

MiCollab Advanced Messaging Kinesis to MiCollab AM Data Migration Guide

For version 6.1 and above

Notice

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2016, Mitel Networks Corporation

All rights reserved

Contents

Preface	5
References	5
Documentation	5
Documentation Updates	5
Help	6
Document Conventions	6
Migration Overview	7
Supported Products	7
Tools	9
Kinesis Export Tool	9
Exchange to SQL Upgrade	9
Migration Notes	10
What Migrates	11
Subscriber Data	11
Message Attributes	13
Distribution Lists	14
System Settings	15
Call Handler Settings	15
Data That Does Not Migrate	16
Migration Procedure	18
Identifying the Type of Message Store	18
Kinesis SQLMS to MiCollab AM	18
What is Needed	18
Suggested Workflow	19
Install the VC9 and VC9 SP1 Packages on the Kinesis System	19
General Workflow	20
Export Utility Procedure	20
Kinesis Export Reports	24
Kinesis Export Report	24

Kinesis CPS Report	25
Kinesis Retention Report	25
Importing Data to MiCollab AM	26
Initial MiCollab AM Setup	26
Running MiCollab AM Archive Utility to Import Transferable Data	26
What is Next?	28
Call Handler Migration	28
Subscribers	29
Call Processors	30
Wrapping Up	31

Preface

This document is intended for administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM), MiCollab AM terminology, and navigating through MiCollab AM Admin. This document assumes you have a basic understanding of Kinesis, MiCollab AM Admin, MiCollab AM Configuration, and Unified Message (UM) servers.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Migration Overview

Migrating data between the Kinesis and MiCollab Advanced Messaging (MiCollab AM) version 6.1 is a three stage process:

- Exporting Kinesis data into a format importable into MiCollab AM
- Importing the data into MiCollab AM
- Configuring MiCollab AM to use the data and filling in the gaps

The migration from the legacy Unified Messaging (UM) server to the new UM server requires an intermediate data storage medium, either in the form of network data storage or USB storage. Once the migration is complete, the legacy server can be re-used for other purposes.

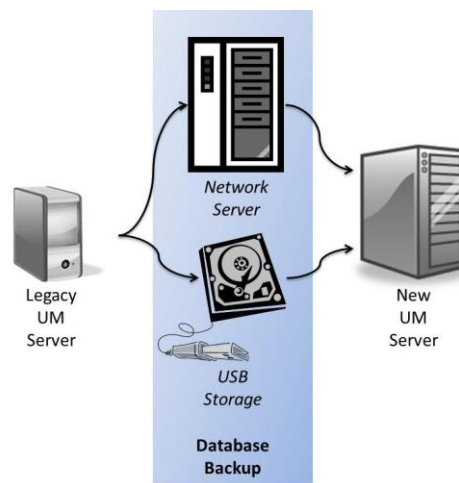


Figure 1. Migration Overview

Supported Products

The Kinesis migration tool is intended to migrate from specific versions of Kinesis to MiCollab AM version 6.1. Data migrations to earlier versions of MiCollab AM is not supported. The tool can export data from the following versions of Kinesis:

- Kinesis 3.5.0 Active Voice Message Store (AVMS) only
- Kinesis 3.0.1 AVMS & Microsoft Exchange Message Store (EXMS)
- Kinesis 3.0.0 AVMS & EXMS
- Kinesis 2.9.0 AVMS & EXMS

WARNING This is a migration between two very different systems. Not all data migrates. The migration will require substantial preparation before the actual migration and will require substantial manual work, programming, and setting both during and after the

migration. Please thoroughly read all documentation before beginning preparation for this migration.

Tools

The migration process requires two tools.

- The Kinesis export tool to export data from Kinesis to a network share or USB hard drive
- The MiCollab AM Mailbox Archive utility to import the file created using the Kinesis export tool to MiCollab AM.

Kinesis Export Tool

The Export tool exports your Kinesis data in a format importable by your MiCollab AM version 6.1 system.

Exchange to SQL Upgrade

If your Kinesis system is using the Exchange Message Store (EXMS) and you want to migrate the subscriber message store, you must first upgrade to Kinesis AVMS. If you choose not to upgrade to SQLMS, you can only migrate the subscriber mailbox data and public distribution lists, not their messages. Messages will remain in the Exchange Message Store.

IMPORTANT The process of migrating from EXMS based Kinesis systems to SQLMS Kinesis systems requires a Professional Services engagement.

Migration Notes

There are a number of conditions to be aware of when migrating data between Kinesis and MiCollab AM version 6.1:

- Subscribers who are administrators in Kinesis are not migrated as administrators in MiCollab AM
- If a Kinesis subscriber has a phone device configured in Kinesis without a phone number, that device does not migrate.
- MiCollab AM must be configured with the password and mailbox lengths to match those reported by the export utility during the export process.
- Kinesis subscribers with Notification Phone Devices must ensure that the device phone numbers are compatible with the MiCollab AM dialing plan configured at the time of data import. If they are not compatible, the mailbox will not be imported.
- Kinesis objects that use mailbox IDs already assigned in the MiCollab AM system are not imported.
- Subscribers enabled for Out Dial or Transfer long distance in Kinesis are allowed long distance calls in MiCollab AM.
- When migrating from a Kinesis system that uses extension numbers of different lengths, extension numbers will be normalized to the longest length. Kinesis extension numbers shorter than this normalized length will be padded with leading digits

What Migrates

The settings that migrate are listed in the following tables. Data not listed is not exported and, therefore, is not imported into MiCollab AM system.

Subscriber Data

Table 1. Subscriber Data

Kinesis Subscriber	MiCollab AM Mailbox	Description
Voicemail Only	Subscriber (Local store)	Kinesis voicemail only. Subscribers are not imported from Active Directory and have no Unified Messaging capabilities.
Directory	Subscriber (Local store)	Kinesis directory subscribers are imported from Active Directory but have no Unified Messaging capabilities.
Unified Messaging	Subscriber (External store)	Kinesis Unified Messaging subscribers are imported from Active Directory and have Unified Messaging capabilities.
Internet		Not migrated.
AMIS		Not migrated.
VPIM		Not migrated.
Primary Extension	Mailbox Number	Normalized primary extension. A Kinesis primary extension is the PBX extension assigned to a subscriber's desktop phone. Kinesis supports variable extension lengths. MiCollab AM does not support variable mailbox lengths. To map primary extensions to MiCollab AM, all mailbox numbers are padded with a leading 0 (zero) by default to make them a uniform length. The primary extension is stored as a MiCollab AM Extension Device, but retains the original non-padded value from Kinesis.
Primary Extension	Extension Device, Number	The Kinesis primary extension is stored as a MiCollab AM Extension Device, with the original non-padded value

Display Name	Display Name	A Kinesis Display Name is composed of a user's first name and last name.
Last Name	Last Name	A Kinesis Last Name is the last name input for the Subscriber.
First Name	First Name	A Kinesis First Name is the first name input for the Subscriber.
List In Directory	Subscriber Directory	Kinesis does not separate Subscriber and Auto Attendant directory listings. A Subscriber is always present. The MiCollab AM Subscriber Directory option is enabled for all migrated Kinesis Subscribers.
	Auto Attendant Directory	The Kinesis 'List In Directory' option determines if the MiCollab AM Subscriber is listed in the Auto Attendant Directory.
Recorded Voice	Voice Name	A Kinesis Recorded Voice is recorded audio of the user saying their name.
E-mail address	E-mail address	A Kinesis E-mail Address is an SMTP address replicated from Active Directory. Only Active Directory e-mail addresses are migrated.
Password	Password	User password values are migrated.
Long Distance Restrictions	Long Distance Restrictions	If long distance restrictions are associated with an account under Kinesis, users have those restrictions in MiCollab AM.
Standard Greeting	Standard Greeting	Kinesis greeting: Sorry, the person you are trying to reach is busy or does not answer.
Out of Office Greeting	Out of Office Greeting	Kinesis greeting: The person you requested is not available.
Busy Greeting	Busy Greeting	Kinesis greeting: Sorry, the person you are trying to reach is busy.
Phone Notification (Home > Work > Spare) Notification Device Type	Message Notification, Personal Call List, Normal	Kinesis notification devices are similar to MiCollab AM Personal Call List (PCL) devices. However, Kinesis offers execution settings per-device, while these settings are applied to the all Personal Call Settings (PCS) in MiCollab AM. Execution settings from the first Kinesis Notification Device are used to define the MiCollab AM PCL.

Pager Notification Device Type (with extra digits)	Message Notification, Personal Call List, PIN Pager	Kinesis notification devices are similar to MiCollab AM Personal Call List (PCL) devices. However, Kinesis offers execution settings per-device, while these settings are applied to the entire PCS in MiCollab AM. Execution settings from the first Kinesis Notification Device are used to define the MiCollab AM PCL.
Pager Notification Device Type (without extra digits)	Message Notification, Personal Call List, Digital Pager	
Voice Message	Voice Message	Messages for Kinesis Subscribers who are configured to use Unified Messaging (UM) are not migrated to MiCollab AM. Kinesis UM stores message records and media both in the local message store and in the E-mail message store. MiCollab AM only stores message records and media in the E-mail message store for UM Subscribers. In this scenario, MiCollab AM UM Subscribers retain their messages in their E-mail mailbox.
Fax Message	Fax Message	
Priority Broadcast Message	n/a	Not migrated.
Delivery Receipt	n/a	Not migrated.
Non-Delivery Receipt	n/a	Not migrated.
Read Notice	n/a	Not migrated.
Non-Read Notice	n/a	Not migrated.

NOTE When migrating notification devices, the MiCollab AM schedule is retained.

Message Attributes

Table 2. Message Attributes

Kinesis Attribute	MiCollab AM Attribute	Description
Read	Folder Read	A Kinesis unread message will be migrated in New folder and will be unread message. A read message will be migrated in Saved folder.
Attachments	Attachments	All voice and fax attachments for a message will be migrated.

MediaType	Voice/Fax	The property MediaType identify in Kinesis voicemail system message type. Types supported by migration are: voice or fax.
Subject	Subject	n/a
Message database identifier	MsgId PermanentMsgID	This property identifies a specific message in Kinesis
Priority	Priority	n/a
ArrivalTime	DeliveryTimestamp	n/a
ArrivalTime	UserDeliveryTimestamp	n/a
Private message/outside caller	OkToFWd	A Kinesis message that is marked as private or was sent from an outside caller cannot be forwarded.

Distribution Lists

WARNING Distribution lists with over 500 members will not be migrated. Distribution lists too large to be migrated will be noted in the migration reports.

Table 3. Distribution List

Kinesis List	MiCollab AM List	Description
Public	Distribution List Mailbox	Public distribution lists migrate as a Distribution List Mailbox.
Private	n/a	Not supported and not migrated.
Extension	Mailbox Number	In Kinesis, a Distribution List extension is optional and can have a variable extension length. . If an extension exists, it will be left padded to normalize the value to a uniform length. The default digit for left padding is 0 (zero). If an extension does not exist, a Mailbox Number will be automatically generated.
Display Name	Display Name	The display name migrates

System Settings

Table 4. System Settings

Kinesis List	MiCollab AM List	Description
Switch	Switch Section	n/a
Exchange Server	Email Server	Exchange server that hosts mailboxes referenced by subscribers with an Exchange email address.

Call Handler Settings

Table 5. Call Handler Settings

Kinesis Call Handler	MiCollab AM CP Mailbox	Description
Name	Name	The Kinesis name gets migrated as the name of the call processor.
Extension	n/a	If the Kinesis call handler has an extension, the migrator will build an ESP.
Standard Greeting	New Call Processor	A new call processor is built and the greeting migrates.
Closed Greeting	New Call Processor	A new call processor is built and the greeting migrates.
Recorded Voice	Voice Name	A Kinesis recorded voice is recorded audio of the call handler's name.
Class of Service (COS)	Call Processor	Only the name and members of the COS are migrated.

Data That Does Not Migrate

Because of differences between Kinesis and MiCollab AM, some settings cannot be migrated automatically. Understanding what will not migrate helps you to plan for any required manual changes. The following describes the data that does not migrate when using the automated tools. If you need a custom migration, please contact Mitel Professional Services for assistance.

Subscriber Data

- AMIS subscribers
- VPIM subscribers
- Internet subscribers
- Call transfer settings
- Caller input settings
- Subscriber templates
- Private distribution lists
- Shared extensions
- Alternate Greetings

Call Management Data

- Fax handlers
- Directory handlers
- Interview handlers
- Public fax handlers
- Call routing
- Restriction tables
- Extended auto-attendant

Message Attributes

- Priority broadcast message
- Delivery receipt
- Non-delivery receipt
- Read notice
- Non-read notice

Network Settings

- Locations
- AMIS

System Settings

- FollowMe policies
- Schedules
- Holidays
- Ports
- Switch settings
- Exchange server

Migration Procedure

Identifying the Type of Message Store

Kinesis supported two types of message store: EXMS and SQLMS. To identify the type of message store used by your Kinesis system, do the following:

To identify the type of message store used by your Kinesis system:

- 1 Click the **Start** button on your Kinesis system.
- 2 Navigate to **Programs > Kinesis > Key Dump**.
- 3 Look at the system license. In older systems, a **0** indicates an SQL implementation and a **1** indicates an Exchange implementation.

IMPORTANT When migrating from a Kinesis system using Exchange Message Store (EXMS), messages are not migrated. To migrate messages, a Kinesis system using EXMS must first be upgraded to SQL Message Store (SQLMS).

IMPORTANT Migrating from a Kinesis EXMS system will disassociate messages still stored in exchange from the Message Waiting Indicator (MWI). This might cause user issues like a user marking a message in Exchange as unread expecting the MWI to come on. Once the Exchange is disassociated from the Kinesis server, MWI functionality will no longer work.

Kinesis SQLMS to MiCollab AM

What is Needed

To migrate from Kinesis SQLMS to MiCollab AM, you need the following utilities and resources:

- Kinesis to MiCollab AM Export Utility
- MiCollab AM Mailbox Archive Utility
- Qualified technician to perform the migration.

Suggested Workflow

IMPORTANT If you are migrating from Kinesis or UNIVERGE UM8500 version 2.9, the following steps must be executed prior to exporting data.

Ensure that you have backed up your system prior to executing these steps.

To install the program:

- 1 On the machine from which you are exporting data, run the **Config Manager** utility in the [INSTALL_DIR]:\CommServer folder.
- 2 Click **Browse** and select the file \Utilities\KinesisToMiCollab AM\SQLScripts\Common\FilesToDelete.sql from the MiCollab AM installation media as the script file name.
- 3 Select **Run SQL Configuration Script**.
- 4 Click the **Run** button.

Repeat **Steps 2** and **3** using the file \Utilities\KinesisToMiCollab AM\SQLScripts\Common\AV_Create_FileToDelete.sql as the script file name.

From the MiCollab AM installation media copy the folder **Utilities\KinesisToMiCollab AM\STPConvertAndCleanup** to [INSTALL_DIR]:\CommServer\Utilities then run the **STPConvertAndCleanup.exe** utility from within that folder.

Install the VC9 and VC9 SP1 Packages on the Kinesis System

To install the VC9 and VC9 SP1 packages:

- 1 Insert the MiCollab AM Installation media into to the Repartee system.
- 2 Browse to \3rd Party Application\VCRedistributables\VC{x}.
- 3 Run **vcredist_x86**.
- 4 Browse to \3rd Party Application\VCRedistributables\VC{x}\x86.
- 5 Run **vcredist_x86.exe**.

General Workflow

IMPORTANT MiCollab AM does not support differing numbers of digits in a mailbox ID. Kinesis supports mailboxes with variable numbers of digits. For example, a source system may have some users with 4 digit mailbox number and others with 5 digits. There are two ways of migrating to these systems.

In either case, you must define the number of digits on the target MiCollab AM system.

In one case, you must normalize mailbox numbers on the original system prior to migration. In the second case, you must define all numbers on the MiCollab AM system as the longest mailbox number in the source system.

All shorter numbers will have a leading digit appended. When using this second method, you must notify your users of the changes to their mailbox numbers. If you don't, they will likely not be able to log on.

IMPORTANT Alternate greetings **do not** migrate when migrating call handlers.

The suggested workflow for converting a Kinesis SQLMS system to a MiCollab AM version 6.1 system is as follows:

- 1 Backup your Kinesis system.
- 2 Check to see if there is a more recent version of the **Export** utility on connect.mitel.com/connect.
If there is, download the latest version of the **Export** utility. If not, use the version in the Kinesis To MiCollab AM subdirectory of the **Utilities** folder on your MiCollab AM Installation media for version 6.1.
- 3 Run the export utility as detailed in the section [Export Utility Procedure](#).
- 4 Note the MiCollab AM requirements at the end of the export procedure. You will need to configure MiCollab AM as indicated in these requirements.
- 5 Copy the export file from the Kinesis system to the MiCollab AM system.
- 6 Configure the MiCollab AM system as indicated in the export report.
- 7 Run the **Mailbox Archive** utility to restore the data backed up from Kinesis.
- 8 Continue configuring MiCollab AM to support areas not automatically migrated.

Export Utility Procedure

To Export:

- 1 Start the **Export Wizard** utility. On the **Welcome to the Export Wizard** dialog box, click **Next**.
- 2 Select the database connection that contains the Kinesis data to be exported. There are two possible ways of identifying the server:

- If only one SQL server instance exists on a machine, you may be able to simply enter the server name.
- If a server has more than one SQL server instance, use [server]\[instance] to identify the server in the following dialog box.

3 Click **Next**. The **Database Connection** dialog box displays.

4 In the **Database Connection** dialog box, choose one of the following options:

- **Use Windows Authentication:** Use domain level authentication to access the database
- **Use Manual Authentication:** Use native SQL server based accounts and authentication.

5 Click **Next**.

6 Select the data you want to export and the location for the data.

MiCollab AM requires all mailbox IDs to be the same length, unlike Kinesis.

For example:

Kinesis allows some mailboxes to be three digits such as 201, 202 or 203, with others being another length such as 20100, 20101 or 20102.

The **Export** utility will make all exported mailboxes the same length as the longest mailbox number, in this case five digits by front padding shorter mailbox IDs.

With the settings below, three digit mailboxes would become 00201, 00202 and 00203.

Select a different digit to pad shorter mailbox numbers in the following screen.

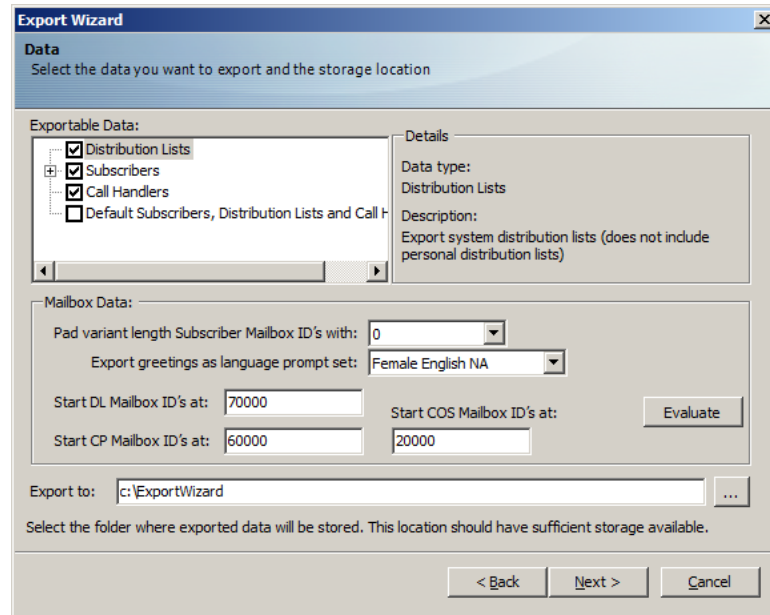
Define the starting mailbox number for distribution lists, call processors, and class of services. However, consider the total number of subscribers, distribution lists, class of services, and call processors when defining these to avoid conflicts.

For example:

If you have 3,000 subscribers, be sure to set the starting number for distribution list IDs above 3,000 to prevent two mailboxes with the same ID.

- 7 Select the prompt set language installed on the MiCollab AM system.

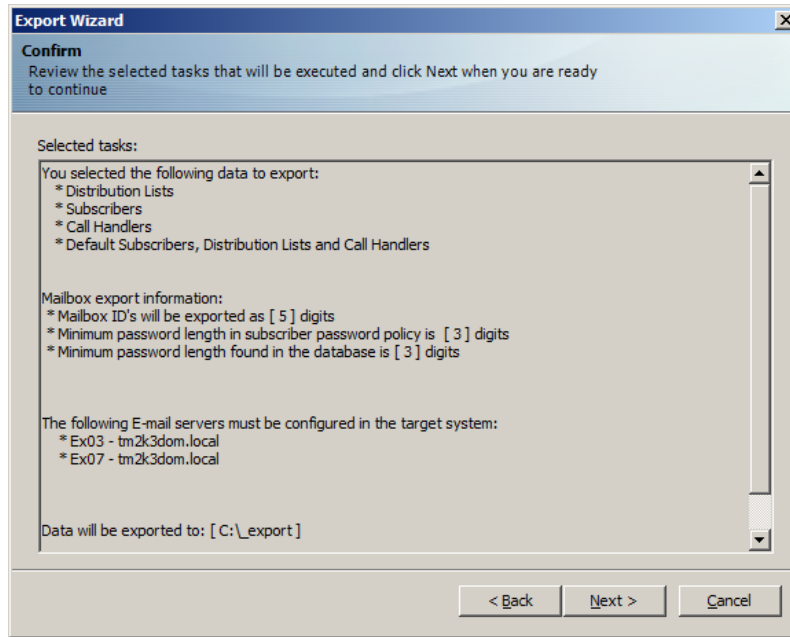
NOTE This language prompt set **must** be installed on the MiCollab AM system.

The image shows the 'Export Wizard' dialog box, specifically the 'Data' step. The title bar says 'Export Wizard' with a close button. The main heading is 'Data' with the instruction 'Select the data you want to export and the storage location'. Under 'Exportable Data:', there is a tree view with four items: 'Distribution Lists' (checked), 'Subscribers' (checked), 'Call Handlers' (checked), and 'Default Subscribers, Distribution Lists and Call Handlers' (unchecked). To the right, the 'Details' section shows 'Data type: Distribution Lists' and 'Description: Export system distribution lists (does not include personal distribution lists)'. Below this is the 'Mailbox Data:' section with several fields: 'Pad variant length Subscriber Mailbox ID's with:' set to '0', 'Export greetings as language prompt set:' set to 'Female English NA', 'Start DL Mailbox ID's at:' set to '70000', 'Start CP Mailbox ID's at:' set to '60000', and 'Start COS Mailbox ID's at:' set to '20000'. There is an 'Evaluate' button next to the COS field. At the bottom, the 'Export to:' field shows 'c:\ExportWizard' with a browse button (...). A note below says 'Select the folder where exported data will be stored. This location should have sufficient storage available.' At the very bottom are '< Back', 'Next >', and 'Cancel' buttons.

Click **Next**.

- 8 Confirm that the data and location are correct.

Pay careful attention to the mailbox length in the following dialog box. Unlike Kinesis, MiCollab AM requires that all Mailbox IDs be the same length. The export utility adds leading digits to make all mailboxes the same length.



The information in this dialog box contains specific information that you must configure in your MiCollab AM system before importing the data.

Click **Next** to export the data. The data is exported to a date and time stamped .CXA file.

- 9 Once the export has finished, this completion dialog will be displayed. Information displayed in the dialog is a summary of the export process with the output folder where the export file and reports are located. To quickly review the main and CPS report file click on one of the Open buttons.



Figure 2. Export Wizard Completion

Click **Finish** to complete the export process.

Kinesis Export Reports

The export tool creates report files during the export of your data from Kinesis. These files are located in the directory that contains your export file. The report files are as follows:

- **Report.txt** contains information on system settings, subscribers, distribution lists, call handlers and transaction boxes, including a summary of each
- **CPS_Report.txt** is a report of subscribers and call handlers that have one-key dialing.
- **Retention_Report.txt** is a report that holds message retention policies from the COS.

Kinesis Export Report

The Kinesis export report includes the following information:

- Subscribers exported (yes/no)
- Messages exported (yes/no)
- Distribution lists exported (yes/no)
- Call handlers exported (yes/no)
- Default objects exported (yes/no)
- The date and time of the export
- The host machine and host version
- The user who performed the export
- The domain
- The name of the export file
- The email system used by Kinesis
- The switch used by Kinesis
- A list of exported distribution lists
- A list of exported subscribers
- A list of exported call processors
- Dialing plan information to facilitate setup of the dialing plan on the target voicemail system.

Kinesis CPS Report

The Kinesis CPS report includes the following information for subscriber and call handler mailboxes if their associated key actions are not default:

- Subscriber display name
- Subscriber first name
- Subscriber last name
- Subscriber mailbox ID
- All key actions associated with the subscriber
- Menu Name
- Phone Number
- Mailbox ID
- Announcement
- Key Actions

Kinesis Retention Report

- COS: Message retention report
- COS: Name of COS
- Message type
- Media type
- Life (Days)
- New (Days)
- New action
- Saved (Days)
- Saved action
- Deleted (Days)
- Deleted action

Importing Data to MiCollab AM

Initial MiCollab AM Setup

There are several steps to importing your data into MiCollab AM. The first step is to configure MiCollab AM with the basic settings required to bring the exported Kinesis data into the system. To prepare the MiCollab AM system you must do the following:

- Configure the MiCollab AM mailbox length as indicated in the Kinesis export report.
- Configure the MiCollab AM password length as indicated in the Kinesis export report.
- Create the email server profile for unified messaging. This profile must have the same name as is shown in the report.
- Configure MiCollab AM switch sections to account for switches detailed in the Kinesis export report.
- Create and configure MiCollab AM Call Processors as necessary based on the Kinesis CPS export report.

IMPORTANT Please examine all export reports for information on how to configure MiCollab AM. Important information that will affect how you should configure MiCollab AM includes information on the dial plan, mailbox ID length, password length, and e-mail servers. COS and CP reports are used after the import of archived data to configure MiCollab AM.

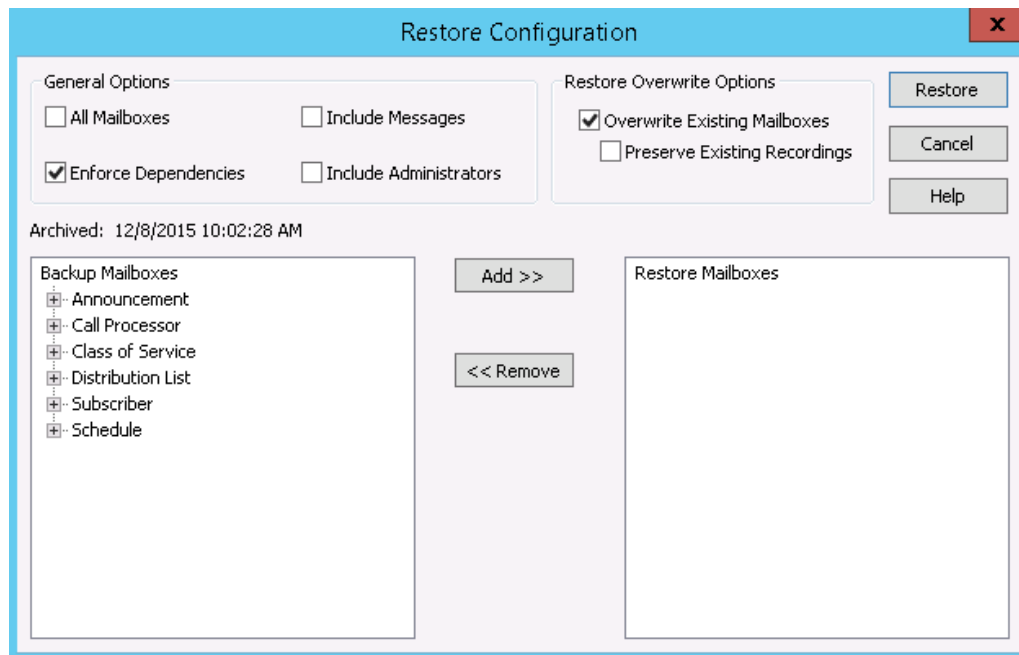
Running MiCollab AM Archive Utility to Import Transferable Data

IMPORTANT Be sure to configure MiCollab AM as instructed during the data export from Kinesis. Some settings, such as mailbox length, dialing plan, and e-mail server, may vary depending on how your Kinesis system was configured.

Once you have created your export file, the file will need to be imported into MiCollab AM.

To import the .cxa file into MiCollab AM:

- 1 Go to **Start > All Program > MiCollab AM Desktop > Archive**. The **Archive** utility displays.
- 2 From the menu bar, select **File > Restore**. The **Restore System From** dialog box displays.
- 3 In the **Look in list** box, select a drive and folder in which to locate the backup.
- 4 Select the file you want to use, and then click **Open**. (All Archive backup files have a filename extension of .cxa .) The **Restore Configuration** dialog box displays.



- 5 In the **Options** group box, choose one or more of the following:

Table 6. Options group box

If you want to...	Then...
Restore All Mailboxes in the system	Select All Mailboxes
Restore all mailboxes that are referenced by the mailboxes explicitly chosen for restore (for example, all mailboxes specified in a selected Distribution List mailbox)	Select Enforce Dependencies .
NOTE Dependency mailboxes are only restored if they do not already exist on the target server, independent of whether or not Overwrite Existing is selected.	
Restore the voice and fax messages contained in the mailboxes chosen for backup.	Select Include Messages .
NOTE The restore process leaves all pre-existing messages for the selected mailboxes intact.	
Restore the system administrator accounts	Select Include Administrators .
Overwrite any existing mailboxes within the selected backup information.	Select Overwrite Existing Mailboxes

Preserve the existing mailbox recordings

Select **Preserve Existing Recordings**

NOTE Select this box if you want to keep the current recordings in the mailbox and not overwrite any existing recordings during the restore process.

-
- 6 Select the mailboxes you want to restore in the System Mailboxes list, and then click **Add**. The mailboxes selected for restore appear on the Restore Mailboxes list.
 - 7 Click **Restore**. Archive restores the selected information from the selected backup. If the system has more than one switch section, you are asked to confirm the Switch Section in which to map the mailboxes.
 - 8 The **Map Switch Section** dialog box displays the source switch section in which the backup was taken and allows you to select the target from a list of the current switch sections.
Click the **Target Server Switch Section** drop-down box to select the switch section in which you want to map mailboxes. (If you only have one switch section, the dialog box does not appear.)
 - 9 If you are migrating UM for Exchange subscribers, you will be prompted to map the Kinesis Exchange users to a MiCollab AM Exchange profile.

What is Next?

After you run the MiCollab AM Archive Utility to import the .CXA file that was exported from the Kinesis Export Utility, the migration tools have done all that they are able to do, but the migration is not complete. You must complete the migration using the standard MiCollab AM Admin and Configuration tools to configure what was not migrated from Kinesis.

To start, open the MiCollab AM Admin tool and browse through Subscribers, Distribution Lists, Call Processors, and Classes of Service to get a feeling for all of the data that was migrated. If you were familiar with the configuration of the Kinesis system prior to the migration, this will help you orient towards the additional configuration that is required.

Next, open and browse through each of the reports created by the Kinesis Export Utility. The reports contain information that you will use to complete the migration.

Now that you have reviewed data that was migrated and the data available to you in the reports, it is time to work through a couple of scenarios to get you started on finishing the migration.

Call Handler Migration

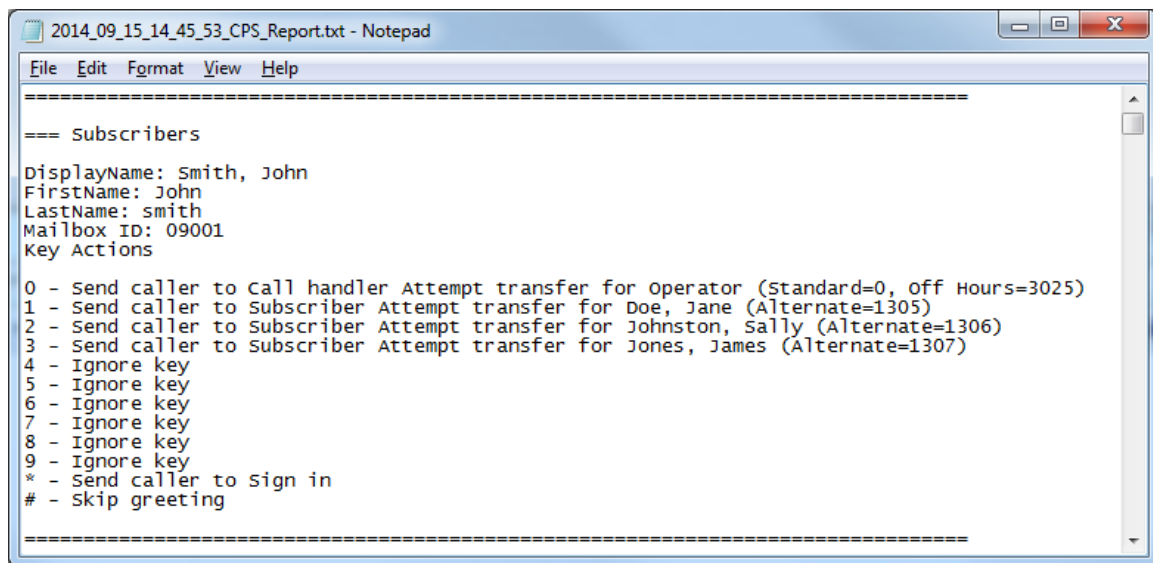
Depending on how a Kinesis Call Handler was configured determines how it was migrated to MiCollab AM. In some cases, Call Handlers were mapped to MiCollab AM entities and the migration created them for you. In others, you have to migrate a Call Handler manually based on information from the Kinesis CPS report. Call Handlers in the report are broken into two sections, Subscribers and Call Processors, and the workflow for each is different.

Subscribers

Call Handlers in the Subscriber section of the report were Subscribers in the Kinesis system with custom Key Actions. The migration created the Subscriber mailbox for you. To complete the migration of Subscriber and Call Handler data you must create an ESP Call Processor for each Subscriber listed in the report, program the Call Processor Actions, and link the Call Processor to the Subscriber mailbox via the ESP Call Processor option.

To complete the migration of subscriber:

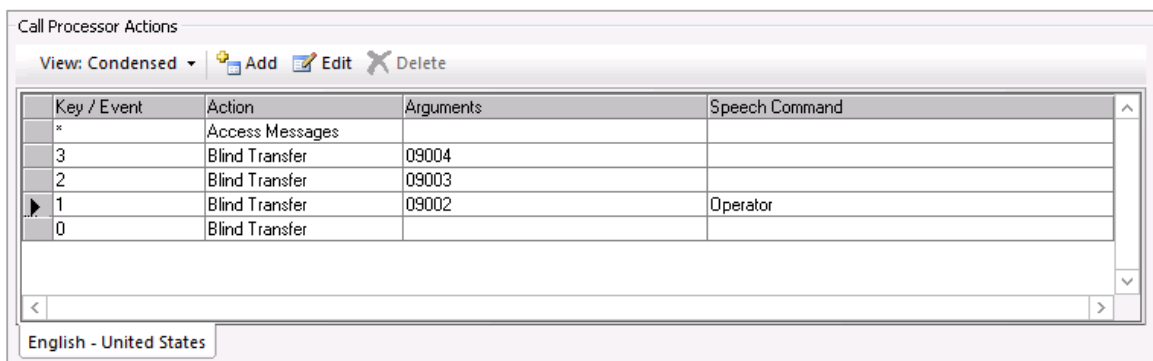
- 1 Open the Kinesis CPS report and find the first Subscriber Call Handler.



2014_09_15_14_45_53_CPS_Report.txt - Notepad

```
==== Subscribers
DisplayName: Smith, John
FirstName: John
LastName: Smith
Mailbox ID: 09001
Key Actions
0 - Send caller to Call handler Attempt transfer for operator (Standard=0, Off Hours=3025)
1 - Send caller to Subscriber Attempt transfer for Doe, Jane (Alternate=1305)
2 - Send caller to Subscriber Attempt transfer for Johnston, Sally (Alternate=1306)
3 - Send caller to Subscriber Attempt transfer for Jones, James (Alternate=1307)
4 - Ignore key
5 - Ignore key
6 - Ignore key
7 - Ignore key
8 - Ignore key
9 - Ignore key
* - Send caller to sign in
# - skip greeting
=====
```

- 2 Next, open **MiCollab AM Admin** and create a Call Processor for the Subscriber. This will be the Subscriber's ESP Call Processor.
- 3 Program the Call Processor Actions according to the Key Actions listed in the Kinesis CPS report.



Call Processor Actions

View: Condensed ▾ Add Edit Delete

Key / Event	Action	Arguments	Speech Command
*	Access Messages		
3	Blind Transfer	09004	
2	Blind Transfer	09003	
1	Blind Transfer	09002	Operator
0	Blind Transfer		

English - United States

- 4 Next find and open the Subscriber mailbox by searching for the mailbox ID.
- 5 Navigate to the **Answering** tab of the mailbox and link to **ESP Call Processor** field to the Call Processor you just created.

The screenshot shows a software window with tabs: Main, Answering, E-mail, Features, Presentation, and VIM. The 'Answering' tab is active. It contains the following fields and controls:

- Personal Operator:** An empty text input field.
- ESP:** A section containing:
 - Call Processor:** A text input field containing '6006 John Doe ESP' and a blue ellipsis button to its right.
 - Busy Call Processor:** An empty text input field and a grey ellipsis button to its right.
- Active:** An unchecked checkbox.
- Play Greeting First:** An unchecked checkbox.

- 6 Repeat this process for every Call Handler listed in the Subscriber section of the report, but before you do that review the next section.

Call Processors

Call Handlers in the Call Processors section of the report (this section immediately follows the Subscriber section) were standard Call Handlers in the Kinesis system. Depending on how the Call Handler was configured in Kinesis determines how it was migrated to MiCollab AM.

A Call Handler without an extension was migrated as a Call Processor. If the Call Handler had an extension, then it was migrated as a Call Processor and Subscriber ESP pair.

In either case the Call Processor's Actions must be programmed. To do this you use Key Actions information from the Kinesis CPS report to program Call Processor Actions in MiCollab AM Admin.

To program Call Processor actions:

- 1 Open the Kinesis CPS report and find the first Call Handler in the Call Processors section which is immediately after the Subscribers section.

```

2014_09_15_14_45_53_CPS_Report.txt - Notepad
File Edit Format View Help
=====
=== CallProcessors
Menu Name:Seattle Main
Phone number:Any
Mailbox ID:60001
Voice name:Not recorded
Announcement: Not recorded
Key Actions
0 - Send caller to Call handler Attempt transfer for operator (Standard=0, off Hours=3025)
1 - Ignore key
2 - Ignore key
3 - Ignore key
4 - Send caller to Directory handler
5 - Ignore key
6 - Ignore key
7 - Ignore key
8 - Ignore key
9 - Ignore key
* - Send caller to sign in
# - Send caller to Call handler Attempt transfer for operator (Standard=0, off Hours=3025)
=====
  
```

- 2 Once you find the first Call Handler, inspect the **Phone Number** value.
 - If **Phone Number** has a value that is not **Any**, then the Call Handler was mapped to a Call Processor and Subscriber ESP pair.
 - If there is no Phone Number or its value is **Any**, then the Call Handler was mapped to a Call Processor.

- 3 Next, you will find the migrated Call Handler's Call Processor in MiCollab AM Admin, so open that tool.
- 4 Find and open the Call Processor by the mailbox ID listed in the Kinesis CPS report.
- 5 Notice that Call Processor Actions are empty. Now program Call Processor Actions to match the Kinesis CPS report Key Actions.

Key / Event	Action	Arguments	Speech Command
*	Access Messages		
4	Directory		
0	Blind Transfer		Operator

- 6 If the Call Handler's Phone Number has a value that is not **Any**, find the Subscriber ESP that was created for it by searching Subscribers by Display Name. The Subscriber ESP Display Name was formatted as ESP for ##### where ##### is the Call Processor mailbox ID.
- 7 Once found, open the mailbox and navigate to the **Answering** tab and notice that ESP Call Processor is assigned to the Call Processor you previously opened.

Main | **Answering** | E-mail | Features | Presentation | VIM

Personal Operator:

ESP

Call Processor: ...

Busy Call Processor: ...

☐ Active
 ☐ Play Greeting First

- 8 Repeat this process for every Call Handler found in the Call Processors section of the report.

Wrapping Up

Some Kinesis features and/or data are not transferable to a MiCollab AM system, but that does not mean they get left behind. Data and features that are relevant to MiCollab AM that were not migrated by the utilities will need to be configured in MiCollab AM.

Where applicable, review what is configured in Kinesis and program that functionality in MiCollab AM. Start with core functional areas such as Dial Plan or Schedule and build out the new MiCollab AM system until the system is functionally equivalent to the Kinesis configuration.