



# **Avaya Meridian Mail to Avaya CallPilot® Migration Utility Guide**

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# Chapter 1: Customer service

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- [Getting technical documentation](#) on page 9
- [Getting product training](#) on page 9
- [Getting help from a distributor or reseller](#) on page 9
- [Getting technical support from the Avaya Web site](#) on page 10

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To download and print selected technical publications and release notes directly from the Internet, go to [www.avaya.com/support](http://www.avaya.com/support).

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# Chapter 2: Understanding the migration process

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## In this chapter

[Overview](#) on page 11

[Migration task flow](#) on page 14

[Migration limitations](#) on page 16

[Reference documents](#) on page 17

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## Overview

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## About this guide

This guide provides guidelines and detailed information for the migration of a Meridian Mail\* system to an Avaya CallPilot® system. You must have a good knowledge of the Meridian Mail and Avaya CallPilot systems to be able to perform a migration. For a comparison of Meridian Mail and CallPilot, refer to [Meridian Mail and Avaya CallPilot® comparison](#) on page 129.

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## Introduction to the migration process

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

- collection of Meridian Mail data on tape
- transfer of the collected data from tape to CallPilot

The number of tapes necessary for a migration depends on the size of the Meridian Mail system.

During a migration from Meridian Mail to CallPilot, both systems must be out of service for a variable period of time. The length of this period depends on the system size, data volume, and number of users that must be migrated.

The Meridian Mail system still accepts calls and messages after the data collection.

 **Note:**

To comply with the Restriction of Hazardous Substances (RoHS) Directive 2002/95/EC, some of the part numbers now contain an E5 or E6 suffix. For example, part number NTRH2014 is now NTRH2014E6. The part numbers in this guide do not contain the suffix.

 **Important:**

If you are migrating to a T1/SMDI system, DNs presented over the SMDI must be 10 digits in length. Unlike Meridian Mail, CallPilot does not support the left pad feature which allows for shorter DN lengths. For further information, see the T1/SMDI and CallPilot Server Configuration guide (NN44200-303).

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## Meridian Mail data

Two types of Meridian Mail data can be migrated to CallPilot:

- system data
  - user data (including voice greetings)
  - system profiles
  - networking data
  - voice services—voice menus, voice services, and announcements
- message data—voice messages (Contact Center prompts are also considered to be message data.)

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

- messages
- messages and Contact Center prompts
- Contact Center prompts only
- system data
  - system and customer profiles
  - networking data
  - restriction/permission lists (RPL)

- classes of service (COS)
- users
- voice services (Application Builder applications on CallPilot)
  - voice menus
  - voice services
  - announcements

**Note:**

Meridian MailThru-Dial services cannot be migrated to CallPilot.

- system distribution lists (SDL)
- personal distribution lists (PDL)

---

## Migration rules

Follow these general migration rules to minimize system downtime:

- Perform the data collection during one or more off-hour periods.
- Perform the following after collecting Meridian Mail data on tape:
  - freeze Meridian Mail configuration changes.
  - freeze changes to users, RPLs, COSs, networking data, voice menus, voice announcements, and any data that must be migrated.
  - warn users to stop making changes to mailboxes.

**Note:**

Changes made after collecting the Meridian Mail data are not migrated to CallPilot.

- Verify that the data has been migrated to CallPilot.
- Perform the switchover to CallPilot so that CallPilot accepts calls and new messages, and inform users that they must check the CallPilot mailboxes for messages. Before switching the service to CallPilot, take into consideration the following issues:
  - After the switchover, Meridian Mail no longer answers calls and takes new messages.
  - The messages stored on the Meridian Mail system are available only after the completion of the migration to CallPilot.
  - Users can retrieve messages from Meridian Mail if you run both systems in parallel for a limited time.

## Migration task flow

The following table summarizes the migration task flow:

Step	Task	Check
1	Ensure that you have the most recent version of the Meridian Mail to CallPilot migration tape.	<input type="checkbox"/>
2	Complete the Meridian Mail preparation checklist.	<input type="checkbox"/>
3	Courtesy down the Meridian Mail system.   <b>Caution:</b> <b>Risk of reduced system performance</b> Do not run the data collection utility while the Meridian Mail system is online.	<input type="checkbox"/>
4	Install the data collection utility from tape on Meridian Mail and then restart the Meridian Mail system.	<input type="checkbox"/>
5	Determine the data collection method: full data collection or selective data collection.	<input type="checkbox"/>
6	Launch the data collection utility.	<input type="checkbox"/>
7	Collect Meridian Mail system data on one or more tapes.	<input type="checkbox"/>
8	Collect Meridian Mail voice messages, as well as Contact Center voice prompts and voice segments, on one or more tapes.	<input type="checkbox"/>
9	Review the Meridian Mail data collection log to find any data collection errors.	<input type="checkbox"/>
10	Install an external tape drive and the tape drive driver on the CallPilot server (if necessary).   <b>Note:</b> The CallPilot tower and rackmount servers are supplied with an internal tape drive installed.	<input type="checkbox"/>
11	Complete the CallPilot migration preparation checklist.	<input type="checkbox"/>
12	Transfer the Meridian Mail data to CallPilot.	<input type="checkbox"/>
13	Transfer the voice messages and the Contact Center voice prompts and segments to CallPilot.	<input type="checkbox"/>



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## Migration limitations

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### System limitations

Consider the following limitations before starting a migration:

- You cannot cancel the creation of a Meridian Mail data collection tape.
- You can perform a selective migration only for the following reasons:
  - The Meridian Mail system to be migrated has more than 7000 users.
  - The Meridian Mail system is anMSM.
  - The customer requested a selective migration.
- Ensure that the CallPilot system is operational before performing the migration. The migration utility does not verify the CallPilot system sanity and hardware/software configuration.

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### Contact Center prompt migration limitations

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#### File names

When Contact Center prompts are migrated to CallPilot, 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 Contact Center prompts exist in more than one mailbox on Meridian Mail, the data collection utility appends the mailbox number to the file name. In this case, you must do one of the following:

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

If the prompt file name and mailbox combinations result in file names that are not unique, the Meridian Mail data collection utility does not collect the prompts in the files with duplicate names.

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## Segment titles and descriptions

The CallPilot Application Builder segment titles and descriptions are shorter than the Meridian Mail segment titles and descriptions. When an application is created during the migration, the following changes occur:

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

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## Reference documents

**Table 1: Call Pilot Customer Documentation Map**

Fundamentals
Fundamentals Guide (NN44200-100)
Library Listing (NN44200-117)
Planning and Engineering
Planning and Engineering Guide (NN44200-200)
Network Planning Guide (NN44200-201)
Converging the Data Network with VoIP Guide (NN43001-260)
Solution Integration Guide for Communication Server 1000/Call Pilot/Contact Center/Telephony Manager (NN49000-300)
Installation and Configuration
Upgrade and Platform Migration Guide (NN44200-400)
High Availability: Installation and Configuration (NN44200-311)
Geographic Redundancy Application Guide (NN44200-322)
Installation and Configuration Task List Guide (NN44200-306)
Quickstart Guide (NN44200-313)
Installer Roadmap (NN44200-314)

Server Installation Guides

- 201i Server Hardware Installation Guide (NN44200-301)
- 202i Server Hardware Installation Guide (NN44200-317)
- 202i Installer Roadmap (NN44200-319)
- 703t Server Hardware Installation Guide (NN44200-304)
- 1002rp Server Hardware Installation Guide (NN44200-300)
- 1002rp System Evaluation (NN44200-318)
- 1005r Server Hardware Installation Guide (NN44200-308)
- 1005r System Evaluation (NN44200-316)
- 1006r Server Hardware Installation Guide (NN44200-320)
- 600r Server Hardware Installation Guide (NN44200-307)
- 600r System Evaluation (NN44200-315)

Configuration and Testing Guides

- Meridian 1 and CallPilot Server Configuration Guide (NN44200-302)
- T1/SMDI and CallPilot Server Configuration Guide (NN44200-303)
- Communication Server 1000 System and CallPilot Server Configuration Guide (NN44200-312)

Unified Messaging Software Installation

- Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305)

Administration

- Administrator Guide (NN44200-601)
- Software Administration and Maintenance Guide (NN44200-600)
- Meridian Mail to CallPilot Migration Utility Guide (NN44200-502)
- Application Builder Guide (NN44200-102)
- Reporter Guide (NN44200-603)

Maintenance

- Troubleshooting Reference Guide (NN44200-700)
- Preventative Maintenance Guide (NN44200-505)
- Server Maintenance and Diagnostics
  - 201i Server Maintenance and Diagnostics Guide (NN44200-705)
  - 202i Server Maintenance and Diagnostics Guide (NN44200-708)
  - 703t Server Maintenance and Diagnostics Guide (NN44200-702)

1002rp Server Maintenance and Diagnostics Guide (NN44200-701)  
1005r Server Maintenance and Diagnostics Guide (NN44200-704)  
1006r Server Maintenance and Diagnostics Guide (NN44200-709)  
600r Server Maintenance and Diagnostics Guide (NN44200-703)  
Contact Center Manager Communication Server 1000/Meridian 1 & Voice  
Processing Guide (297-2183-931)

#### End User Information

##### End User Cards

Unified Messaging Quick Reference Card (NN44200-111)  
Unified Messaging Wallet Card (NN44200-112)  
A-Style Command Comparison Card (NN44200-113)  
S-Style Command Comparison Card (NN44200-114)  
Menu Interface Quick Reference Card (NN44200-115)  
Alternate Command Interface Quick Reference Card (NN44200-116)  
Multimedia Messaging User Guide (NN44200-106)  
Speech Activated Messaging User Guide (NN44200-107)  
Desktop Messaging User Guide for Microsoft Outlook (NN44200-103)  
Desktop Messaging User Guide for Lotus Notes (NN44200-104)  
Desktop Messaging User Guide for Novell Groupwise (NN44200-105)  
Desktop Messaging User Guide for Internet Clients (NN44200-108)  
Desktop Messaging User Guide for My CallPilot (NN44200-109)  
Voice Forms Transcriber User Guide (NN44200-110)



# Chapter 3: Planning a Meridian Mail data collection

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- [Data that can or cannot be migrated](#) on page 22
- [Meridian Mail system size](#) on page 24
- [Types of data collection](#) on page 26
- [Time estimates](#) on page 27
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- [Meridian Mail data collection check list](#) on page 33

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## Meridian Mail releases and platforms that can be migrated

You can migrate data from Meridian Mail systems running Release 11 and later to Avaya CallPilot®.

To migrate data from Meridian Mail systems running releases 8, 9, and 10, you must upgrade the systems to Meridian Mail Release 11 or later before performing the migration to Avaya CallPilot. For information on comprehensive upgrades, refer to the most recent release of the Meridian Mail System Installation and Modification Guide.

The following table summarizes the Meridian Mail platforms and releases that can be migrated to CallPilot.

Meridian Mail platform	Meridian Mail releases			
	11	12	13	13.14
Card Option	Yes	Yes	No	Yes

Meridian Mail platform	Meridian Mail releases			
	11	12	13	13.14
Enhanced card option	No	Yes	Yes	Yes
Option EC 11	Yes	Yes	Yes	Yes
Compact Option	Yes	Yes	Yes	Yes
Modular Option	Yes	Yes	Yes	Yes
Modular Option EC	Yes	Yes	Yes	Yes
Modular Option GP	Yes	Yes	Yes	Yes
MSM	Yes	Yes	N/A	N/A

## Data that can or cannot be migrated

The following table details the system data that can and cannot be migrated from Meridian Mail to CallPilot.

**Table 2: System data**

Can be migrated	Cannot be migrated
<ul style="list-style-type: none"> <li>• system and customer profiles</li> <li>• system name and greetings</li> <li>• restriction/permission lists</li> <li>• networking data</li> <li>• classes of service (COS)</li> <li>• messaging settings</li> </ul>	<ul style="list-style-type: none"> <li>• language structure conversion</li> <li>• Hacker Monitor/Alarm Monitor</li> <li>• SEER remap data</li> <li>• hospitality</li> <li>• backup schedules</li> <li>• voice forms</li> <li>• voice menu structure (voice link information)</li> <li>• VMUIF systems</li> <li>• family submailboxes</li> <li>• VSDN table and any other voice service information</li> <li>• hardware information (such as channel allocation table, SMDI link information, and T1/E1 link information)</li> <li>• multicustomers (see note 1)</li> <li>• some Meridian Mail 13 outcalling remote notification defaults (see note 2)</li> </ul>

Can be migrated	Cannot be migrated
<ul style="list-style-type: none"> <li>• local voice users</li> <li>• personal greetings (internal, external and temporary)</li> <li>• personal distribution lists (PDL)</li> <li>• user core and mailbox properties</li> <li>• multiple MWI settings of mailboxes on Meridian Mail</li> <li>• duplicate DNs — Meridian Mail users with duplicate primary and secondary DN entries</li> <li>• user voice messages</li> <li>• networking sites and locations (local and remote) if the networking feature is included in the CallPilot keycode</li> <li>• networking/AMIS configurations and network dialing defaults</li> <li>• Enterprise networking delivery parameters</li> <li>• area and exchange codes</li> <li>• delivery to telephone (DTT) parameters</li> <li>• delivery to fax (DTF) parameters</li> <li>• system distribution lists (SDL)</li> <li>• remote voice users</li> <li>• directory entry users</li> <li>• personal verification recording</li> <li>• voice segments in menus</li> <li>• announcements</li> <li>• fax segments</li> </ul>	<ul style="list-style-type: none"> <li>• user mailboxes that are less than three digits in length</li> <li>• user mailboxes that contain punctuation marks in the last name</li> <li>• RN schedules</li> <li>• personal COSs — on Meridian Mail, change the personal COS to a dummy COS for migration to CallPilot</li> <li>• users with personal COSs</li> <li>• sites with duplicated names</li> <li>• switch locations with duplicated names</li> <li>• translation tables</li> <li>• SDLs with names that contain punctuation marks</li> <li>• SDLs that are less than three digits in length</li> <li>• menu structure</li> <li>• Thru-Dial services</li> </ul>

 **Note:**

CallPilot currently supports only one customer. Mailboxes with the same numbers that exist in different customer groups are not migrated.

 **Note:**

CallPilot does not support the remote notification COS feature.

The following table details the message data that can and cannot be migrated from Meridian Mail to CallPilot.

**Table 3: Message data**

Can be migrated	Cannot be migrated
voice messages that are present in each user's mailbox	<ul style="list-style-type: none"><li>• non-delivery notifications</li><li>• system messages</li></ul>
Contact Center prompts that are present in each user's mailbox	Not applicable

---

## Meridian Mail system size

This section provides guidelines only for common migration situations. You can ensure a smooth transition if you evaluate and plan the migration carefully.

---

### General

When planning a data collection, evaluate your Meridian Mail system and determine its size. The Meridian Mail systems can be classified into the following four categories:

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



**Note:**

On Meridian Mail, voice services are called "voice segments." On CallPilot, voice services are called "applications."

---

## Determining the Meridian Mail system size

To determine the size of your Meridian Mail system, you must know the number of hours of storage in use on the system. You can find this information in the system status information section of the maintenance screen. Refer to your Meridian Mail documentation for more details.

The following table summarizes the Meridian Mail system categories and provides information on the type of CallPilot system to which data can be transferred:

Size	Storage hours	CallPilot server	Migration time
Small	up to 200	any model	Up to 24 hours
Large	more than 200	<ul style="list-style-type: none"> <li>• 201i or 202i server (350 hours)</li> <li>• 703t server (1200 hours)</li> <li>• 1002rp server (2400 hours)</li> <li>• 1005r server (2400 hours)</li> <li>• 1006r server (2400 hours)</li> <li>• 600r server (1200 hours)</li> </ul>	Up to 48 hours
Very large	more than 2400	A Meridian Mail system with more than 96 ports and 2400 hours of storage is too large for a single CallPilot system. Contact your distributor or Avaya for information on the appropriate migration strategy.	

---

## Systems with many voice segments or fax items

---

### Voice segments and Application Builder applications

If a Meridian Mail system has many voice or fax segments, you can perform the migration in multiple sessions.

The voice segments or fax items of a Meridian Mail system must be converted to CallPilot Application Builder applications. The migration utility migrates the Meridian Mail voice segments and fax items to CallPilot, but it does not create CallPilot applications. You must create or rebuild CallPilot applications using Application Builder.

---

### Maximum number of Application Builder applications

When migrating voice segments, take into account the maximum number of Application Builder applications supported on the CallPilot server.

CallPilot server	Maximum number of applications	Server volumes where the applications reside
201i or 202i	500	VS1
703t	2500	VS1, VS102, VS103
1002rp	2500	VS1, VS102, VS103
1005r	2500	VS1, VS102, VS103
1006r	2500	VS1, VS102, VS103
600r	2500	VS1, VS102, VS103

The migration fails if you attempt to migrate more voice segments than the maximum number of Application Builder applications supported on the CallPilot server.

---

## Types of data collection

This guide refers to system data and voice message data. System data includes all data groups, except voice messages and Contact Center prompts.

---

## Full data collection

A full data collection collects all system data at one time, and then all voice messages and Contact Center prompts at one time, on one or more message tapes.

---

## Selective data collection

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

- system data — system and customer profiles, restriction/permission lists (RPL), and classes of service (COS)
- network data
  - You can collect system data and network data on one tape.
  - For multicustomer Meridian Mail systems, collect networking data only from the customers with a full set of networking data.
- user data (includes system data and network data)
- personal distribution lists (PDL)

- system distribution lists (SDL)

 **Note:**

You can collect both PDLs and SDLs on one tape.

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

 **Important:**

You must select and collect the data groups in the sequence indicated in the preceding list.

Use selective data collection if one of the following conditions applies:

- The Meridian Mail system has more than 3000 users and more than 200 hours of messages stored.
- The Meridian Mail platform is an MSM.
- The customer requested a selective data collection.

IF you are performing	THEN
a large system migration	<ul style="list-style-type: none"> <li>• collect the system data on one or more tapes.</li> <li>• collect the voice messages and Contact Center prompts on one or more tapes.</li> </ul>
a large-volume selective migration	<ul style="list-style-type: none"> <li>• collect system data on tapes.</li> <li>• collect voice messages and Contact Center prompts by volume, COS or department using one tape for each group.</li> </ul>

## Time estimates

The following table shows the estimated times for data and message collection based on the number of users.

Migration activity	500 users	3500 users
One-time migration for each customer group		
Data collection	20 minutes	90 minutes
Message and Contact Center prompt collection	2 minutes for each hour of voice storage	
Selective migration for each customer group		
Data collection	15 minutes	80 minutes

Migration activity	500 users	3500 users
Message and Contact Center prompt collection	2 minutes for each hour of voice storage	

Schedule the migration for one or more maintenance periods. A maintenance period is the time during which the Meridian Mail system can be taken out of service.

the total migration time is estimated to take	THEN
less than a maintenance period	you can perform the migration in one session.
more than a maintenance period	you must perform the migration in several sessions.

Ensure that a schedule of the migration process is announced to the users.

---

## Collecting data in a single session

---

### Overview

This section provides recommendations for collecting data for small and large systems in one session.

---

### Collecting data for a small system

Small systems are migrated by volume using full data collection on two tapes.

Tape number	Data
1	<ul style="list-style-type: none"> <li>• system data — includes system and customer profiles, networking data, RPLs and COSs</li> <li>• user data</li> <li>• personal distribution lists</li> <li>• system distribution lists</li> <li>• voice segments and fax items</li> </ul>
2	voice messages and Contact Center prompts for each volume

---

## Collecting data for a large system

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

Tape number	Data
1	system data — includes system and customer profiles, networking data, RPLs and COSs
2	voice segments (voice services, menus or announcements) and fax items
3	<ul style="list-style-type: none"> <li>• user data</li> <li>• voice messages and Contact Center prompts for each collected volume</li> </ul>



### Important:

Collect the 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, the SDLs and PDLs can contain invalid addresses on CallPilot.

---



---

## Collecting data in multiple sessions

---

### Overview

A large system cannot be always migrated in a single maintenance period. To minimize the migration impact, carefully plan and schedule the migration over several sessions.



### Important:

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. Contact your distributor or Avaya for information on the appropriate migration strategy.

When migrating a Meridian Mail system in multiple sessions, perform a selective data collection by one of the following criteria:

- department
- mailbox
- class of service

You need three tapes for the first data collection session and two tapes for each subsequent session.

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

The total message capacity can exceed 2.5 Gbytes if all the messages on the system are collected in one session. Avaya recommends that you collect voice messages and Contact Center prompts in stages; for example, based on volume or department. Each volume or department must fit on a single tape.

## Migrating a large system by department

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

**Table 4: Data collection: session 1**

Tape number	Data
1	<ul style="list-style-type: none"> <li>• system data (includes system and customer profiles, networking data, RPLs, and COSs)</li> <li>• voice segments and fax item data</li> </ul>
2	user data for the departments collected in session 1
3	voice messages and Contact Center prompts for the departments collected in session 1
 <b>Note:</b> Depending on department size and usage, store data from multiple departments on the same tape during the same collection session.	

**Table 5: Data collection: session 2**

Tape number	Data
4	user data for the departments collected in session 2

Tape number	Data
5	<ul style="list-style-type: none"> <li>• voice messages and Contact Center prompts for the departments collected in session 2</li> <li>• system distribution lists (SDL)</li> <li>• personal distribution lists (PDL)</li> </ul>

**Important:**

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, the SDLs and PDLs can contain invalid addresses on CallPilot.

---

## Subsequent data collection sessions (if required)

For each additional session that is required, use two tapes for each department:

- one tape for user data
- one tape for the corresponding voice messages and Contact Center prompts

---

## Migrating a large system by COS or mailbox range

Use one of the following methods to migrate a system by mailbox range:

- 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 COS.

**Note:**

Assign groups of users to a COS using the Assign To COS function available in the Find local voice users screen.

---

## 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 must be reconstructed on the CallPilot system.

A user is assigned to a COS in about five seconds. When you move many users to a new COS, the directory can become unbalanced and affect system performance. Perform a DR audit to rebalance the directory at the end of each session.

The number of users (DNs) that you can assign to a COS depends on the length of the available maintenance period.

To calculate the number of users that you can assign to a COS (x), use the following formula:

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

- "users" is the total number of users on the system
- "hours" is the actual number of storage hours used on the system

For example, in a system with 10 000 users and 1000 hours used, you can assign 2000 users to a COS. It takes about three hours to create a COS and to assign users to it. You must also consider the time required to transfer the actual data.

These guidelines assume that each group of users assigned to a COS has an average voice storage usage. If you find that a group of users significantly exceeds the average voice storage usage, you can break that group into two or more COSs.

**Table 6: Data collection: session 1**

Tape number	Data
1	<ul style="list-style-type: none"> <li>• system data — includes system and customer profiles, networking data, RPLs and COSs</li> <li>• voice segments (voice services, menus, or announcements) and fax items</li> </ul>
2	user data for the COSs or mailboxes collected in session 1
3	voice messages and Contact Center prompts for the COSs or mailboxes collected in session 1

**Table 7: Data collection: session 2**

Tape number	Must contain the following data
4	user data for the COSs or mailboxes collected in session 2
5	<ul style="list-style-type: none"> <li>• voice messages and Contact Center prompts for the COSs or mailboxes collected in session 2</li> <li>• SDLs</li> <li>• PDLs</li> </ul>

**Tape number****Must contain the following data****Important:**

Collect the 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, the SDLs and PDLs can contain invalid addresses on CallPilot.

---

## Subsequent data collection sessions (if required)

For each additional session that is required, use two tapes for each COS or mailbox range:

- one tape for user data
- one tape for the corresponding voice messages and Contact Center prompts

---

## Meridian Mail data collection check list

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

Item	Check
Review the system event and error reports (SEER) to <ul style="list-style-type: none"> <li>• ensure that the data you want to collect is clean and consistent</li> <li>• verify that no reported problems affect the system or the files</li> </ul> The SEERs of classes 11, 31, and 66 indicate format errors or disk corruption. If these SEER classes are reported, communicate the errors to the Avaya support personnel group to verify that the migration can take place.	<input type="checkbox"/>
Review user mailboxes and ensure that: <ul style="list-style-type: none"> <li>• the length of each mailbox number is of three or more digits.</li> <li>• each mailbox has a unique DN.</li> </ul>	<input type="checkbox"/>
Verify that the Remote Notification Pin Terminator field does not contain a digit. CallPilot supports only the # sign or a space as a pin terminator.	<input type="checkbox"/>
Review the RPL names and ensure that each RPL name is unique.	<input type="checkbox"/>
Review the SDL names and ensure that: <ul style="list-style-type: none"> <li>• the SDL names do not contain punctuation.</li> <li>• each SDL name is unique.</li> </ul>	<input type="checkbox"/>

Item	Check
<p>Ensure that last names are defined in the Meridian Mail Directory Entry Users. The last name field is mandatory in CallPilot. A migrated user whose last name field was empty in Meridian Mail cannot be selected in CallPilot Manager.</p> <p> <b>Note:</b> The data collection utility collects empty first name fields and identifies them in CallPilot as FN0000, FN0001, and so on.</p>	<input type="checkbox"/>
<p>Review the SDL numbers and ensure that the length of each SDL number is of three or more digits.</p>	<input type="checkbox"/>
<p>Review COS names and ensure that each COS name is unique.</p>	<input type="checkbox"/>
<p>If you want to migrate Meridian Mail users with personal COS:</p> <ul style="list-style-type: none"> <li>• create a new dummy COS and then reassign users to the new COS.</li> <li>• reassign the users to another existing COS.</li> </ul> <p>For instructions on adding a COS and on reassigning users to the new COS, refer to the Meridian Mail System Administration Guide.</p>	<input type="checkbox"/>
<p>Review theDN entries for the following errors:</p> <ul style="list-style-type: none"> <li>• typographical errors on secondary DNs</li> <li>• duplicate primary and secondary DNs</li> <li>• obsolete entries that can conflict with current entries</li> </ul> <p>Correct all the errors that you find in the DN entries.</p>	<input type="checkbox"/>
<p>Verify that the number of Meridian Mail voice segments does not exceed the number of Application Builder applications supported by the CallPilot server; refer to <a href="#">Systems with many voice segments or fax items</a> on page 25. You can delete any voice segments that are no longer used.</p>	<input type="checkbox"/>
<p>Ensure that theContact Center prompt file names are unique. If Contact Center prompts exist in more than one mailbox on Meridian Mail, the data collection utility appends the mailbox number to the file name. If the prompt file name and mailbox number combination results in file names that are not unique, the prompts in the duplicate files are not collected by the Meridian Mail data collection utility.</p>	<input type="checkbox"/>
<p>Ensure that thenetwork site names and switch location names are unique.</p>	<input type="checkbox"/>
<p>Create a test mailbox on the Meridian Mail system and leave some messages in it. After the migration, check the mailbox on CallPilot to determine if the migration was successful.</p>	<input type="checkbox"/>
<p>Determine the method that you want to use for data collection:</p> <ul style="list-style-type: none"> <li>• full data collection</li> <li>• selective data collection</li> </ul>	<input type="checkbox"/>

Item	Check
Ensure that you have enough blank tapes available to store the Meridian Mail data. The number of tapes that you need is based on the size of the Meridian Mail system.	<input type="checkbox"/>
Ensure that the tape drive is installed and operational on the Meridian Mail system.	<input type="checkbox"/>
Ensure that you have the most recent Meridian Mail to CallPilot migration tape. The Avaya migration package contains the most recent migration tape.	<input type="checkbox"/>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p><b>Caution:</b></p> <p>Risk of reduced system performance</p> <p><b>Risk of reduced system performance</b></p> <p>Courtesy down the Meridian Mail system before you prepare it for data collection.</p> <p>Do not run the data collection utility while the Meridian Mail system is online.</p> </div> </div>	<input type="checkbox"/>



# Chapter 4: Collecting Meridian Mail data

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## In this chapter

[Installing the data collection utility](#) on page 37

[Soft keys](#) on page 40

[Launching the data collection utility](#) on page 41

[Collecting Meridian Mail data](#) on page 43

[Collecting Meridian Mail voice messages](#) on page 47

[Collecting Contact Center data](#) on page 49

[Reviewing the Meridian Mail migration log](#) on page 54

---

## Installing the data collection utility

---

### Tape drive requirements

Depending on the software release and type of hardware platform, the Meridian Mail system uses one of the following tape drives and tapes:

Tape drive	Tape	Migration use
Archive Viper	250 Mbyte	No
Tandberg SLR4 tape drive (TDC4220)	2.5 Gbyte	Yes



**Caution:**  
**Risk of migration failure**

The Avaya CallPilot® server uses a tape drive that cannot read data from 250 MByte tapes and tapes created with the Archive Viper tape drive.

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

 **Important:**

If the Meridian Mail system to be migrated uses 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.

---

## Migration utility version

The Meridian Mail to Avaya CallPilot migration package supplied by Avaya contains the most recent migration utility tape. However, before starting the installation procedure, ensure that you have the newest version of the migration utility.

### To install the Meridian Mail data migration utility

1.

 **Important:**

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

In the System Status and Maintenance menu, select the System Status screen and courtesy down your Meridian Mail system.

 **Important:**

On Card Option systems, disable the application module link (AML) before you turn off the power to Meridian Mail.

2. Depending on the type of Meridian Mail system, proceed as follows:

IF the Meridian Mail system is	THEN
a Card Option with external tape drive	<ul style="list-style-type: none"><li>• turn on the tape drive</li><li>• insert the migration tape</li></ul>
running Meridian Mail Release 11 or later	insert the migration tape into the tape drive

3. Power down Meridian Mail or, if your system has an MMP40 card, press the reset button on this card.

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

4. Wait ten seconds and then power up the Meridian Mail system.

**!** **Important:**

If your Meridian Mail system is a Card Option systems, re-enable the AML after turning on the power.

**Result:** Meridian Mail displays diagnostic routines and then pauses for approximately five minutes while the tape is automatically retensioned.

**Tip:** The tape retensioning takes about five minutes. The data preparation software is loaded from the tape in about one minute. Monitor the status of the retensioning process by using your watch to check the time and by listening to the tape drive.

When 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 Preparation for MM13.14 System
5 EXIT to support level

```

Please enter the operation number: █

5. Enter the number that matches the release of your Meridian Mail system and then press Enter.

**Result:** A confirmation prompt appears.

**Example:** If your system is Meridian Mail 13, the following confirmation prompt appears:

```
You have chosen to Prepare for data migration of this MM13 system.
Do you want to continue?
```

6. Select Yes and then press Enter.

**Result:** The system begins to copy the files and displays the following message:

```
Starting RW100 server and copy file utility files from the Tape to the
Meridian Mail hard disk.
```

When the data collection utility files are copied, the following message appears:

```
Please remove CallPilot Data Collection Preparation tape and reboot system
into full service and continue data migration by logging into tools level.
```

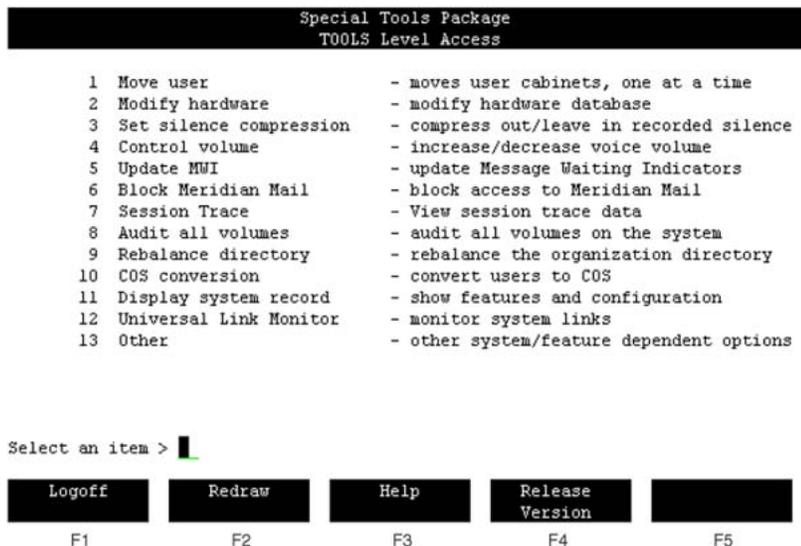
7. Remove the data collection utility tape and restart the Meridian Mail system.
8. Perform a sanity check of the system; for example, call a mailbox and leave a message.

| IF the sanity test                                 | THEN                                                                            |
|----------------------------------------------------|---------------------------------------------------------------------------------|
| passed without problems                            | continue with <a href="#">Launching the data collection utility</a> on page 41. |
| failed because a problem occurred, such as no ring | return to step <a href="#">1</a> on page 38.                                    |

## Soft keys

During the collection of Meridian Mail data, you are instructed to select soft keys. The soft keys are the black buttons at the bottom of the screens of the migration utility. The functions of the soft keys that appear on a specific screen depend on the information displayed on that screen.

To select a soft key, you must press a function key on your keyboard. The soft keys are associated, from the left to the right of the screen, with the F1 through F5 keys. The following illustration shows the relationship between the soft keys and the function keys.



## Launching the data collection utility

The screens on your 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.

### To launch the data collection utility

1. Log in to the Tools menu on the Meridian Mail administration terminal using the administrator level password.



**Note:**

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

Result: The following menu appears:

```

Special Tools Package
TOOLS Level Access

1 Move user          - moves user cabinets, one at a time
2 Modify hardware   - modify hardware database
3 Set silence compression - compress out/leave in recorded silence
4 Control volume    - increase/decrease voice volume
5 Update MWI        - update Message Waiting Indicators
6 Block Meridian Mail - block access to Meridian Mail
7 Session Trace     - View session trace data
8 Audit all volumes - audit all volumes on the system
9 Rebalance directory - rebalance the organization directory
10 COS conversion   - convert users to COS
11 Display system record - show features and configuration
12 Universal Link Monitor - monitor system links
13 Other            - other system/feature dependent options

Select an item > █

Logoff  Redraw  Help  Release Version

```

2. Select the Other menu option as follows: enter the option number (13) at the Select an item prompt and then press Enter.

Result: The Other menu appears.

## Collecting Meridian Mail data

```
Special Tools Package
TOOLS Level Access
System/Feature Dependent Tools

1 Change local site ID      - set the site id to a new value
2 Transfer voice prompts    - read from/write to tape
3 ACCESS diagnostics        - verify ACCESS link is operational
4 Console Port              - Modify Console Port Speed
5 Clone Disk                - copy disk ID=0 to disk ID=3
6 Collect CallPilot Data    - Create CallPilot Data Tape
```

---

```
Select an item > 6
```

```
Exit
```

3. Select the Collect CallPilot Data option as follows: enter the option number (6) at the Select an item prompt and then press Enter.

Result: The Collect CallPilot Data menu appears.

```
Collect CallPilot Data
```

```
1 Create Data Migration Tape
2 Create Message Migration Tape
3 Change Default Customer Number
4 Write Migration Log File to screen
5 Write Migration Log File to printer
```

---

```
Select an item > █
```

```
Exit
```

4. Continue with one of the following tasks, as required:

[Collecting Meridian Mail data](#) on page 43

[Collecting Contact Center data](#) on page 49

[Reviewing the Meridian Mail migration log](#) on page 54

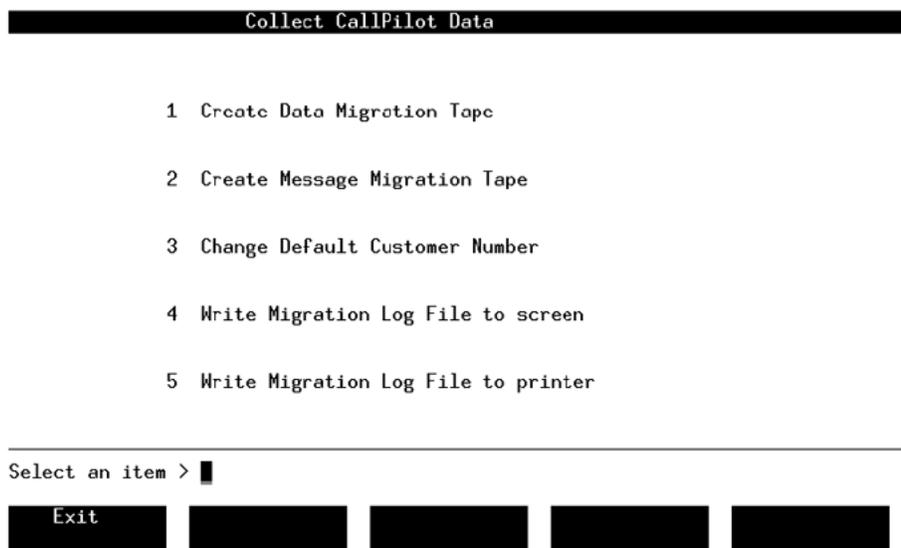
---

## Collecting Meridian Mail data

---

### Preliminary

The procedure provided in this section starts after the data collection utility is launched, as indicated in [Launching the data collection utility](#) on page 41, and when the following screen is displayed:



#### To collect Meridian Mail data

1. Select the Create Data Migration Tape option on the Collect CallPilot Data screen as follows: enter the option number (1) at the Select an item prompt and then press Enter.

Result: The following screen appears:

## Collecting Meridian Mail data

```

CallPilot Migration Tool
CallPilot Data Migration Tape Backup

System Data
Network Data
User Data
Personal Distribution List Data
System Distribution List Data
VS Voice Segments / Fax Item Data

Move the cursor to the desired groups and press the space bar to select.

Exit      Write All Data      Write Selected Data
  
```

2. Select one or more data collection options depending on the system size and the migration strategy that you choose.

Tip: Use the up and down arrow keys to move the cursor to the desired option, and then press spacebar to select the option.

The following table details the data that each option collects.

| Option                            | Data                                                                                                                                                                                                   |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| System Data                       | <ul style="list-style-type: none"> <li>• system profiles</li> <li>• customer profiles</li> <li>• security profiles</li> <li>• outdialling defaults</li> <li>• dialing translations defaults</li> </ul> |
| Network Data                      | <ul style="list-style-type: none"> <li>• network locations</li> <li>• network sites</li> <li>• network delivery profiles</li> </ul>                                                                    |
| User Data                         | <ul style="list-style-type: none"> <li>• system data</li> <li>• network data</li> <li>• restriction/permissions lists</li> <li>• COSs</li> <li>• user mailboxes</li> </ul>                             |
| Personal Distribution List Data   | personal distribution lists                                                                                                                                                                            |
| System Distribution List Data     | system distribution lists                                                                                                                                                                              |
| VS Voice Segments / Fax Item Data | <ul style="list-style-type: none"> <li>• voice menus</li> <li>• voice services</li> <li>• announcements</li> <li>• fax items</li> </ul>                                                                |

If you perform a selective data collection, collect the data in the sequence shown on the screen, from top to bottom.

3. Select the Write All Data soft key by pressing the F3 key.

Result: The Selected Users or the Enter Tape Label screen appears.

4. Depending on the screen that appeared, proceed as follows.

| IF the screen is | THEN           |
|------------------|----------------|
| Selected Users   | go to step 5.  |
| Enter Tape Label | go to step 10. |

5. Select a data collection option on the Selected Users screen by using the right or left arrow key.



This screen allows you to collect data for one of the following options.

| Option     | Collected data                           |
|------------|------------------------------------------|
| All        | All users in the system                  |
| Individual | Individual mailboxes by mailbox number   |
| Volume     | All mailboxes in the selected volume     |
| COS        | All mailboxes in the selected COS        |
| Dept       | All mailboxes in the selected department |



**Note:**

No data is collected if the None option is selected.

6. Press Enter or the down arrow key.

Result: A list of fields for the selected option appears on the screen. For example, if you choose the COS option, the following screen appears.

## Collecting Meridian Mail data



7. Move the cursor to the grid lines by pressing the down arrow key and then enter the required values for the selected option.

Tip: If you want to select one or more ranges of mailbox numbers, you can use the following wildcard characters: plus sign (+) and underscore (\_).

- 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\_, then mailboxes 7761, 7762, and so on are collected. The mailbox numbers 776 and 77612 do not match the entered value and are not collected.

8. Select the Show Summary soft key by pressing F5 to view a summary of the data items that are collected.

Result: A message indicating the total number of mailboxes selected appears at the bottom of the screen.

9. Select the Continue soft key by pressing F3.

Result: The Enter Tape Label screen appears.



10. Type a name for the data collection tape.

Tip: The maximum length of the tape name is 27 characters.

11. Insert a blank tape in the tape drive.

12. Select the OK to Start Writing Tape soft key by pressing F1.

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

Tip: The data tapes for a Meridian Mail system with 700 mailboxes are created in approximately 30 minutes.

The following illustration is an example of screen that appears when the data collection is complete.

```

CallPilot Migration Tool          WORKING..
-----
Rewinding tape
Tape Descriptor Data
System Data
..Network Data
User Data
+
Tape Descriptor Data
End Of Tape Data
Rewinding tape
Please check log file from main menu for any error messages.
Press <Return> to continue...

Enter tape label, insert tape and press OK to start writing tape to proceed.
WARNING : This tape will be over written with new data.

```

13. Press Enter.

Result: The CallPilot Data Migration Tape Backup screen appears.

14. Select the Exit soft key by pressing F1.

Result: The Collect CallPilot Data screen appears.

15. Remove the tape from the tape drive and then write on the label what the tape contains.
16. Continue with one of the following tasks, as required:

| IF                                        | THEN refer to                                                         |
|-------------------------------------------|-----------------------------------------------------------------------|
| you need to collect Contact Center data   | <a href="#">Collecting Contact Center data</a> on page 49             |
| you completed the data collection process | <a href="#">Reviewing the Meridian Mail migration log</a> on page 54. |

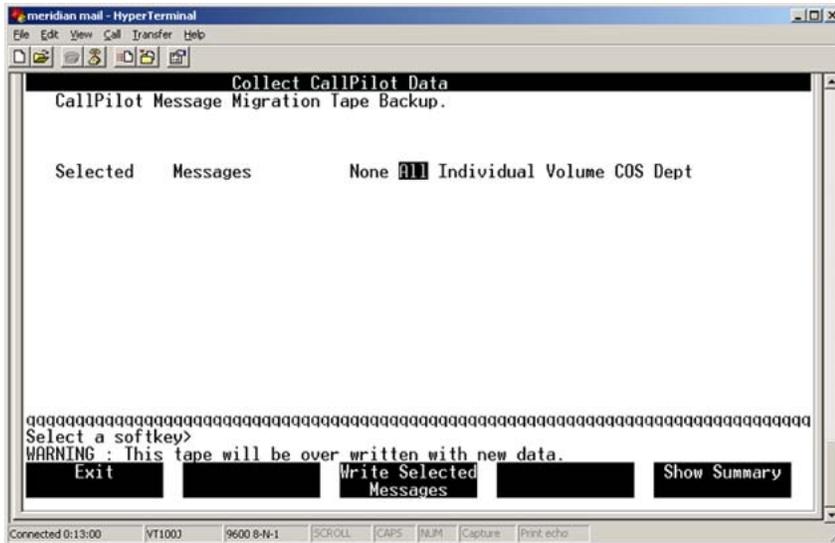
## Collecting Meridian Mail voice messages

### To collect voice messages

1. Select the Create Message Migration Tape option on the Collect CallPilot Data screen by entering the option number (2) at the Select an item prompt and by pressing Enter.

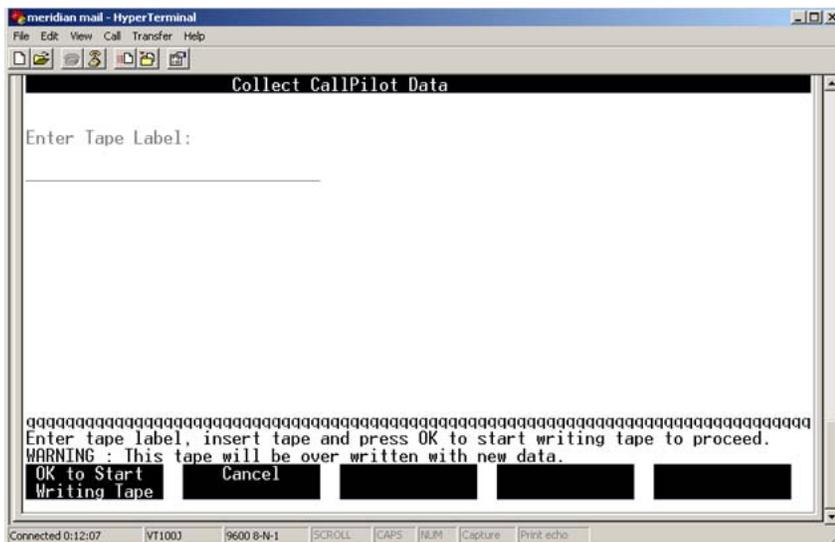
Result: The CallPilot Message Migration Tape Backup screen appears.

## Collecting Meridian Mail data



2. Use the left or right arrow key or spacebar to move the cursor over the All option. This option collects message and prompt data for the mailbox.
3. Press Enter.

Result: The Enter Tape Label screen appears.



4. Type the following name for the blank tape that you are using: CallPilot Voice Messages.
5. Insert a blank tape into the Meridian Mail tape drive.
6. Select the OK to Start Writing Tape soft key by pressing F1.

Result: The system receives tape descriptor data, then rewinds the tape and writes the prompt data to the tape. When the data collection is complete, the following message appears:

```
Please check log file from main menu for any error messages
Press <Return> to continue...
```

7. Press Enter to continue.

Result: The CallPilot Message Migration Tape Backup screen appears.

8. Select the Exit soft key by pressing F1.

Result: The Collect CallPilot Data screen appears.

---

## Collecting Contact Center data

---

### Overview

Unless you plan to recreate the voice prompts in CallPilot, you must migrate the Meridian Mail voice prompts and voice segments (announcements and menus) to CallPilot.

If you want to migrate only Contact Center prompts to CallPilot, you do not need to create the data migration tape.

---

## Migrating Symposium Call Center services

The voice services implemented on your existing Meridian Mail system determine the data that has to be collected for migration. You have to decide if you want to maintain the same services on CallPilot.

| Voice service | Collection data                         | Remarks                                                                                                 |
|---------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------|
| GIVE IVR*     | voice prompts (menus and announcements) | Identify the voice prompts in the Meridian Mail VSDN table.                                             |
| ACCESS        | Contact Center prompts                  | The prompts are stored in specific mailboxes. In Meridian Mail, only one mailbox can be used at a time. |

| Voice service       | Collection data                                                                                                            | Remarks                                                                                                                                               |
|---------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| GIVE IVR and ACCESS | <ul style="list-style-type: none"><li>• voice prompts (menus and announcements)</li><li>• Contact Center prompts</li></ul> | Collect the voice prompts (menus and announcements) first, and then collect the active Meridian Mail mailboxes containing 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.

---

## Outline of the Symposium Voice Service Center data collection

The procedure of collecting Symposium Voice Service Center data consists of the following main tasks:

- collecting the voice segment data

If you migrate data for GIVE IVR voice services, which consist of menu and announcement segments, collect the voice segments.

- collecting the user data

The collection of the ACCESS mailboxes that contain voice prompts requires an additional tape.

---

## Meridian Mail screens

The screens on Meridian Mail systems can be different from the screens used to illustrate the following procedures depending on:

- the release number of the Meridian Mail system
- type and number of features installed

---

## Conventions

In the procedures provided in this section, voice segments refer to IVR voice items and voice prompts refer to voice items.

## To collect voice segments

This procedure starts after the data collection utility is launched and when the following screen is displayed:

```

Collect CallPilot Data

1 Create Data Migration Tape
2 Create Message Migration Tape
3 Change Default Customer Number
4 Write Migration Log File to screen
5 Write Migration Log File to printer

Select an item > █
Exit

```

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



### Note:

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

Result: The main Tools menu appears.

```

Special Tools Package
TOOLS Level Access

1 Move user - moves user cabinets, one at a time
2 Modify hardware - modify hardware database
3 Set silence compression - compress out/leave in recorded silence
4 Control volume - increase/decrease voice volume
5 Update MMI - update Message Waiting Indicators
6 Block Meridian Mail - block access to Meridian Mail
7 Session Trace - View session trace data
8 Audit all volumes - audit all volumes on the system
9 Rebalance directory - rebalance the organization directory
10 CUS conversion - convert users to CUS
11 Display system record - show features and configuration
12 Universal Link Monitor - monitor system links
13 Other - other system/feature dependent options

Select an item > █
Logout Redraw Help Release Version

```

2. Select Other by typing the option number at the Select an item prompt.

Result: The System/Feature Dependent Tools menu appears.

## Collecting Meridian Mail data

```
Special Tools Package
TDB: Level Access
System/Feature Dependent Tools

1 Change local site ID - set the site id to a new value
2 Transfer voice prompts - read from/write to tape
3 ACCESS diagnostics - verify ACCESS link is operational
4 Console Port - Modify Console Port Speed
5 Clone Disk - copy disk ID=0 to disk ID=3
6 Collect CallPilot Data - Create CallPilot Data Tape

Select an item > 6

Exit
```

3. Select Collect CallPilot by entering the option number at the Select an item prompt.

Result: The Collect CallPilot Data menu appears.

```
Collect CallPilot Data

1 Create Data Migration Tape
2 Create Message Migration tape
3 Change Default Customer Number
4 Write Migration Log File to screen
5 Write Migration Log File to printer

Select an item > 1

Exit
```

miqdc2.eps

4. Select the Create Data Migration Tape option on the Collect CallPilot Data screen as follows: enter the option number (1) at the Select an item prompt and then press Enter.

Result: The following screen appears:

```
CallPilot Migration Tool
CallPilot Data Migration Tape Backup

System Data
Network Data
User Data
Personal Distribution List Data
System Distribution List Data
VS Voice Segments / Fax Item Data

Move the cursor to the desired groups and press the space bar to select.

Exit Write All Data Write Selected Data
```

5. Select the VS Voice Segments / Fax Item Data option as follows: press the down arrow key to move the cursor to the option line, and then press spacebar to highlight the option.

6. Select the Write Selected Data soft key by pressing F5.

Result: The Enter Tape Label screen appears.



7. Type the following name for the blank tape that you are using: CallPilot Voice Segments (announcements and menus).

Tip: The maximum length of the tape name is 27 characters.

8. Insert a blank tape in the tape drive.
9. Select the OK to Start Writing Tape soft key by pressing F1.

Result: The system receives tape descriptor data, then rewinds the tape and writes the segment data to the tape. When the data collection is complete, the following message appears:

```
Please check log file from main menu for any error messages
Press <Return> to continue...
```

10. Press Enter.

Result: The CallPilot Data Migration Tape Backup screen appears.

11. Select the Exit soft key by pressing F1.

Result: The Collect CallPilot Data screen appears.

12. Remove the tape from the tape drive and write on the label what the tape contains.

---

## Reviewing the Meridian Mail migration log

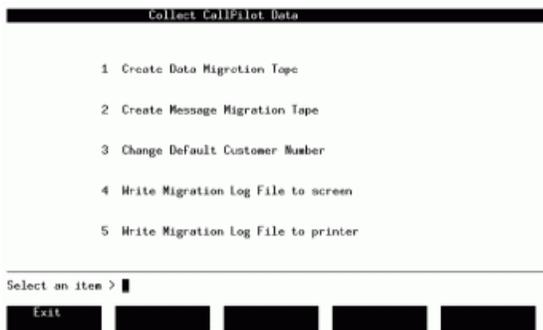
---

### Introduction

This section describes the methods of reviewing the Meridian Mail migration log:

- displaying the migration log on the screen
- printing the migration log to a printer

The procedures provided in this section start after that the data collection utility is launched, as indicated in [Launching the data collection utility](#) on page 41, and when the following screen is displayed:



#### To write the migration log file to the screen

1. Select the Write Migration Log File to screen option as follows:
  - enter the option number (4) at the Select an item prompt.
  - press Enter.

Result: The Meridian Mail Migration log is displayed on the screen from the oldest operation to the most recent operation.

2. Identify the log corresponding to your specific data collection by checking the tape label and the data collection start day and time. The following illustration shows a partial example of a migration log:

```
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 print the migration log file to the printer

1. Ensure that an operational printer is connected to your system.
2. Select the Write Migration Log File to printer option as follows:
  - enter the option number (5) at the Select an item prompt
  - press Enter

Result: The data collection log file is printed to your printer.

---

## Log errors

Check the log for any specific errors and information on the total number of voice services (such as voice segments and voice prompts).

If you are satisfied with the content of the migration log file, proceed with the data migration to CallPilot.



# Chapter 5: Migrating Meridian Mail data to Avaya CallPilot®

---

## In this chapter

[Hardware, software, media, and networking requirements](#) on page 57

[Staging area](#) on page 61

[Stopping the migration](#) on page 62

[CallPilot migration check list](#) on page 63

[Migration sequence](#) on page 64

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[Migrating Meridian Mail data](#) on page 66

[Migrating Contact Center data](#) on page 70

[Reviewing the migration log and summary](#) on page 75

[Rerunning the migration](#) on page 79

[Using Application Builder to complete the migration of voice services](#) on page 80

---

## Hardware, software, media, and networking requirements

---

### Introduction

Ensure that all the required hardware and software are installed on the Avaya CallPilot system before migrating the Meridian Mail data from tape.

## Safety warnings



### **Risk of electrical shock**

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



### **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 tape drive

The 703t and 1002rp server must be equipped with a Tandberg SLR50 internal tape drive. The appropriate tape drive driver must be installed on the server.

An external SLR75 tape drive is required for the 1005r and the 600r servers and optional for the 1006r. The 1006r comes with an internal RDX SATA tape drive.

The Tandberg SLR50 tape drive can read only 2.5-Gbyte tapes, and cannot read tapes created on Meridian Mail using the Archive Viper tape drive.



Ensure that the tapes containing the Meridian Mail information are 2.5 Gbyte tapes recorded on a Tandberg SLR4 (TDC4220) or later tape drive.

---

## Connecting the 202i tape drive

The 202i server no longer contains SCSI connections as found in earlier 200 series products. To connect to the legacy SCSI tape drive, you need the USB to SCSI adapter cable found in new SLR75 tape drive kit purchases or separately purchased as a FRU (for more information see the product catalog or consult with your Avaya sales representative).

You need an external Tandberg SLR75 tape drive with USB to SCSI adapter cable or RDX drive or a CLAN network connection in order to facilitate CallPilot backups.

This section describes the procedures for the following drive:

external SCSI Tandberg SLR75 tape drive

**\* Note:**

Any third-party customer-supplied USB extension cable must not exceed five meters in length to avoid possibly signal degradation.

Use of common external third-party USB expander hubs may work to help reduce cable congestion but is not supported by Avaya product support.

## Connecting the tape drive

1. Perform the following steps.

| IF the switch is                                                                | THEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a large Meridian 1 (such as Option 61C/81C) or Avaya Communication Server 1000M | <ol style="list-style-type: none"> <li>a. Install the NTRH32AAE6 USB adapter plate kit following the instructions supplied with the kit to provide coupler access from the front to the rear of the switch.</li> <li>b. Use the USB extension cable provided with the NTRH32AAE6 USB adapter plate kit to route two USB connections from the faceplate to along side the M1 chassis towards the rear access panel.</li> <li>c. Plug in the USB cable to the front side of the USB coupler.</li> <li>d. Connect the tape drive USB cable to the I/O panel side and out the door cut-outs to the peripheral tape drive.</li> </ol> |
| an Option 11C                                                                   | <ol style="list-style-type: none"> <li>a. Given the short front faceplate area within the Option11C cabinet with the door closed, plug in the right angle N0171258 USB cable to one of the lower three USB ports on the 202i faceplate.</li> <li>b. Route the cable to the right side of the faceplate towards the Meridian Mail card slot on the far right.</li> <li>c. Route the tape drive cable up through the right side of the Meridian Mail slots to join the mating right angle USB extension cable.</li> </ol>                                                                                                          |
| an Option 11C Mini Expansion or Avaya CS 1000E                                  | Route the USB cable from one of the lower three peripheral USB ports on the 202i server faceplate and out the side access panel cut-out to the USB tape drive.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

2. Set the SCSI ID (on the back of the tape drive) to 6.
3. Connect the SCSI terminator to one of the two SCSI ports on the back of the tape drive.

4. Connect the USB to SCSI converter to the remaining SCSI port on the tape drive. The USB to SCSI converter does not require its own power supply.
5. Plug the power cable in to the tape drive.
6. Turn on the tape drive.
7. Plug the USB cable into the USB to SCSI converter and then into the rear of the USB coupler found on the back of the I/O access panel of the M1.

---

## Connecting the 201i IPE server tape drive

An external tape drive must be connected to the IPE server, which has a built-in SCSI connector on the faceplate. The appropriate tape drive driver must be installed on the server.

The IPE server supports the Tandberg SLR5 (NTRH9038) tape drive. This tape drive can read the 2.5 Gbyte tapes that are created on a Meridian Mail system using the Tandberg SLR4 (TDC4220) tape drive.

 **Important:**

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 is complete.

---

## Networking requirements

If you configure the CallPilot network and assign site and location names before performing the migration, the migration utility does not update the CallPilot sites and locations with the Meridian Mail data.

To ensure that the migration utility updates your network with the Meridian Mail site and location information, change the names of all CallPilot sites and locations to Untitled before starting the migration.

---

## Staging area

---

### Introduction

The CallPilot migration utility offers you the option to copy the collected Meridian Mail files to the CallPilot server before starting the migration. The folder to which the files are copied is referred to as the staging area.

The \nortel\MPCX\Migration\MigrationFiles folder is the staging area.

Avaya recommends that you always transfer the collected files to the staging area established on the CallPilot server to reduce the migration time.

---

### Copying files to the CallPilot server

The following table contains information on copying data from tapes to the CallPilot server.

| Data set option                                                                                                  | Can be migrated from |              |
|------------------------------------------------------------------------------------------------------------------|----------------------|--------------|
|                                                                                                                  | Tape                 | Staging area |
| All system data                                                                                                  | yes (data tape)      | yes          |
| Messages and Contact Center voice prompts                                                                        | yes (message tape)   | no           |
| Messages only                                                                                                    | yes (message tape)   | no           |
| Contact Center voice prompts only                                                                                | yes (message tape)   | no           |
| System data (system and customer profiles, networking data, restriction/permission lists and Classes of Service) | yes (data tape)      | yes          |
| User data                                                                                                        | yes (data tape)      | yes          |
| Application Builder services (voice menus, voice services, and announcements)                                    | yes (data tape)      | yes          |
| Shared distribution lists                                                                                        | yes (data tape)      | yes          |
| Personal distribution lists                                                                                      | yes (data tape)      | yes          |

---

## Deleting files from the staging area

The migration utility offers you the option to delete the files from the CallPilot staging area when the migration is finished.

Avaya recommends that you do not select the option to delete the staging files until you are certain that the migration completes successfully. This saves time if you must rerun the migration.

---

## Stopping the migration

---

### To halt a migration process

To halt a migration process, use one of the following key combinations:

- Ctrl+C
- Ctrl+Break

---

### To resume a system data migration that is halted

| <b>If you halted</b>                             | <b>THEN to resume the process</b>                                                                                        |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| a data or message migration process              | <ul style="list-style-type: none"><li>• type migrate -c -d at the command line prompt</li><li>• press Enter</li></ul>    |
| a transfer to staging area (data migration only) | <ul style="list-style-type: none"><li>• type migrate -x -c -d at the command line prompt</li><li>• press Enter</li></ul> |

---

## To rerun a message migration that is halted

### Important:

If you rerun the message migration, the messages already migrated are duplicated in the CallPilot mailboxes. Delete the already copied messages on CallPilot before you rerun the migration.

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

---

## CallPilot migration check list

Complete the following check list before you start the data migration to CallPilot.

| Item                                                                                                                                                                                                                                                                                                     | Check                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Ensure that the CallPilot system is installed.                                                                                                                                                                                                                                                           | <input type="checkbox"/> |
| Ensure that the switch is configured for CallPilot operation.                                                                                                                                                                                                                                            | <input type="checkbox"/> |
| Ensure that the CallPilot system is configured and operational. All installed CallPilot services must be running properly. Dial the Voice Messaging Service DN to ensure that calls can be placed and received.                                                                                          | <input type="checkbox"/> |
| Ensure that no users have been added to the CallPilot system.                                                                                                                                                                                                                                            | <input type="checkbox"/> |
| Ensure that all CallPilot restriction/permission list (RPL) names are unique and different than the Meridian Mail RPL names.                                                                                                                                                                             | <input type="checkbox"/> |
| Ensure that all existing CallPilot mailbox classes are renamed. If a duplicateclass of service (COS) is found during the migration, the Meridian Mail COS is renamed to <COS name>_MMail<COS ID> and then migrated to CallPilot. As a result, migrated users can be assigned to the wrong mailbox class. | <input type="checkbox"/> |
| Ensure that Application Builder is installed and operational on CallPilot if you want to migrate voice segments (voice menus, voice services, and announcements), Contact Center prompts, or both.                                                                                                       | <input type="checkbox"/> |
| Ensure that the 201i or 202i CallPilot server is connected to an external tape drive or that an external tape drive is available. Ensure that the tower or rackmount server is equipped with an internal tape drive.                                                                                     | <input type="checkbox"/> |

| Item                                                                                                                                                                     | Check                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Change the names of all CallPilot sites and locations to Untitled if you already configured the CallPilot network and want to migrate the Meridian Mail networking data. | <input type="checkbox"/> |
| Disable event throttling on CallPilot if throttling is enabled.                                                                                                          | <input type="checkbox"/> |
| Ensure that no client applications (including CallPilot Manager and any other software) are running on CallPilot while the migration is in progress.                     | <input type="checkbox"/> |

## Migration sequence

Transfer to CallPilot the system data and the voice messages from tapes in the sequence in which you created the tapes on the Meridian Mail system. Always transfer the system data first.

| IF you are performing              | THEN                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a large system migration           | <ul style="list-style-type: none"> <li>transfer the system data from one or more tapes.</li> <li>transfer the voice messages and Contact Center prompts from one or more tapes.</li> </ul> <p> <b>Note:</b><br/>If you collected all messages on one tape, then transfer them in a single session.</p> |
| a large volume selective migration | <ul style="list-style-type: none"> <li>transfer the system data from tapes.</li> <li>define the Meridian Mail users in CallPilot before migrating voice messages.</li> <li>transfer the voice messages and the Contact Center prompts from the tapes, taking into consideration that data was collected by volume or department using one tape for each group.</li> </ul>                 |

## Time estimates

The following table shows the estimated time for data and message migration calculated on the basis of the number of users. The time estimates vary depending on the CallPilot server model that is used.

| Migration task                              | 500 users                                      | 3500 users |
|---------------------------------------------|------------------------------------------------|------------|
| One-time migration for each customer group  |                                                |            |
| Data migration                              | 30–60 minutes for each tape                    |            |
| Message and Contact Center prompt migration | 1.5–2.0 minutes for each hour of voice storage |            |
| Selective migration for each customer group |                                                |            |
| Data migration                              | 30–60 minutes for each tape                    |            |
| Message and Contact Center prompt migration | 1.5–2.0 minutes for each hour of voice storage |            |

---

## Migrating a system with many voice segments or fax items

If a system contains more voice segments or fax items than you can migrate during a 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.

---

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

Transfer system data (system and customer profiles, networking data, RPLs, and COSs), voice segments, and fax items to CallPilot.

---

### Session 2: create the CallPilot applications

Create the necessary CallPilot Application Builder applications using the migrated voice segments and fax items.

---

## Session 3: transfer the remaining data to CallPilot

Based on the size of your system (that is, on the number of hours of messages), multiple sessions can be required to migrate all users, voice messages and Contact Center prompts. Messages and Contact Center prompts on large systems require at least two migration sessions.

 **Important:**

Ensure that the SDLs and PDLs (collected on the same tape) are migrated last to CallPilot. If you migrate the SDLs and PDLs before all users are migrated, the SDLs and PDLs can contain invalid addresses on CallPilot.

---

## Migrating Meridian Mail data

---

### Migration utility location

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

 **Important:**

Do not remove the tape from the tape drive during the migration.

#### To migrate Meridian Mail data to CallPilot

1. Launch Windows Explorer and navigate to the \nortel\MPXC\Migration folder.
2. Double-click the migrate.exe file.  
Result: An MS-DOS window opens.
3. Insert the appropriate data tape into the tape drive.

 **Important:**

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

4. Type readtapelabel at the C:\> prompt and then press Enter.

Result: The migration utility displays the tape label as you entered it during the data collection. Verify that this is the tape from which you want to transfer data to CallPilot.

- Type migrate at the CI> prompt in the MS-DOS window and then press Enter.

Result: The following prompt appears and displays the first data migration option:

```
Enter Data set to migrate:AllSystemData
```

Tip: Use the arrow down and up keys to view the other migration options that are available:

- Messages\_&\_SCCSPrompts
- Messages
- SCCSPromptsOnly
- SystemProfiles
- Users
- ApplServices
- SDL
- PDL

- Select the migration option according to your migration strategy. The option that is visible on the screen is considered selected.

 **Note:**

Avaya recommends that you migrate the SDLs and PDLs last, after all the mailboxes are migrated. This strategy reduces the number of invalid addresses that can occur in SDLs and PDLs when mailboxes are migrated in more than one session.

- Press Enter.

Result: The following message and prompt appear.

```
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.
Do you wish to copy the Meridian Mail data files now? Yes
```

 **Note:**

Avaya recommends that you always transfer the collected files to the CallPilot staging area to reduce the migration time.

- Select the file transfer option (Yes or No) as follows:

| IF                                                                                                                                                                  | THEN select |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| the files from this tape are copied for the first time to the CallPilot server, or the files copied from this tape during a previous migration attempt were deleted | Yes         |
| you are rerunning the migration                                                                                                                                     | No          |

9. Press Enter.

Result: The following message appears:

```
Do you wish to delete the staging files after migration is complete? Yes
```

 **Note:**

Avaya recommends that you do not delete the staging files until you are certain that the migration completes successfully.

10. Press the arrow down key to display No, and then press Enter.

Result: The following message appears:

```
During migration, some duplicate users may be found. Duplicate users are those with matching mailbox number, location, DN, first name, and last name. What do you wish to do with the duplicate users?  
Delete_them
```

Tip: In addition to the option to delete the duplicate users, the option to leave the duplicate users unchanged (Skip\_them) is also available. You can display this option by pressing the down arrow key.

11. Select the Delete\_them or Skip\_them option according to your migration strategy. The option that is visible on the screen is considered selected.

12. Press Enter.

Result: The following message appears:

```
Please insert the Meridian Mail data tape in the tape drive and press Enter.
```

13. Press Enter (you already inserted the data tape into the tape drive).

Result: The migration utility performs the following tasks:

- cleans up the staging area
- starts transferring files from tape to CallPilot

If the migration data set that you select contains voice items (such as announcements and menus) that must be converted to Application Builder applications after the migration, the migration utility launches the precheck application. The precheck application checks the integrity of the existing CallPilot applications created in Application Builder and detects corrupt applications. The following message is displayed on the screen:

```
Premigration system check...  
Analyzing System...
```

If the precheck is successful, the migration utility performs the following tasks:

- resumes the file transfer
- displays the migration progress (refer to [Example of data migration summary](#) on page 76)

- displays a message and the CI> prompt when the migration is finished

If the precheck is not successful, the migration is stopped and the following message appears:

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

Tip: You must repair the corrupt Application Builder applications on CallPilot before attempting another migration. Refer to [Correcting precheck inconsistencies](#) on page 112.

The following illustration is an example of screen that shows the precheck (premigration system check) message.

```
D:\Nortel\MPCX\Migration\migrate.exe
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
During migration, some duplicate users may be found. Duplicate users are those w
ith
matching mailbox number, location, DN, first name and last name.
What do you wish to do with the duplicate users? Skip_them
Please insert the Meridian Mail data tape in the tape drive and then press Enter
>
** Wednesday, March 17, 2004 [11:17:50 PM] **
Cleaning up the MigrationFiles directory ...
The staging files directory is already empty
** Wednesday, March 17, 2004 [11:17:50 PM] **
Transferring the tape files to Windows NT format. Please wait ...
UserTapeLabel: mm12
SystemTapeLabel: Date=4/1/2003 Time=19:18:46
Pre-migration system check ...
Analyzing System...
Starting data migration of System Profile data group ...
The messaging parameters are updated successfully.
```

Tip: If errors occur during the migration process, 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 must run the migration for that data set. In such a case, repeat the collection of Meridian Mail data. Divide the volume users into two sets (by department or COS), and use multiple tapes.

14. Type quit at the CI> prompt and then press Enter.

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

**!** **Important:**

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

---

## Migrating Contact Center data

---

### General

Perform the tasks associated to the migration of Contact Center data as indicated in the following outline.

| Step | Task                                                                                                                                                     |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Migrate the voice segments.                                                                                                                              |
| 2    | Create the CallPilot applications for GIVE IVR voice services.                                                                                           |
| 3    | Migrate the user data; this task includes the migration of the ACCESS mailboxes that contain voice prompts.                                              |
| 4    | Validate the migrated data and perform any additional tasks required to make the CallPilot configuration consistent with the Meridian Mail configuration |

Transfer the messages and the Contact Center prompt information to CallPilot as follows:

| IF you collected                                                                    | THEN transfer                                                                                                                                          |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| all messages and Contact Center prompts on one tape                                 | all messages and Contact Center prompts on the tape to CallPilot in a single session                                                                   |
| messages and Contact Center prompts on multiple tapes (selective message migration) | the messages and Contact Center prompts to CallPilot in multiple sessions using one tape in each session, in the order in which the tapes were created |

---

### Useful information

The migration utility allows you to select the data set that you want to migrate to CallPilot in a particular migration session.

Before transferring Contact Center data to the CallPilot server, consider the following migration aspects:

- All users of the voice messages that are to be migrated must be already 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 less than five percent of the MMFS volume is free, no more messages can be migrated. The migration utility generates logs for this event.
- After the messages are migrated on CallPilot, the messages sent by AMIS users are treated as messages from an unknown source.
- The migration log file shows the details and number of messages, any attachments that are migrated and migration errors.

---

## Handling data that cannot be migrated

For GIVE IVR voice services, the information stored 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.
- manage the applications and the control blocks (save and complete them).
- publish the applications in the CallPilot Service DN table.

---

## To migrate Contact Center voice segments and voice prompts to CallPilot

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

 **Important:**

Do not remove the tape from the tape drive during the migration.

1. Launch Windows Explorer and navigate to the \nortel\MPGX\Migration folder.
2. Double-click the migrate.exe file.  
Result: An MS-DOS window opens.
3. Insert the appropriate data tape in the tape drive.

4. Type readtapelabel at the CI> prompt and then press Enter.

Result: The migration utility displays the tape label as you entered it during the data collection procedure. Verify that this is the tape from which you want to transfer data to CallPilot.

5. Type migrate at the CI> prompt and then press Enter.

Result: The following prompt appears:

```
Enter Data Set to migrate:AllSystemData
```

6. Use the up and down arrow keys to display, and select the data set that you want to migrate:

| IF you want to migrate | THEN select     |
|------------------------|-----------------|
| voice segments         | ApplServices    |
| voice prompts          | SCCSPromptsOnly |

7. Press Enter.

Result: The precheck utility checks the integrity of the existing CallPilot applications created in Application Builder and detects corrupt applications.

Depending on the result of the precheck, a message appears.

- a. successful precheck — proceed to Step 8

```
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.
Do you wish to copy the Meridian Mail data files now? Yes
```

- b. unsuccessful precheck — the migration cannot be completed; proceed to [Correcting precheck inconsistencies](#) on page 112

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

8. Press Enter to select Yes.



**Note:**

Avaya recommends that you always transfer the collected files to the CallPilot server to reduce the migration time.

Result: The following message appears on the screen:

```
Do you wish to delete the staging files after migration is complete? Yes
```

9. Use the down or up arrow key to display the No option and press Enter.

 **Note:**

Avaya recommends that you do not delete the staging files until you are certain that the migration completes successfully.

Result: The system prompts you to insert the data tape.

10. Press Enter (you already inserted the data tape into the tape drive).

Result: The migration utility reads the tape and starts transferring the data to the staging area. The migration progress is displayed on the screen. When the migration is finished, the systems displays a message and the CI> prompt.

11. Type quit at the CI> prompt and then press Enter.

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

 **Important:**

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

12. Check the MigTransaction.log file.

 **Note:**

Pay particular attention to the Total Number of Services created or updated successfully.

13. If you create any test messages on Meridian Mail, verify that they successfully migrate. Log in to the CallPilot mailbox and review the messages.

---

## Migrating Multi customer Meridian Mail

Special attention should be paid to multi customer systems. Note that one tape can only collect data of one customer group. For data collection of another customer group, change to the customer that you want to collect, then insert new tape(s) to collect data and messages. Repeat this procedure for each customer group.

### Creating a system data migration tape

1. Install the Migration Software on the Meridian Mail system.
2. From the Tools menu, choose Other.
3. Select the CallPilot Data Migration tool.
4. For multi customer systems, select Change Default Customer Number to set the current customer. Repeat the following steps for each customer group.
5. Select Create Data Migration Tape.

6. Insert a blank tape.
7. Select the Write All Data soft key. This will write all relevant Meridian Mail data (except user messages) to the tape.
8. When complete, remove the tape and label it.
9. Check the collection log file by writing the log file to the screen or to a printer.

### **Creating a user message migration tape**

1. From the CallPilot Data Migration menu, choose Change Default Customer Number to set the current customer. Repeat the following steps for each customer group.
2. Insert a blank tape.
3. Select Create Message Migration Tape.
4. From the List menu, select All Users. This will copy all user messages to the tape.
5. When complete, remove the tape and label it.
6. Check the collection log file by writing the log file to the screen or to a printer.

### **Migrating data**

1. Put the data migration tape into the tape drive of your CallPilot system.
2. Run the CallPilot Migration Utility by typing `migrate -x -c -d` in a console window.
3. When complete, you have migrated your Meridian Mail data.
4. Check the migration log file (`MigTransaction.log`). Backup of this file is highly recommended.
5. Repeat above steps for each additional data migration tape.

### **Migrating messages**

1. Insert the message migration tape into the tape drive of your CallPilot system.
2. From the console window type `migrate -msg`.
3. When complete, you have migrated your Meridian Mail user messages.
4. Check the migration log file (`MigTransaction.log`). Backup of this file is highly recommended.
5. Repeat above steps for each additional message migration tape.

---

## Reviewing the migration log and summary

---

### Migration transaction log

The log file name uses the following convention to define its structure:

MigTransaction<yymmddhhmmss>.log, where yymmdd represents the date and hhmmss represents the time in the 24-hour format. The date and time in the file name allow you to:

- retain logs from previous migration sessions for future consultation.
- distinguish the current migration log from previous migration logs.

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

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

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

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

Review the migration summary and the migration transaction log as follows:

| IF you want to review the | THEN                                                                                              |
|---------------------------|---------------------------------------------------------------------------------------------------|
| migration summary         | type summary at the CI> prompt and then press Enter. The migration summary appears on the screen. |
| migration transaction log | double-click the MigTransaction<yymmddhhmmss>.log file in the migration folder.                   |
|                           | or<br>open the MigTransaction<yymmddhhmmss>.log file using a text editor, such as Notepad.        |

---

## Example of data migration summary

The following example (edited for length) shows the summary of a system data migration.

```

** 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 Premigration 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 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>
```

---

## Example of a message and Contact Center prompt migration summary

The following example (edited for length) shows the summary of a migration of messages and Contact Center 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.
```

---

## Reviewing the CallPilot event log

Avaya recommends that you review the CallPilot event log for errors after a migration. You can view the event log by using one of the following methods:

- In CallPilot Manager: click System > Event Browser. For more information, refer to the CallPilot Manager online Help.
- In Windows Server 2003: click Start > Programs > Administrative Tools, and then double-click Event Viewer. Review the System and Application Logs.

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

If an error occurs during the migration, an error message indicating the nature of the error is recorded in the log file. For a list of error messages, see [Troubleshooting](#) on page 111.

---

## Rerunning the migration

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

---

## What is overwritten on CallPilot

The migration utility overwrites the existing CallPilot system data, voice segments, and users with the collected Meridian Mail data.

---

## What is not overwritten on CallPilot

If the migration utility finds duplicate users during the migration, you are informed and prompted to delete 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 the users, the migration continues without updating the users on the CallPilot system.

If a COS or RPL on the CallPilot system has the same name, the migration utility does not overwrite it with the collected Meridian Mail data. The following events occur when the migration utility finds duplicate names 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 <COS name>\_MMail<COS ID> and then migrated to CallPilot. As a result, migrated users can be assigned to the wrong mailbox class.

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

Voice messages are always created in the mailbox, even if the same messages were previously migrated to the mailbox. 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 the mailbox and the same tape is used to rerun the migration, the user then has four messages in the mailbox.

If a network site or switch location is already defined on CallPilot with the same name as in Meridian Mail, the migration utility does not overwrite it with Meridian Mail data. This ensures that any changes that you make to the network database on CallPilot after the first migration attempt are not lost.

---

## Conversion issues

CallPilot does not support the DN expansion. This issue can affect mailbox numbering patterns on SL-100\* systems.

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

---

## Using Application Builder to complete the migration of voice services

This section provides information on using Application Builder to complete the migration of voice services. The person who performs this task must have a good knowledge of Application Builder and of the migrated Meridian Mail voice services.

---

## VSDN table information

 **Important:**

Print the Meridian Mail VSDN table information in advance to facilitate the recreation and rebuilding tasks in CallPilot Application Builder.

The information in the Meridian Mail VSDN table and the Meridian Mail voice menu structure are critical. Because this information 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.
- manage, save and complete the applications and control blocks.
- publish the applications in the CallPilot Service Directory Number (SDN) table.

---

## Migrated voice services

You can migrate the following Meridian Mail voice services to CallPilot:

- menus
- announcements
- fax items

Each voice service (for example, a menu) migrated from Meridian Mail is represented as an Application Builder application on CallPilot. This application contains voice or fax items, or both, that are associated with the migrated voice service on Meridian Mail.

The logic of the voice services is not migrated to CallPilot. Only a default application is created in Application Builder. You must complete the application manually so that you can put it into service in CallPilot.

---

## Identifying migrated voice items

Items migrated to CallPilot are identified by the type and ID of the migrated voice services.

## Prompts

A migrated prompt has a prefix of file11, followed by underscore and the mailbox number from Contact Center. For example, a prompt from mailbox 8053 appears as file11\_8053 in Application Builder. The description of the application is as follows: "Migrated SCCS Prompts from mbx 8053."

---

## Fax services

A migrated fax service has the prefix FS1, followed by the service ID from the Meridian Mail VSDN table. For example, a fax service with an ID of 30000 appears as FS130000 in Application Builder. The description of the application is as follows: "Migrated from Fax Service FS130000."

---

## Menus

A migrated menu has a prefix of MS1, followed by the service ID from the Meridian Mail VSDN table. For example, a Voice Services menu with an ID of 1035 appears as MS11035 in Application Builder. The description of the application is as follows: "Migrated from Menu Service MS11035."

---

## Announcements

A migrated announcement has the prefix AS1, followed by the service ID from the Meridian Mail VSDN table. For example, a Voice Services announcement with an ID of 1004 appears as AS11004 in Application Builder. The description of the application is as follows: "Migrated from Announcement Service 11004."

---

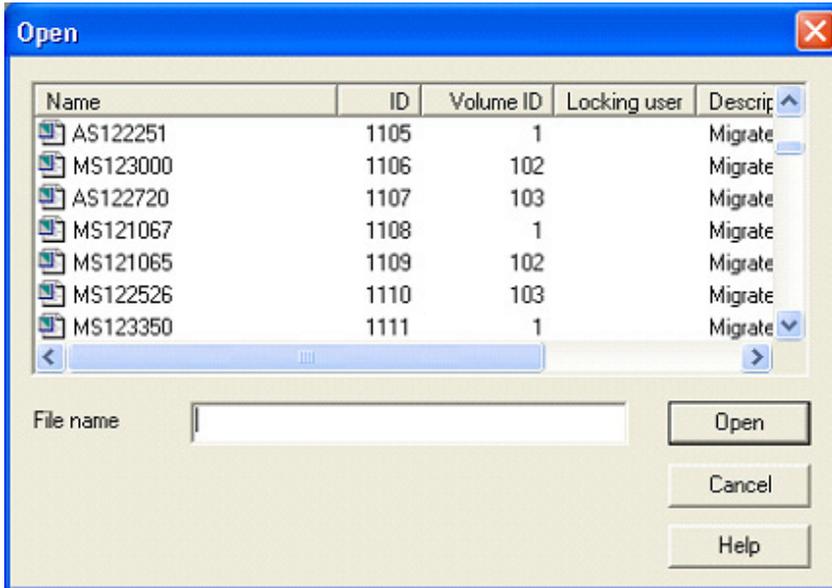
## To complete migrated voice services in Application Builder

The following procedure explains how to complete the migration of Meridian Mail voice services in Application Builder so that you can use them as CallPilot applications. You must have a good knowledge of Application Builder, and of the migrated Meridian Mail voice services, to complete

the procedure. Refer to the administrator of the Meridian Mail system for information on the structure of the migrated voice services.

1. Open Application Builder and connect to the CallPilot server.
2. Click File > Open.

Result: The list of migrated voice services is displayed in the Open dialog box.

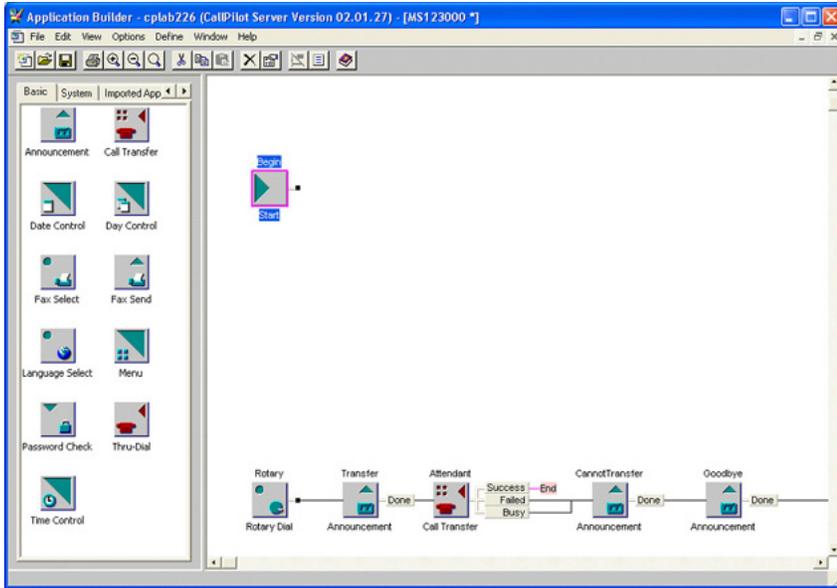


3. Click a migrated voice service and then click Open.

For illustration purposes, a menu (MS123000) is selected. The service ID of this menu is 23000 in the Meridian Mail VSDN table. Based on your knowledge of the Meridian Mail system, determine the VSDN IDs of the services that this application includes. For this example, the MS123000 menu contains the following services:

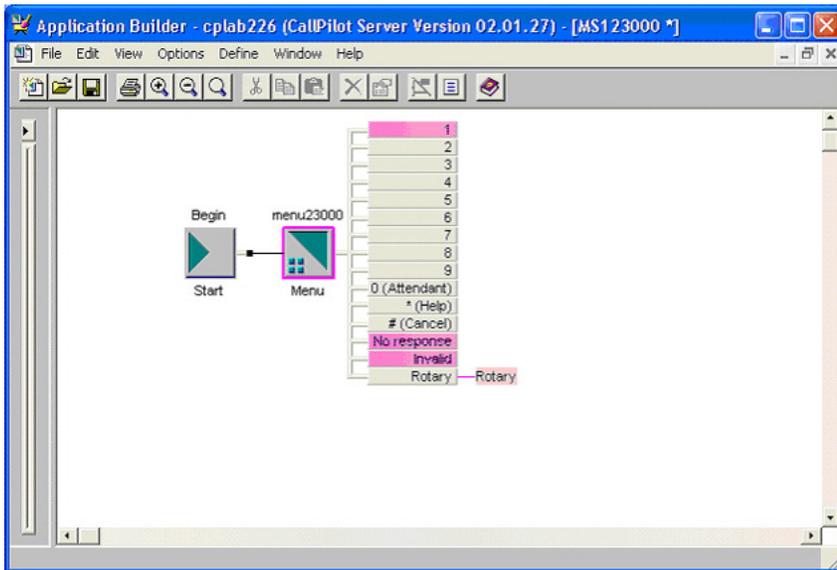
| Application      | File name         | Meridian Mail VSDN ID |
|------------------|-------------------|-----------------------|
| submenu          | MS123100          | 23100                 |
| fax service      | FS130000          | 30000                 |
| announcement (2) | AS123004 AS123005 | 23004 23005           |

Result: The selected voice service opens as a default application in Application Builder. The application is empty (such as a new application), and contains a Begin block at the left and other blocks (such as Rotary, Transfer, Goodbye, and End) at the bottom of the window.



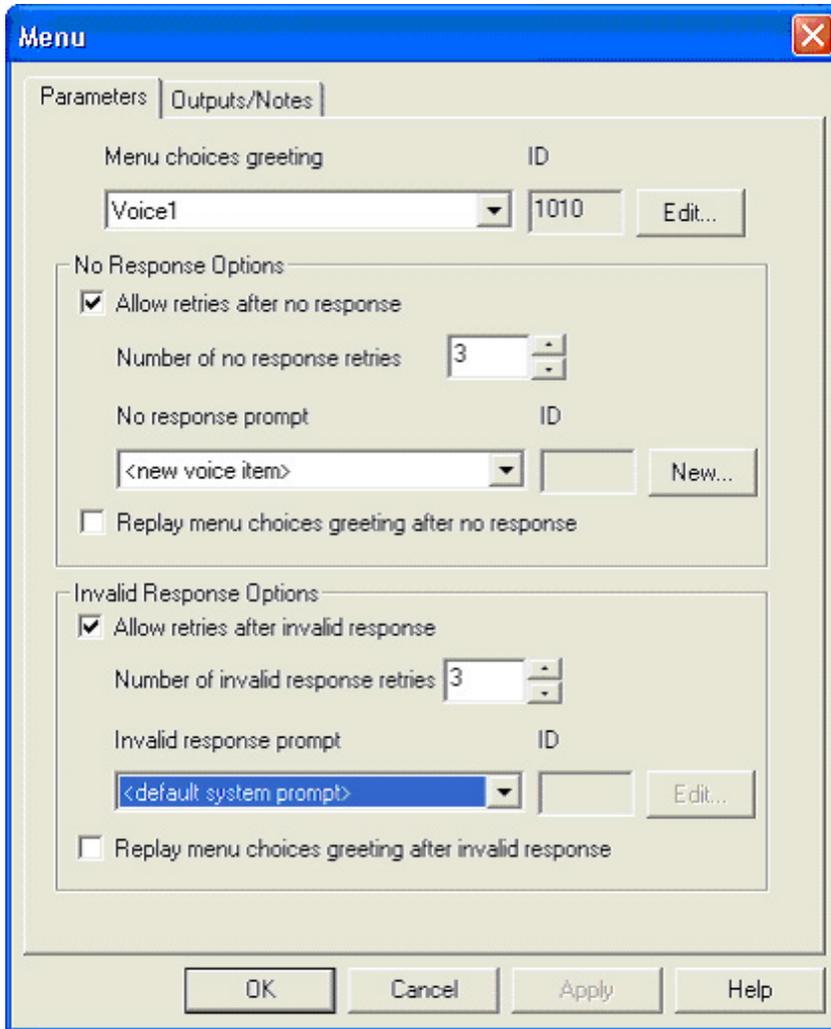
4. Select a menu block in the Application Builder palette and drag the block to the application panel.

Tip: The block must match the type of voice service that you open (in this example, a menu).



5. Right-click the menu block and then click Properties on the shortcut menu.

Result: The block dialog box opens. The following illustration shows the properties of a menu block.



6. Configure the block according to the requirements of your application, as the voice service was configured in Meridian Mail.
7. Click OK to close the Properties dialog box.
8. Perform the following tasks for each service that must be included in the main menu application (for example, for the submenu, the fax item and the announcements):
  - a. Click File > Open, select a migrated service and open it.
  - b. In the Application Builder palette, select a block that corresponds to the type of migrated service, and drag the block to the application that you opened in the preceding step.
  - c. Right-click the block, click Properties on the shortcut menu, and configure the block.
  - d. Click File > Save.
  - e. Click File > Export.

**\* Note:**

The component application block must be exported so that the main application can use it.

Tip: The submenus (such as the MS123100 menu) can include options and announcements. You must configure the submenus before saving and exporting them. If your specific main application includes submenus, use this procedure to complete them.

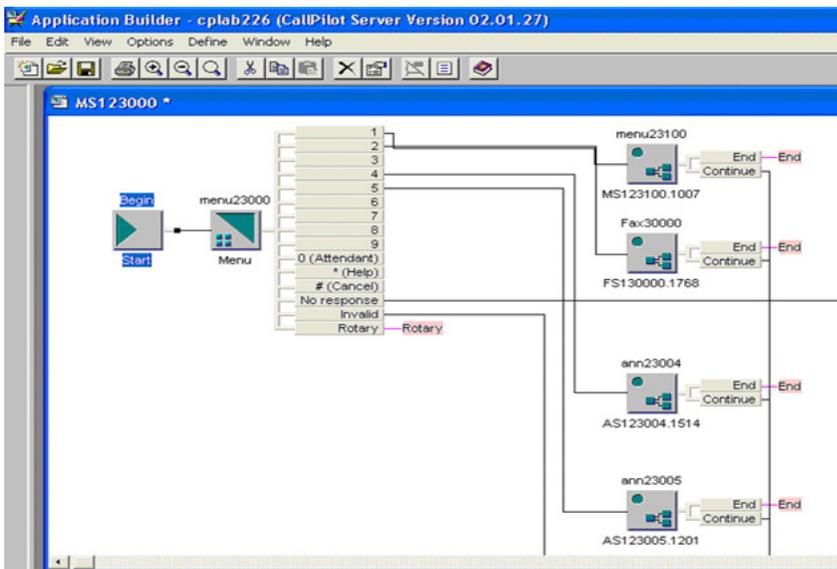
9. Switch to the main application in Application Builder.

Tip: This is the application that you opened in step 3 (the MS123000 menu in this example).

10. Click File > Import.

Result: A dialog box opens, listing all the applications that can be imported. These are the applications that you configured, saved and exported in step 8.

11. Select the applications that you want to import (for example, MS123100, FS130000, AS123004 and AS123005), and click OK.
12. Click the Imported Applications tab in the Application Builder left panel.
13. Drag the imported application blocks to the main application panel.
14. Connect the menu keys to the imported application according to your configuration requirements and to the structure of the service migrated from Meridian Mail; for example, connect key 1 to the MS123100 block.



15. Save the completed application.

## To publish the application in the CallPilot SDN table

1. Open CallPilot Manager.
2. Click System > Service Directory Number.

Result: The following page appears on the screen.

| Service Directory Number                                                                                              |                            |                                  |            |              |              |                    |
|-----------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------|------------|--------------|--------------|--------------------|
| Service Directory Number                                                                                              |                            |                                  |            |              |              |                    |
| <input type="button" value="New"/> <input type="button" value="Delete Selected"/> <input type="button" value="Help"/> |                            |                                  |            |              |              |                    |
| #                                                                                                                     | Service DN*                | App Name                         | Media Type | Min Channels | Max Channels | Comments           |
| 1                                                                                                                     | <a href="#">3669</a>       | Voice Form Transcription Service | Voice      | 0            | Default Max. |                    |
| 2                                                                                                                     | <a href="#">3690</a>       | Voice Form Application           | Voice      | 0            | Default Max. | Application Form A |
| 3                                                                                                                     | <a href="#">4300</a>       | Voice Messaging                  | Voice      | 0            | Default Max. |                    |
| 4                                                                                                                     | <a href="#">OUTBOUND10</a> | AMIS Networking                  | Voice      | 0            | Default Max. |                    |
| 5                                                                                                                     | <a href="#">OUTBOUND11</a> | Remote Notification              | Voice      | 0            | Default Max. |                    |
| 6                                                                                                                     | <a href="#">OUTBOUND15</a> | Multi-delivery to Fax            | Fax        | 0            | Default Max. |                    |
| 7                                                                                                                     | <a href="#">OUTBOUND18</a> | Desktop Telephony Agent          | Voice      | 0            | Default Max. |                    |
| 8                                                                                                                     | <a href="#">OUTBOUND23</a> | SCCS VPE                         | Voice      | 0            | Default Max. |                    |
| 9                                                                                                                     | <a href="#">OUTBOUND25</a> | Conferencing Outcalling          | Voice      | 0            | Default Max. |                    |
| 10                                                                                                                    | <a href="#">OUTBOUND55</a> | Enterprise Diagnostics           | Voice      | 0            | Default Max. |                    |
| 11                                                                                                                    | <a href="#">OUTBOUND6</a>  | Admin Agent                      | Voice      | 0            | Default Max. |                    |

3. Click the Service DN of the application that you want to put into service.

Tip: In this example, click the 3669 Service DN, which corresponds to the One Number Voice Fax Call Answering.

Result: The following page appears on the screen.

Location: System > Service Directory Number > SDN Details  
SDN Details: 3669

Buttons:

General

Service DN: 3669

Application Name: Voice Form Transcription Service

Media Type: Fax Item Maintenance

Minimum Channels: Multimedia Messaging

Maximum Channels: One Number Voice Fax Call Answering

Remote Activation Password: Paced Speech Activated Messaging

Password Confirmation: Speech Activated Messaging

Comments: Symposium Voice Services

Telephone Remote Service Activation

Voice Form Application

Voice Form Transcription Service

Voice Item Maintenance

Voice Messaging

Done Local intranet

4. Select the name of the application that you want to put into service from the Application Name drop-down list box.
5. Click Save.

Result: The migrated Meridian Mail application can now be used in CallPilot.

6. Test the application before use, and ensure that each key is associated with the correct menu option.



**Note:**

When calling the application SDN, the correct menu must play.

---

## Moving Application Builder data

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

When the application is moved, new files in NTFS and MMFS formats, as well as a new database entry for the new application, are created on the new volume.

---

## Format of migrated voice items

Announcements and prompts are considered to be different in Meridian Mail voice services. You can use announcements in multiple services, but you can use a voice prompt only in one service. However, both announcements and voice prompts are classified as voice items in Application Builder.

On the CallPilot server, you can access the migrated announcements and the voice prompts of menus in the same way you access voice items.

Voice items are compatible with all applications. For example, you can use the same voice item in multiple applications just as you used an announcement in multiple services. As a result, you can use the existing voice prompts in multiple applications.

# Chapter 6: Performing post-migration tasks

---

## In this section

[Disconnecting the tape drive](#) on page 89

[Verifying Avaya CallPilot system configuration](#) on page 90

[Verifying CallPilot network database](#) on page 93

[Replacing Meridian Mail with CallPilot](#) on page 97

[Running Meridian Mail and CallPilot at the same time](#) on page 98

---

## Disconnecting the tape drive

If you used an external tape drive to perform the migration, you must disconnect the tape drive at the end of the migration process. Do not disconnect the tape drive until you are certain that the migration is successful.



### **Important:**

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

---

## To disconnect the tape drive

Power down the Avaya CallPilot® server, and then unplug and disconnect the tape drive.

---

## Verifying Avaya 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. Refer to [Data that can or cannot be migrated](#) on page 22.

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

Use CallPilot Manager to review the system configuration.

---

### Migration transaction log

To determine the information that must 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 in the migration log.

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

- ClassofService (for COS)
- error
- netw (for network sites and locations)
- PDL (for personal distribution list)
- 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, the mailbox is not migrated. Warning messages are generated in the transaction log file and displayed on screen.

Invalid addresses in a Meridian Mail user's PDL are not migrated. Invalid addresses are reported as skipped in the transaction log file. Some of the user mailboxes associated with the address do not yet exist on CallPilot, but they are migrated later in the process. You and the CallPilot system administrator are responsible for determining whether reported invalid addresses are in fact invalid.

If the PDLs contain many invalid addresses, collect the PDL data again from Meridian Mail and then migrate the PDL data to CallPilot.

To reduce the number of invalid addresses in PDLs when mailboxes are migrated in more than one session, Avaya recommends that you migrate PDLs last, after all mailboxes are migrated.

The remote notification and fax capability for all users are disabled by default.

Mailboxes are created uniformly on all volumes based on the available free space on each volume.

---

## Verifying restriction/permission lists and mailbox classes

The following considerations apply to the verification of the restriction/permission lists (RPLs) migrated to CallPilot.

- All 80 RPLs are migrated to CallPilot.
- 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 migrate RPLs and COSs in multiple sessions and rename the RPLs and mailbox classes that already exist on CallPilot, review the RPLs and mailbox classes and make the appropriate changes.
- In case of errors, not all data can be migrated during the first migration attempt. After the problem is resolved, rerun the migration utility with the same Meridian Mail data to migrate the incomplete data components.
- If a data migration is not completed because of an error, then resolve the error before rerunning the migration.

---

## Verifying system distribution lists

The Meridian Mail system distribution lists are known in CallPilot as shared distribution lists (SDL).

A Meridian Mail system distribution list, whose number is less than three digits in length, is not migrated to CallPilot.

Invalid DNs in an SDL are removed before migration. The transaction log file lists all the invalid entries.

---

## CallPilot and Contact Center integration

If you use CallPilot to provide messaging services in a Contact Center environment, run the CallPilot Configuration Wizard, and ensure that the following items are configured:

- Contact Center ELAN address (on the Switch Information page)
- voice ports dedicated to ACCESS or IVR services (on the Channel Detail Information page)
- ACCESS and IVR DNs (on the ACD queues Information page)

For more information on the CallPilot and Contact Center integration, refer to:

- the configuration and testing guide for your switch (see [Reference documents](#) on page 17)
- Configuration Wizard online Help

---

## Configuring items that are not migrated

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

- Hacker Monitor and Alarm Monitor settings
- backup schedules
- Service Directory Numbers (if they are not already configured in CallPilot Configuration Wizard)
- Remote Notification schedules
- CallPilot server area and exchange codes, as well as translation tables

---

## Verifying 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.

Ensure that the network data from Meridian Mail is collected and migrated only once. If the migration is rerun, the migration utility does not update the network database again. This ensures that any changes you make 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 98 before verifying the network database configuration.

---

### Data that is not migrated

If the CallPilot system is not keycoded for networking, then the Meridian Mail remote site information is not entirely 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 (such as stale time) are not migrated from Meridian Mail. The default CallPilot values are used instead. When the migration is complete, you must reenter these values to match the Meridian Mail values; otherwise, network scheduling does not function.

---

### 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 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 only to Meridian Mail on the first migration attempt.

You must verify the local server and local prime location configurations to ensure that they are correct.

---

## Networking protocols

Networking protocols are available only if the networking feature is purchased. If the networking feature is purchased on the CallPilot keycode, all networking solutions are enabled automatically.

The following table shows how the networking protocol for each site is redefined during migration if the Meridian Mail protocol does not exist in CallPilot :

| Meridian Mail protocol | CallPilot protocol |
|------------------------|--------------------|
| Meridian               | Enterprise         |
| AMIS                   | AMIS               |
| Enterprise             | Enterprise         |

If the protocol for a site is changed, the information for the protocol can be incorrect, such as:

- 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 capture the protocol changes.

---

## Network sites

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

If there were any duplicated site names on Meridian Mail, only the site or location associated with the first occurrence of the name is migrated to CallPilot. Subsequent occurrences are not

migrated. The same rule applies to switch location names that are duplicated within a particular site.

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

---

## Switch location dialing plan information

The electronic switched network (ESN) and coordinated dialing plan (CDP) configurations must be validated for all local and remote locations, including both prime and satellite locations.

If more ESN prefixes are required than the number of prefixes that Meridian Mail allows, additional ESN prefixes are configured as CDP steering codes. After the migration, you must manually convert the ESN prefixes configured as CDP steering codes to ESN prefixes; that is, enter the ESN prefixes and delete the CDP steering codes.

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 and with remote user entries in PDLs and SDLs. The remote user data for a particular site is not migrated if the site networking protocol is changed during the migration; for example, from Meridian networking to Enterprise networking.

The SDLs and PDLs that contain remote users and addresses for users located at deleted remote sites are still in the list. However, warning messages indicate 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 the migration. For example, the voice profile for Internet mail (VPIM) networking protocol requires that at least one prefix be defined for local and remote locations where VPIM is used.

Avaya recommends that you verify the items listed in the following table after you completed the migration to CallPilot.

| Item                                                                                                                                                                                                                                                                      | Value after migration to CallPilot                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server type                                                                                                                                                                                                                                                               | CallPilot<br> <b>Note:</b><br>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 CallPilot site ID.                                                                                                                                                    |
| Protocol                                                                                                                                                                                                                                                                  | Enterprise or AMIS                                                                                                                                                                                          |
| Connections 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                                                                                                                                                                                                            | This option 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: <ul style="list-style-type: none"> <li>• Add/Update Remote Users (on the local server)</li> <li>• Send local user information (on each remote site in the network database)</li> </ul> | 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: <ul style="list-style-type: none"> <li>• Receive Message Text Information (on the local server)</li> <li>• Send Message Text Information (on each remote server in the network database)</li> </ul>  | These options can be disabled if the networking protocol was changed during the migration.                                                                                                                  |
| Exchange of network broadcast messages between the local server and each remote site                                                                                                                                                                                      | This option can be disabled if the networking protocol was changed during the migration.                                                                                                                    |
| ESN prefixes (ESN access and location codes) configured in Meridian Mail as CDP steering codes                                                                                                                                                                            | CDP steering codes<br>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                                                                                                                                                                                                                                                     | None                                                                                                                                                                                                        |

| Item                                                                                                                                          | Value after migration to CallPilot                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
|                                                                                                                                               | The VPIM network shortcuts are not available in Meridian Mail. |
| Network scheduling parameters in Message Delivery Configuration:                                                                              | Default                                                        |
| <ul style="list-style-type: none"> <li>• Open AMIS delivery schedules</li> <li>• economy delivery schedules</li> <li>• stale times</li> </ul> |                                                                |

---

## Replacing Meridian Mail with CallPilot

---

### Introduction

Once data is successfully migrated, CallPilot can replace Meridian Mail as the messaging system on the switch. For details on configuring the switch for CallPilot, refer to the section on switch programming in the configuration and testing guide for your switch (see [Reference documents](#) on page 17).

---

### MGate card

To connect the CallPilot system to a Meridian 1\* or Avaya Communication Server 1000 switch (Avaya CS 1000), you must replace the MGate card in the switch with an NTRB18CA MGate card.

---

### Removing VMBA from the X11 database on the switch

If you perform a complete changeover from Meridian Mail to CallPilot, any voice mailbox administrator (VMBA) data becomes meaningless, because the Meridian 1 switch no longer has a link with the voice mail service. You can leave the VMBA data unchanged or remove it.

Some customers prefer to perform a phased cut-over to CallPilot. In this case, a single Meridian 1 switch supports both Meridian Mail and CallPilot for a specified time. Avaya recommends

that these customers delete the VMBA data in the X11 database for telephone sets of users who migrate to CallPilot.

---

## Using MAT when upgrading from Meridian Mail

If Meridian Mail is still present on the Meridian 1 switch, and VMBA data is programmed in the Meridian Administration Tools (MAT) for a set that is to be migrated to CallPilot, delete the VMBA information through MAT on a per set basis. Since the VMBA data cannot be modified globally, this task must be done one set at a time. If the VMBA data is completely removed by using the MAT, and the set changes are synchronized with the Meridian 1 database, the VMBA data for the deleted sets is removed in the X11 database.

If CallPilot is installed and Meridian Mail is removed entirely, the VMBA data is meaningless in both the X11 database and the MAT. The VMBA data can be removed or remain in the databases 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 for creating or deleting Meridian Mail voice mailboxes.

---

## CallPilot and Contact Center integration

If you integrate CallPilot and Contact Center, ensure that you configure the Contact Center accordingly before putting both systems into operation.

---

## Running Meridian Mail and CallPilot at the same time

---

### Introduction

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



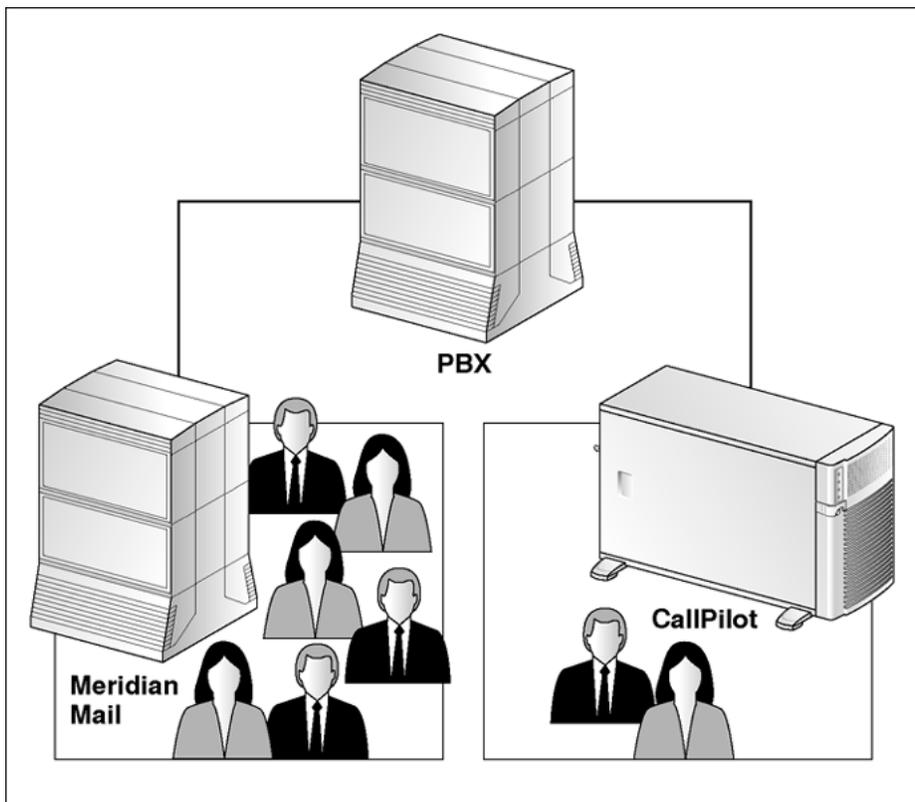
**Important:**

You must have a good understanding of the CallPilot networking solutions and configurations.

---

## Sample network setup

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



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You can choose to operate CallPilot and Meridian Mail in parallel on the same switch for an indefinite period.

---

## Assumptions

The following assumptions apply to the guidelines provided in this section:

- CallPilot is 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.



**Note:**

Users at remote sites are addressing messages to both systems.

- Because most users initially remain on Meridian Mail, Meridian Mail retains the private numbering plan for addressing messages.

---

## Site configuration

You must allow users on the Meridian Mail and CallPilot systems to address messages to each other. Therefore, you must define each system as a remote site in the other system network database so that:

- the Meridian Mail system is a remote site in the CallPilot network database.
- the CallPilot system is a remote site in the Meridian Mail network database.

Define both systems as remote sites in the network database at each site in the messaging network, only if 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 must address messages to users on each system during the migration period.

Both systems must have unique site IDs. Configure the networking protocol, dialing plans, and users as described in this section.

---

## Networking protocols

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

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

---

## Dialing plans

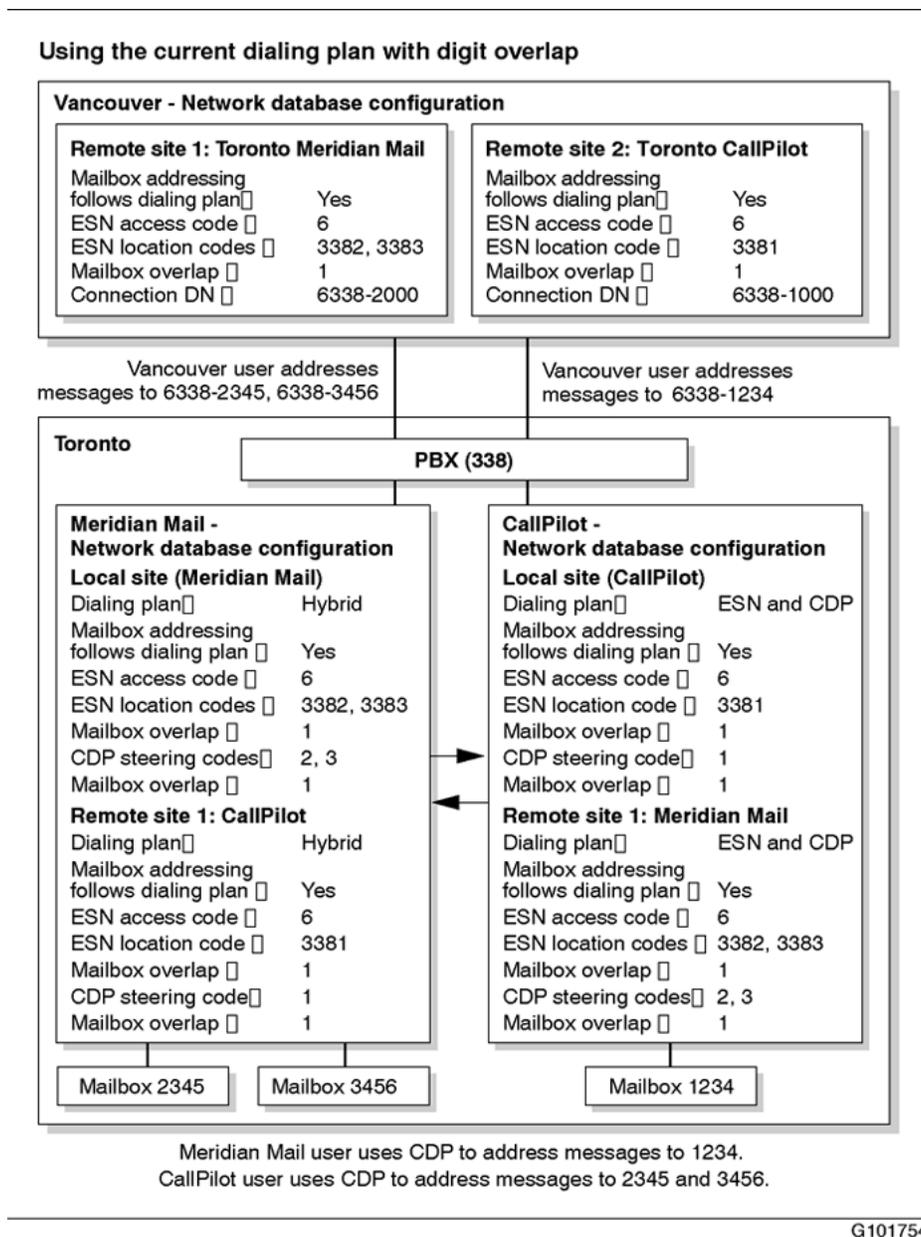
To accommodate both Meridian Mail and CallPilot systems, as well as to minimize the switch configuration effort, Avaya recommends that you use one of the following options:

- [Option 1: To change the current dialing plan to use digit overlap](#) on page 101
- [Option 2: To use the existing dialing plan on one system and create a none-dialing plan on the other system](#) on page 104

---

### Option 1: To change the current dialing plan to use digit overlap

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



**Figure 1: Using the current dialing plan with digit overlap**

Execute the following procedure to change the current dialing plan to use digit overlap:

1. Modify the existing dialing plan for the local site configuration in the Meridian Mail network database as follows:
  - a. Create a new ESN prefix (ESN access code and ESN location code) and a new CDP steering code to correspond to each range of extension numbers that are left on Meridian Mail.
  - b. Specify a one-digit overlap for each code.

- c. Delete the original ESN prefix and CDP steering code.

Example: If the ESN location code is 338 and mailboxes 1000–3999 exist on Meridian Mail, create new ESN location codes with a one-digit overlap on Meridian Mail for 3381, 3382, and 3383. Create CDP steering codes with a one-digit overlap for 1, 2 and 3. The bold digits represent the 1-digit overlap with the mailbox numbers.

2. Migrate users from Meridian Mail to CallPilot on the basis of the user extensions.

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 Meridian Mail and CallPilot mailboxes.

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

Example: If you migrate extensions 1000–1999 to CallPilot, create an ESN location code with a one-digit overlap on CallPilot for 3381. Create a CDP steering code with a one-digit overlap for 1. The bold digits represent the 1-digit overlap with mailbox numbers.

5. Delete the ESN prefixes and CDP steering codes that you create on CallPilot (for example, 3381 and 1) from the local site configuration in the Meridian Mail network database.
6. Add the CallPilot system as a remote site to the Meridian Mail network database.

 **Note:**

Specify the dialing plan as configured on the CallPilot system (see the configuration diagram on [Figure 1: Using the current dialing plan with digit overlap](#) on page 102 and step [4](#) on page 103).

Tip: If the CallPilot site is an NMS site, define the satellite locations in a similar manner.

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

 **Note:**

Specify the dialing plan as configured on the CallPilot system (see the configuration diagram on [Figure 1: Using the current dialing plan with digit overlap](#) on page 102 and step [4](#) on page 103).

Tip: If the CallPilot site is an NMS site, define the satellite locations in a similar manner.

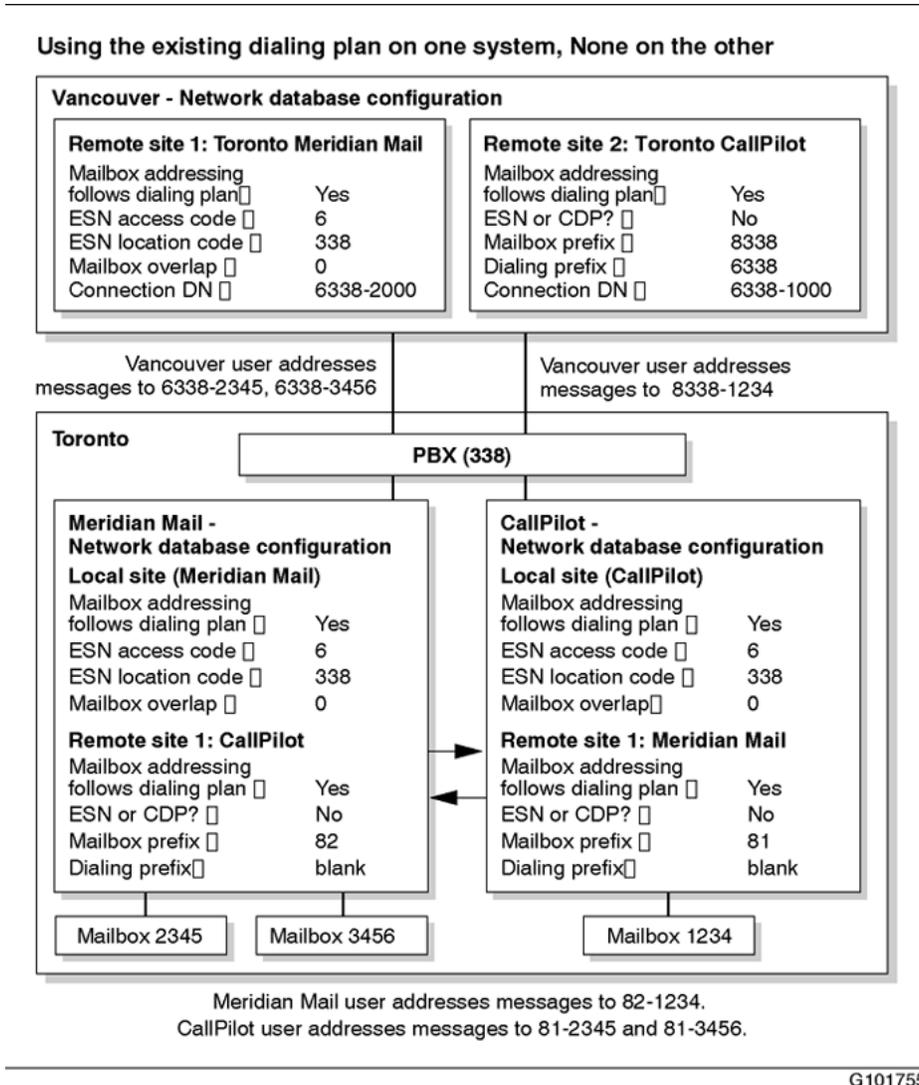
8. Ensure that the Meridian Mail and CallPilot systems are defined as remote sites in the network database at each remote site, if both systems must be addressable by other sites in the messaging network.
  - a. Modify the dialing plan for the Meridian Mail remote site in the network database at each remote site. Configure the ESN prefixes or CDP steering codes to use the overlap as described in this procedure.
  - b. Add the CallPilot system as a new remote site to the network database at each remote site. Specify the dialing plan as described in the previous steps.
9. Repeat steps [2](#) on page 103–[5](#) on page 103 until all users are migrated from Meridian Mail to CallPilot.
10. Modify the dialing plan information for the Meridian Mail and CallPilot sites in the network database at each remote site.
11. Delete the ESN prefixes or CDP steering codes from the Meridian Mail site configuration, and add them to the CallPilot site configuration.

---

## **Option 2: To 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. The diagram assumes that the Enterprise networking protocol is used between all systems.

Option 2: To use the existing dialing plan on one system and create a none- dialing plan on the other system



**Figure 2: Using the existing dialing plan on one system, None on the other**

The dialing plan specified for each remote site is based on the number of users residing 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 [Figure 2: Using the existing dialing plan on one system, None on the other](#) on page 105). When you migrate the rest of the users to CallPilot, revise the dialing plan information accordingly.

Execute the following procedure to configure the Meridian Mail and the CallPilot systems for option 2, using the existing dialing plan on one system, and creating a "none" dialing plan on the other system.

1. Configure the local site using the current dialing plan in the CallPilot network database.

 **Note:**

Specify that the 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 the ESN prefix or the CDP code).
  - a. Assign a unique mailbox prefix to Meridian Mail (for example, 81).

This mailbox prefix is not visible to the rest of the network and is used to facilitate addressing between the Meridian Mail and CallPilot systems.
  - b. Leave the dialing prefix field blank.

If the Meridian Mail site is an NMS site, define satellite locations in a similar manner. Assign a unique mailbox prefix to each location.
3. Configure the CallPilot system as a remote site using a "none" dialing plan in the Meridian Mail network database; that is, do not configure the ESN prefix or the CDP code.
  - a. Assign a unique mailbox prefix to CallPilot; for example, 82.

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.
  - b. Leave the dialing prefix blank.

If the Meridian Mail site is an NMS site, satellite locations are defined in a similar manner. Assign a unique mailbox prefix to each location.
4. Ensure that the Meridian Mail and CallPilot systems are defined as remote sites in the network database at each remote site, which communicate with both systems if both systems must be addressable by other sites in the messaging network. Define Meridian Mail and CallPilot systems as follows:
  - One remote site uses the existing dialing plan.
  - The other remote site uses the "none" dialing plan.

 **Note:**

If you want to change the Meridian Mail 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.

The system using the "none" dialing plan needs a mailbox prefix and a dialing prefix.

- 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 108 to allow the Call Sender and Reply feature to function properly.

---

## VPIM network shortcuts

Configure VPIM network shortcuts for each system if MMNG or desktop messaging is used. For instructions on configuring the VPIM network shortcuts, refer to 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 indicator

Users can have mailboxes on CallPilot, Meridian Mail, or both. However, only one system can accept Call Answering messages for each user. Configure the user's telephone set to forward messages in busy or no answer situations to the system 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 telephone set by specifying the MWI DN in the user's mailbox configuration on each system. However, the users cannot determine on which system the new messages arrived. Avaya recommends that you perform the following 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 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, a user hears a message envelope prompt indicating that the message was received from a telephone number instead of a mailbox number. If the user replies to the message, the reply is delivered to the telephone 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 the system on which 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 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 example, if you selected [Option 2: To use the existing dialing plan on one system and create a none- dialing plan on the other system](#) on page 104, 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 manner, 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 is 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 in either Enterprise or VPIM networking on CallPilot. However, if multiple dialing prefixes are required for the system using the "none" dialing plan, you must add the remote user entries associated with that system manually to ensure that the correct telephone number is specified.

---

## Networking limitations

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

- If you selected [Option 2: To use the existing dialing plan on one system and create a none-dialing plan on the other system](#) on page 104, then 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 selected [Option 2: To use the existing dialing plan on one system and create a none-dialing plan on the other system](#) on page 104, then 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, the message is distributed to all members of the list with mailboxes on that remote system.

---

## Contact Center integration

The Contact Center supports only one link for each system. If you integrate CallPilot with the Contact Center, you must move any channels that are dedicated to the link from Meridian Mail to CallPilot. You cannot run simultaneously Contact Center with Meridian Mail and Contact Center with CallPilot; this configuration requires more than one link.

# Chapter 7: Troubleshooting

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## In this chapter

[Migration problems](#) on page 111

[Correcting precheck inconsistencies](#) on page 112

[Troubleshooting tools](#) on page 118

[Meridian Mail data collection error messages](#) on page 119

[CallPilot migration error messages](#) on page 120

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## Migration problems

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### Reasons for errors

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

- Differences between Meridian Mail and Avaya CallPilot® occur. For example, Avaya CallPilot requires three or more digits for mailbox numbers.
- The data on the Meridian Mail system is inconsistent or corrupted.
- The data collected on the tape is corrupted.
- There was too much data for the tape.
- Some of the CallPilot components are not installed properly.
- Some of the data on the tapes is not accessible, and default values are substituted.



**Note:**

This event 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 use one of the following methods to correct errors:

- Correct precheck inconsistencies and 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 Avaya Technical Support representative.

---

## To revert to the Meridian Mail system

It can be necessary to revert to the Meridian Mail system if you cannot resolve a migration failure. Before you retry the migration, you must execute 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 restriction/permission lists (RPL).
5. Delete the shared distribution lists (SDL).
6. Turn off the message waiting indicator (MWI).

---

## Correcting precheck inconsistencies

---

### Introduction

The precheck application runs automatically when the migrate.exe utility attempts to migrate Meridian Mail data according to the selected option. If the precheck finds inconsistencies in the existing Application Builder applications, the migrate.exe utility stops and displays the following message:

```
Analyzing system...
```

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

The recovery procedures allow you to resolve the inconsistencies. You must determine which applications are 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, you must rerun the migration utility to determine if the recovery procedure is successful (in this case, the precheck application does not find any inconsistencies) and if you can complete the migration.

If the recovery procedures do not solve the inconsistencies, contact the Avaya Technical Support group for assistance.

---

## To perform a first-level manual recovery procedure

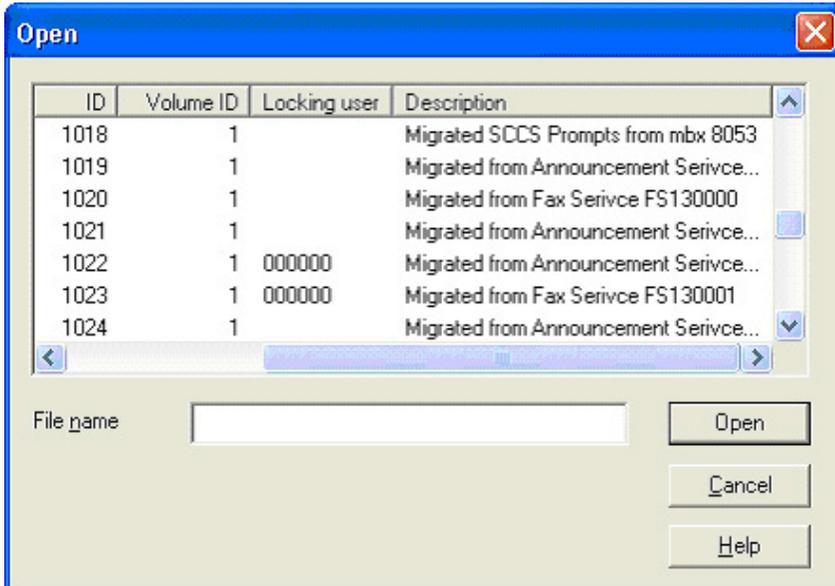
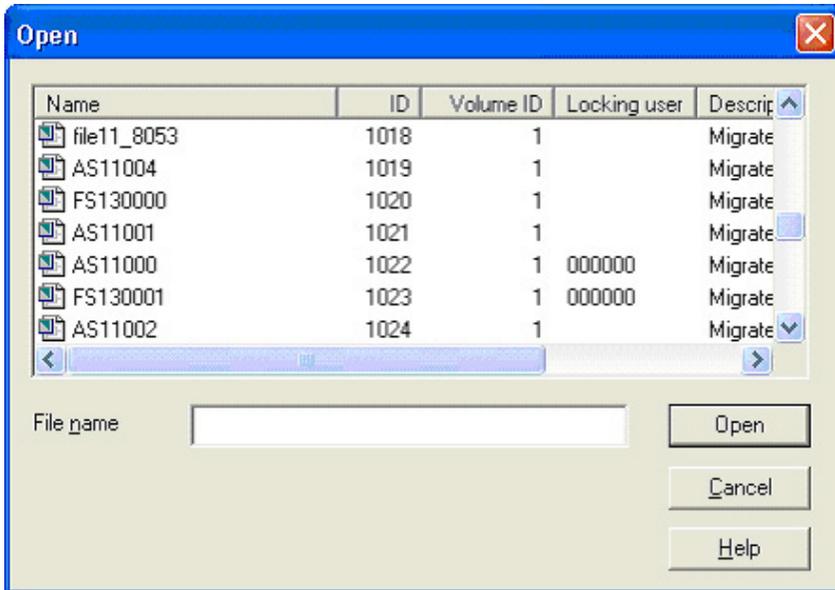
1. Open the ServerDataRepairLog.txt log file in the \nortel\temp\ folder.
2. Search for inconsistent applications, which are identified in the ServerDataRepairLog file as follows:

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

3. Open the file associated to each inconsistent application in Application Builder.

 **Note:**

When attempting to open an application file in Application Builder, record the application name associated with the application ID (<nnnn>). The application name 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 116.



4. Save the file in Application Builder.
5. Repeat the procedure [Migrating Meridian Mail data](#) on page 66 or [To migrate Contact Center voice segments and voice prompts to CallPilot](#) on page 71.

 **Note:**

If the precheck application finds inconsistencies in the same files, perform a second level manual recovery procedure.

## To perform a second-level manual recovery procedure

Perform this procedure if the first level manual recovery procedure is performed, but the precheck function continues to find inconsistencies when the migration utility is rerun. The second level manual recovery procedure uses the appdelete tool to delete the corrupt applications.

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 116 or refer the trouble to Avaya Technical Support for corrective action.

| Appdelete dialog message                                                                                                                                       | Reference section                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Application <nnnn> needs to be de-coupled from the SDN in CallPilot Manager before this tool can delete it                                                     | Perform the first procedure in <a href="#">To Perform a third-level manual recovery procedure</a> on page 116  |
| Manual Action Required: Due to the type of corruption, you must run the nmvutl support tool with the repopulate command after you are finish running this tool | Perform the second procedure in <a href="#">To Perform a third-level manual recovery procedure</a> on page 116 |
| Application <nnnn> is either imported or exported. Are you sure you want to delete it without investigating further? YES/NO                                    | N/A (see note)                                                                                                 |
| Unknown exception - Manual intervention required                                                                                                               | N/A (see note)                                                                                                 |



**Note:**

Refer the trouble to Avaya Technical Support for corrective action.

Perform a second level recovery procedure as follows:

1. Open the ServerDataRepairLog.txt log file in the \nortel\temp\ folder.
2. Search for inconsistent applications, which are identified in the ServerDataRepairLog file as follows:

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

3. Log in to the Support Tools with Distributor or higher-level access and start the appdelete tool.

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

4. Click Start.

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

5. Highlight the inconsistent application, and then click Delete Selected.

Result: A dialog box with the following message appears:

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

6. Click Yes.

Result: The highlighted application is deleted.

7. Repeat steps 5 and 6 for each inconsistent application identified in the \nortel\temp\ServerDataRepairLog.txt log file.
8. Repeat the procedure [Migrating Meridian Mail data to Avaya CallPilot®](#) on page 57 or [To migrate Contact Center voice segments and voice prompts to CallPilot](#) on page 71.



**Note:**

If the precheck application continues to find inconsistencies, refer the trouble to Avaya Technical Support.

---

## To Perform a third-level manual recovery procedure

Perform the appropriate procedure if the second-level manual recovery procedure executes, but the precheck function still finds inconsistencies when the migration utility is rerun.

The procedures provided in this section assume that the Application Builder Data Integrity Check and Deletion Tool dialog box is open on the screen.

### Inconsistent application is still linked in SDN

1. Highlight the inconsistent application and then click 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 in to CallPilot Manager.

Result: The CallPilot Manager home page appears.

3. Click System > Service Directory Number.

Result: The Service Directory Number - List window appears.

4. Scroll down in the Service DN column, and click the Service DN number associated with the inconsistent application name as identified in Step 1.

Result: The SDN Details window appears.

5. Decouple the associated SDN by selecting any other application name, except the name associated with the inconsistent application ID.
6. Return to the Application Builder Data Integrity Check and Deletion Tool, and delete the inconsistent application as indicated in [To perform a second-level manual recovery procedure](#) on page 115.
7. Repeat Steps 1 through 6 for each inconsistent application that must be decoupled from an associated SDN.
8. Repeat the procedure [Migrating Meridian Mail data to Avaya CallPilot®](#) on page 57 or [To migrate Contact Center voice segments and voice prompts to CallPilot](#) on page 71.



**Note:**

If the precheck application continues to find inconsistencies, refer the trouble to Avaya Technical Support.

### Inconsistent application has multiple versions

1. Highlight the inconsistent application, then click 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 you 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) as follows:
  - a. select AppBuilder tools from the main menu.
  - b. select AppBuilder Version Manager (nmvutl) from the next menu.
4. type repopulate at the command line and press Enter.

Results: The nmvutl utility repopulates the applications.

5. Repeat the procedure [Migrating Meridian Mail data to Avaya CallPilot®](#) on page 57, or [To migrate Contact Center voice segments and voice prompts to CallPilot](#) on page 71.



**Note:**

If the precheck application continues to find inconsistencies, refer the trouble to Avaya Technical Support.

---

## Troubleshooting tools

Use the troubleshooting tools to determine why a migration failed. These tools provide you with detailed logs that can help you determine the causes of a failed migration.

---

### Debug tool

Use the debug tool to create a trace file that contains detailed information on the migrated data and its attributes. You can then identify migration errors in the debug trace file. To turn on the debug tool, launch the migration utility, type `debug` at the `CI>` prompt, and press Enter. After you launch the debug tool, proceed with the migration.

The debug tool creates the `MigrationTrace.txt` file found in the `D:\nortel\MPCX\Migration` folder. The `MigrationTrace.txt` can be so large that you cannot open it. Use the debug tool only as needed; do not use it when performing a migration for the first time.

---

### LDAP trace tool

The Lightweight Directory Access Protocol (LDAP) trace tool creates a migration log, which identifies the location of the LDAP errors registered during the migration and provides the LDAP error messages.

Before launching the LDAP trace, you must obtain the migration process ID.

1. Launch the migration utility.
2. Type `nmlptrconfig` at the `CI>` prompt and press Enter. The migration utility displays the ID of the running process.

To turn on the LDAP trace tool, type the following string at the `CI>` prompt: `nmlptrconfig <process ID> <debug level> <console log> <file log> <unified trace>`

The following list details the parameters used in conjunction with the `nmlptrconfig` command:

- `<process ID>` — a number designating the process that uses LDAP
- `<debug level>` — a digit from 0 through 3 (level 3 provides the most detailed trace)
- `<console log>` — yes or no; since the migration utility does not use this option, enter no
- `<file log>` — yes or no; enter yes to generate the LDAP trace log
- `<unified trace>` — yes or no (the migration utility does not use this option; enter no)

The following is an example of string entered at the CI> prompt: nmlptrconfig 146 2 no yes no.

After you launched the LDAP trace tool, proceed with the Meridian mail data migration to CallPilot.

When the migration is completed, open the log file generated by the LDAP trace tool. You can find the log in the D:\nortel\logs folder. This is an example of ldap trace file name: migrate\_142\_20040115.txt, where 142 is the process ID that you enter at the prompt and 20040115 is the file creation date in the format yyyyymmdd.

---

## 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          |
| cMMer019 = 18 | Could not write end tape descriptor file           |
| cMMer018 = 19 | Could not write end of file marker                 |
| cMMer020 = 20 | Error unloading tape                               |

---

| Error code    | Message                                                            |
|---------------|--------------------------------------------------------------------|
| 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                 |
| 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                  |

| Error code | Message                                                                                          |
|------------|--------------------------------------------------------------------------------------------------|
| 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                                                 |
| 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        | Premigration system check failed                                                                 |
| 030        | LDAP client Search failed                                                                        |
| 031        | LDAP client Update failed                                                                        |
| 032        | LDAP client Add failed                                                                           |
| 033        | LDAP client Delete failed                                                                        |

| Error code                                                                                                                                                                                                     | Message                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>MAPFILE error messages 100–199 (MAPFILE errors refer to problems related to the mapping of the Meridian Mail data to CallPilot data. When you receive a MAPFILE error, call your support organization.)</p> |                                                                                                                                                                                                        |
| 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                                                                                                                                                      |
| 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                                                                                                                                                |
| <p>MMINPUT error messages 200–299 (MMINPUT errors refer to problems related to accessing the tape drive or files.)</p>                                                                                         |                                                                                                                                                                                                        |
| <p>Debug messages: 200–209</p>                                                                                                                                                                                 | <p>200 — TapeRead Debug<br/>                 201 — FileCreate Debug<br/>                 202 — FileOpen Debug<br/>                 203 — FileRead Debug<br/>                 204 — FileWrite Debug</p> |

| Error code                                                                                                                   | Message                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                              | 205 — Extract Debug                                                                                                                                                                                            |
| Debug messages: 200–209 (continued)                                                                                          | 206 — GetToken Debug<br>207 — FileDump Debug                                                                                                                                                                   |
| Tape IO messages: 210–219                                                                                                    | 210 — TapeOpen Function<br>211 — TapeLoad Function<br>212 — TapeRead Function                                                                                                                                  |
| File IO messages: 220–229                                                                                                    | 220 — SetPath Function<br>221 — FileCreate Function<br>222 — FileWrite Function<br>223 — FileRead Function<br>224 — FileOpen Function<br>225 — DeleteFile Function<br>226 — ReadFile Function                  |
| Other messages: 230–239                                                                                                      | 230 — GetFile Function<br>231 — GetToken Function<br>232 — GetTapeDescriptor Function<br>233 — InitTape Function<br>234 — Extract Function<br>235 — GetVoiceFile Function<br>236 — GetX and GetVoiceX Function |
| SYSMOD error messages 300–399 (SYSMOD errors refer to problems related to either the migrating system or customer profiles.) |                                                                                                                                                                                                                |
| 300                                                                                                                          | The MM RPLID value obtained from staging file is zero; using default value.                                                                                                                                    |
| 301                                                                                                                          | The RPLID mapping failed                                                                                                                                                                                       |
| 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                                                                                                                                                    |

| Error code                                                                                                                            | Message                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| 312                                                                                                                                   | The data value for throttling interval parameters could not be obtained                               |
| USERMOD error messages 400–499 (USERMOD errors refer to problems related to migrating user profiles, greetings, and mailbox classes.) |                                                                                                       |
| 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 COS Number 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                            |
| 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                                                                    |

| Error code                                                                                          | Message                                                                                                       |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| 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                                                                           |
| 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 (MSGMOD errors refer to problems related to migrating user messages.) |                                                                                                               |
| 500                                                                                                 | The Voice data file is empty                                                                                  |
| 501                                                                                                 | The "From" address list could not be obtained                                                                 |
| 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                                                          |

| Error code                                                                                         | Message                                                                                              |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 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                                      |
| 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 (NETMOD errors refer to problems related to migrating network data.) |                                                                                                      |
| 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                                                                     |

| Error code | Message                                                                                                                |
|------------|------------------------------------------------------------------------------------------------------------------------|
| 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                      |
| 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                                                                    |
| 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                                                 |

| Error code                                                                                                                                                         | Message                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 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 (APPBMOD errors refer to problems related to migrating Application Builder data, such as voice menus, announcements, and fax data.) |                                                                                             |
| 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                                                    |
| 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 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                                                    |
| 722                                                                                                                                                                | Error updating voice file for App Builder application                                       |

# Chapter 8: Meridian Mail and Avaya CallPilot® comparison

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## Meridian Mail and Avaya CallPilot comparison

[Overview](#) on page 129

[CallPilot system setup](#) on page 131

[Comparing switch and server configuration](#) on page 137

[Comparing call routing](#) on page 143

[Comparing networking solutions](#) on page 148

[Comparing Contact Center voice services](#) on page 149

[Comparing Meridian Mail and CallPilot terminology](#) on page 151

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## Overview

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## Introduction

This chapter presents a high-level overview of the differences between call routing in CallPilot and Meridian Mail.

The most important difference is that CallPilot uses the Controlled Directory Number (CDN) queue, which is similar to the Automatic Call Distribution (ACD) queue in Meridian Mail. Calls in the CDN queue are managed by the CallPilot system, while calls in the 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 issue                         | 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                                | ELAN subnet                                                                                                                                                                                                                                                                                                                                                               |
| Call routing from switch                 | ACD DN                                                                       | CDN                                                                                                                                                                                                                                                                                                                                                                       |
| Channels and ports                       | Interface to virtual agents programmed as SL-1* telephone sets on the switch | Interface to multimedia agents programmed as 2008 Digital (Aries) telephone sets on the switch                                                                                                                                                                                                                                                                            |
| Queuing                                  | Controlled by an ACD DN managed by the switch                                | Controlled by a CDN managed by CallPilot                                                                                                                                                                                                                                                                                                                                  |
| ACD DN overflow                          | The switch provides ACD DN overflow from one ACD queue to another ACD queue. | The switch does not permit the ACD DN to overflow to a CDN. Therefore, the ACD DN overflow is not possible with CallPilot, which uses a CDN model for call management and control. If ACD DN overflow is desired, then use either Symposium Express or Contact Center integrated with CallPilot as a viable alternative that provides enhanced call routing capabilities. |
| Meridian 1 voice connectivity            | ENET card in the Network module on Meridian 1 (EC or larger system)          | <ul style="list-style-type: none"> <li>• 201i or 202i server: DS0 channels on the IPE shelf backplane</li> <li>• tower or rackmount servers: DS0 channels on an MGate card connected to an MPB16-4 (NTRH20BA) card</li> </ul>                                                                                                                                             |

| Comparison issue            | Meridian Mail                                                                                                                                         | CallPilot                                                                                                                               |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Routing a call to a service | <ul style="list-style-type: none"> <li>phantom DNS DCFW to a Meridian Mail ACD DN</li> <li>dummy ACD queues NCFW to a Meridian Mail ACD DN</li> </ul> | <ul style="list-style-type: none"> <li>phantom DNS DCFW to a CallPilot CDN</li> <li>dummy ACD queues NCFW to a CallPilot CDN</li> </ul> |

---

## CallPilot system setup

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### Introduction

The CallPilot setup is different from the Meridian Mail setup. A CallPilot system has three layers:

- server hardware/software layer
- Windows Server 2003 layer
- CallPilot application layer

All three layers are required for CallPilot to take calls. You must set up and configure each layer individually.

---

### Required documentation

Refer to the CallPilot documents listed in [Understanding the migration process](#) on page 11, for information on completing a CallPilot installation.

Also refer to the most recent version of the Distributor Technical References (DTR). To obtain the most recent DTR, refer to

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### Sample hardware setup

The diagrams on pages [Sample network setup: tower or rackmount server with Meridian 1](#) on page 132 through [Sample network setup: 201i server with Communication Server 1000](#) on

page 135 show the CallPilot network setup for the Meridian 1 and Communication Server 1000 systems.

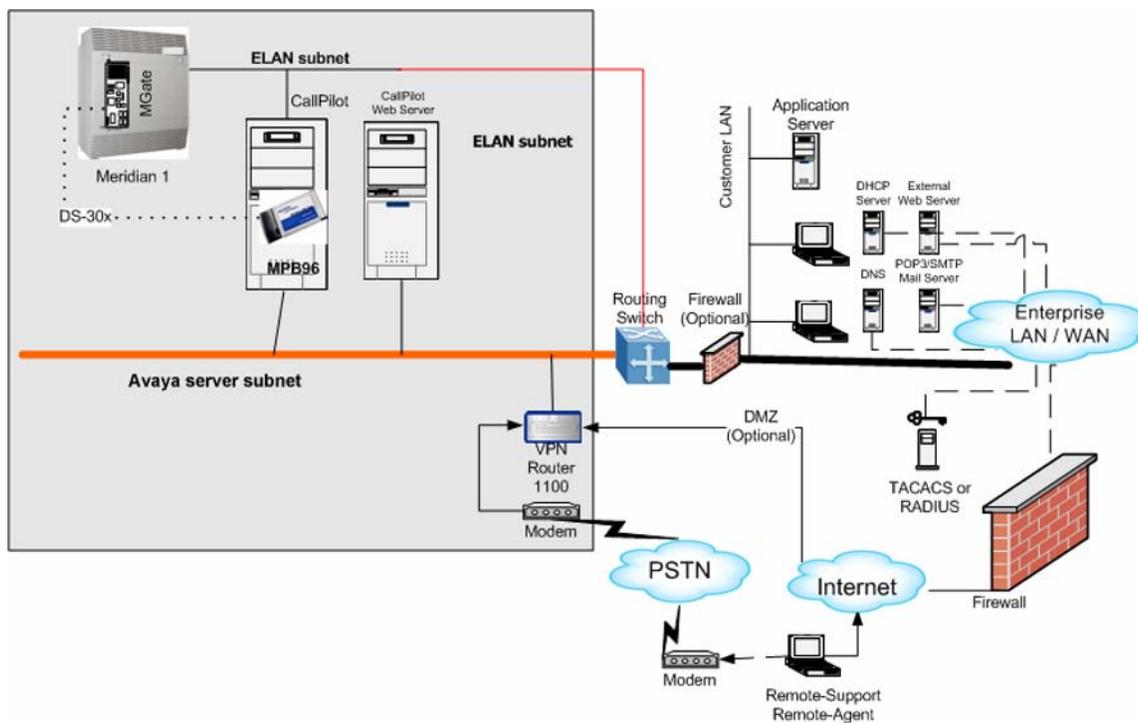
A Web browser must be installed on a PC that has IP connectivity to the CallPilot server. Use the Web browser to connect to the CallPilot Manager Web server, and then to log in to the CallPilot server and administer the system.

The CallPilot server is shipped from the factory with the CallPilot Manager Web server already installed. To install the CallPilot Manager Web server on a stand-alone server, refer to the *Software Administration and Maintenance guide* (NN44200-600).

---

## Sample network setup: tower or rackmount server with Meridian 1

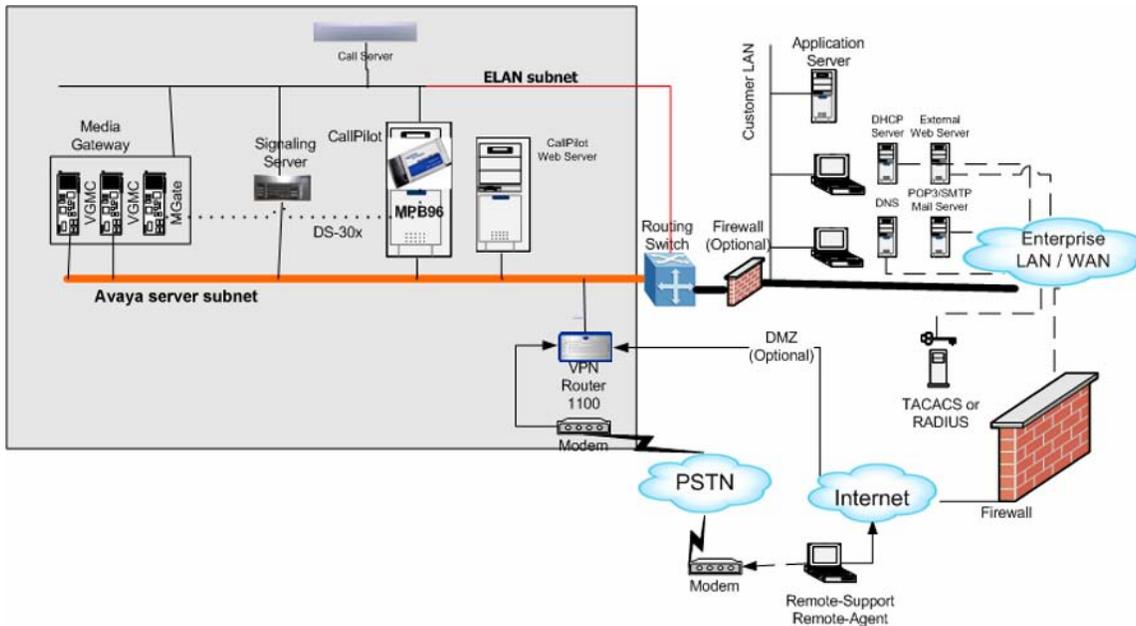
The following diagram shows a network setup with a tower server and a Meridian 1 switch. The same network setup applies when the CallPilot server is a rackmount server.



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## Sample network setup: tower or rackmount server with Communication Server 1000

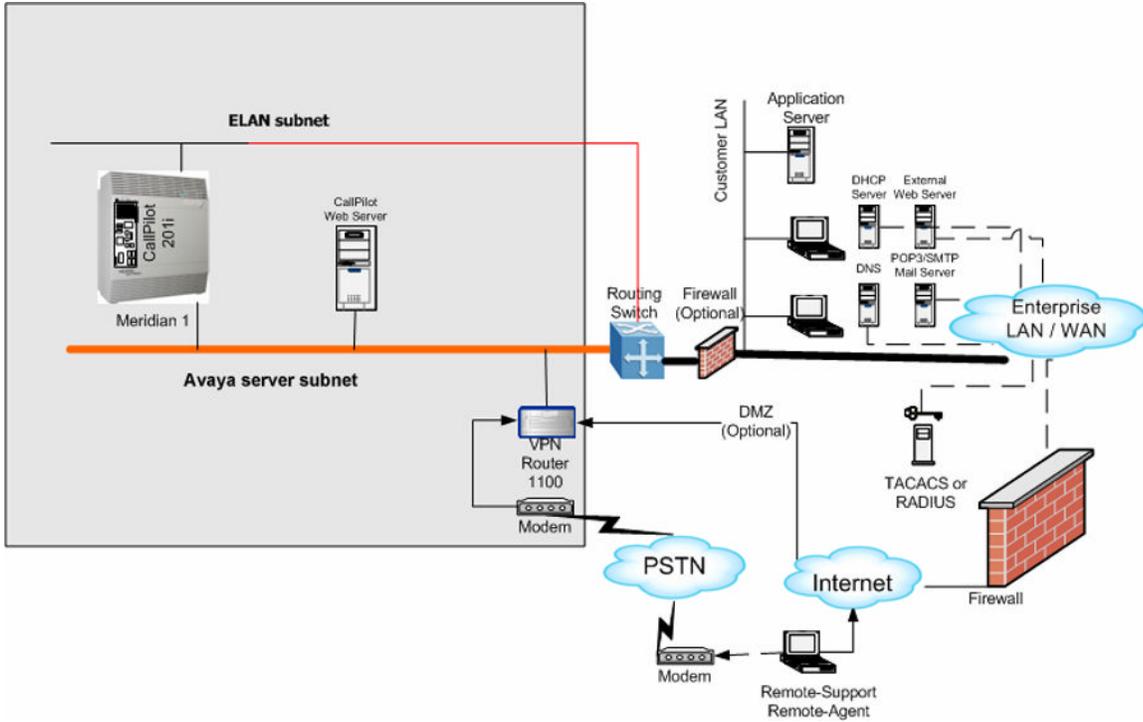
The following diagram shows a network setup with a tower server and a CS 1000 system. The same network setup applies when the CallPilot server is a rackmount server.



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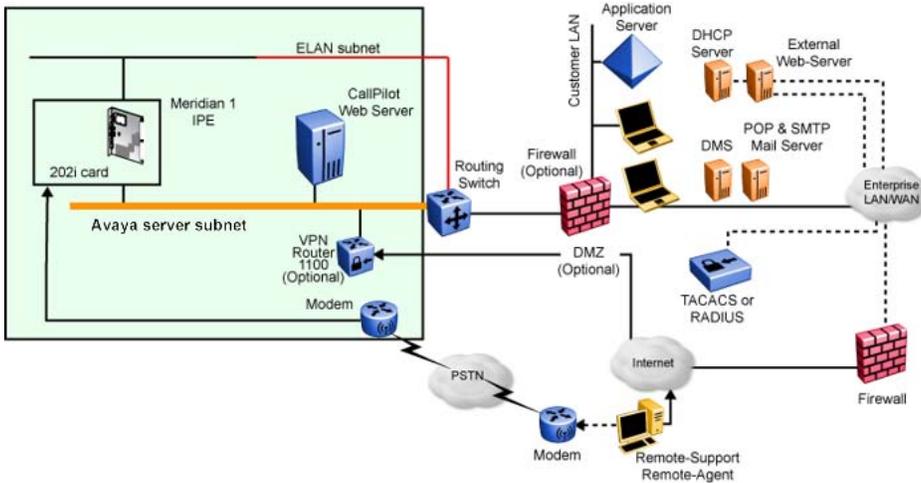
## Sample network setup: 201i server with Meridian 1

The following diagram shows a network setup with a 201i server and a Meridian 1 switch.



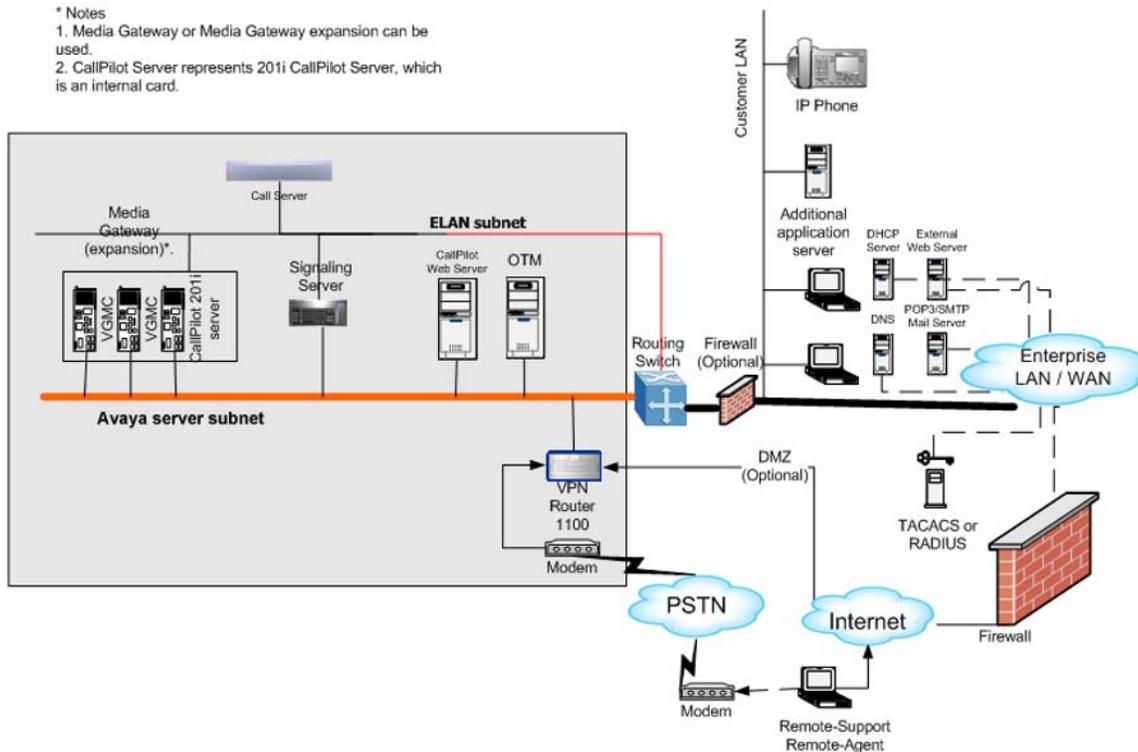
## Sample network setup: 202i server with Meridian 1

The following diagram shows a network setup with a 202i server and a Meridian 1 switch.



## Sample network setup: 201i server with Communication Server 1000 Server 1000

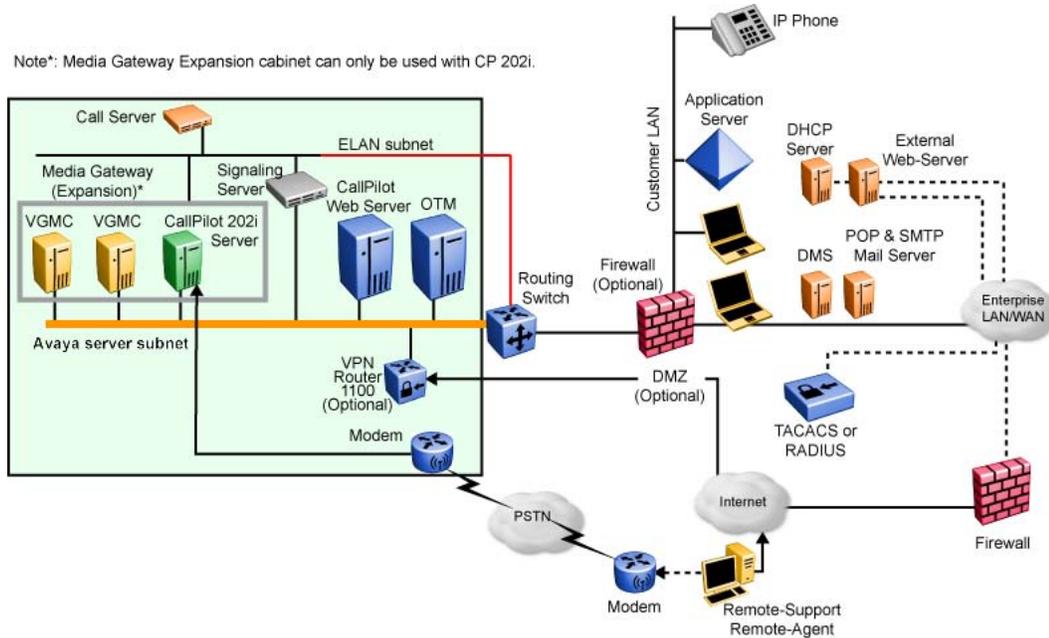
The following diagram shows a network setup with a 201i server and a Communication Server 1000 system.



## Sample network setup: 202i server with Communication Server 1000 Server 1000

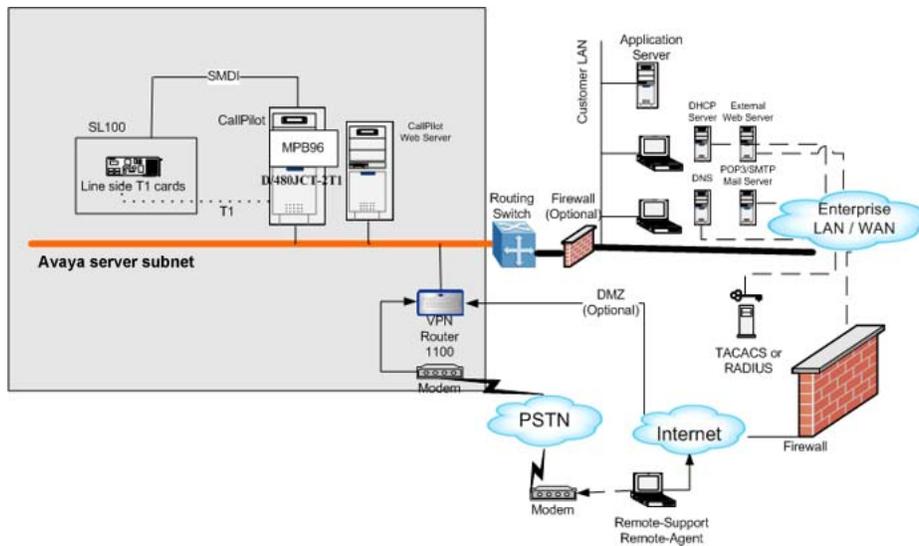
The following diagram shows a network setup with a 201i server and a Communication Server 1000 system.

## Meridian Mail and Avaya CallPilot® comparison



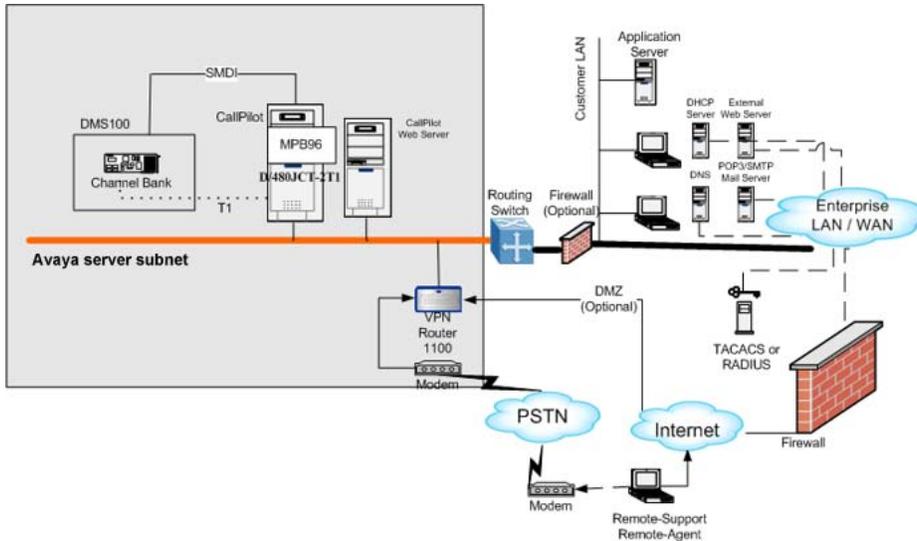
## Sample network setup: rackmount server with SL-100

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



## Sample network setup: rackmount server with DMS-100

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




---

## Comparing switch and server configuration

---

### Overview

This section defines key concepts for CallPilot configuration, and then highlights switch and server configurations in CallPilot and Meridian Mail.

### CDN queue

For CallPilot, configure one Controlled Directory Number (CDN) on the switch as follows:

- 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 way of a phantom DN or a dummy ACD queue, which is then 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.

Use the Configuration Wizard to configure the CDNs on CallPilot. Refer to the configuration and testing guide for your switch (see [Reference documents](#) on page 17).

---

## Phantom DN

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

---

## Services that must use phantom DNs

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

- any service created with Application Builder
- 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 the number that is dialed for a service when you enter the DN in the Service Directory Number Table.

For instructions on creating the phantom DN, refer to the configuration and testing guide for your switch (see [Reference documents](#) on page 17).

---

## 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 that 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 that 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 provides the caller with ringback treatment. Simultaneously, CallPilot looks up the dialed DN in the SDN table.

---

## Types of SDNs

The SDNs are classified into two categories:

- 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. Because outbound SDNs do not accept incoming calls, a corresponding phantom DN or CDN is unnecessary on the switch.



**Note:**

If you are integrating Contact Center with CallPilot, ensure that the 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 telephone sets connected to the switch, known as agents, to share equally in the answering of 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 a Multimedia Messaging Allowed (MMA) class of service. However, the agents are not physical telephone sets, but Terminal Numbers (TNs) that are programmed to appear as real digital sets to the switch.

---

## CallPilot and Contact Center integration

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

---

## Multimedia processing units

Calls that are sent to CallPilot services need processing power that converts data back and forth between voice, fax, or speech-recognition data and digital signals.

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

The 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 201i server. Sixteen MPUs are provided on the MPB16-4 board (NTRH20BA) on the tower and rackmount servers. Additional MPUs reside on the MPC-8 cards, which are optionally installed.

Thirty two MPUs are provided on the 202i server.

---

## Multimedia channels

A multimedia channel comprises a DS0 channel plus one or more MPUs. 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 the services. To handle the resource requirements, three types of multimedia channels handle the various types of CallPilot services.

Each type of multimedia channel terminates on a different number of MPUs, based on the volume of processing power that is required. For example, integrated voice and fax services require 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                    | 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.<br>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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>On Meridian 1</b><br>Create one or more ACD queues for call handling. | <b>On Meridian 1</b><br>Create one ACD agent queue to hold all agents that service CallPilot. | configuration and testing guide for your switch (see <a href="#">Reference documents</a> on page 17) <ul style="list-style-type: none"> <li>• Configuring the ACD agent queue</li> <li>• Configuring server channels as ACD agents</li> <li>• Defining the default ACD DN</li> </ul> <p> <b>Note:</b><br/>If you are integrating CallPilot and Contact Center, you must create two ACD queues: one for ACCESS Voice, and the other for IVR service.</p> |
| Define the ACD agents.                                                   | Define the ACD agents.                                                                        | configuration and testing guide for your switch (see <a href="#">Reference documents</a> on page 17) <ul style="list-style-type: none"> <li>• Configuring the ACD agent queue</li> <li>• Configuring server channels as ACD agents</li> <li>• Defining the default ACD DN</li> </ul>                                                                                                                                                                                                                                                       |

| Meridian Mail                                                                         | CallPilot                                                                                              | CallPilot reference                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| On Meridian 1                                                                         | On Meridian 1                                                                                          |                                                                                                                                                                                                                                                |
| Not applicable                                                                        | Create two CDN queues: a primary CDN for Voice Messaging and a secondary CDN for Multimedia Messaging. | configuration and testing guide for your switch (see <a href="#">Reference documents</a> on page 17)<br><br>Configuring CDN queues for messaging services                                                                                      |
| 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.                                  | configuration and testing guide for your switch (see <a href="#">Reference documents</a> on page 17)<br><br>Configuring phantom DNs                                                                                                            |
| 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: <ul style="list-style-type: none"> <li>• Entering Meridian 1 or Communication Server 1000 switch and channel information</li> <li>• Entering CDN information</li> </ul> |
| 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.  | CallPilot Manager online Help<br><br>Configuring CallPilot services<br>CallPilot Administrator's Guide                                                                                                                                         |

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## Comparing call routing

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### Introduction

This section describes the differences between call routing in Meridian Mail and CallPilot.

## 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     | <a href="#">Figure 3: Sample call flow in CallPilot</a> on page 145              | See the sample call flow in Meridian Mail diagram in <a href="#">What happens when a caller dials a CallPilot service</a> on page 146 |
| Call setup diagram    | <a href="#">CallPilot setup</a> on page 145                                      | <a href="#">Meridian Mail setup</a> on page 147                                                                                       |
| Call flow description | <a href="#">What happens when a caller dials a CallPilot service</a> on page 146 | <a href="#">Meridian Mail setup</a> on page 147                                                                                       |

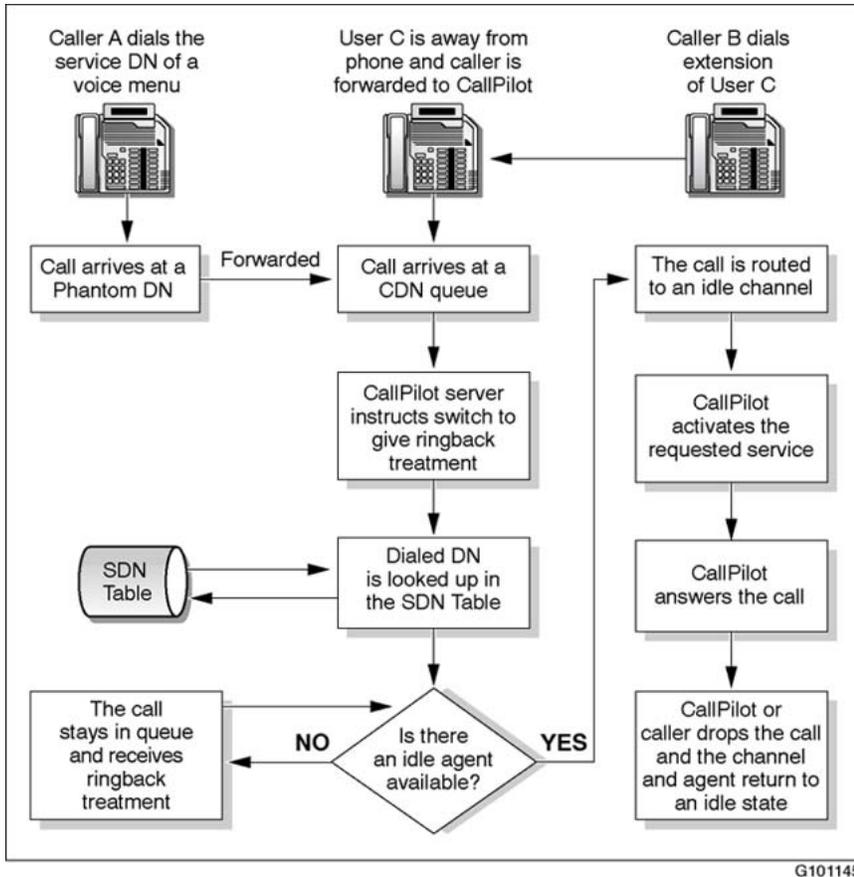


Figure 3: Sample call flow in CallPilot

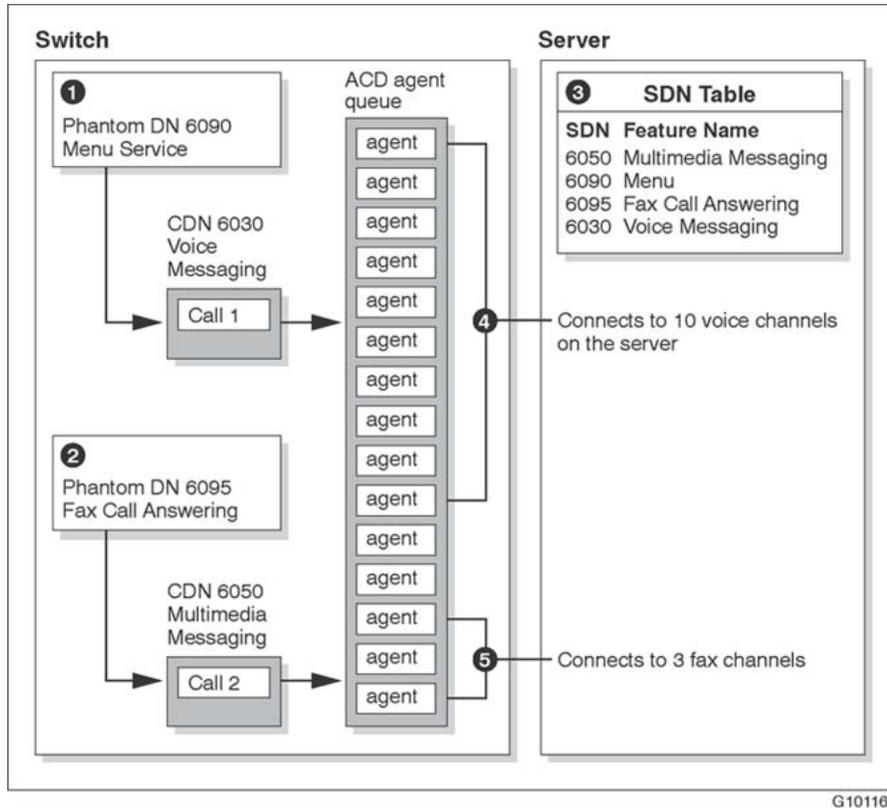
## CallPilot setup

In this example, two CDN queues are configured:

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

Two phantom DNs are 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 [CallPilot setup](#) on page 145.

1. A caller dials 6090 to access a menu service. This phantom DN forwards the call 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. CallPilot looks up the DNs in the SDN table to determine which service is requested, the media type required, and the channel allocations for each service.
4. Call 1 (to the menu service that contains only voice functions) 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 services.

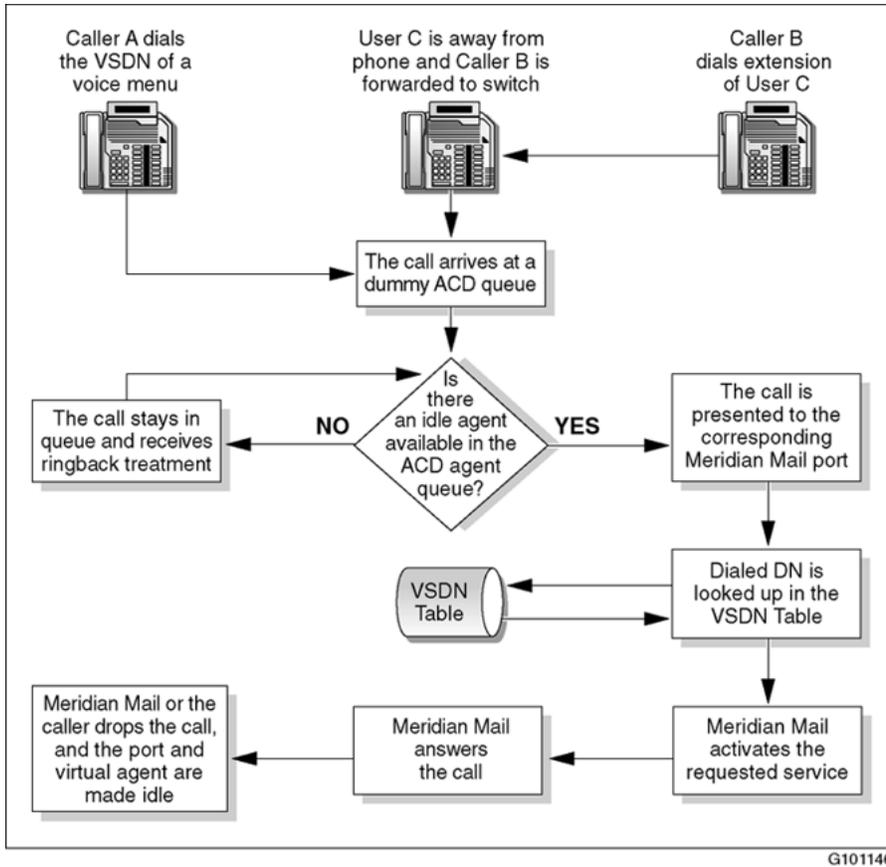
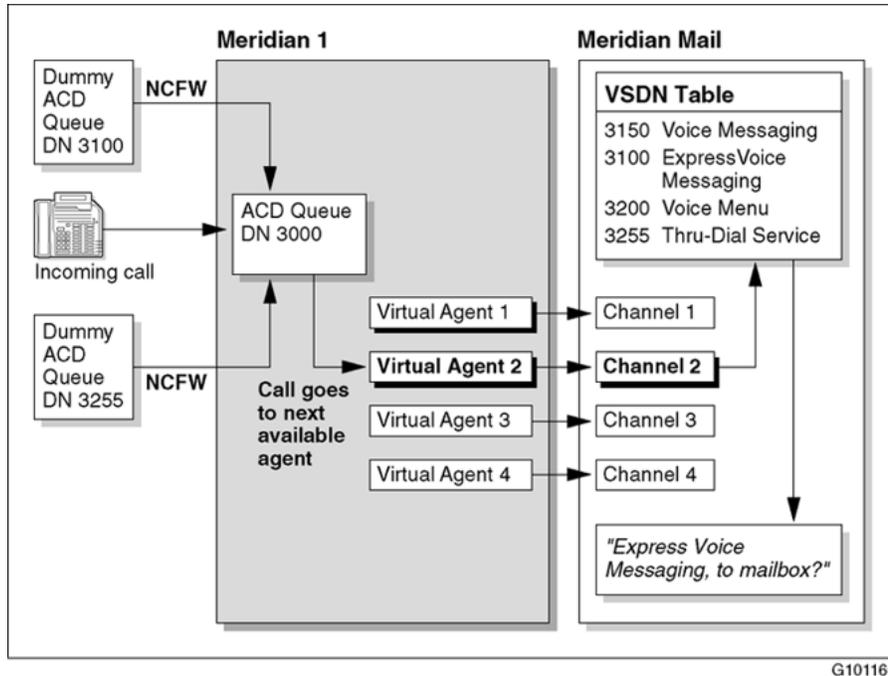


Figure 4: Sample call flow in Meridian Mail

## Meridian Mail setup

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



## What happens when a caller dials a Meridian Mail service

Refer to the sample Meridian mail call flow in [What happens when a caller dials a CallPilot service](#) on page 146.

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 determine which service is associated with it. Meridian Mail then starts Express Voice Messaging, answers the call, and plays the appropriate prompts.

## Comparing networking solutions

All networking solutions are automatically enabled on CallPilot if the networking feature was purchased.

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

| Networking solution                                       | 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 Contact Center voice services

---

### Introduction

The CallPilot migration utility supports the migration of Contact Center prompts from Meridian Mail to CallPilot. After migration, you can integrate CallPilot into the Contact Center environment. This section identifies the differences between Meridian Mail and CallPilot voice services in a Contact Center 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 Avaya Server (NNS) Subnet.             |
| Voice services control  | Meridian Mail uses the serial ACCESS link.                                    | CallPilot uses the TCP/IP and ACCESS protocols over the ELAN subnet.                      |
| 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 two minutes.                                     | Voice segments cannot exceed ten minutes.                                                 |

| Feature                  | Meridian Mail                                                                                                     | CallPilot                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Managing voice prompts   | You use the Voice Prompt Editor in the Contact Center 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.<br><br> <b>Note:</b><br>Application Builder is shipped with CallPilot; however, you must install it separately; refer to the CallPilot Application Builder Guide     |
| 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).<br><br> <b>Note:</b><br>A duplicated file name is flagged if prompts are migrated from different mailboxes on Meridian Mail. |
| Front-end IVR robustness | Meridian Mail ACD DN night call forward (NCFW) to the Contact Center CDN.                                         | CallPilot default ACD DN NCFW to Contact Center CDN.                                                                                                                                                                                                                                                                                                                                            |
| Maximum capacity         | Meridian Mail supports 96 ports.                                                                                  | CallPilot supports 96 ports.                                                                                                                                                                                                                                                                                                                                                                    |

---

## Comparing Meridian Mail and CallPilot terminology

---

### Overview

The following table 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<br>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 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                               | Not applicable                             |
| Networking and network services                 |                                            |

Meridian Mail and Avaya CallPilot® comparison

| <b>Meridian Mail feature name</b>                   | <b>CallPilot feature name</b>            |
|-----------------------------------------------------|------------------------------------------|
| AMIS Networking                                     | AMIS Networking                          |
| AMIS Virtual Node Networking                        | Integrated AMIS Networking               |
| Enterprise Networking                               | Enterprise Networking                    |
| Meridian Mail Net Gateway                           | VPIM Networking                          |
| NMS Networking                                      | NMS Networking                           |
| Remote User Propagation or Names Across the Network | Names Across the Network                 |
| Outcalling services                                 |                                          |
| Meridian Mail Remote Notification                   | Remote Notification                      |
| Delivery to Non User (DNU)                          | Delivery to Telephone                    |
| Fax Call Back                                       | Delivery to Fax                          |
| Desktop messaging clients                           |                                          |
| Avaya 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                          | Personal Distribution List               |
| System management                                   |                                          |
| MMI                                                 | CallPilot Manager                        |
| Meridian Mail Reporter                              | Reporter                                 |
| Hacker Monitor                                      | Hacker Monitor                           |
| AutoAdmin                                           | AutoAdd                                  |
| Restriction/Permission List                         | Restriction/Permission List              |
| 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                              |

| Meridian Mail feature name           | CallPilot feature name                                                                                          |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| 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 | <ul style="list-style-type: none"> <li>• Time Control</li> <li>• Day Control</li> <li>• Date Control</li> </ul> |
| Meridian Mail Fax on Demand          | <ul style="list-style-type: none"> <li>• Fax Select</li> <li>• Fax Send</li> </ul>                              |
| performed by voice menu              | Password Check                                                                                                  |
| performed by voice menu              | Call Transfer                                                                                                   |
| performed by voice menu              | Rotary Dial                                                                                                     |
| performed by voice menu              | Language Select                                                                                                 |
| not applicable                       | Imported Application                                                                                            |
| not applicable                       | Attendant Block                                                                                                 |



# Chapter 9: Avaya CallPilot® migration command reference

---

## In this chapter

[Using the Avaya CallPilot migration utility](#) on page 155

---

## Using the Avaya CallPilot migration utility

---

### Introduction

This section describes how to use the commands available in the CallPilot migration utility.

---

### To determine what commands are available

To view the list of available commands in the CallPilot 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 Avaya 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. When the migration is 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>
```

To display a summary of the migration process

```
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>
```



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