networking implementation does not support the *Names Across the Network* feature. This feature is available using only Enterprise Networking on CallPilot. Names across the Network *is*, however, supported by VPIM Networking in CallPilot 2.x.
- If "Option 2: Use the existing dialing plan on one system, and create a "none" dialing plan on the other system" on page 208 is being used, *local users* who want to address network messages between the CallPilot and Meridian Mail systems must use the appropriate prefixes.

  For example, Meridian Mail users must dial 81 1234 to address a message to mailbox 1234 on CallPilot. Messages cannot be addressed between the Meridian Mail and CallPilot systems using only extension numbers.
- *Remote users* must address network messages to users on Meridian Mail and CallPilot according to the dialing plan used by each system. For example, if you used Option 2: Use the existing dialing plan on one system, and create a "none" dialing plan on the other system (see page 208), remote users can use ESN to address messages to users on the Meridian Mail system, but must use the mailbox prefix to address messages to users on the CallPilot system.

  You must communicate the addressing requirements for each system to all remote sites in the network. If a remote user addresses a message incorrectly, the message is sent to the wrong system, and a non-delivery notification message is generated and returned to the sender.
- You can configure the Meridian Mail system as a backup to CallPilot so that calls can still be directed if CallPilot is down for any reason. However, networking messages from remote sites are not routed automatically to Meridian Mail under these conditions.

Broadcast messages

You must send broadcast messages individually on both Meridian Mail and CallPilot. Alternatively, you can set up distribution lists on each system containing only the users on that system.

You can address messages to the local and remote lists. When a message is sent to a remote list, it is distributed to all members of the list with mailboxes on that remote system.

Symposium Call Center Server integration

The Symposium Call Center Server can support only one ACCESS link per system. Therefore, if you are integrating CallPilot with Symposium Call Center Server, you must move any channels that are dedicated to ACCESS from Meridian Mail to CallPilot. You cannot run Symposium Call Center Server/Meridian Mail and Symposium Call Center Server/CallPilot simultaneously with more than one ACCESS link.

Appendix A

CallPilot 2.x migration command reference

In this appendix

Using the CallPilot 2.x migration utility 216

Using the CallPilot 2.x migration utility

Introduction

This section describes how to use the commands that are available in the CallPilot 2.x migration utility.

To determine what commands are available

To view the list of available commands in the CallPilot 2.x migration utility, at the CI> prompt, type **help**, and then press Enter.

Result: The following information appears:

```
Commands available:

*CLI       Debug    DeleteStagingFiles   KillTape
ListMap    Migrate  *MMail2CallPilotMigrReadTapeLabel
Summary     TapeTransfer

For more help type "HELP <command>" or "HELP all".
```

Note: The following commands are reserved for Nortel Networks use only:

- ListMap
- Debug

  This command generates more output to the console window. It also generates a migrationtrace.txt file, which contains the input data.

Use KillTape only if the tape drive hangs while the tape is being accessed. For example, if the ReadTape command fails, you can use the KillTape command to cancel it.

To execute a command

You can execute a command by typing the entire command, or by typing just enough characters to allow the system to recognize it.

For example, to copy files from the tape to the migration files folder on the CallPilot server, type **tape**, and then press Enter.

To read the label on the tape

To verify that the correct tape is being used, type **read**, and then press Enter.

Result: Information similar to the following appears:

```
    UserTapeLabel: MM Tech Trial Data Oct.24
    SystemTapeLabel: Date=10/24/2001 Time=19:22:25

CI>
```

To transfer files from tape to the CallPilot system (stage files)

To copy files from a data tape into the migration files folder on CallPilot (the staging area), type **tape,** and then press Enter.

Note: You cannot transfer files to the CallPilot server from a message tape.

Result: The utility processes the request and displays the following information:

```
Please insert the MMail data tape in the drive and
press Enter key ->

** Wednesday, November 28, 2001 [03:22:15 PM] **

Cleaning up the MigrationFiles directory ...

Total of [0] files deleted from the staging directory
[D:\Nortel\MPCX\Migration\MigrationFiles]

** Wednesday, November 28, 2001 [03:22:15 PM] **
```

```
Transferring the tape files to Windows NT format.
Please wait ...

    UserTapeLabel: MM Tech Trial Data Oct.24

    SystemTapeLabel: Date=10/24/2001 Time=19:22:25

CI>
```

To delete the staging files

1. After the migration has been confirmed as successful, delete the files from the CallPilot server.

   Type **delete**, and then press Enter.

   Result: The following prompt appears:

   ```
   Are you sure you want to delete the staging files at
   this time? (y/n):
   ```

2. Type **y**, and then press Enter.

   Result: The following information appears:

   ```
   Total of [450] files deleted from the staging
   directory [D:\Nortel\MPCX\Migration\MigrationFiles]

   CI>
   ```

To display a summary of the migration process

After the migration has been confirmed as successful, review a summary of the migration results.

Type **sum**, and then press Enter.

Result: Information similar to the following appears:

```
** Wednesday, November 28, 2001 [03:28:53 PM] **

**********| Summary of Data Migration |**********
System and Customer Profile Data Migration:
-------------------------------------------
System Record: <Update not required>
```

```
Customer Record: <Update not required>
Tenant Record: <Update not required>
Messaging Parameters: <Update not required>
Security Parameters: <Update not required>
-----------------------------------------------------
Restriction and Permissions Lists:
----------------------------------
Total Number of RPLs attempted: <0>
Total Number of RPLs created/updated successfully: <0>
Total Number of RPLs in Error: <0>
-----------------------------------------------------
Network Database:
-----------------
Total Number of Servers attempted: <0>
Total Number of Servers created/updated successfully:
<0>
Total Number of Server updates in Error: <0>
Total Number of Locations attempted: <0>
Total Number of Locations created/updated
successfully: <0>
Total Number of Location updates in Error: <0>
Total Number of Location Codes attempted: <0>
Total Number of Location Codes created/updated
successfully: <0>
Total Number of Locations Code updates in Error: <0>
Total Server Connection Lists attempted: <0>
Total Server Connection Lists created/updated
successfully: <0>
Total Server Connection List updates in Error: <0>
Customers General Delivery Parameters: <Update not
required>
Customers AMIS Delivery Parameters: <Update not
required>
Customers Enterprise Networking Parameters: <Update
not required>
Customers Fax Delivery Parameters: <Update not
required>
Customers DTT Delivery Parameters: <Update not
required>
Customers DTT/DTF Prefixes: <Update not required>
```

```
Customers Default Dialing Parameters: <Update not
required>
-----------------------------------------------------
Class of Services:
------------------
Total Number of COSs attempted: <0>
Total Number of COSs created/updated successfully: <0>
Total Number of COSs in Error: <0>
-----------------------------------------------------
User Profile:
-------------
Total Number of Local Users attempted: <0>
Total Number of Local Users created/updated
successfully: <0>
Total Number of Local Users in Error: <0>
Total Number of Spoken name verifications data
attempted: <0>
Total Number of Spoken name verifications data
created/updated successfully: <0>
Total Number of Spoken name verifications data in
Error: <0>
Total Number of User Greetings data attempted: <0>
Total Number of User Greetings data created/updated
successfully: <0>
Total Number of User Greetings data in Error: <0>
Total Number of Remote Users attempted: <0>
Total Number of Remote Users created/updated
successfully: <0>
Total Number of Remote Users in Error: <0>
Total Number of Directory Entry Users attempted: <0>
Total Number of Directory Entry Users created/updated
successfully: <0>
Total Number of Directory Entry Users in Error: <0>
-----------------------------------------------------
System Distribution Lists:
--------------------------
Total Number of SDLs attempted: <0>
Total Number of SDLs created/updated successfully: <0>
Total Number of SDLs in Error: <0>
-----------------------------------------------------
```

```
Personal Distribution Lists:
----------------------------
Total Number of User PDL updates attempted: <0>
Total Number of PDLs created/updated successfully: <0>
Total Number of PDLs in Error: <0>
-----------------------------------------------------
Menu, Announcements, Fax Items:
-------------------------------
Total Number of Services attempted: <0>
Total Number of Services created/updated
successfully: <0>
Total Number of Services in Error: <0>
-----------------------------------------------------
Other Errors encountered during the migration: <0>
****************| End of Summary |*****************

Please check the log file (MigTransaction.log) for
details.

CI>
```

Appendix B

Error messages

In this appendix

Meridian Mail data collection error messages 224

CallPilot migration error messages 227

Meridian Mail data collection error messages

Error code	Message
cMMer001 = 1	Could not retrieve Mail Box Data for given Mailbox
cMMer002 = 2	Could not rewind tape
cMMer003 = 3	Could not write tape descriptor file
cMMer004 = 4	Could not write org profile data
cMMer005 = 5	Could not write COS data
cMMer006 = 6	Could not write RPL data
cMMer007 = 7	Could not write system greeting data
cMMer008 = 8	Could not group data for org profile group
cMMer009 = 9	Could not write SDL data
cMMer010 = 10	Could not write Group data for SDL
cMMer011 = 11	Could not write directory user data
cMMer012 = 12	Could not write directory user group data
CMMer013 = 13	Could not write local user data
cMMer014 = 14	Could not write local user group data
cMMer015 = 15	Failed to retrieve networking information
CMMer016 = 16	Could not write voice services data
cMMer017 = 17	Could not write voice services group data

Error code	Message
cMMer019 = 18	Could not write end tape descriptor file
cMMer018 = 19	Could not write end of file marker
cMMer020 = 20	Error unloading tape
cMMer021 = 21	Failed to create MPCX Cabinet
cMMer022 = 22	Personal class of user messages not migrated
cMMer023 = 23	Error reading message header
cMMer024 = 24	Message not migrated. RC gives message type as defined in mt_types
cMMer025 = 25	Empty message not migrated
cMMer026 = 26	***unused****
cMMer027 = 27	***unused****
cMMer028 = 28	Error opening Mailbox for cabinet for Message dumping
cMMer029 = 29	Error finding messages in MailBox
cMMer030 = 30	Error opening an individual message or not a message file
cMMer031 = 31	Error writing messages to tape
cMMer032 = 32	Empty outcalling AD record
cMMer033 = 33	Empty AMIS AD record
cMMer034 = 34	Empty FAX AD record
cMMer035 = 35	Unable to retrieve network site information
cMMer036 = 36	Unable to retrieve default translation information

Error code	Message
cMMer037 = 37	Unable to retrieve network configuration information

CallPilot migration error messages

Error code	Message
GENERAL error messages 000–099	
000	File open error
001	The Utility is not aware of the specified data type
002	The API call failed
003	Retrieving MMail data failed
004	Unknown Exception encountered
005	Error in connecting to LDAP client
006	NMobj_Init() function call failed
007	Error disconnecting from LDAP client
008	The NMobj_Shutdown() function call failed
009	The Extract() function call failed
010	The structure read from database using API failed
011	Invalid Object handle passed
012	Error while deleting the contents using the API
013	Only one row (record) is expected in the database table
014	Unknown MMail data type found
015	Object creation failed due to internal system error
016	The field value is not found in the staging file

Error code	Message
017	MMINVALID data type returned by the extract() function
018	MMUNKNOWN data type returned by the extract() function
019	There was an error while data transfer from the tape; Please try again
020	The handling of treatment type USEDEFAULTCD is not yet implemented
021	The handling of treatment type ENUMERATEDCD is not yet implemented
022	There was an error in file pathname creation, Could not delete the files; Aborting
023	Invalid error code (value out of range)
024	Could not obtain the current working directory path name
025	Could not obtain the MMFS volume list on this server
026	Could not obtain the MMFS volume information
027	The available voice block limit has been reached, only 5% free space now available on the volume
028	The available text block limit has been reached, only 5% free space now available on the volume
029	Pre-migration system check failed
030	LDAP client Search failed

Error code	Message
031	LDAP client Update failed
032	LDAP client Add failed
033	LDAP client Delete failed
MAPFILE error messages 100–199	
100	Map directory creation error
101	No record was found in the Map file for the element
102	Map line index does not match with the C structure element ID
103	Unknown Treatment code
104	Map record formatting error
105	Invalid token encountered
106	The class name must not be left blank
107	The attribute name must not be left blank
108	The Data Type must not be left blank
109	MM Data Type must be specified
110	The Key field must have valid treatment code
111	The Special code must be specified
112	Default value must be specified
113	Unexpected number of tokens found in a map record

Error code	Message
114	All the MMail Ids (Group, File & Field) must be specified
115	If the MMail Ids are specified then Treatment code must be defined
116	The value obtained from MMail data file is out of range
117	The string length obtained from MMail data file is out of range
118	The MMail field data type returned from Extract() is different
119	The Map record line length exceeds the maximum line length
120	If the Treatment code is specified then MMail Ids must be defined
121	Cannot obtain the key field value
122	The value obtained from MMail data file is out of range

MMINPUT error messages 200–299

Debug messages: 200–209	200 — TapeRead Debug 201 — FileCreate Debug 202 — FileOpen Debug 203 — FileRead Debug 204 — FileWrite Debug 205 — Extract Debug

Error code	Message
Debug messages: 200–209 (continued)	206 — GetToken Debug
	207 — FileDump Debug
Tape IO messages: 210–219	210 — TapeOpen Function
	211 — TapeLoad Function
	212 — TapeRead Function
File IO messages: 220–229	220 — SetPath Function
	221 — FileCreate Function
	222 — FileWrite Function
	223 — FileRead Function
	224 — FileOpen Function
	225 — DeleteFile Function
	226 — ReadFile Function
Other messages: 230–239	230 — GetFile Function
	231 — GetToken Function
	232 — GetTapeDescriptor Function
	233 — InitTape Function
	234 — Extract Function
	235 — GetVoiceFile Function
	236 — GetX and GetVoiceX Function

SYSMOD error messages 300–399

300	The MM RPLID value obtained from staging file is zero; using default value.
301	The RPLID mapping failed

Error code	Message
302	Invalid value obtained for Alarm Filter from the MMail data; using default value
303	The Customer greetings FID creation error
304	Invalid FID; Cannot migrate the Customer greetings
305	MMFS file open error; skipping the customers greeting data migration
306	No voice data file for the System greetings
307	MMFS file load error; Retaining the previous Customer greetings voice data
308	The RP list is currently in use (DB integrity check failure); Retaining the RPL
309	The RPL header could not be removed due to internal error; Retaining the RPL
310	No RPL codes found in the mail data
311	The data value for throttling feature could not be obtained
312	The data value for throttling interval parameters could not be obtained

Error code	Message
USERMOD error messages 400–499	
401	Error obtaining the User List from the NGen database
402	COSID mapping failed, unable to find a match
403	The address could not be validated due to an internal error
404	Invalid address
405	NMadd_DestroyAddressList call failed
406	The entry of MMail COS Number already exists in the COSMAP list
407	Error obtaining the DN list for the user
408	Invalid COSNumber obtained from MMail data
409	Personal COS migration is not supported
410	Invalid FID; Cannot migrate the spoken name data
411	MMFS file open error; skipping the spoken name data migration
412	No voice data in the file for spoken name
413	MMFS File load error; skipping the spoken name data migration
414	Invalid FID; Can not migrate the greetings data
415	Invalid recID provided for the greetings FID, skipping greetings migration

Error code	Message
416	MMFS file open error; skipping the Greetings data migration for the user
417	No voice data file for the User greetings
418	MMFS file load error; skipping the migration of the greetings voice data file
419	Error in creating the List of the Users to be migrated
420	More than one record found in the database for the given search criteria; only one record is expected
421	Unknown User type obtained from MM data
422	The user for whom the PDL is being updated does not exist in the database
423	The PDL list could not be obtained
424	Unknown Address type obtained from MMail
425	The MM mail PDL record data can be corrupted
426	This Address type must not be specified in a PDL record
427	The DN list is empty
428	The User COS Number field value could not be obtained
429	The System COS number field value could not be obtained
430	No SDL codes found in the mail data

Error code	Message
431	The number of digits in the Mailbox is less than 3 digits long which makes it an invalid mailbox on CallPilot
432	Could not search the specified user in the database
433	Could not resolve the user since found more than one entries in database for a given search criteria
434	Invalid User type obtained from MMail
435	Cannot add any more Mailboxes/Users, The mailbox limit is reached
436	There is no available MMFS volume, aborting User data migration
437	Less than 5% free space on this Volume, this volume will not be available for data migration
438	Voice storage limit of the COS was out of range
439	The first name field was empty. It is a mandatory field for CallPilot
440	The last name field was empty. It is a mandatory field for CallPilot
441	The user Type field value could not be obtained
442	More than one entry found in database
MSGMOD error messages 500–599	
500	The Voice data file is empty
501	The “From” address list could not be obtained

Error code	Message
502	The user name could not be obtained
503	The user surname could not be obtained
504	The user mailbox number could not be obtained
505	The user site and location IDs could not be obtained
506	The user primary DN could not be obtained
507	There was an error obtaining the user information, skipping this User messages migration
508	Error reading the User entry
509	The User mailbox does not exist on the system
510	Could not resolve the user since found more than one entries in database for a given search criteria
511	There was an error in obtaining the voice message data
512	There was an error while creating the “To” and “From” address lists
513	Could not delete the message file, Please remove the message manually later
514	Could not obtain the voice data block, can not continue further
515	There was an error obtaining the Message Attachment information
516	Error in message attachment creation
517	Could not obtain the voice data block, can not continue further

Error code	Message
518	Could not obtain the Message tag value
519	The volume ID could not be obtained for this user
520	The free space on MMFS volume is now less than 5%
521	The senders address data record is not of Text type, can not obtain the From address information
522	You have reached the storage limit of the user mbox in MMFS volume
NETMOD error messages 600–699	
601	The Location code array could not be obtained from MM data files
602	The location Overlap code array could not be obtained from MM data files
603	Invalid code type obtained from MM data
604	The database contains an invalid server entry which must be removed manually later
605	The Network prefix array is empty
606	The Network codes array is empty
607	The Meridian Networking is not supported on CallPilot; Using the Enterprise Networking protocol instead
608	The Meridian Networking is not supported on CallPilot; Using the AMIS Networking protocol instead

Error code	Message
609	The Meridian Networking is not supported on CallPilot; Using the VPIM Digital Networking protocol instead
610	No network protocols are supported on this server
611	The AMIS protocol is not supported on this server; Using the Enterprise Networking protocol instead
612	The AMIS protocol is not supported on this server; Using the VPIM Digital Networking protocol instead
613	The Enterprise Networking protocol is not supported on this server; Using the AMIS Networking protocol instead
614	The Enterprise Networking protocol is not supported on this server; Using the VPIM Digital Networking protocol instead
615	Invalid value obtained for the MM server connection protocol field
616	The Server ID mapping failed
617	The Location ID mapping failed
618	There are currently no server records defined on the system
619	Location code array could not be obtained
620	Location overlap array could not be obtained
621	Location code type array could not be obtained
622	The source and destination Ids in the list are same

Error code	Message
623	The existing server record could not be updated
624	Since the protocol is changed, Administrator must review the contents of Server and Connection records
625	The location Overlap code array could not be obtained from MM data files
626	Invalid value obtained for the MM Server Status field
627	Invalid value obtained for the MM location Dialing plan field
628	Invalid value obtained for the MM dialing CLID field
629	The Maximum Server limit reached, skipping further Server updates
630	The Maximum Locations limit reached, skipping further Location updates
631	The Maximum Server limit reached, skipping further Server Connection updates
632	There was error while updating the network cache; the data migration does not work properly
APPBMOD error messages 700–799	
700	Error in opening a MMFS File Cabinet
701	Error in closing the MMFS File Cabinet
702	Error in creation of a MMFS File Cabinet

Error code	Message
703	Unknown error while opening the File cabinet
704	Could not obtain the Service Type for the Service
705	Could not obtain the Service ID for this Service
706	Error in creation of a MMFS File
707	Error in adding the MMFS File into file cabinet
708	Unknown error while opening the MMFS File
709	Error in closing the MMFS File
710	Unknown Service Type
711	Error in removing the MMFS File from a cabinet
712	Error in migrating the segments into a MMFS file
713	Error in obtaining the Segment Data File name
714	Error in obtaining the The Record Type and ID for the Segment
715	Error in creation of a record in a MMFS File
716	Error in record search in a MMFS File
717	Error in data loading into the record of a MMFS File
718	Error in MMFS File data Flush
719	Unknown record type encountered
720	Error creating App Builder application
721	Error adding segment to SCCS prompt file

Error code	Message
722	Error updating voice file for App Builder application
USRAPI error messages where NMusr_eOFFSET = 99	
(NMusr_eOFFSET + 01)	Function was unsuccessful
(NMusr_eOFFSET + 02)	Programming Error, NMobj_ResetHandle needs to be called
(NMusr_eOFFSET + 04)	The specified record was not found
(NMusr_eOFFSET + 05)	Input object handle is invalid
(NMusr_eOFFSET + 06)	Memory Allocation failed
(NMusr_eOFFSET + 12)	The record modification number has changed, update is disallowed
(NMusr_eOFFSET + 13)	Exception occurred inside user module
(NMusr_eOFFSET + 14)	There is already a COS having the specified properties in this customer group
(NMusr_eOFFSET + 15)	Input COS name is not unique with in the customer group
(NMusr_eOFFSET + 16)	The COS to be deleted is still referenced by a user. So it cannot be deleted
(NMusr_eOFFSET + 17)	The mailbox number is invalid, (custid+Location+MboxNum not unique)
(NMusr_eOFFSET + 18)	The user DN is not unique
(NMusr_eOFFSET + 19)	Modification number error
(NMusr_eOFFSET + 22)	Invalid input USER PREFFERRED LANG ID

Error code	Message
(NMusr_eOFFSET + 23)	Invalid input COS ID
(NMusr_eOFFSET + 24)	Invalid input LOCATION ID
(NMusr_eOFFSET + 25)	Invalid input EXT CALL SENDER RPL
(NMusr_eOFFSET + 26)	Invalid input EXT DIALING RPL
(NMusr_eOFFSET + 27)	Invalid input CUSTOM REVERT RPL
(NMusr_eOFFSET + 28)	Invalid input DNU RPL
(NMusr_eOFFSET + 29)	Invalid input AMIS RPL
(NMusr_eOFFSET + 30)	Invalid input RN RPL
(NMusr_eOFFSET + 31)	Invalid input FAX PRINTING RPL
(NMusr_eOFFSET + 32)	Invalid input DESKTOP RPL
(NMusr_eOFFSET + 33)	SDL NAME NOT UNIQUE
(NMusr_eOFFSET + 34)	Input consists of consecutive digits only
(NMusr_eOFFSET + 35)	Input consists of identical digit only
(NMusr_eOFFSET + 36)	Invalid input
(NMusr_eOFFSET + 37)	Mailbox is a alarm mailbox
(NMusr_eOFFSET + 38)	Mailbox is a general delivery mailbox

Appendix C

Migrating Symposium Call Center Server Voice Services

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Overview

Introduction

Unless you plan to recreate your voice prompts in CallPilot, you must migrate your Meridian Mail voice prompts and voice segments (announcements and menus) to CallPilot. The Meridian Mail to CallPilot Migration Utility helps you collect the Meridian Mail data and migrate it to CallPilot.

This appendix contains the following:

- information on what data can and cannot be migrated
- procedures for migrating from Meridian Mail to CallPilot, including hardware requirements, loading the migration utility, and collecting and migrating voice segments data and voice prompts
- post-migration activities

Understanding the migration process

Overview

Before migrating prompts, you need to know what you want to migrate, what cannot be migrated, and how the migration process works.

The following documents must be available to assist with the migration:

- *Meridian Mail System Administration Guide* (555-7001-301) for Meridian Mail administration tasks if they are needed)
- *CallPilot 2.x Application Builder Guide* (555-7101-325)

Note: In the Meridian Mail to CallPilot migration procedures, the terms "voice prompt" and "voice segment" can be used interchangeably and differently from how you normally use them in CallPilot. Each procedure must make clear the voice items being migrated.

Migrating the voice processing engine

This migration can be a lengthy operation, and a strategy must be created using the information in "Understanding the migration process" on page 59.

You can migrate the following categories of data:

- **System Data**: system and customer profiles, system names and greetings, restriction/permission lists (RPLs), networking data, classes of service (COS), and messaging settings
- **User data**: classes of service (COS), local voice users, personal greetings (internal, external, and temporary), personal distribution lists (PDLs), user core and mailbox properties, user voice messages
- **Networking data**: Refer to "Data that can or cannot be migrated" on page 68 for more details.
- **Corporate directory entries**: Refer to *"Data that can or cannot be migrated" on page 68*

- **Voice services**: voice segments in menus, announcements, fax segments
- **Messages**: voice messages in mailboxes
- **CallPilot prompts**: prompts in mailboxes

  Note: You can migrate CallPilot prompts to CallPilot 2.x only. CallPilot prompts are not supported on CallPilot 1.7.

The CallPilot 2.x migration utility automatically creates the Application Builder applications during the prompt migration. The information specific to Symposium Voice Services is menu segments, announcements, and prompts. As a guideline, it is recommended that you migrate the system data first, and then migrate the voice messages and Symposium prompts.

Note: Meridian Mail users must be redefined in CallPilot before migrating their voice messages.

For a detailed procedure, Refer to *"Preparing for CallPilot migration" on page 100.*

When you have completed the voice prompts and segments migration, continue to "CallPilot configuration for CallPilot integration," on page 266. You must complete all the steps in the process to test the success of the migration.

Migrating Symposium Voice Services only

The data for migration is determined by the voice services implemented on your existing Meridian Mail system, and whether you want to maintain the same services on CallPilot:

- For GIVE IVR voice services, migrate the voice prompts (menus and announcements). These elements can be identified in the Meridian Mail VSDN table.
- For ACCESS voice services, migrate only the CallPilot prompts. These elements are stored in specific mailboxes. In Meridian Mail, only one mailbox can be used at a time.

- For GIVE IVR and ACCESS voice services, migrate voice prompts (menus and announcements) and CallPilot prompts. Migrate the voice prompts (menus and announcements) first, and then migrate the active Meridian Mail mailboxes, which contain the voice files for ACCESS.

Note: If Meridian Mail is also used as a front-end IVR subsystem, the migration must be treated as a whole voice processing engine migration.

Data that cannot be migrated

Some data that directly impacts CallPilot voice services cannot be automatically migrated. The following is an example of the data that is not automatically migrated. For a complete list, Refer to Section A: “Understanding what can be migrated to CallPilot” on page 65.

Example of system data that cannot be migrated

- voice forms, voice menu structure (voice link information), VSDN table, and any other voice service information
- hardware information (such as the channel allocation table, SMDI link information, T1 or E1 link information)
- multi-customers: CallPilot currently supports only one Meridian 1 customer. Mailboxes that have the same mailbox numbers as ones used in other customer groups are not migrated.

Examples of user data that cannot be migrated

- user mailboxes that are less than 3 digits in length
- duplicate DNs (Meridian Mail users with duplicate primary and secondary DN entries)
- users with personal COS

How to handle data that cannot be migrated

For GIVE IVR voice services, the information in the Meridian Mail VSDN table and the voice menu structure is critical. As this data cannot be automatically migrated, you must use Application Builder to

- recreate or rebuild the menu or announcement structure extracted from the VSDN table. (See “How to use voice items created for Meridian Mail Voice Services” in the *CallPilot 2.x Application Builder Guide*.)
- manage the applications and the control blocks (save and complete them)
- publish applications in the CallPilot 2.x service DN table

Performing the Symposium Voice Services migration

Overview

The procedure for migrating Symposium Voice Services consists of

- preparing Meridian Mail for migration
- preparing CallPilot for migration
- (if necessary) loading the migration utility (data preparation software) onto the Meridian Mail system
- collecting and migrating voice segments data

  If you are migrating GIVE IVR voice services, which consist of menu and announcement segments, collect the data containing the voice segment items.
- creating the CallPilot applications for GIVE IVR voice services
- collecting and migrating user data

  This includes the migration of the ACCESS mailboxes (containing voice prompts). This step involves an additional tape.
- validating the migrated data, and performing any additional configuration that can be required to make the CallPilot configuration consistent with the Meridian Mail configuration

Preparing Meridian Mail for migration

Before beginning the migration, do the following:

- Review the migration process and complete the pre-migration checklist.
- Review the Meridian Mail System Event and Error Reports (SEERs) to
  - ensure that the data you want to collect is clean and consistent
  - verify that there are no reported problems with the system or the files

Class 11, 31, and 66 SEERs indicate format errors or disk corruption. If these SEER classes have been reported, report the errors to the Nortel Networks CallPilot customer support group to confirm that the migration can still take place.

Preparing CallPilot for migration

CallPilot 2.x tower or rackmount hardware requirements

The tower or rackmount server must be equipped with an internal tape drive. Based on the CallPilot server software release and the server model, the internal tape drive can be either the Tandberg SLR32 or the Tandberg SLR50.

If an internal tape drive is not installed in the tower or rackmount server, then see Part 5 of the *CallPilot Installation and Configuration Guide* for your server model for instructions.

Notes:

1. The CallPilot server can already have an internal tape drive installed. If this is the case, then you do not need to install a tape drive or tape drive driver.
2. The CallPilot server tape drives SLR32 and SLR50 cannot read the 250 Mbyte tapes created on the Archive Viper tape drive. If the Meridian Mail system has an Archive Viper tape drive, and the CallPilot server to which you are migrating has an SLR32 or SLR50 tape drive, you must upgrade the Meridian Mail system to an SLR4 or SLR5 tape drive prior to performing the migration.
3. The Archive Viper tape drive cannot write on 2.5 Gbyte tapes.

CallPilot 2.x IPE server hardware requirements

An external tape drive must be connected to the IPE servers. Both servers have a built-in SCSI connector on the faceplate.

The IPE servers are supplied with the Tandberg SLR5 (NTRH9038) tape drive. This tape drive can read the 2.5 Gbyte Meridian Mail tapes that are created using the Tandberg SLR4 (TDC4220) tape drive.

CallPilot server preparation

Review the following preparations:

- No users have been added to the CallPilot system.
- All CallPilot RPL names are unique from Meridian Mail RPL names.
- All existing CallPilot mailbox classes are renamed.

  Note: If a duplicate class of service (COS) is found during the migration, the Meridian Mail COS is renamed to COSname_MMail COSID and then migrated to CallPilot. This can cause migrated users to be assigned to the wrong mailbox class.
- The tape device connection is correct.
  - If the CallPilot server is a 200i or 201i server, check to make sure that an external tape drive is connected to the server. If an external tape drive is not connected, you need to connect one.

    For instructions on connecting the tape drive, see Part 2, “Server Hardware Install,” in the *CallPilot Installation and Configuration Guide* for your server model.
  - If the server is a tower or rackmount server, make sure that an internal tape drive is installed in the server. If an internal tape drive is not installed in the tower or rackmount server, see Part 5 of the *CallPilot Installation and Configuration Guide* for your server model for instructions.
- Event throttling is disabled on CallPilot.

  For CallPilot Release 2.x instructions, see the *CallPilot Administrator’s Guide* (555-7101-301) and the CallPilot Manager online Help.
- No client applications are running on CallPilot while the migration is in progress. This includes CallPilot Manager and all other client software.

Loading the migration utility

You must install the latest Data Collection Utility from the supplied tape. Make sure you have this tape available. This tape prepares the Meridian Mail system for data collection.

Note: Even though the data collection utility is included in systems running Meridian Mail Release 13.14, you must install the latest Data Collection Utility from the supplied tape.



CAUTION

Risk of reduced system performance

Do not run the data collection utility while Meridian Mail is online. Courtesy down the Meridian Mail system before you prepare it for data collection. For instruction, see Meridian Mail documentation.

On a Card Option platform, you must disable all channels; otherwise, you do not have enough memory.

1. Restart the Meridian Mail system with the Meridian Mail to CallPilot migration tape in the tape drive.
2. Run the data collection utility.

   Result: The CallPilot Data Collection Utility Preparation Menu appears.

```
CallPilot Data Collection Utility Preparation Menu
--------------------------------------------------


        1  Preparation for M11 System
        2  Preparation for M12 System
        3  Preparation for M13 System
        4  EXIT to support levl









Please enter the operation number:
```

3. Select the software release for your Meridian Mail system.

   Result: The utility asks for confirmation.
4. Select Yes.

   Result: A series of messages appears. The system begins to copy the files. The message `Starting RW100 server and copy file utility files from the Tape to the Meridian Mail hard disk` appears.
5. When the copying is finished, the message `Please remove CallPilot Data Collection Preparation tape and reboot system into full service and continue data migration by logging into tools level` appears.

   Remove the tape and restart Meridian Mail.

   Note: Meridian Mail must be brought back into full service before continuing the data migration.

Collect and migrate voice segments data

In this procedure, you collect and migrate voice segments using selective data collection.

Note: In this procedure, voice segments refer to IVR voice items.

Selective voice segments data collection from Meridian Mail

Note: The SLR32 and SLR50 tape drives in CallPilot servers cannot read tapes created with the Archive Viper tape drive (250 Mbyte tapes). Data must be collected on a 2.5 Gbyte QIC tape.

To collect selective voice segments from Meridian Mail

1 On the Meridian Mail administration terminal, log on to the Tools menu.

Result: The main Tools menu appears.

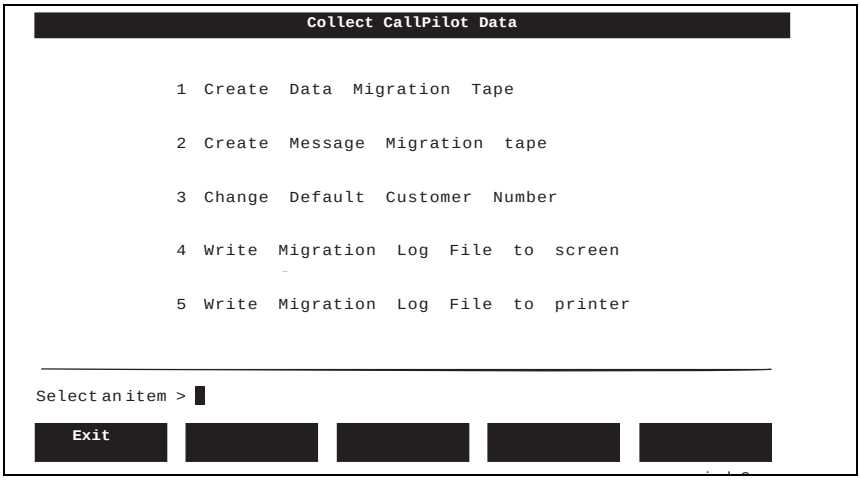
Note: On a Meridian Mail 13 system, use the Tools user ID and the Tools level password. The screens on the Meridian Mail systems can differ from those shown in this guide, depending on the Meridian Mail release number and the type and number of features installed.

2 Select Other (Option 13 or 14 in the main Tools menu).

Result: The System / Feature Dependent Tools menu appears.

3 Select Collect CallPilot Data (Option 6 or 7 in the System / Feature Tools menu).

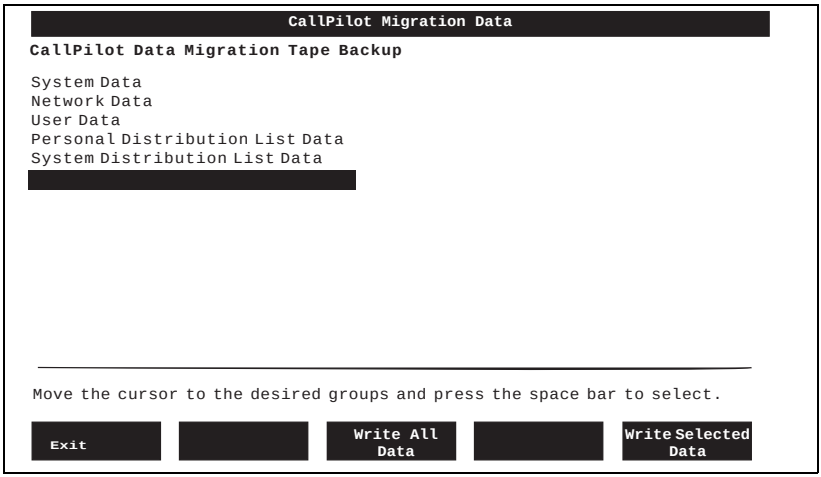
Result: The Collect CallPilot Data menu appears.



4 For selective data collection, select Create Data Migration Tape.

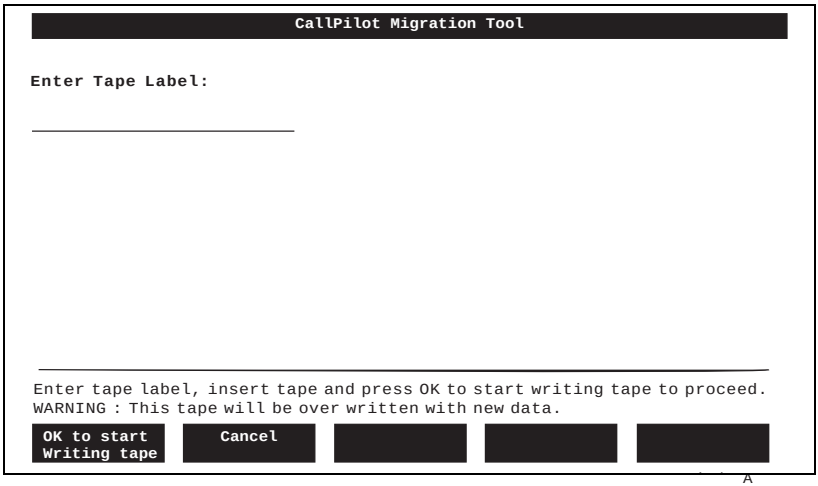
Result: The Collect CallPilot Data Migration Tape Backup window appears.

5 To back up the CallPilot voice segments, select VS Voice Segments / Fax Item Data. (Use the up and down arrow to move to the desired line, and then press the spacebar to highlight VS Voice Segments / Fax Item Data.)



6 Select Write Selected Data (the softkey in the bottom right corner of the screen).

Result: The Tape Label entry window appears.



7 On your blank tape, label the tape as CallPilot Voice Segments (announcements and menus).

8 Insert the tape into the Meridian Mail tape drive, and then select the OK to Start Writing Tape softkey.

Note: The new data overwrites any existing data on the tape.

Result: The system receives tape descriptor data, and then rewinds the tape and writes the segment data to the tape. A message indicates that you can check the log file from the main menu for error messages, and then you are prompted to continue.

9 Press Return to continue.

Result: You return to the previous menu.

10 Select the Exit softkey.

Result: You return to the Collect CallPilot Data menu.

11 Select the Write Migration Log File to screen softkey.

Result: The Meridian Mail Migration log appears.

Note: The log window displays all migration operation logs from the oldest operation to the latest operation. Identify the logs corresponding to your specific data collection start time.

12 Check the log file for

- tape label
- data collection for CallPilot begin date and time
- any specific errors
- total number of voice services (such as CallPilot voice segments), which must match the segments defined in the Voice Service DN table

13 Press Return until you get back to the Collect CallPilot Data menu.

If you are satisfied with the content of the migration log file, proceed with the CallPilot data migration.

Selective voice segments data migration to CallPilot

If you performed a selective data collection from Meridian Mail, you must perform a selective data migration to CallPilot.

Review the following information about the CallPilot 2.x migration utility and process before starting the migration:

- You can select which data set you want to migrate to CallPilot in a particular migration session.
- The utility offers an option that allows you to copy files to the CallPilot server before the migration begins. The files are copied to a folder referred to as the staging area.
- Do not remove the tape during the migration. If the files are not present on the disk for any reason, the data is migrated from the files on the tape.
- When the files are copied to the CallPilot server, they are copied to the D:\nortel\MPCX\Migration\MigrationFiles folder.
- The migration utility offers an option that allows you to delete the files from the CallPilot server when the migration is finished. Nortel Networks recommends that you do not delete the staging files until you are certain that the migration is successful.

To migrate selective voice segments to CallPilot

1. Locate the migration utility file “migrate.exe” in the D:\nortel\MPCX\Migration folder.
2. Open a command prompt window, go to the migration folder, and launch the migration tool.

   Result: The Meridian Mail to CallPilot Migration Utility window appears with the CI> prompt.
3. Insert the CallPilot Voice Segments data tape in the tape drive.
4. Type **ReadTapeLabel** to verify that you have the correct tape.
5. At the CI> prompt, type **migrate**, and then press Enter.

   Result: The following prompt appears:

   ```
   Enter Data Set to: All System Data
   ```

6 To restore CallPilot Voice Segments, select ApplServices (using the up and down arrow keys).

Result: The prompt that appears is based on which options you have selected.

Note: If Messages and SCCS Prompts, SCCS Prompts or Appl Services was selected, the precheck function of the migration utility will automatically check the integrity of the existing associated files and display one of the following messages:

If the precheck is successful, the following message appears:

```
analyzing System...
If you are executing the utility for the first time,
you must copy the data from the MMail tapes to Windows
NT format staging area on the CallPilot server.

Proceed to Step 7.
```

If the precheck is unsuccessful, the following message appears:

```
analyzing system...
Found inconsistencies! Follow Manual Recovery
Procedure
Unable to continue migration
```

The migration activity cannot be completed. Proceed to Section C: “Correcting pre-check inconsistencies” on page 173.

7 Respond to the prompts as follows:

- Do you wish to copy the Meridian Mail data files now - **Yes**
- Do you wish to delete the staging files after migration is complete - **No**

8 Insert the Meridian Mail Voice Segments data tape in the tape drive, and then press Enter.

Result: The migration utility reads the tape and writes the data onto the CallPilot server disk. A log appears on the screen at the end of the operation.

9 Check the MigTransaction.log.

Note: Pay particular attention to the Total Number of Services created/ updated successfully.

10 If you are ready to exit the migration, at the CI> prompt, type **quit**, and then press Enter.

If you are satisfied with the content of the migration log file, proceed to “Post migration activities,” on page 266.

Collect and migrate CallPilot voice prompts

In this procedure, you collect and migrate ACCESS voice prompts.

Note: In this procedure, voice prompts refer to ACCESS voice items.

CallPilot voice prompts collection from Meridian Mail

Note: The SLR32 and SLR50 tape drives in CallPilot servers cannot read tapes created with the Archive Viper tape drive (250 Mbyte tapes). Data must be collected on a 2.5 Gbyte QIC tape.

To collect voice prompts from Meridian Mail

1 On the Meridian Mail administration terminal, log on to the Tools menu.

Result: The main Tools menu appears.

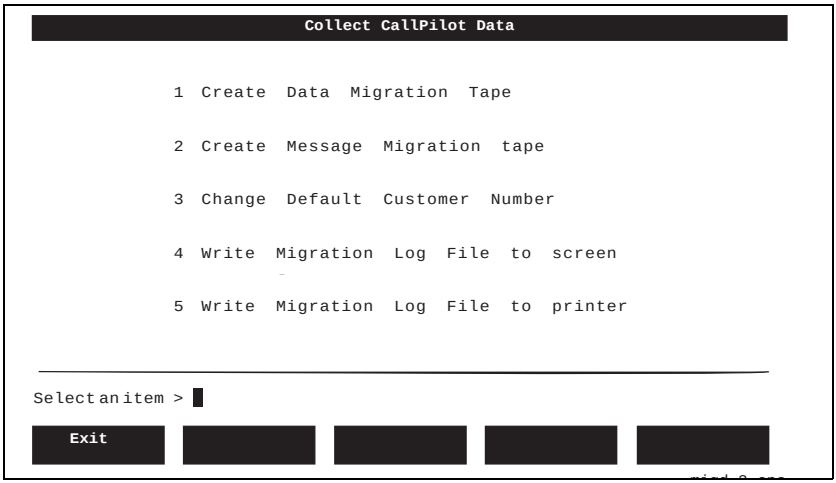
Note: On a Meridian Mail 13 system, use the Tools user ID and the Tools level password. The screens on the Meridian Mail systems can differ from those shown in this guide, depending on the Meridian Mail release number and the type and number of features installed.

2 Select Other (Option 13 or 14 in the main Tools menu).

Result: The System / Feature Dependent Tools menu appears.

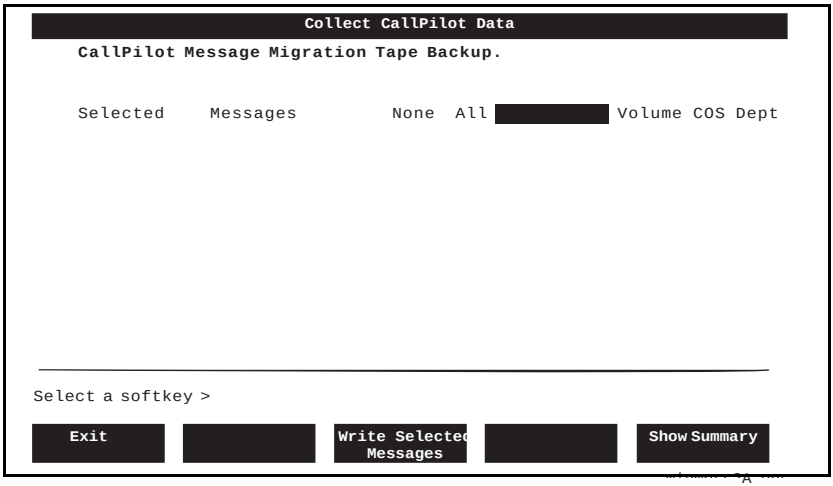
3 Select Collect CallPilot Data (Option 6 or 7 in the System / Feature Tools menu).

Result: The Collect CallPilot Data menu appears.



4 For voice prompt collection, select Create Message Migration Tape.

Result: The CallPilot Message Migration Tape Backup window appears.



5 To create a message and CallPilot prompt migration for the ACCESS mailbox, select Individual. (Use the up and down arrow or spacebar to move the cursor.)

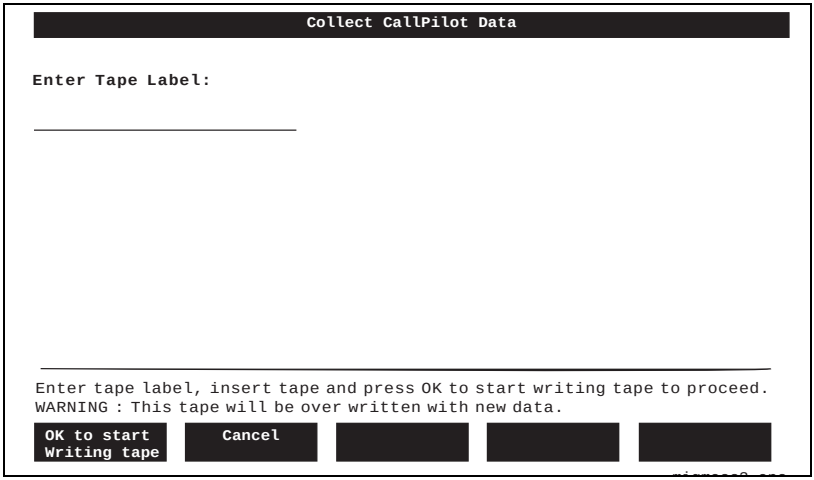
6 Press Enter.

Result: You are allowed to enter your selected mailboxes.

7 Move to the grid lines and enter the ACCESS mailbox number. (This is the mailbox number used to log on to the CallPilot Voice Prompt Editor.)

8 Select the Write Selected Messages softkey.

Result: The system prompts you to enter a tape label.



9 On your blank tape, label the tape as CallPilot ACCESS Voice Prompts.

10 Insert the tape into the Meridian Mail tape drive, and then select the OK to Start Writing Tape softkey.

Note: The new data overwrites any existing data on the tape.

Result: The system receives tape descriptor data, then rewinds the tape and writes the prompt data to the tape. A message indicates that you can check the log file from the main menu for error messages, and then you are prompted to continue.

11 Press Return to continue.

Result: You return to the previous menu.

12 Select the Exit softkey.

Result: You return to the Collect CallPilot Data menu.

13 Select the Write Migration Log File to screen softkey.

Result: The Meridian Mail Migration log appears.

Note: The log window displays all migration operation logs from the oldest operation to the latest operation. Identify the logs corresponding to your specific data collection start time.

14 Check the log file for

- tape label
- data collection for CallPilot begin date and time
- any specific errors
- total number of voice services (such as CallPilot ACCESS prompts)

15 Press Return until you get back to the Collect CallPilot Data menu.

If you are satisfied with the content of the migration log file, proceed with the CallPilot data migration.

CallPilot ACCESS prompts migration to CallPilot

The migration process of the message/CallPilot prompt tape to CallPilot is based on how you collected the data from Meridian Mail.

- If you collected all messages and CallPilot prompts on one tape, then all the messages and CallPilot prompts on the tape are migrated to CallPilot in a single session.
- If you collected messages and CallPilot prompts on multiple tapes (that is, performed a selective message migration), messages are migrated to CallPilot in multiple sessions, one tape per session, in the order in which the tapes were created.
- The CallPilot migration utility allows you to select the data set that you want to migrate to CallPilot in a particular migration session.

Note: Do not remove the tape during the migration.

To start the migration operation

1. Locate the migration utility file “migrate.exe” in the D:\nortel\MPCX\Migration folder.
2. Open a command prompt window, go to the migration folder, and launch the migration tool.

   Result: The Meridian Mail to CallPilot Migration Utility window appears with the CI> prompt.
3. Insert the CallPilot ACCESS Voice Prompts data tape in the tape drive.
4. Type **ReadTapeLabel** to verify that you have the correct tape.
5. At the CI> prompt, type **migrate**, and then press Enter.

   Result: The following prompt appears:

   ```
   Enter Data Set to: All System Data
   ```
6. To restore CallPilot Voice Segments, select SCCSPromptsOnly (using the up and down arrow keys).

   Result: The prompt that appears is based on which options you have selected.

   Note: If Messages and SCCS Prompts, SCCS Prompts or Appl Services was selected, the precheck function of the migration utility will automatically check the integrity of the existing associated files and display one of the following messages:

   If the precheck is successful, the following message appears:

   ```
   analyzing System...
   If you are executing the utility for the first time,
   you must copy the data from the MMail tapes to Windows
   NT format staging area on the CallPilot server.
   ```

   Proceed to Step 7.

   If the precheck is unsuccessful, the following message appears:

   ```
   analyzing system...
   Found inconsistencies! Follow Manual Recovery
   ```

```
Procedure
Unable to continue migration
```

The migration activity cannot be completed. Proceed to Section C: “Correcting pre-check inconsistencies” on page 173

7 Insert the CallPilot ACCESS Voice Prompts data tape in the tape drive, and then press Enter.

Result: The migration utility reads the tape and writes the data onto the CallPilot server disk. A log appears on the screen at the end of the operation.

8 Check the MigTransaction.log.

Note: Pay particular attention to the Total Number of Services created/ updated successfully.

9 If you are ready to exit the migration, at the CI> prompt, type **quit**, and then press Enter.

If you are satisfied with the content of the migration log file, proceed to “Post migration activities,” on page 266.

Post migration activities

After the migration of voice services from Meridian Mail to CallPilot is finished, review and complete the following post migration activities.

Disconnecting the tape drive

If you used an external tape drive to perform the migration, you must disconnect it when you are finished. Do not disconnect the tape drive until you are certain that the migration is successful.

ATTENTION

You must power down the server before you disconnect the external tape drive.

If the server has an internal tape drive installed, do not remove it.

CallPilot configuration for CallPilot integration

- If you intend to use CallPilot to provide messaging services in a CallPilot environment, then see “Using CallPilot 2.x Application Builder for application completion and publication,” on page 267 for more information.

  You must also configure items that are not migrated. For the integration, you need to configure the Service Directory Numbers (if they have not already been configured in CallPilot Manager).

Moving Application Builder data

The Application Builder Move Application utility allows you to move an Application Builder application from one volume to another.

Moving the application involves creating new files in NTFS and MMFS, and a new database entry for the new application on the new volume.

Limitations

This utility can move only one application at a time.

To run the Application Builder Move Application utility

For instructions on running the Application Builder Move Application utility, refer to the *CallPilot Support Tools Guide*.

Using CallPilot 2.x Application Builder for application completion and publication

For ACCESS voice services

You do not need to complete applications containing migrated CallPilot ACCESS voice prompts. The CallPilot 2.x migration utility preserves Meridian Mail voice file names and segment numbers. After the prompt migration, voice files are transformed into application names, and prompt segment numbers are transformed into Application Builder voice item IDs.

Normally, CallPilot variable definitions must not be changed. The only thing that must be changed is the ACCESS ACD-DN. You must specify the change to the ACCESS ACD-DN in the CallPilot Global Settings window.

For IVR voice services

For GIVE IVR voice service, the information in the Meridian Mail VSDN table is critical, as well as the voice menu structure.

As this data cannot be migrated automatically, you must use CallPilot Application Builder to

- recreate or rebuild the menu or announcement structure extracted from the Meridian Mail VSDN table. Information in the VSDN table can be printed beforehand to assist with the recreation or rebuilding tasks in CallPilot Application Builder.
- manage the applications and the control blocks, and save and complete them
- publish applications in the CallPilot Service DN table

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CallPilot

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