

# MiCollab Advanced Messaging 9.3 Upgrading and Migrating MiCollab AM System Installation Guide

For version 9.3 and above

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# Preface

This guide describes how to upgrade software and migrate hardware for MiCollab AM.

This guide is written for Mitel-certified MiCollab Advanced Messaging (MiCollab AM) administrators and technicians and who are familiar with MiCollab AM procedures and terminology, the Microsoft Windows® operating system, and have a working knowledge of Ethernet networks and TCP/IP protocols.

## 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 MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
  - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
  - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
  - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
  - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
  - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
  - **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.
  - **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: [www.mitel.com](http://www.mitel.com)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

## 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** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons 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 MiCollab AM 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.

For more related documents, refer to the following list of references:

Table 1. References

| Document Type                | Document Title                                     |
|------------------------------|--|
| Administration Documentation | <i>System Administration Guide</i>                 |
| Server Documentation         | <i>System Backup and Restore</i>                   |
| Server Documentation         | <i>System Installation and Configuration Guide</i> |
| Server Documentation         | <i>Neverfail Integration Guide</i>                 |
| Software Release Notice      | <i>Software Release Notice</i>                     |

## Frequently Used Terms

Table 2. Frequently Used Terms

| Terms         | Description   |
|---------------|---|
| System Server | <p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p> |
| Call Server   | <p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>  |



# Overview

This guide describes the software upgrade and hardware migration procedures necessary to maintain MiCollab AM version 9.3. It provides guidelines and procedures for upgrading or migrating to a single System Server with Call Services, upgrading software in a multi-server environment, and provides specific instructions for upgrading MiCollab AM in a Neverfail environment.

## Before You Begin

The platform hardware requirements for MiCollab AM version 9.3 vary with what role the platform serves in the system. For example, the number of ports and the types of applications it services determines the platform size. Hardware requirements vary depending on whether the platform services a System Server, a System Server with Call Services, a Call Server, or a System Server in a Neverfail cluster.

Consult the *MiCollab AM Software Release Notice for Version 9.3* for specific information regarding the platform requirements prior to beginning the upgrade procedure. The hardware platform must meet or exceed the hardware requirements for version 9.3 prior to proceeding with an upgrade.

## Electrostatic Discharge (ESD) Warning

Computer components are extremely sensitive to electrostatic discharge (ESD):

- You must wear an anti-static wrist strap when working on or installing hardware in a computer platform.
- Do not open static-protective containers until necessary.
- Before removing the hardware from the static-protective container, touch the container to a grounded, unpainted metal surface for at least two seconds. This drains the static electricity from the container and from your body.
- Turn off and unplug your computer before removing the case access panel.

## Gathering Tools and Equipment

Before you begin an upgrade or migration, make sure you have the necessary tools and materials to complete the tasks. In addition to the tools necessary to install computer hardware and maintain telephony equipment, you need:

- Mitel MiCollab AM TTS and ASR Resources Installation Media (for ASR Speech)
- MiCollab AM Installation Media
- A USB hardware lock; a new USB hardware lock is required when upgrading from a version prior to 4.0.



- One grounded AC outlet for each server platform you are installing.
- One Ethernet network interface card (NIC) for connection to the LAN. Additional NICs may be required. For example, additional NICs may be required to support IP integrations and/or the Neverfail environment.
- MiCollab AM License (feature) key to enable the correct number of lines, Call Server (Services) Nodes, and additional features the site requires.

**NOTE** To enable Lines on the System Server, the number of Lines and a Node license are required and allocated from the License Key. However, a Call Services node license is not required to support an MWI Only Integration on the System Server that does not use lines, even though Call Services must be enabled to support the MWI Only integration.

- Additional linecards, if adding lines or integrations

**IMPORTANT** If you are migrating from a software version prior to 5.0, verify that the linecards in the current system are compatible with MiCollab AM version 9.3. Refer to the *MiCollab AM Software Release Notice for Version 9.3* for information regarding supported linecard types.

## Pre-Migration Considerations

- Some PBX integrations require the same port that sets MWI to clear MWI. Be sure to re-connect the lines in the same order on the destination platform and configure MiCollab AM to use the same line to set and clear MWI.
- Integrated Client Access (ICA) settings are not copied to the destination server during the migration process automatically; you must copy the settings to the destination server manually after MiCollab AM is installed.
- MiCollab AM versions prior to version 5.0 used text files to modify SMS and SMTP notification messages. If the source server software version is prior to version 5.0 and is configured to use SMTP or SMS notification make note or save a copy of the SMSmsg00.txt file to refer to later when customizing the new **.xml** file type message template.

MiCollab AM versions 5.0 and later use **.xml** file type message templates to customize notification messages for SMS, SMTP, Simple UM, ICA, and Unified Messaging.

- A new license feature file (feature.dat) is required for MiCollab AM version 9.3
- MiCollab AM version 9.3 requires Dialogic® System Release 6 build 271. If your system is running a previous version of Dialogic software, it must be un-installed before you begin the MiCollab AM version 9.3 software installation.

The installation process cannot continue if a previous version of Dialogic is detected. You can remove all Dialogic components from the Windows Control Panel **Add or Remove Programs and Features** utility.

For more information, refer to the **ReadmeCompatibleSW.txt** file located in the **\Server Installs\Telephony Server folder** of the MiCollab AM version 9.3 Installation Media or the

*Removing and Installing Dialogic and Aculab Software Support Components* chapter from the *System Installation and Configuration Guide*.

- MiCollab AM version 9.3 requires Aculab® software version 8.20.0.1 for 64-bit operating system. If your system is running a previous version of Aculab software, it must be un-installed before you begin the MiCollab AM version 9.3 software installation. The installation process cannot continue if a previous version of Aculab software is detected.

For more information on how to uninstall Aculab, refer to the file **ReadmeCompatibleSW.txt** at the root of the **\Server Installs\Telephony Server** directory on the MiCollab AM version 9.3 Installation Media or the *Removing and Installing Dialogic and Aculab Software Support Components* chapter from the *System Installation and Configuration Guide*.

- A Neverfail plug-in is available for MiCollab AM version 9.3. Refer to the document, *Neverfail Integration Guide*, for information about the MiCollab AM plug-in and installing MiCollab AM in a Neverfail environment.

# Migrating from a Version Prior to 5.0 to a New Platform

The System Server migration process moves an operational System Server database from the existing source System Server platform to a new destination System Server platform and prepares the database for the upgrade process during the MiCollab AM version 9.3 software installation.

The utility sets up the environment on the destination platform appropriately while maintaining the integrity of the current database.

The **Migration** utility is useful in upgrade situations in which the source System Server software version is not supported by the destination operating system or when moving the existing System Server to a new hardware platform.

The migration process is performed by transporting the database of the source System Server, along with other related files, from the source platform onto the destination platform, typically through a network connection. Several steps are required to make the new system platform operational:

- Prepare the new hardware platform for service
- Migrate the database
- Install MiCollab AM version 9.3
- Configure the system environment

**IMPORTANT** The **Migration** utility is intended for use when migrating a System Server that is running MiCollab AM software version 1.0 through 4.2x to version 9.3.

To migrate a MiCollab AM system that is running software version 5.0 or later, use the native backup and restore functionality of these versions instead. For more information, refer to the section, [Migrating from MiCollab AM Version 5.0 or Later](#).

The following migration utility is located in the **Utilities** folder of the MiCollab AM version 9.3 Installation Media:

- **MigrateUtil** – Use the **MigrateUtil** utility to migrate from a Windows version of MiCollab AM prior to version 5.0 to MiCollab AM version 9.3.

Use the utility that matches the operating system version of the source platform. Instructions for running these conversion utilities are located in the related folder of each utility on the MiCollab AM version 9.3 Installation Media.

## Hardware Lock and License Key Information

Prior to MiCollab AM version 4.0, a parallel port hardware lock (dongle) was required for use with MiCollab AM. If the current version of software on the source platform is prior to version 4.0, Mitel includes a new USB hardware lock as part of the upgrade package in addition to the new license key. The

new USB hardware lock must be present on the destination System Server platform before you begin the MiCollab AM software installation.

If the source system is version 4.0 or later, you can move the USB hardware lock from the source platform to the destination platform after you have shut down MiCollab AM on the source machine to begin the migration process. The license key Mitel issues with the upgrade package are matched to the hardware lock of the source system.

**NOTE** The sentinel driver software used to communicate with the hardware lock is installed automatically during the MiCollab AM version 9.3 software installation.

## Migration Utility Requirements

- The source System Server must be running MiCollab AM software version 1.0 through 4.2x.
- The hardware, operating system, and other related requirements of the destination platform must comply with the requirements specified in the Software Release Notice for Version 9.3.
- The destination platform must have access to the directory on which the source System Server software is installed.

**NOTE** You must have administrative privileges for both the source and destination servers before you begin the migration process.

## Running the Migration Utility from the MiCollab AM Version 9.3 Installation Media

Follow the procedures in this section to migrate from a System Server version 5.0 to version 9.3.

Before you begin the migration process, prepare the destination server for MiCollab AM.

- Make sure the operating system has the latest service pack and software updates.
- Install the MiCollab AM USB hardware lock in a USB port of the System Server platform.
- Install the Mitel MiCollab AM TTS and ASR Resources version 9.3 software.

**IMPORTANT** For more information on installing the Mitel MiCollab AM TTS and ASR Resources version 9.3 and MiCollab AM software, see the *System Installation and Configuration Guide*.

### To prepare the source server:

- 1 Log on to the source System Server as an administrator and also to **MiCollab AM Admin**.
- 2 On the menu bar, go to **Configuration > System**, and then click the **Environment** tab.
- 3 Run a scheduled **Daily Maintenance** to get the latest snapshot of the database.

- 4 On the **Daily Maintenance** field, change the time to the next minute of current system time, and then click **OK**.
- 5 Allow the routine to complete automatically before you begin the migration process.

**IMPORTANT** Depending on the setup of the system you are administering, some of these data types may not be available for backup.

For example, because the e-mail server retains voice and fax messages for subscribers whose **Message Retrieval Mode** is set to **External**, those messages are not available to any conversion or migration procedure.

Likewise, some Subscriber mailboxes may not be available if the Directory Agent for Microsoft Exchange is in use.

- 6 Shut down MiCollab AM.

**IMPORTANT** Make sure all other MiCollab AM services are stopped before you continue. For example, shut down **ICA** and **Digital Networking** if applicable.

- 7 Verify the network communications between the source server and the destination server. The two platforms must be able to communicate with each other, and you must be able to access the MiCollab AM folder of the source server from the destination server.

## To prepare the destination server:

- 1 Log on to the destination MiCollab AM System Server as an administrator.
- 2 Go to **Start > My Computer**, and then double-click the **D:** drive.
- 3 Create a new (temporary) folder on the **D:** drive.

**NOTE** This folder is a temporary folder to hold the contents of the source data for the migration process.

- 4 Give the temporary folder a descriptive name such as *DataSource*.
- 5 Using Explorer, locate the MiCollab AM folder on the source server from the destination server.
- 6 Right-click the **MiCollab AM folder** on the source server, and then select **Copy**.
- 7 Using Explorer, locate the temporary folder (*DataSource*), right-click the folder, and then select **Paste**. The entire contents of the MiCollab AM folder on the source server are copied to the new folder on the destination server.
- 8 Once all of the files are copied, insert the MiCollab AM version 9.3 Installation Media in the appropriate drive.
- 9 On the installation media, browse to **Utilities > MigrateUtil**.
- 10 Double-click **Setup**. The **MiCollab AM Migration Utility** setup dialog box appears.
- 11 Click **Next**. The **Migration** utility **Source Telephony Server Location** dialog box appears.
- 12 Click **Browse**, locate, and then select the temporary folder (*DataSource*) you created in step 4.

**13** Click **Next**.

**14** Continue through the migration process until it completes. When prompted to launch the System Server installation, select **Yes** to begin the MiCollab AM version 9.3 software installation.

The migration and database conversion process is now complete. The database is upgraded automatically during the MiCollab AM version 9.3 software installation. For more information on installing MiCollab AM software, see the *System Installation and Configuration Guide*.

**NOTE** Once you have installed MiCollab AM successfully, you can delete the temporary *DataSource* folder you created for the migration process.

**IMPORTANT** After installing MiCollab AM, remember to configure the scheduled Daily Maintenance time for the appropriate time on the new server and to configure the Online Backup Location. Click the **Daily Maintenance** button on the **Main** tab of the **MiCollab AM Configuration** utility to display the **Daily Maintenance** dialog box.

# Migrating from MiCollab AM Version 5.0 or Later

The migration process from one server platform to another is simplified in MiCollab AM version 5.0 or later. Migrating MiCollab AM from one platform to another is performed using the Backup and Restore process inherent to version 5.0 and later. For more information on restoring a database, refer to the **MiCollab AM Help**, the *Recovering the Database* topic.

- **On the source server:**

Backup the database by running a Scheduled Daily Maintenance. On versions 5.0 or later, you can run a **Complete Daily Maintenance** from the **Daily Maintenance** dialog box. A copy of the backup is placed automatically in the **\CX\Backup** folder on the local drive, and a complete copy of the backup is sent to the designated Online Backup Location.

## IMPORTANT

1. Use the data from the Online Backup Location to migrate the database. The Online Backup Location contains the audio (.wav) files and report data used during the restore process. If you use the backup data on the System Server, the audio files and report data must be copied manually to the destination server from the source server.
2. Depending on the setup of the system you are administering, some of these data types may not be available for backup.

For example, because the e-mail server retains voice and fax messages for subscribers whose **Message Retrieval Mode** is set to **External**, those messages are not available to any System Server backup procedure.

Likewise, some Subscriber mailboxes may not be available for backup from the System Server if the Directory Agent for Microsoft Exchange is in use. In such systems, be sure to perform regular, coordinated backups of the MiCollab AM System and the e-mail servers.

**NOTE** You can confirm Daily Maintenance has finished in the **Application Log** of the **Windows Event Viewer**.

- **On the destination server:**

During the MiCollab AM version 9.3 software installation process, select the **System Recovery from Backup** option, and then select the backup created on the source server from the online backup location. The database from the source server is used to initialize the destination server.

**NOTE** The Backup and Restore process is used to configure both the System Server and the Call Server platforms.

## Migration Requirements

- The source System Server must be running MiCollab AM software version 5.0 or later.
- A MiCollab AM version 9.3 feature file (**feature.dat**) is required for MiCollab AM version 9.3.
- The hardware, operating system, and other related requirements of the destination platform must comply with the requirements specified in the *Software Release Notice* for version 9.3.
- The destination server must have the Mitel MiCollab AM TTS and ASR Resources version 9.3 software installed.

**IMPORTANT** The Mitel MiCollab AM TTS and ASR Resources version 9.3 software is required even if your system is not licensed for the **Automatic Speech Recognition** or the **Text-to-Speech** features.

For more information on installing the Mitel MiCollab AM TTS and ASR Resources version 9.3 and MiCollab AM software, see the *System Installation and Configuration Guide*.

- The destination platform must have access to the directory on which the source Online Backup is stored.

**NOTE** You must have administrative privileges for the destination server, and administrative rights to the online backup location source before you begin the Recovery process.

- Once you have completed the System Backup on the source server and have shut down MiCollab AM, you can move the USB hardware lock from the source platform to the destination platform. The license key that Mitel issued with the upgrade is matched to the hardware lock of the source system.

**NOTE** Windows Server 2012 R2, and Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience) operating systems upgrade to the new Sentinel driver automatically during the MiCollab AM software installation.

**IMPORTANT** If you are using Aculab software and linecards and are upgrading on a 64-bit operating system, you must un-install any existing Aculab software before you install MiCollab AM version 9.3 software. For more information on how to uninstall Aculab, refer to the file ReadmeCompatibleSW.txt at the root of the **Server Installs\Telephony Server** directory on the MiCollab AM version 9.3 Installation Media or the document, *Removing and Installing Dialogic and Aculab Software Support Components*.

### To migrate from one server platform to another:

- 1 Perform a **Scheduled Daily Maintenance** or run a **Complete Daily Maintenance** on the source server.
- 2 Follow the documented procedures to install MiCollab AM version 9.3 on the destination server.
- 3 At the beginning of the initialization process, select **System Recovery (from backup)**.



- 4 Click **Launch Windows Service Manager** to open the Windows Service Manager.

**IMPORTANT**

1. You must configure the MiCollab AM File Manager Services with the same administrator-level logon and password on the System Server and the Call Servers if you are configuring MiCollab AM in a multi-server environment.
2. You must configure the MiCollab AM File Manager Service with an administrator-level logon and password to allow MiCollab AM to copy the backup to the Online Backup Location. See the help topic, *Configuring Services for the Online Backup Location* for more information on how to configure the required Services.

- 5 Perform one of the following tasks:

- **If you are configuring a Multi-server installation:**

Configure the MiCollab AM File Manager Service with a domain administrative-level logon and password. The System Server and the Call Servers must use the same administrator-level logon and password on both Services.

- **If you are configuring a System Server only:**

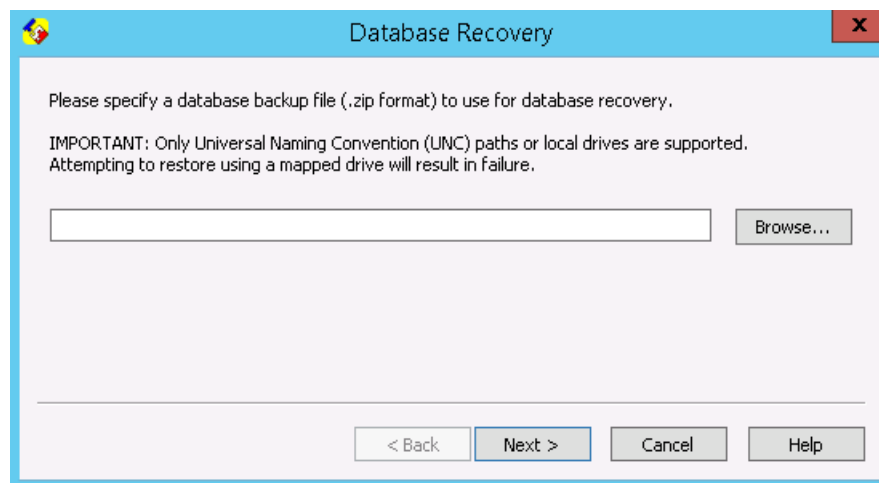
Configure the MiCollab AM File Manager Service with a domain administrative-level logon and password.

- **If you are Configuring MiCollab AM to use the Unified Messaging feature:**

Configure the MiCollab AM Service with a domain administrative-level logon and password. The System Server and the Call Servers must use the same administrator-level logon and password on both Services.

- 6 Close the **Windows Service Manager** when you have finished configuring the Services.

- 7 Click **Next**. The **Database Recovery** dialog box appears.



- 8 Enter the UNC path, the local drive, or click **Browse** to select the backup from the Online Backup Location.

**NOTE** The Universal Naming Convention (UNC) paths or local drives are supported in this dialog box only; attempting to use a mapped drive results in failure.

9 If you clicked **Browse**, select the zip file you want to use for the recovery process from the **Select Backup Zip File** dialog box, and then click **Open**. The selected path is filled in the **Database Recovery** dialog box.

10 Click **Next**.

Depending on which server type you are recovering, one of the following **Database Recovery Server Information** dialog boxes display.

- If you are recovering a **System Server**:

The screenshot shows the 'Database Recovery Server Information' dialog box. It has a title bar with a Windows logo, the text 'Database Recovery Server Information', and a close button (X). The main area is divided into two sections: 'Local Server Configuration' and 'System Options'. In 'Local Server Configuration', there are two radio buttons: 'Use local server configuration settings in the recovery data.' (unselected) and 'Use local server configuration as specified:' (selected). Below these are three text boxes: 'Server Display Name:' containing 'SystemServer', 'Server Role:' containing 'System and Call Server', and 'Network Address:' with two radio buttons, 'IP' (unselected) and 'DNS' (selected), and a text box below containing 'systemserver.address'. The 'System Options' section has a checkbox labeled 'Remove Call Servers' which is currently unchecked. At the bottom of the dialog are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

| Option   | Description   |
|--|---|
| <b>Local Server Configuration</b>                            |   |
| Use local server configuration settings in the recovery data | The existing configuration in the backup data to configure the local server settings is used. (Typically used if the backup was created on the same server to which it is being restored) |
| Use local server configuration as specified                  | Enter the server display name and the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.   |
| <b>System Options</b>  |   |
| Remove Call Servers  | Select to remove any Call Servers configured in the recovery data. Selecting this option breaks   |

communication between any existing Call Servers and the newly restored System Server.

- **If you are recovering a Call Server:**

Database Recovery Server Information

Local Server Configuration

☐ Use local server configuration settings in the recovery data.

☒ Use local server configuration as specified:

Server Display Name:

Server Role:

Network Address: ☐ IP ☒ DNS

System Options

☐ Remove Call Servers

System Server Configuration

☒ Connect to the same system server as specified in the recoverd data.

☐ Connect to the same server specified:

System Server Address:

< Back Next > Cancel Help

| Option  | Description   |
|---|---|
| <b>Local Server Configuration</b>   |   |
| Use local server configuration settings in the recovery data                              | The existing configuration in the backup data to configure the local server settings is used. (Typically used if the backup was created on the same server to which it is being restored) |
| Use local server configuration as specified   | Enter the server display name and the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.   |
| <b>System Server Configuration</b>  |   |
| Connect to the same System Server as specified in the recovery data                       | Use the existing configuration in the backup data to configure the local server settings.   |
| Connect to the System Server specified  | Enter the network address of the server.  |
| <b>NOTE</b> This option is selected in cases where the restored System Server will have a |   |

different network address than the local server settings configuration in the backup data. If this option is selected, Call Servers must be re-added to the System Server once the recovery process is complete in order to redirect their communication with the new network address. Call Servers cannot be re-synched if the system server's network address has changed

- 11** Click **Next** to continue. If this is a System Server, skip to the **Step 12**.

The **Database Initialization – System Server Information** dialog box appears.

Database Initialization - System Server Information

For this Call Server to become operational, it must belong to a MiCollab AM system. To become part of a system, please specify the network address and MiCollab AM logon credentials to the system server which to join.

System Server Connection Information

Network Address:

MiCollab AM Administrator Password:

Port:

< Back Next > Cancel Help

- 12** Fill in the **System Server Connection Information** fields.

- In the **Network Address** field, enter the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.
- In the **MiCollab AM Administrator** field enter the MiCollab AM administrator's ID.
- In the **Password** field, enter the MiCollab AM Administrator's password.

Click **Next**. The **Database Recovery Options** dialog box appears.

Database Recovery Options

Server Role: System and Call Server

Restore From: ..\Backups

Recovery Options

☐ Restore Messages and Recordings

☐ Restore Report Data

< Back Next > Cancel Help

### IMPORTANT

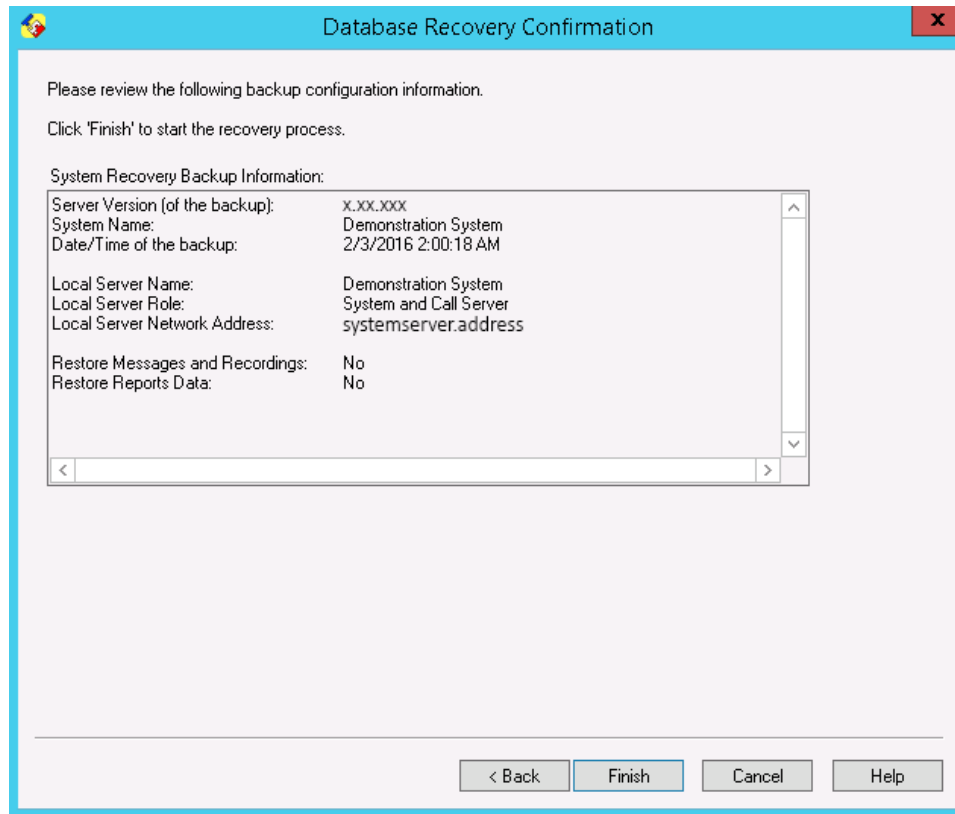
- ❑ If you are restoring from a directory other than the Online Backup Location, the recovery options are grayed out.
- ❑ If you are restoring a System Server from an Online Backup Location, it is highly recommended that you select both options, particularly if it is a new install of MiCollab AM software.

**13** From the **Database Recovery Options** dialog box,

- Select **Restore Messages and Recordings** if you want to include them in the recovery process.
- Select **Restore Report Data** if you want to include the report data in the recovery process.

**14** Click **Next**. The **Database Recovery Confirmation** dialog box appears.

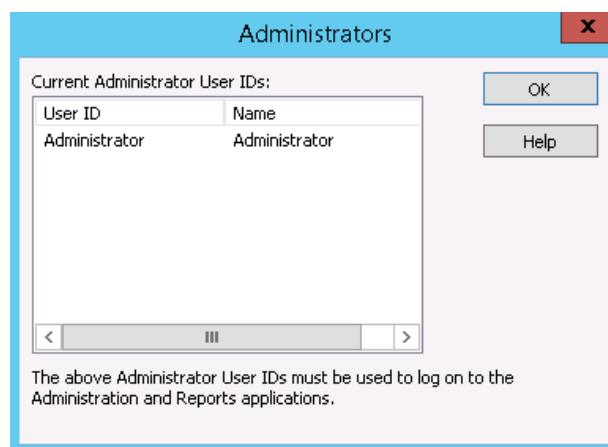
**IMPORTANT** If you want to restore messages, recordings, and report data, you must use the Online Backup Location as the source for the recovery data. Otherwise, the WAV files and report data must be copied manually to the server. The restore options are unavailable if the Online Backup Location is not used.



15 Click **Finish** to complete the **Database Recovery** process.

16 Once the recovery process completes:

- On a **System Server**, the **Administrators** dialog box appears and lists the current available administrators. Click **OK**.

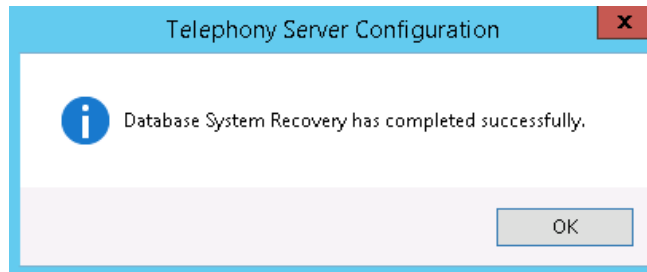


- On a **Call Server**, the **Telephony Server Configuration** message box appears stating that all Call Servers need to be resynched. Click **OK**.

**IMPORTANT** It is essential to re-synchronize each Call Server in the system to this recovered System Server before proper system operation can resume. See the *Help* topic, *Re-Synchronizing a Call Server* for instructions on how to re-synchronize a Call Server.

If the recovered System Server has a different network address than it had prior to the recovery (at the time of its backup), the Re-synch Call Servers function does not work. Instead, you must add each Call Server to the System Server.

- 17** The **Telephony Server Configuration** dialog box appears to confirm completion of a successful Database System Recovery.



- 18** Click **OK**. The MiCollab AM Server restarts.

# Migrating to a MiCollab AM Single-Server or a Multi-Server Environment

MiCollab AM runs in either a single-server environment or a multi-server environment. In a single-server environment, the System Server runs with Call Services and Lines. In a multi-server environment, the Call Services and Lines are spread between multiple Call Servers, which can include a System Server with Call Services and Lines.

The process of migrating platforms and upgrading MiCollab AM depends on how the system is configured. However, the System Server must always be the first system to be installed or upgraded in a multi-server environment. Once the System Server is installed, install the Call Servers, and then join them to the System Server.

**NOTE** The migration/upgrade scenarios in each of the following sections assume the source and destination configurations are the same with respect to the System Server's use of Call Services.

## Migrating to a Single System Server with Call Services

Follow the procedures in this section to migrate to a single-server System Server with Call Services from:

- A single-server System Server with Call Services
- Previous MiCollab AM software version to version 9.3

### To migrate to a single-server System Server with Call Services:

- 1 Prepare the destination System Server platform, and then install MiCollab AM version 9.3 as follows:
  - **If you are migrating from a software version previous to version 5.0:**  
Follow the steps in the section, [Migrating from a Version Prior to 5.0 to a New Platform](#) to prepare the database on the destination server for the installation of version 9.3.
  - **If you are migrating from version 5.0 or later:**  
Follow the steps in the section, [Migrating from MiCollab AM Version 5.0 or Later](#) to prepare the database on the destination server for the installation of version 9.3.
- 2 Verify the configuration is correct:
  - Make sure the **Announcement**, **Call Processor**, and **Subscriber Mailboxes** are configured for the correct **Switch Section**.
  - Verify the **primary device numbers** are correct in **Subscriber Mailboxes**.
  - Verify the parameters in the **Fax** tab and the **E-Mail** tabs are correct.
  - Create new **Speech**, **Personal Assistant**, and **Availability** applications.



- Install any additional applications such as **UCCConnect**.

## Migrating to a Multi-Server System Server with Call Services

Follow the procedures in this section to migrate to a System Server with Call Services and Call Servers from:

- A single-server System Server with Call Services
- A System Server with Call Services and Call Servers
- Previous MiCollab AM software version to version 9.3

**NOTE** Follow these procedures even if you are not migrating existing Call Servers.

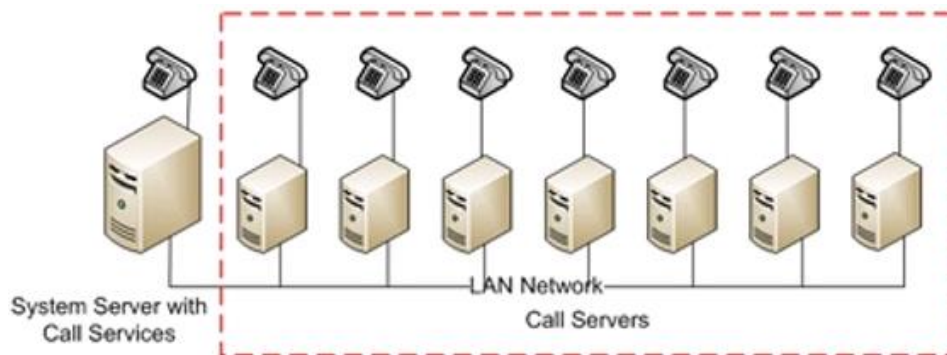


Figure 1. Multi-Server System Server with Call Services

### To migrate to an environment that has a System Server with Call Services and Call Servers:

- 1 Prepare the destination System Server for the version 9.3 software installation, and then install version 9.3.
  - **If you are migrating from a software version previous to version 5.0:**  
Follow the steps in the section, [Migrating from a Version Prior to 5.0 to a New Platform](#) to prepare the database on the destination server for the installation of version 9.3.
  - **If you are migrating from version 5.0 or later:**  
Follow the steps in the section, [Migrating from MiCollab AM Version 5.0 or Later](#) to prepare the database on the destination server for the installation of version 9.3.
- 2 Verify the configuration is correct:
  - Make sure the **Subscriber Mailboxes** are configured for the correct **Switch Section** and **primary device numbers**.
  - Verify that the parameters on the **Fax** tab and **E-Mail** tabs are correct.
  - Create new **Speech**, **Personal Assistant**, and **Availability** applications.

- Install any additional applications such as **UCCConnect**.
- 3 Prepare the Call Server platforms for the MiCollab AM version 9.3 software installation, and then install 9.3.

**NOTE** Call Server platforms must meet or exceed hardware requirements listed in the *MiCollab AM Software Release Notice for Version 9.3*.

- **If you are reusing a Call Server:**  
Follow the steps in the section [Upgrading or Updating MiCollab AM](#) to reuse an existing Call Server, and then join the server to the new System Server.
  - **If you are installing a new Call Server:**  
Follow the steps in the *System Installation and Configuration Guide* to install and configure the software, and then join the server to the System Server.
  - **If you are migrating from a version 5.0 or later Call Server to a new platform:**  
Follow the steps in the section, [Migrating from MiCollab AM Version 5.0 or Later](#) to prepare the database on the destination server for the installation of version 9.3, and then join the server to the System Server.
- 4 Join the Call Server to the System Server. Follow the steps in the [Adding a Call Server to the System](#) section.

**NOTE** If you are moving a Call Server from one System Server to another, make sure the **Switch**, **Switch Section**, and **Integration** tabs of the Call Server are configured properly for service with the new System Server.

## Migrating to a Multi-Server System Server without Lines

Follow the procedures in this section to migrate to a System Server without boards and lines from:

- A single-server System Server with Call Services and Lines
- A System Server with Call Servers
- Previous MiCollab AM software version to version 9.3

### NOTES

1. Follow these procedures even if you are not migrating existing Call Servers.
2. Retaining Call Services without boards or lines for MWI Only integrations applies to integrations that do not require lines for callouts.

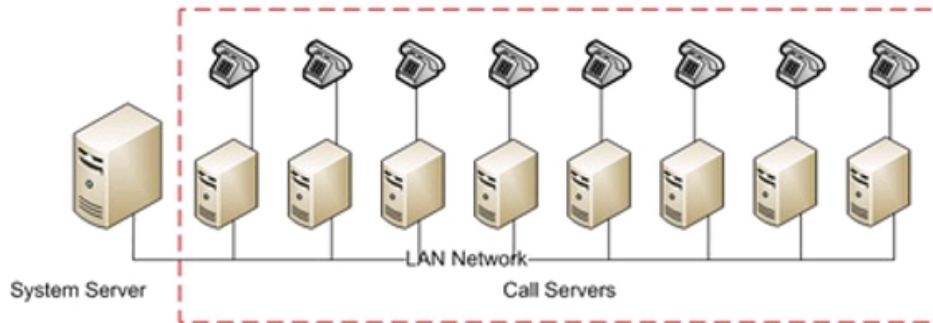


Figure 2. Multi-Server System Server without Lines

## To Migrate to a Multi-Server Environment where the System Server Runs without Lines:

- 1 Prepare the destination System Server for the version 9.3 software installation, and then install version 9.3.
  - **If you are migrating from a version prior to version 5.0:**  
Follow the steps in the section, [Migrating from a Version Prior to 5.0 to a New Platform](#) to prepare the database on the destination server for the installation of version 9.3.
  - **If you are migrating from version 5.0 or later:**  
Follow the steps in the section, [Migrating from MiCollab AM Version 5.0 or Later](#) to prepare the database on the destination server for the installation of version 9.3.

**IMPORTANT** You must enable Call Services when initializing the System Server. Call Services are removed after the migration and installation process is complete. For more information, refer to the next section, [Upgrading to Schedule Mailbox \(pre-6.0 versions to MiCollab AM 6.0 or later\)](#).

## Removing Lines or Call Services from a System Server

### To remove lines or call services from a System Server:

- 1 Verify the configuration is correct:
  - Make sure the Subscriber mailboxes are configured for the correct Switch Section and primary device numbers.
  - Verify that the parameters on the **Fax** tab and **E-Mail** tabs are correct.
  - Create new **Speech**, **Personal Assistant**, and **Availability** applications.
  - Install any additional applications such as **UCConnect**.
- 2 Prepare the Call Server platforms for the MiCollab AM version 9.3 software installation, and then install the version 9.3 software.

**NOTE** Call Server platforms must meet or exceed hardware requirements listed in the MiCollab AM Software Release Notice for Version 9.3.

- **If you are reusing a Call Server:**

Follow the steps in the section [Upgrading or Updating MiCollab AM](#) to reuse an existing Call Server.

- **If you are installing a new Call Server:**

Follow the steps in the *System Installation and Configuration Guide* to install and configure the software.

- **If you are Migrating from a version 5.0 or later Call Server to a new platform:**

Follow the steps in the section, [Migrating from MiCollab AM Version 5.0 or Later](#) to prepare the database on the destination server for the installation of version 9.3.

- 3 Join the Call Server to the System Server. Follow the steps in the section, [Adding a Call Server to the System](#).

**NOTE** If you are moving a Call Server from one System Server to another, make sure the Switch, Switch Section, and Integration tabs are properly configured for service.

# Upgrading to Schedule Mailbox (pre-6.0 versions to MiCollab AM 6.0 or later)

In MiCollab AM version 6.0, a major upgrade was made to the auto attendant scheduling component of the system. Due to this major change, **Answer Mode** and **route codes** are no longer supported in the **System Configuration** under the **MiCollab AM Admin** utility and are replaced by the new scheduling component called **Schedule Mailbox**.

When you upgrade the MiCollab AM system to 9.3, it will automatically convert all the necessary data for the system to process calls correctly as it did at the time of the upgrade.

However, we strongly recommend that you verify the following minimum values after the system upgrade in order to ensure that the upgraded system is processing calls correctly.

**NOTE** If there are any line groups, answer mode plans, or switch sections that are not in use at the time of the upgrade, such data will not get converted.

In **System Configuration** under **MiCollab AM Admin**, check the following configuration:

- **Call Routing Tab:** Make sure that one **Default Answer** is assigned per location or one **Default Answer** is assigned to All Locations.
- **Locations Tab:** The locations are converted as **Location 1**, **Location 2**, **Location 3**, etc. based on the database configuration. Although the system will process calls without any conflicts as is, we recommend that you change the names of the converted locations to something meaningful such as *Seattle, LA, Chicago, New York*, etc.

For more information about other configuration options for the new Schedule Mailbox component and how it works, refer to the *Auto Attendant Scheduling Administrator Guide*.

# Removing Lines or Call Services from a System Server

When migrating from a System Server with Call Services and lines to a System Server without lines, you can reuse the Call Server license previously used by the System Server on an additional Call Server. This is accomplished by:

- Removing the lines and board configurations from the System Server but retaining Call Services, or
- Removing Call Services entirely

**NOTE** A System Server without boards and lines does not use a Call Services license even when Call Services is enabled. Retaining Call Services allows the addition of MWI Only Integrations.

Depending on your desired final configuration, you may choose to simply remove the lines from the System Server or remove Call Services entirely from the System Server.

Both procedures remove all of the boards, lines, and the local Switch, Switch Section, and Integration configuration but retain the system representations of the Switch, Switch Section, and Integration.

However, without Call Services enabled, you cannot edit, delete, or add a Switch, Switch Section, or Integration to the System Server. This precludes the addition of an MWI Only integration later.

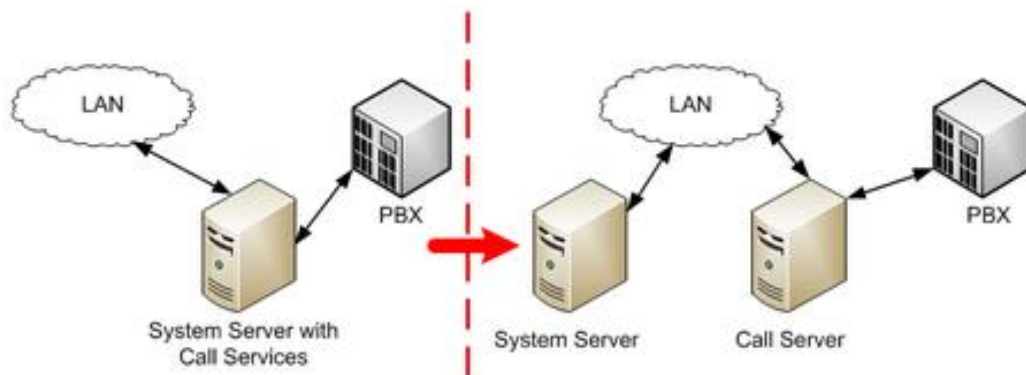


Figure 3. Removing Lines or Call Services from the System Server and Adding a Call Server

**NOTE** Lines and Call Services are licensed products of Mitel. If you want to enable Lines on the System Server, the correct line allocation must be enabled on the License Key, and a Call Services node must be enabled on the License key.

However, a Call Services node license is not required to support an MWI Only Integration that does not use lines, even though Call Services is enabled.

Before you begin, make note of the **Switch**, **Switch Section**, and **Integration** tab information on the System Server. You need this information later when you add the Call Server to the system.

**NOTE** Select the **Show All Instances by Server** checkbox on the Switch, Switch Section, and Integration tabs of the server to view the current configuration of the entire system.

## To remove lines from a System Server:

- 1 Open **MiCollab AM Configuration**. The **System Configuration** utility displays the **Main** tab.

The screenshot shows the 'Main' tab of the MiCollab AM configuration utility. On the left, under 'MiCollab AM', there are several fields: 'Current Status' (Stopped), 'System Name' (System), 'Server Name' (System Server), 'Company Name' (ABC Company), 'Dealer Name' (ABC Telecom Services), 'Server Version' (4000000000000), 'Serial Number' (4000000000000), and 'Voice Storage' (1255 Hour(s) 54 Minute(s)). On the right, there are buttons for 'Startup', 'Shutdown', 'Force Stop', 'Database...', 'Daily Maintenance...', and 'About...'. The 'Automatic Startup' checkbox is checked. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

- 2 If MiCollab AM is running, click **Shutdown**, and then wait until **Current Status** changes to **Stopped**.
- 3 On the **Boards** tab, highlight a board. The **Delete** button becomes active.

The screenshot shows the 'Boards' tab of the MiCollab AM configuration utility. It features a table with columns 'Lines', 'Name', and 'ID'. The first row is highlighted in blue and contains the values '1 - 24', 'Spirent SIP STACK (Spirent)', and '1'. To the right of the table are buttons for 'Add...', 'Edit...', and 'Delete...'. The 'Delete...' button is active.

- 4 Click **Delete**. When the confirmation dialog box appears, click **Yes**.
- 5 Repeat **Steps 4** and **5** for each board in the server. After all of the boards are removed, a Call Services license is no longer required.

## To remove Call Services from a System Server:

- 1 Open **MiCollab AM Configuration**. The **System Configuration** utility displays the **Main** tab.

Main

MiCollab AM

Current Status: Stopped

System Name: System

Server Name: System Server

Company Name: ABC Company

Dealer Name: ABC Telecom Services

Server Version: 400000000000

Serial Number: 400000000000

Voice Storage: 1255 Hour(s) 54 Minute(s)

Startup

☒ Automatic Startup

Shutdown

Force Stop

Database...

Daily Maintenance...

About...

OK Cancel Apply Help

2 If MiCollab AM is running, click **Shutdown**, and then wait until **Current Status** changes to **Stopped**.

3 On the **Server** tab, click the **Remove Call Services** button.

Server

Local Server Configuration

Server Display Name: SystemServer

Role: System and Call Server Remove Call Services...

Network Address: ☒ IP ☐ DNS

Port: 18276 Server ID: 1

Description:

Contact:

Location:

| Name                                   | Value |
|--|-------|
| ASR Remote TCP Port                    | 6060  |
| ASR Audio Format                       | pcm   |
| No Input Timeout (Milliseconds)        | 3000  |
| Speech Complete Timeout (Milliseconds) | 1500  |
| ASR Start Delay                        | 0     |
| TTS Remote TCP Port                    | 6060  |

SSL Certificate

Certificate Expiration: 04/01/19 Import New SSL Certificate...

OK Cancel Apply Help

4 When the confirmation dialog box appears, click **OK** to continue the process.

5 The removal confirmation dialog box appears. Click **OK**. The configuration is saved and the Services are automatically restarted.



# Adding a Call Server to the System

Call Servers are added to the System Server from each individual Call Server platform. Follow the procedures in this section to add a Call Server to a System Server.

Make sure the following:

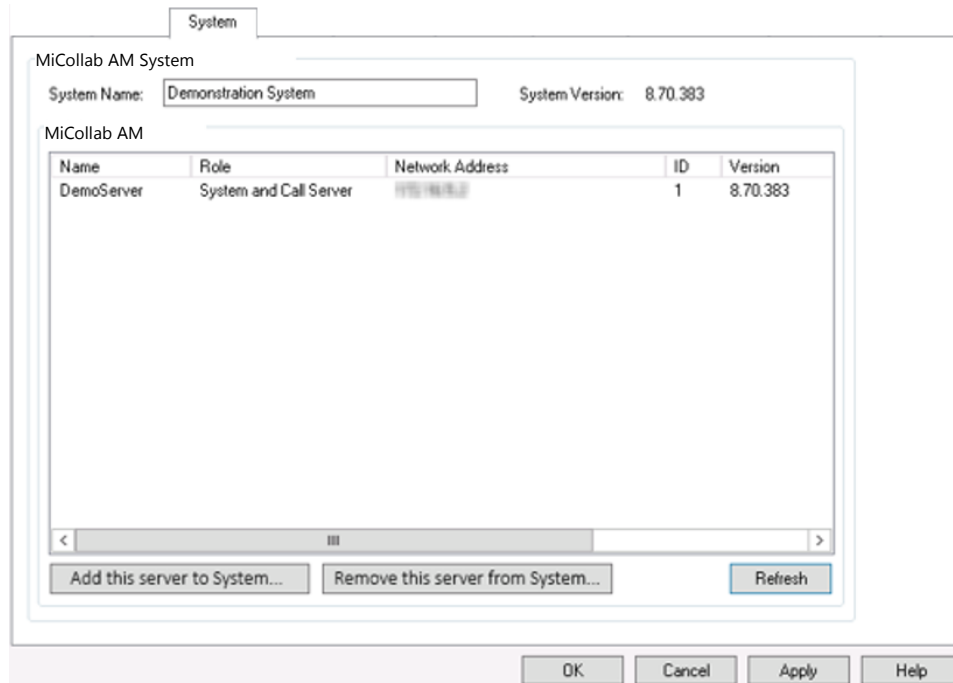
- The Call Server is running the same version of software as the System Server.
- The network connection is configured to use the TCP/IP protocol.
- The server is connected to the same network as the System Server and you can ping the System Server by its Fully Qualified Domain Name (FQDN) or its TCP/IP address.

To add a Call Server to the System Server:

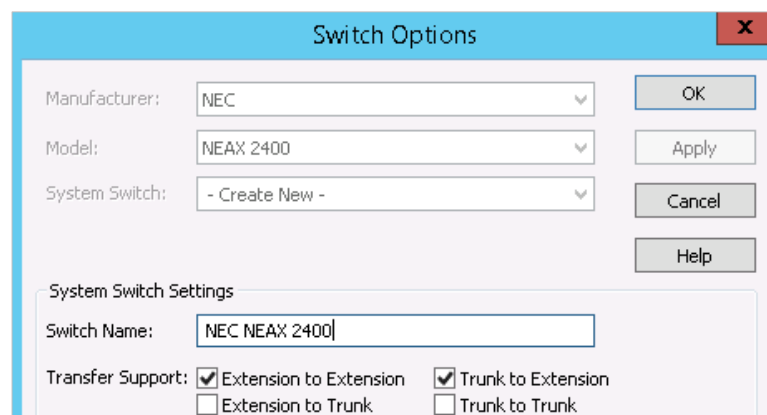
- 1 Open **MiCollab AM Configuration**. The **System Configuration** utility displays the **Main** tab.

The screenshot shows the 'Main' tab of the 'MiCollab AM Configuration' window. On the left, under 'MiCollab AM', there are several fields: 'Current Status' is 'Stopped'; 'System Name' is 'System'; 'Server Name' is 'System Server'; 'Company Name' is 'ABC Company'; 'Dealer Name' is 'ABC Telecom Services'; 'Server Version' is blank; 'Serial Number' is '4000000000000'; and 'Voice Storage' is '1255 Hour(s) 54 Minute(s)'. On the right side, there are buttons for 'Startup', 'Shutdown', 'Force Stop', 'Database...', 'Daily Maintenance...', and 'About...'. The 'Automatic Startup' checkbox is checked. At the bottom of the window are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

- 2 If MiCollab AM is running, click **Shutdown**, and then wait until **Current Status** changes to **Stopped**.
- 3 On the **System** tab, click the **Add this server to System...** button.



- 4 When the confirmation dialog box appears, click **OK** to confirm the process. The **System Server Connection** dialog box appears.
- 5 On the **System Server Connection** dialog box, enter the machine name (DNS or TCP/IP), and MiCollab AM Administrator's ID, and the administrator's password, and then click **OK**.  
The default port number does not have to be changed. The synchronization process start.
- 6 After the call server system synchronization process completes, the confirmation dialog box appears.
- 7 Click **OK**. The **Switch Options** dialog box appears the unassigned **Switch** information from the System Server.



*Image continues on next page*  
*Image continued from previous page*

**MWI Settings**

Refresh Trigger:  Refresh Type:

Refresh Interval:  Initialize Mode:

Refresh Time of Day:  Set Preference:

**Inter-Switch Connectivity Group Assignments**

| Name       | Type   | Member                   |
|------------|--|--------------------------|
| Incoming 1 | Inter-Switch Incoming Uniform Numbering Plan | <input type="checkbox"/> |
| Incoming 2 | Inter-Switch Incoming Uniform Numbering Plan | <input type="checkbox"/> |
| Outgoing 1 | Inter-Switch Outgoing Uniform Numbering Plan | <input type="checkbox"/> |
| Outgoing 2 | Inter-Switch Outgoing Uniform Numbering Plan | <input type="checkbox"/> |

**Local Switch Settings**

View:

| Name                                | Value     |
|-------------------------------------|-----------|
| Disconnect Loop Current Length (ms) | 100       |
| Flash Hook Time (ms)                | 750       |
| T1 Protocol                         | FXS       |
| T1 Signaling                        | Immediate |

- 8 Click **OK** to accept the existing **Switch Options** for this Call Server.

If there is more than one **Switch** assignment, the remaining **Switch Options** dialog boxes for each **Switch** display. Click **OK** to accept them. The **Integration Options** dialog box appears the unassigned **Integration** from the System Server.

**Integration Options**

System Switch:

Integration Type:

Integration:

Name:

**Local Integration Settings**

View:

| Name                  | Value  |
|-----------------------|--------|
| Link Integration Mode | Normal |
| Serial port           | 1      |
| Baud rate             | 9600   |
| Word length           | 8      |
| Parity                | None   |
| Stop bits             | 1      |

- 9 Click **OK** to accept the existing **Integration Options** for this Call Server.

If there is more than one **Integration** assignment, the remaining **Integration Options** dialog boxes for each integration display. Click **OK** to accept them. The **Switch Section Options** dialog box appears.

Switch Section Options

Local Switch: NEC NEAX 2400

System Switch Section: - Create New -

System Switch Section Settings

Name: NEC NEAX 2400 Section

Node Code:

Location Code:

Location: Seattle

MWI Integration: NEC NEAX 2400 MCI serial port

Local Switch Section Settings

View: Required Parameters

Set Defaults

| Name                   | Value    |
|------------------------|----------|
| Incoming Hunt Mode     | Terminal |
| Hunt Group Access Code |          |

- 10 Click **OK** to accept the existing **Switch Section Options** for this Call Server.

If there is more than one **Switch Section** assignment, the remaining **Switch Section Options** dialog boxes for each switch section display. Click **OK** to accept them.

- 11 **MiCollab AM Configuration** restarts automatically. Once **MiCollab AM Configuration** is restarted, verify that the **Switches**, **Switch Sections**, and **Integrations** that were assigned to the System Server are now assigned to the Call Server.

- 12 On the **Switches** and **Switch Sections** tabs from **MiCollab AM Configuration**, click the **Show all Instances by Server** checkbox to view all instances on each tab.

If there is an unassigned **Switch**, **Switch Section**, or **Integration** object, it is displayed in red in the table of each tab.

The following figure provides an example of an unassigned Switch Section.

Switch Sections

Switch Sections:

| Name                      | Location | Server               |
|---------------------------|----------|----------------------|
| NEC NEAX 2400 Section     | Seattle  | Server1 (Unassigned) |
| Asterisk Asterisk Section |          |                      |

Add...  
Edit...  
Delete...

☒ Show All Instances by Server
Refresh List

OK Cancel Apply Help

**NOTE** You can add unassigned **Switches**, **Switch Sections**, or **Integrations** to a Call Server for use, or you can delete them if they are not used.

To add or delete an object on these tabs, highlight the object in red, and then click **Add** to add it to the server, or click **Delete** to remove it.

You cannot delete unassigned **Switches**, **Switch Sections**, or **Integrations** on a System Server unless Call Services are enabled.

# Upgrading or Updating MiCollab AM

MiCollab AM version 9.3 runs a specific version of Dialogic and Aculab software. If you are upgrading to version 9.3 from a previous version of MiCollab AM, and your system is using Dialogic or Aculab linecards, you must first un-install the Dialogic and/or the Aculab software support components. Once these software support components are un-installed, you can proceed with the MiCollab AM version 9.3 installation.

You must choose to install the Dialogic and Aculab software support components during the initial setup procedure. If you select these software components during setup, the software is installed automatically during the MiCollab AM version 9.3 installation process.

For more information on these software support components, refer to the *Removing and Installing Dialogic and Aculab Software Support Components* chapter in the *System Installation and Configuration Guide*.

MiCollab AM version 9.3 requires a specific version of the ASR and TTS software. If upgrading from a version prior to 9.3, you must first remove any existing software that is no longer supported.

The MiCollab AM 9.3 TTS and ASR Resources Installation Media will detect and display the components that require removal.

After unsupported software is removed, you must then install the TTS and ASR software that is specific to MiCollab AM version 9.3. For more information on upgrading the TTS and ASR software, refer to the *Installing TTS and Speech Software* chapter in the *System Installation and Configuration Guide*.

## Installing Software Patches, Updates, and Upgrades

Before you install patches, software updates, or software upgrades on a MiCollab AM platform, perform the following tasks:

- Check the **File Downloads** in the Technical Area of the [connect.mitel.com/connect](https://connect.mitel.com/connect) website for additional information on patches, service packs, and related Technical Bulletins.
- Verify that the most recent service pack for the operating system is installed.
- Refer to the *Software Release Notice 9.3* to determine if the system platforms meet or exceed the given hardware and operating system requirements.
- Perform a backup of the System Server and all of the Call Servers.

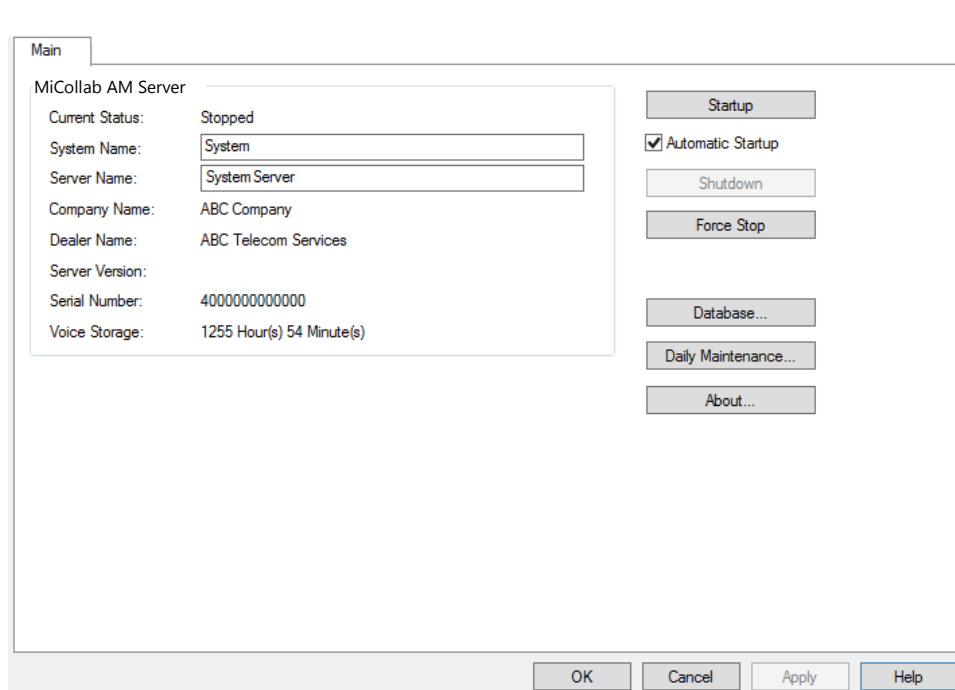
If you are migrating and upgrading an existing system, perform a backup of the System Server before beginning the migration process. The backups allow you to restore the system if there is a computer malfunction or human error during the upgrade process.

Refer to the documents, *Restoring and Backing up MiCollab AM*, the *System Installation and Configuration Guide*, and the *System Administration Guide* for instructions on performing backups.

## To update or upgrade the MiCollab AM software:

**IMPORTANT** Always begin a software update or upgrade process on the System Server. The System Server must be upgraded before you upgrade any of the Call Servers. If you attempt to install a later version of software on a Call Server before the System Server is upgraded, you are prompted to abort the process and upgrade the System Server first.

- 1 Open **MiCollab AM Configuration**. The **System Configuration** utility displays the **Main** tab.



- 2 Click **Shutdown**, and then wait for the **Current Status** shows **Stopped**.

- 3 Perform one the of the following tasks:

- **If you are upgrading MiCollab AM software:**

Insert the installation media containing the software upgrade into the appropriate drive, and then run the setup program to install software. Refer to the *System Installation and Configuration Guide*, or the online help for information on installing software.

- **If you are Installing patches or software updates:**

If the software is delivered on a media, insert the media in the appropriate drive, and then run setup.

If you have downloaded software from the [connect.mitel.com/connect](https://connect.mitel.com/connect) website, unzip the downloaded files, and follow the instructions in the accompanying text file to install the update. You can install updates to Call Servers through the network connection once the System Server is updated.

# Maintaining MiCollab AM in a Neverfail Environment

**NOTE** A new MiCollab AM plug-in is available for MiCollab AM version 9.3. For more information, refer to the document, *Neverfail Integration Guide*.

The Neverfail Replication service replicates the MiCollab AM database and registry keys in real time from the active server to the passive servers in a daisy chain fashion. Always perform **MiCollab AM Admin** and run MiCollab AM client utilities from the active System Server only.

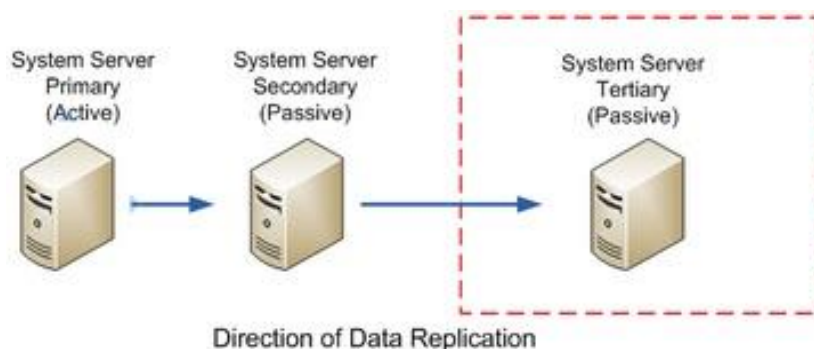


Figure 4. Neverfail Environment Diagram

- The Neverfail Engine does not have to be stopped to administer MiCollab AM unless MiCollab AM must be shut down to perform the task.
- If MiCollab AM must be shut down, you must stop the Neverfail Engine first before you can shut down MiCollab AM.

Always precede the installation of software upgrades, updates, or patches on a server in a Neverfail cluster by shutting down the Neverfail Engine. When the Neverfail Engine is running, none of the protected services, applications, processes, or the operating system can be stopped.

Once the Neverfail Engine is stopped, maintain MiCollab AM using the procedures and principles found in Mitel documentation and the online help.

- Always apply software upgrades or updates to the active System Server first.
- Apply the same software upgrades or updates to the passive System Servers after the active server maintenance is complete.

Once the System Servers in the Neverfail cluster are upgraded/updated, the Neverfail Engine is running, and the active System Server is online, individually shut down the Call Servers, and then perform the same software updates or upgrades to each one in the system.

For more information on maintaining MiCollab AM in a Neverfail environment, refer to the documents, *System Installation and Configuration Guide*, or *Neverfail Integration Guide*.