



**Avaya**  
**Contact Center Control Manager**  
Upgrade Guide  
Release 6.3

February 2012  
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# About This Guide

This guide describes how to upgrade an existing installation of the Avaya Contact Center Control Manager (ACCCM) to version 6.3.

This document assumes a working knowledge of Microsoft Windows standards and conventions.



# Chapter 1: Introduction

This chapter introduces the ACCCM system and provides an overview of the upgrade process.

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## About ACCCM

Market circumstances and customer requirements are constantly evolving. Today's consumers are increasingly intelligent and demand high efficiency and immediate response time in every interaction with their chosen product and service vendors. With an ever-growing selection of goods and services, they expect service providers to be constantly attentive and responsive to their needs. Should these requirements not be met quickly and effectively, these no-nonsense consumers will simply move on to the next provider of what they perceive to be a simpler and easier to use full-feature solution with what is perceived to be the lowest Total Cost of Ownership.

To face these mounting challenges, many companies have invested in the very best – Avaya's robust contact center solutions, which are designed to consolidate an organization's customer-facing activities across all media channels. The time has arrived to make the most of this investment.

Avaya Communication Manager, Interaction Center, Contact Center Express, Intelligent Customer Routing, Proactive Contact, Call Management System, Avaya IQ, Voice Portal and Integrated Response (IR), and Application Enablement Services (AES) — are all highly versatile and powerful global available "solution components." Yet, these individually managed applications can be made even more powerful effective to deploy with the addition of updated seamless integration with centralized administration. This attention to ensuring a more consistent customer service experience with TCO improvements is exactly what the enhancement product suite now being delivered via a single web-based interface.

Avaya's Contact Center Control Manager™ (ACCCM) is a truly comprehensive solution, starting from the Administrative Management foundation, to a *ground level* integrated agent dashboard and all the way up to supporting a tactical operation and real-time decision assist system. All these effectively unify, streamline and centralize management of Avaya contact center operations and enable organizations to consistently have the ability to ensure easily actionable and trackable real-time responses to even the most demanding customer needs.

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## **Key Features**

- Centralized management and administration of all contact center applications
- A user-friendly, Web-based and highly personalized thin client application interface
- Real-time monitoring and historical analysis of Agents, Skills, Vector Directory Numbers, campaigns and other business data
- Visual call flow design and vector management
- Role-based permissions and multi-tenancy support
- Full Microsoft Active Directory integration with single sign-on functionality



## Chapter 2: Backup the Existing Installation

Before you start the upgrade process, it is strongly recommended to perform a full system backup.

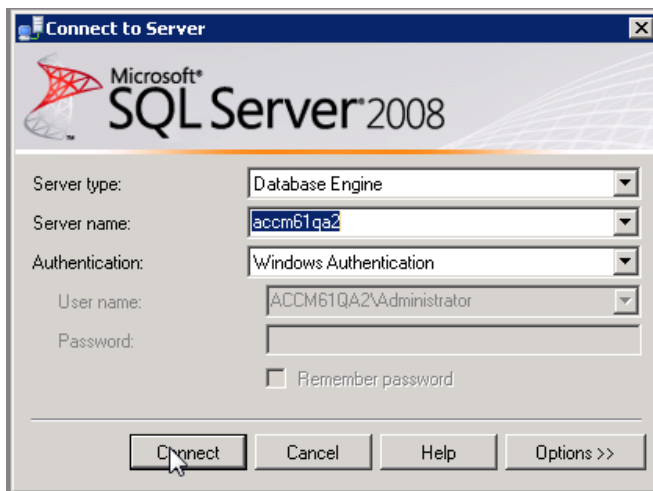
This chapter describes how to backup the following components:

- ACCCM Database
- ACCCM Web Sites
- ACCCM Services

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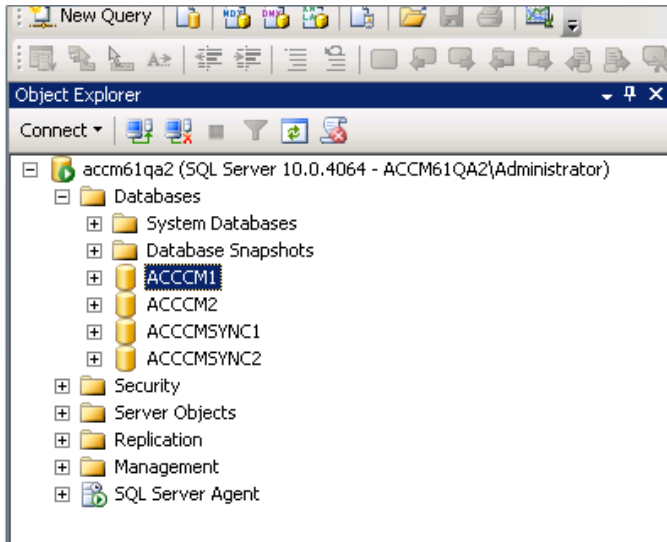
### Backing up the Database

1. Open SQL Enterprise Studio.
2. Log in to the server that hosts the ACCCM database.

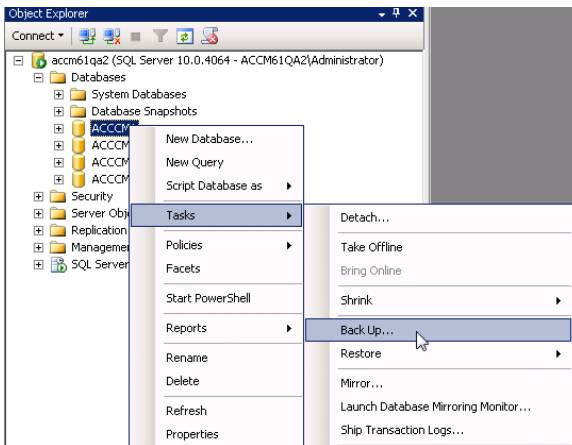


3. Expand the navigation tree and select your ACCCM database.

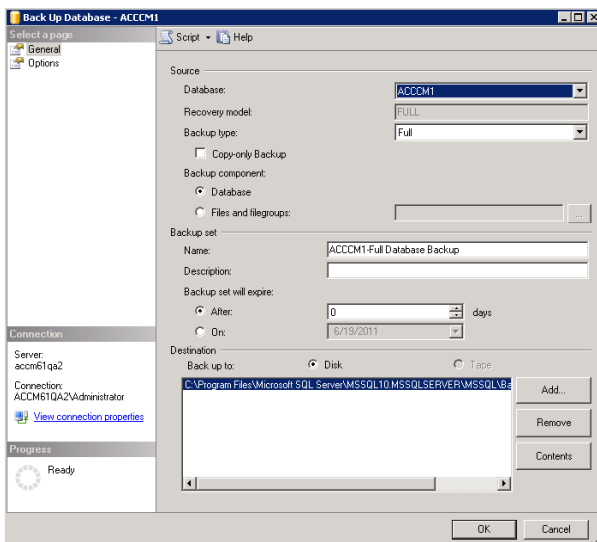




4. Right-click the database and select **Tasks > Backup**.



5. Select a full backup and point to the location where you want to store the backup file.



- Click **OK** to start the backup.

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## System Service Backup

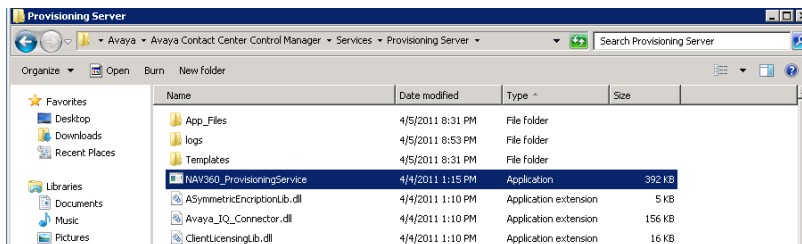
- Stop all ACCCM services that are running on the machine.
- Create a new folder on the ACCCM server.  
This folder will store the backup files.
- Copy the entire folder of every one of the system services to the new folder.

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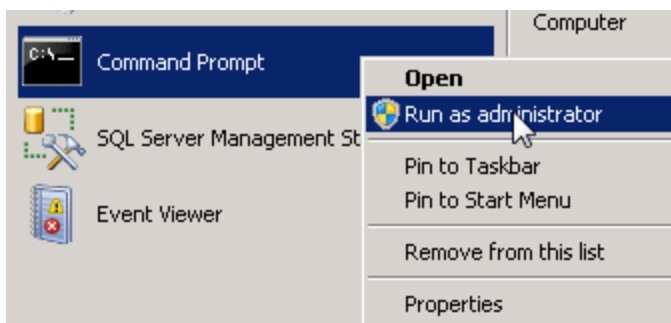
## Remove ACCCM Services

The steps described in this section must be performed for every ACCCM service that is installed on your server.

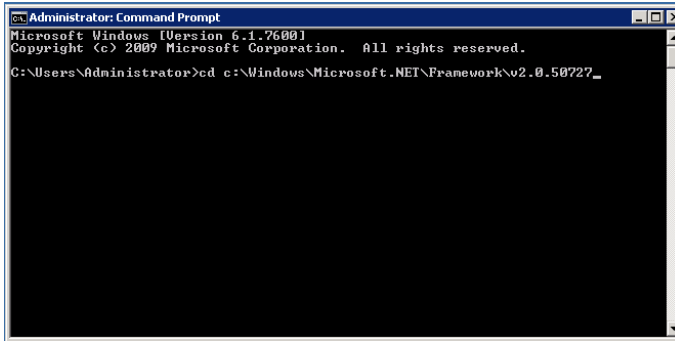
- Navigate to the folder of the service you would like to remove, in this example we will use the provisioning server



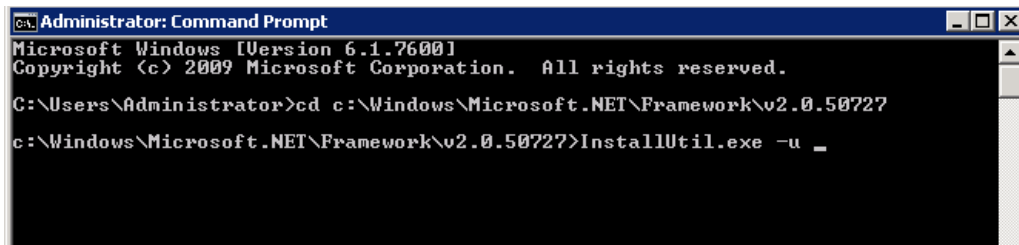
- Locate the service EXE file marked as application under the "type" column.
- Open the windows command line **Run As Administrator**.



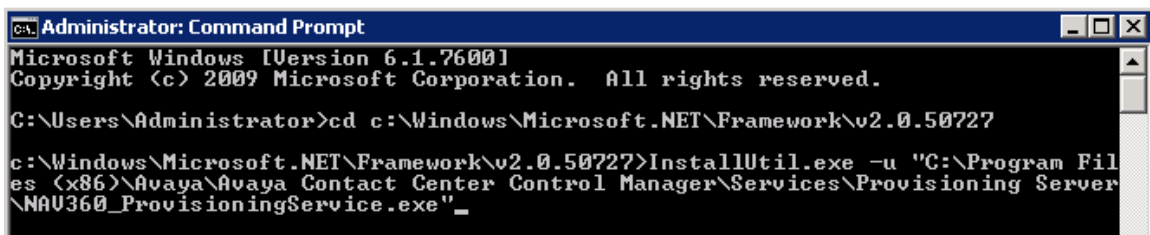
- Go to the c:\windows\microsoft.net\framework\v2.0.50727 folder.



5. Write the following command: **installutil – u** (Do NOT press enter yet!).



6. Drag and drop the EXE file from the service folder into the command line window.



7. Press **ENTER**.
- The system will uninstall your service.
8. Repeat these steps for all other ACCCM services.

## Backing up the Web site

1. Stop the **Microsoft Internet Information Service** on the ACCCM server.

You can do it from the Windows Services Screen:



2. Copy all the web site folders (ACCCM, Visual Phone, Visual Vectoring etc) to the backup folder you created.

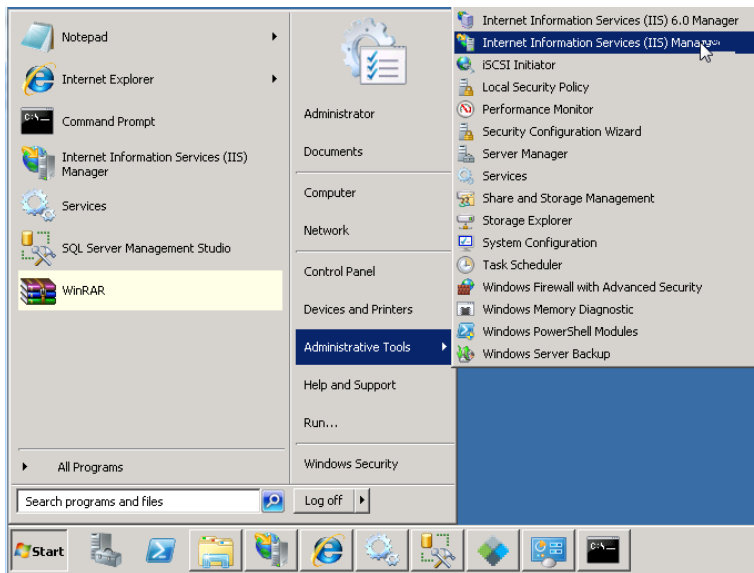
**Note:** Do not start the IIS service.

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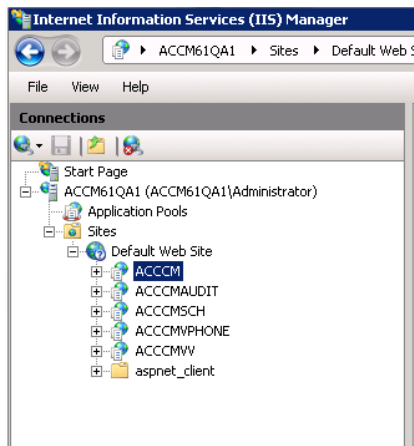
## Manual Removal of ACCCM Web Sites

The steps described in this section must be performed for every ACCCM Web Site that is installed on your server.

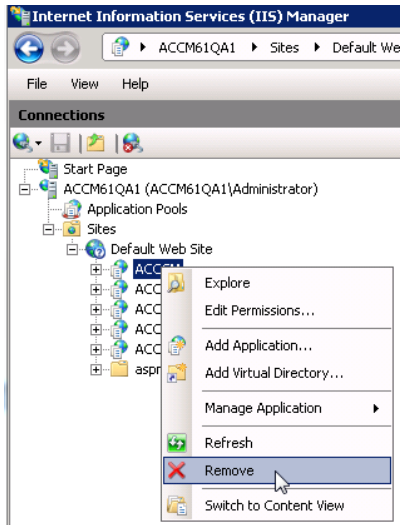
1. Open the Microsoft Internet Information service administration.



2. Navigate to the Web sites under the default web site.

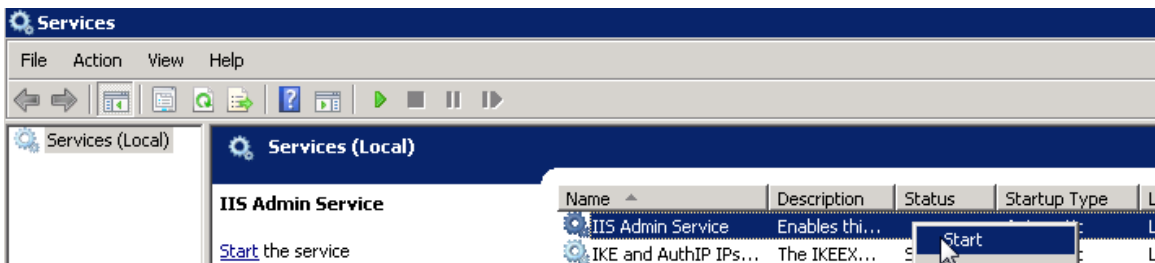


3. Right-click and delete the site that you want to remove.



4. Repeat these steps for all other ACCCM web sites.
5. Start the Microsoft Internet Information Service on the ACCCM server.

You can do it from the Windows Services Screen:



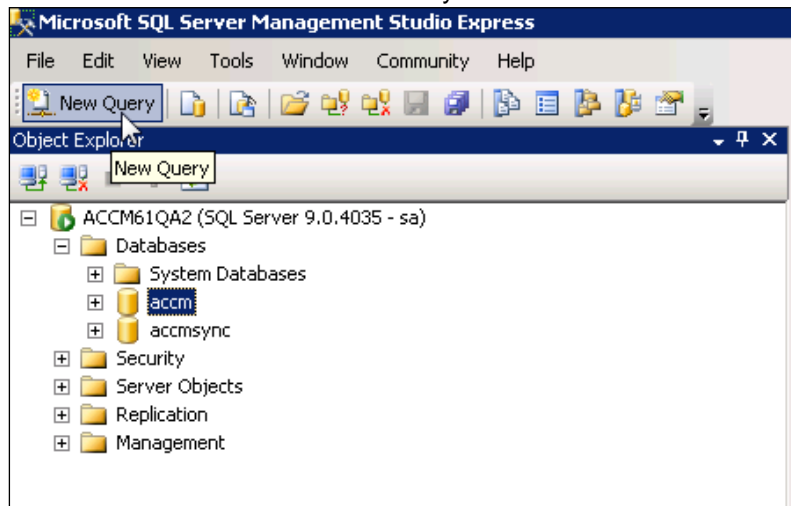
■ ■ ■ ■ ■ ■

## Chapter 3: Upgrading the Database

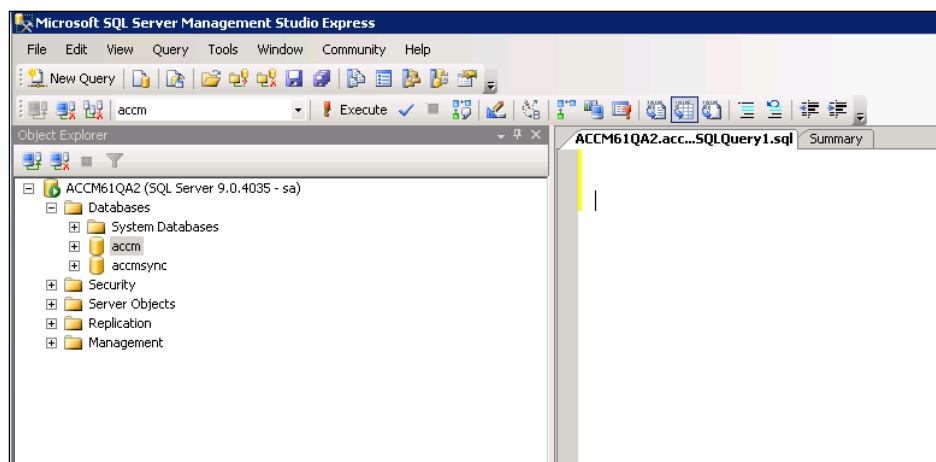
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### Upgrading the ACCCM Database

1. Open Microsoft SQL Management Studio.
2. Locate the ACCCM 6.0 database on your server and click **New Query**.

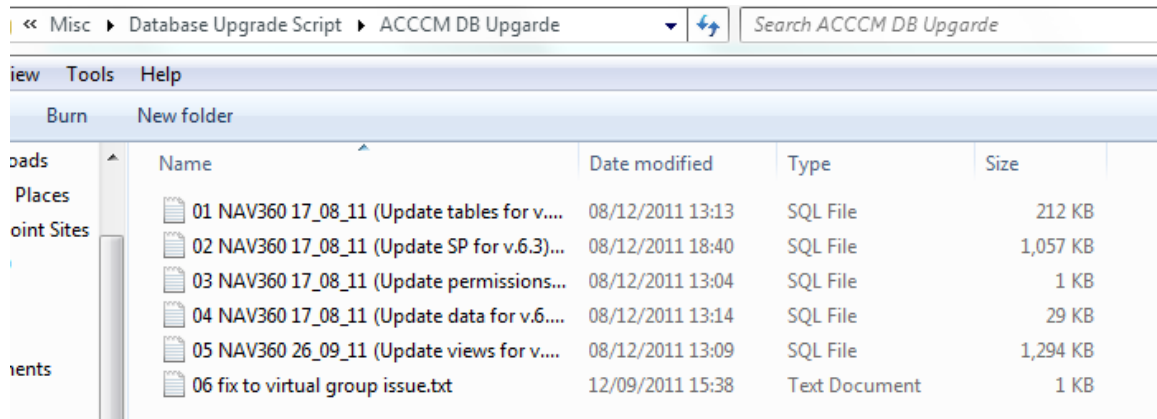


The query analyzer screen appears on the screen.

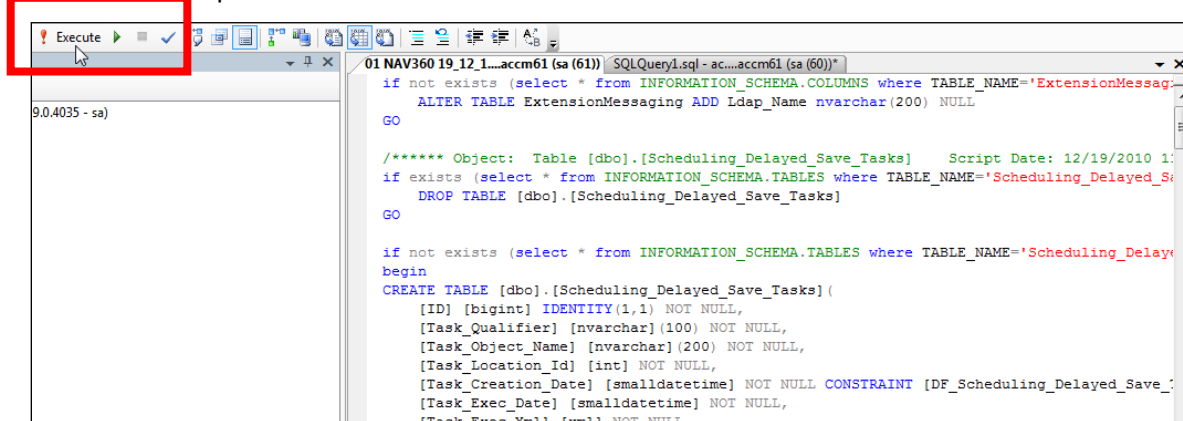


- Locate the database migration scripts that are located in the ACCCM installation CD under the **MiscDatabase Upgrade Script\ACCCM DB Upgrade** folder.

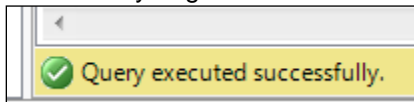
You must use only scripts 1-6 for the upgrade process.



- Open script number 3 in SQL Enterprise Studio.
- Execute the script.



- Make sure you get a success message at the bottom part of the screen.



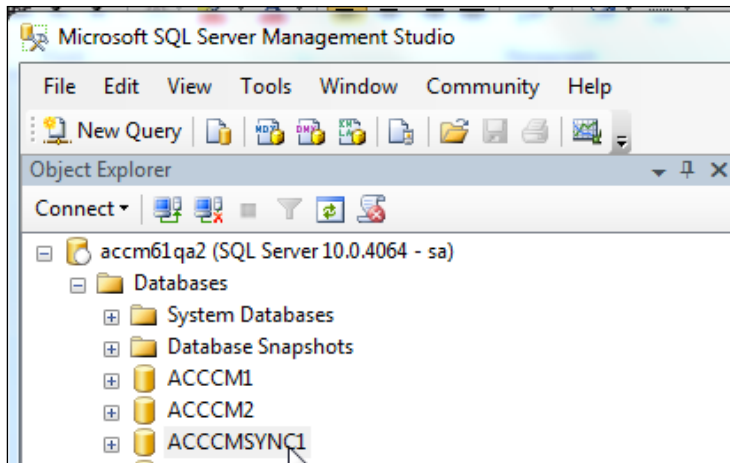
- Perform steps 4-6 again with scripts 2-5.

While running the script number 5, you may get an error message. Ignore the message. If you receive an error message for scripts 3, 4, or 6, contact [support@avayacontrolmanager.com](mailto:support@avayacontrolmanager.com).

After running all the scripts your database is upgraded to version 6.3.

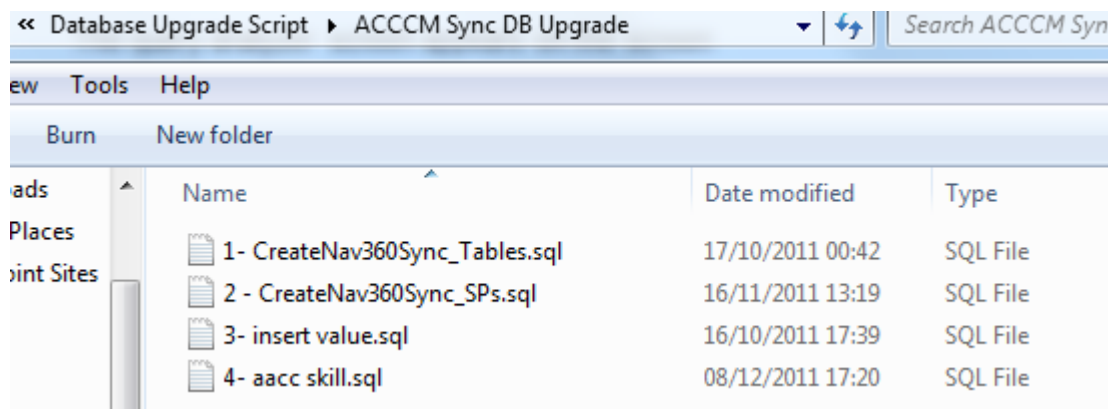
# Synchronizer Database upgrade

1. Open Microsoft SQL Management Studio.
2. Locate the ACCCM Sync 6.0 database on your server and click **New Query**.



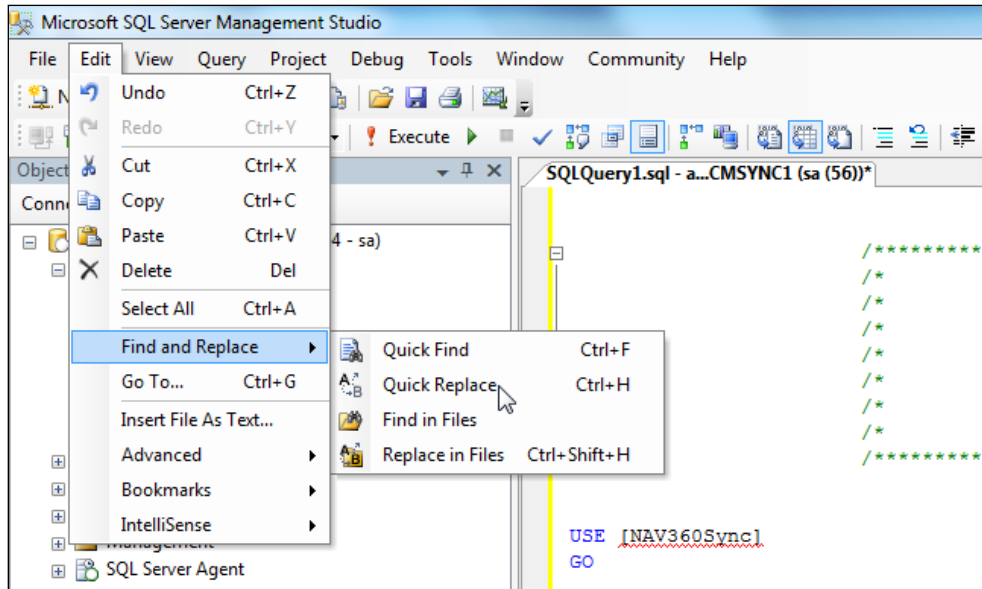
The query analyzer screen appears on the screen

3. Locate the Sync Database migration scripts that are located in the ACCCM installation CD under the Misc\Database Upgrade Script\ACCCM Sync DB Upgrade. You must use only scripts 1-4 for the upgrade process.

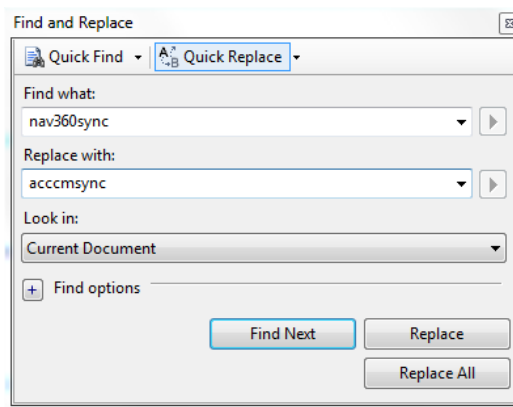


4. Open script number 1 in SQL Enterprise Studio.
5. Click **Edit and select Find and Replace >Quick Replace**.

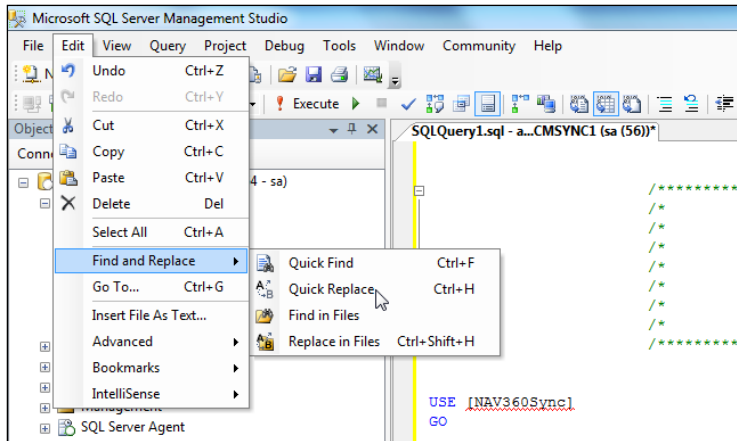




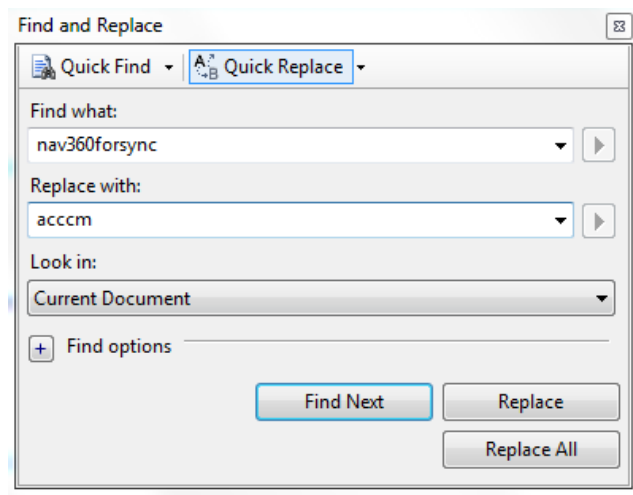
The following screen appears.



6. In the **Find what** field, enter *nav360sync* and in the **Replace with** field, enter the name of your **SYNC** database.
7. Click **Replace All**.
8. Click **Edit** and select **Find and Replace > Quick Replace**.

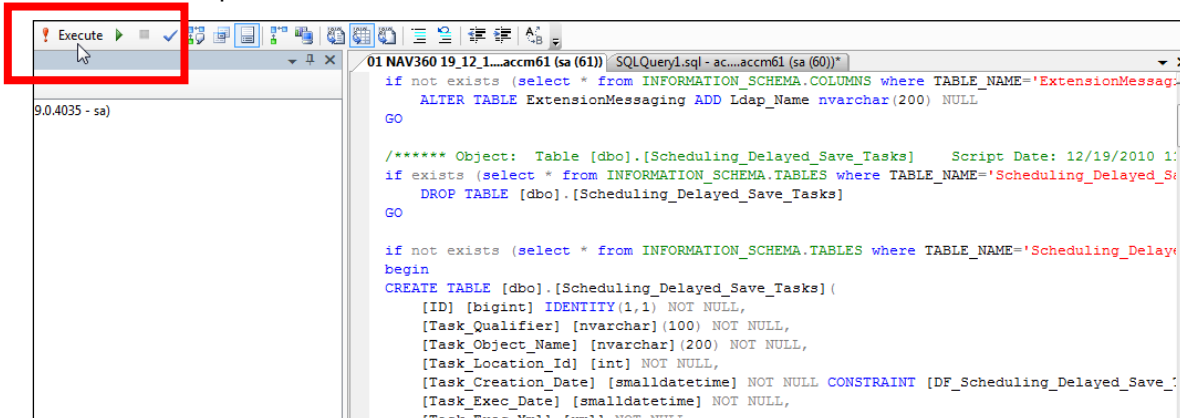


9. In the **Find what** field, enter *nav360sync*, and in the **Replace with** field, enter the name of your **ACCCM** database.



10. Click **Replace All**.

11. Execute the script.



12. Make sure you get a success message at the bottom part of the screen.

13. Perform steps 6-13 again with scripts 2-4.

After running all the scripts you database is upgraded to version 6.3.

■ ■ ■ ■ ■ ■

## Chapter 4: Upgrading ACCCM - Windows 2008 R2

This chapter describes the procedures for installing the ACCCM on a Windows 2008 R2 operation system.

---

### Running the Installation Wizard

1. Start the installation wizard from the ACCCM installation CD.

The installation must load automatically. If it does not start, then run the ACCCM.EXE file.

The Installation Wizard writes a log file that summarizes the entire installation process. The log is written to c:\accminstaller.log on your server.

2. Make sure you have full administrative rights on the server and that you can create files on drive C (for the installation wizard logging).

The following screen appears:

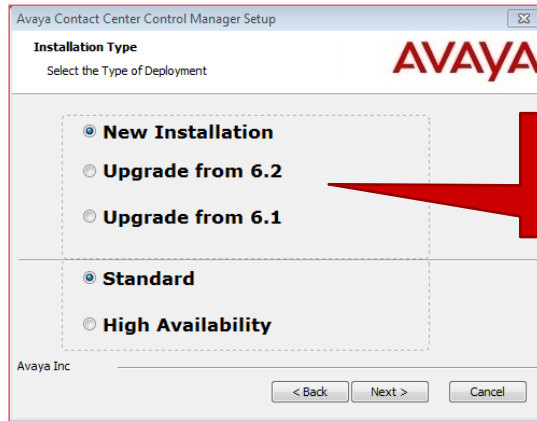


3. Click **Next**.

The system prompts with a question about the type of installation you are running.

## Automatic Upgrade Process

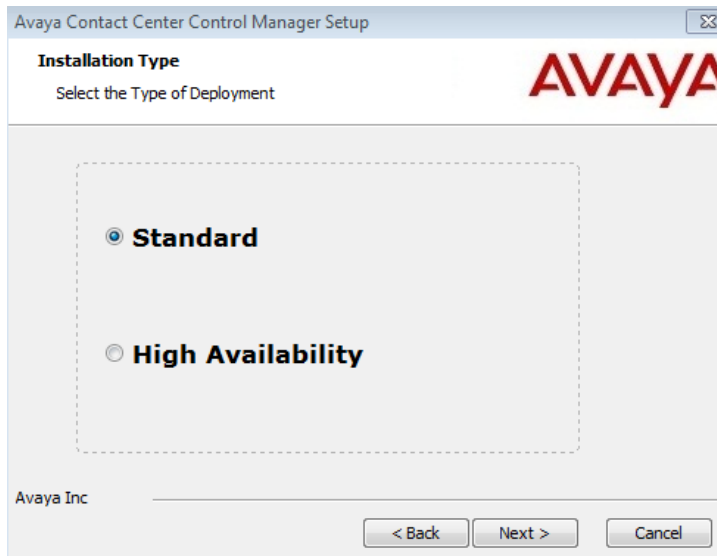
AVAYA



Select the  
upgrade path.

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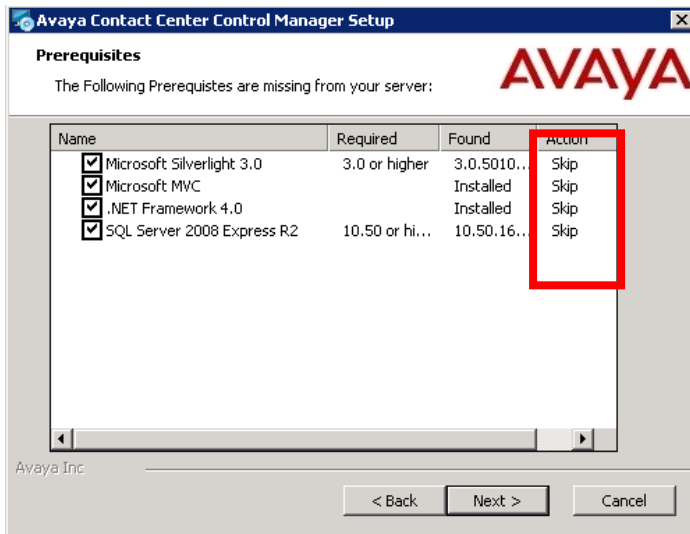


There are two types of ACCCM deployments, namely, Standard and High Availability.

This document covers only the standard installation. If you are installing a High Availability environment then please refer to the High Availability deployment guide.

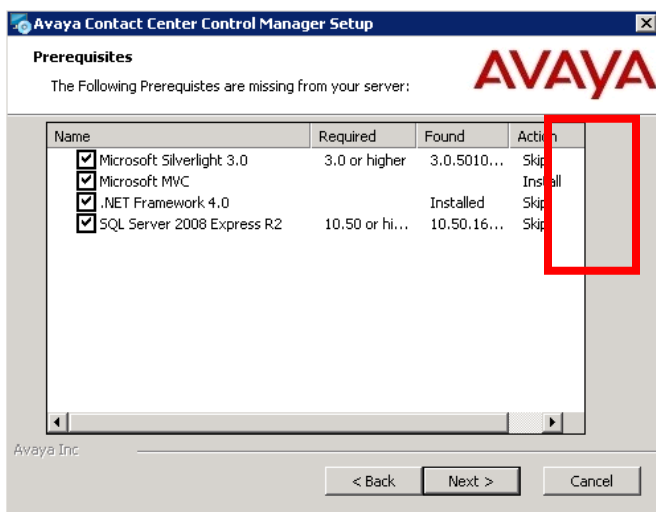
4. Select **Standard** and click **Next**.

The System checks for preinstalled prerequisites:



If the components are already installed, then the wizard skips the corresponding component installation.

If one or more of components are missing, and then the component will be installed in during the process and appear as Install under the action.



You can remove prerequisites from the installation by removing the ☒ next to Prerequisite name.

**Note:** Make sure you remove the SQL Server 2008 Express R2.

The following prerequisites are installed as part of the ACCCM 6.3 installation wizard:

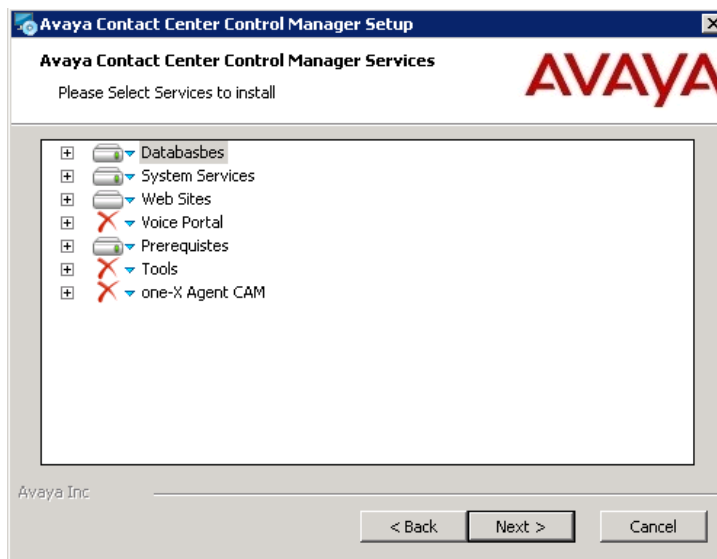
Prerequisite	Required for component	Comments
Microsoft Silverlight 3.0	Visual Phone	In case you do not intent to browse to the Visual Phone web site from within the ACCCM server, you do not

Prerequisite	Required for component	Comments
		need to install this component.
Microsoft MVC	Avaya one-X Agent Administration	MVC is required only if you intend to install Avaya one-X Agent administration.
.NET Framework 4.0	Avaya one-X Agent Administration	Framework 4.0 is required only if you intend to install one-X Agent administration.

**Note:** By default, SQL Server is selected for installation. Remove it

- Click **Next**.

The following screen appears:



This screen shows all the ACCCM components that will be installed. The components are grouped into the following groups:

Group	Component	Description	Installed by Default
Databases	ACCCM Database	Stores all the ACCCM system configuration	Yes
	Synchronizer Database	Required in order to synchronize with the CM and AACCCM	Yes
System	Provisioning Server	Provisions components from ACCCM to the	Yes

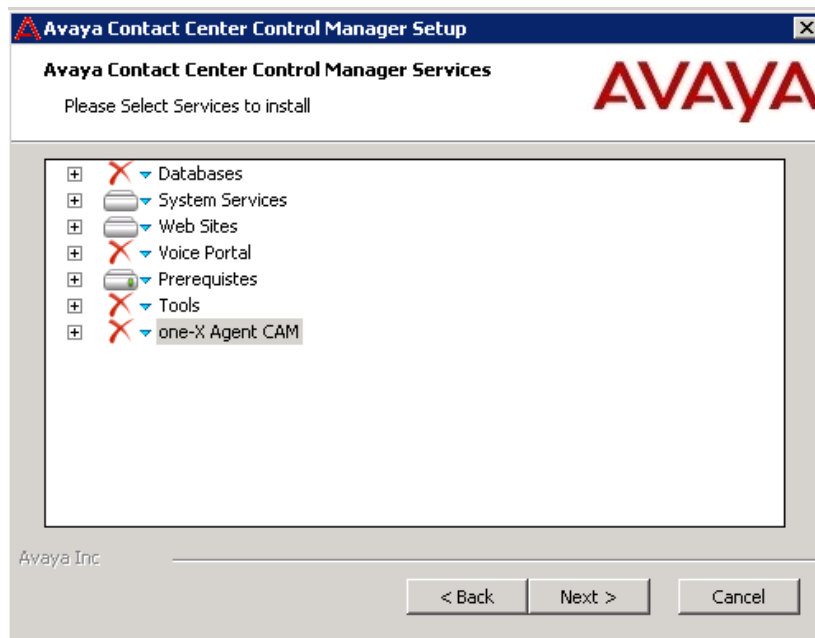
Group	Component	Description	Installed by Default
Services		different Avaya systems	
	Schedule Server	Provides the ability to schedule tasks in ACCCM	Yes
	License Server	ACCCM licensing.	Yes
	Active Directory Synchronizer	Integrates to Active Directory and allows User, Agent and Extension provisioning from active directory into ACCCM	Yes
	Audit Log Service	Responsible for all auditing within ACCCM.	Yes
	Importer	Import users, agents, skills, VDNs, and extensions from excel files into ACCCM.	Yes
	Synchronizer	Synchronizes information from CM to ACCCM	Yes
	Vector Auditing	Vector auditing and verification tool	Yes
Web Sites	ACCCM Web	The Main User Interface of ACCCM	Yes
	ACCCM Visual Vectoring	Vector management tool	Yes
	ACCCM Visual Phone	Visual management of extensions	Yes
	ACCCM Schedule Server	Schedule tasks	Yes
	ACCCM Audit Log	View audit log results	Yes
	ACCCM CCE Integration	Provides CCE administration capabilities. Required only if you install CCE integration	No



Group	Component	Description	Installed by Default
Voice Portal	Voice Portal Web	Mandatory only if you install AVP integration. Provides the user interface for the AVP administration.	No
	Voice Portal Configuration Database	Mandatory only if you install AVP integration.  A database that stores all the configuration of the AVP Connector.	No
	Voice Portal Connector	Mandatory only if you install AVP integration.  Web Services API that is used by the ACCCM Reusable modules	No
Prerequisites	Microsoft Silverlight 3.0	In case you do not intent to browse to the Visual Phone web site from within the ACCCM server, you do not need to install this component.	Yes
	Microsoft MVC	MVC is required only if you intend to install one-X Agent administration.	Yes
	.NET Framework 4.0	Framework 4.0 is required only if you intend to install Avaya one-X Agent administration.	Yes
	SQL Server 2008 R2 Express	Required only if you would like to install a single ACCCM server that runs also the database.	Yes
	Microsoft Silverlight 3.0	In case you do not intent to browse to the Visual	Yes

Group	Component	Description	Installed by Default
		Phone web site from within the ACCCM server, you do not need to install this component.	
Tools	Log cleaner	A log cleaning application.	No
One-X Agent CAM	One-X Management Web Site	Web administration for Avaya one-x agent configuration.	No
	One-X Agent configuration service	Web service for one-x agent client authentication	No
	One-x Agent database	Database that stores all the one-x agent configuration data	no

- Remove all databases.



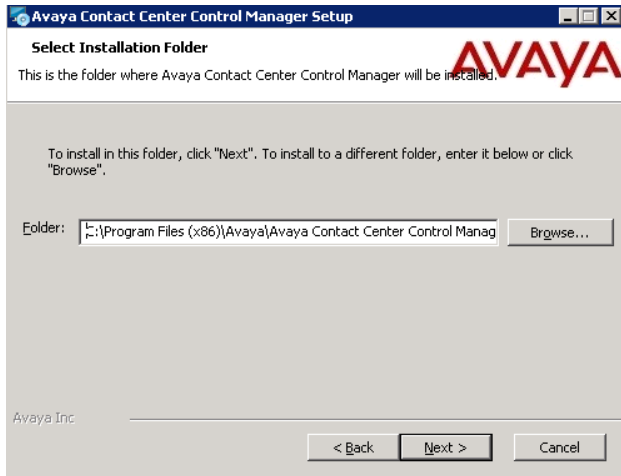
- Select the components you want to upgrade and click **Next**.

This section will cover the standard installation of the default components. Other components such as AVP and Avaya one-X Agent are described separately in ACCCM installation guide.

- Click **Next**.

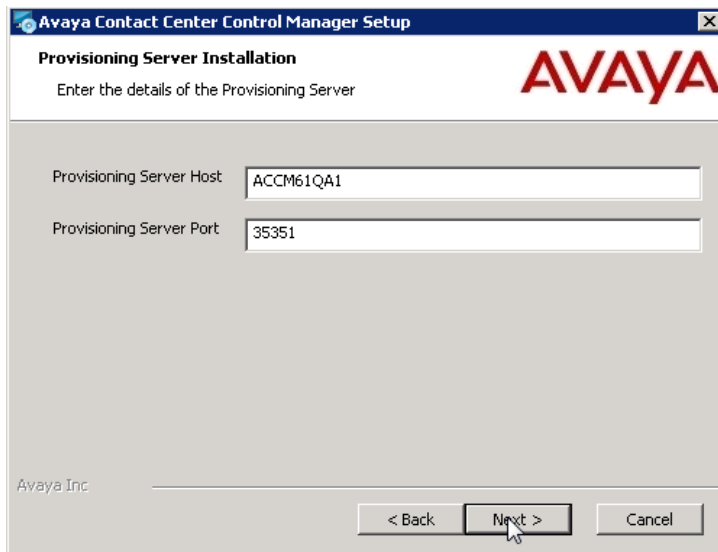
Field	Value
SQL	<p>The host name or the IP address of the server that hosts your SQL Server. By default, it is the ACCCM Server.</p> <p>If you are using a database instance, enter the instance name, for example, acccmserver\sqlinstance.</p> <p>ACCCM Default SQL Server installation is not installing a special instance so the value should be only the server name or IP address.</p>
Port	The port number of your SQL Server. The default port used by SQL Server is 1433.
Username	<p>The database username that will be used for the connection to the SQL Server. We recommend using the <b>SA</b> user.</p> <p>If you do not have the SA user, you will have to use a user that has dbo access rights on the MASTER database.</p>
Password	The user password.
ACCCM DB Name	<p>The name of your ACCCM database.</p> <p>The default value is ACCCM</p>

9. Click **Next**.



10. Select the path where all ACCCM components will be installed.

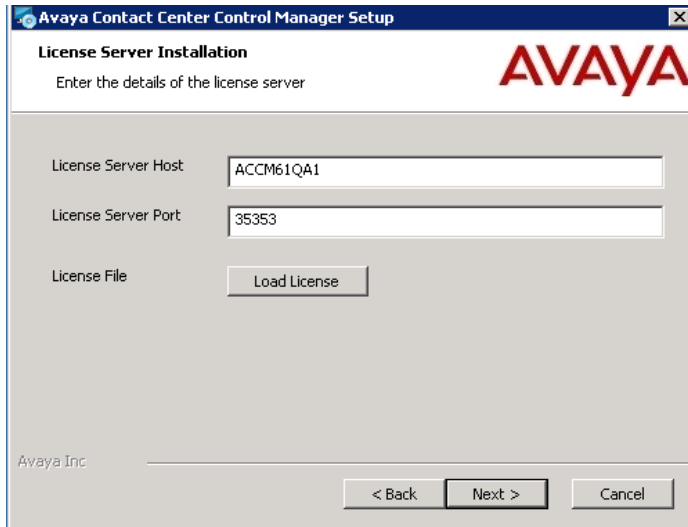
11. Click **Next**.



This screen displays the details of the provisioning server.

Field	Value
Provisioning server host	The host name that runs the provisioning server. By default it will be the server name where you are running the installation wizard
Provisioning port	The provisioning server port number. By default, it will be 35351.

12. Click **Next**.



The image shows a Windows-style installation window titled "Avaya Contact Center Control Manager Setup". The window has a blue header bar with the title and a close button. Below the header, the title "License Server Installation" is displayed in bold, followed by the instruction "Enter the details of the license server". The Avaya logo is in the top right corner. The main area contains three input fields: "License Server Host" with the value "ACCM61QA1", "License Server Port" with the value "35353", and "License File" with a "Load License" button next to it. At the bottom left, "Avaya Inc." is displayed. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

**Avaya Contact Center Control Manager Setup**

**License Server Installation**  
Enter the details of the license server

AVAYA

License Server Host: ACCM61QA1

License Server Port: 35353

License File: Load License

Avaya Inc.

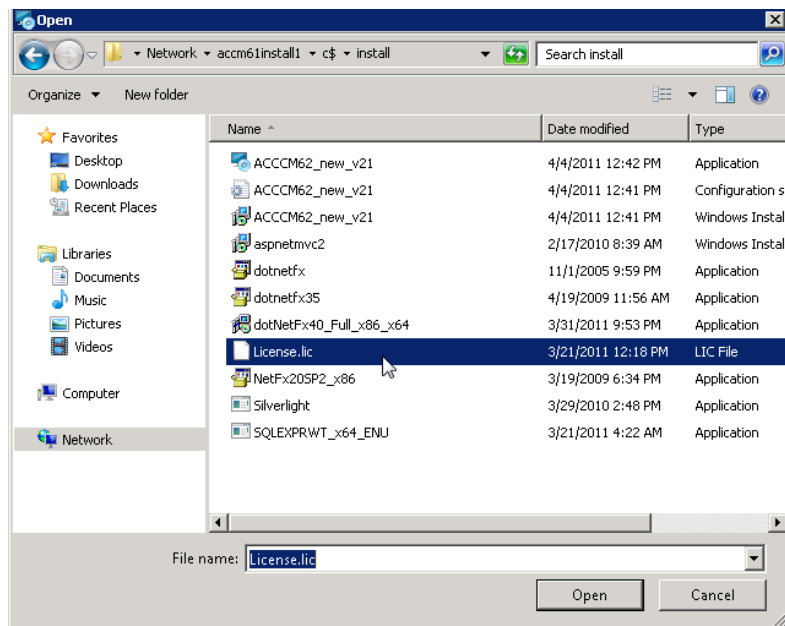
< Back Next > Cancel

13. Enter the license server details

Field	Value
License server host	The host name that runs the license server. By default it will be the server name where you are running the installation wizard
License port	The License server port number. By default, it will be 35353.

14. You can upload your ACCCM license file during the installation. Click on the “Load license” button. It is not mandatory to install the license file during the installation process. You can add the license file later manually.

15. Browse to the location of the ACCCM License file (license.lic), select it and click Open



16. The screen will close and that means you license is uploaded

17. Click **Next**.

Field	Value
Importer server host	The host name that runs the Importer server. By default, it will be the server name where you are running the installation wizard.
Importer port	The Importer server port number. By default, it will be 35353.

Click **Next**.

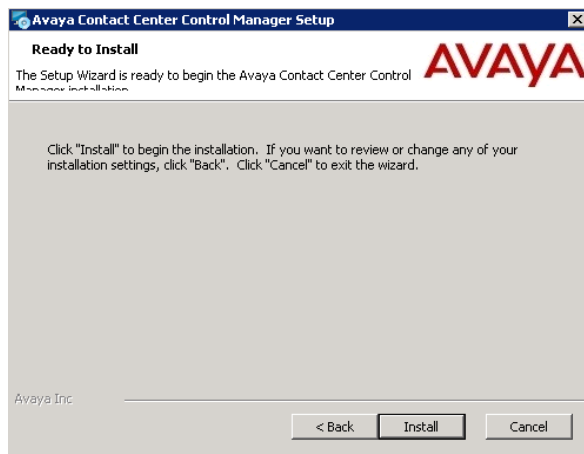
Field	Value
Communication manager version	The version of your Communication Manager. This value will be saved as the "Default CM Version" under the System Parameters of ACCCM.

	This value can be changed after the installation from the ACCCM UI under the system parameters tab.
Install AACC Integration	In case you are installing an environment that includes AACC integration, select YES. By default, this value is set to NO.
System Language	Select the language that you want to install for the ACCCM UI. By default, the system is set to English.

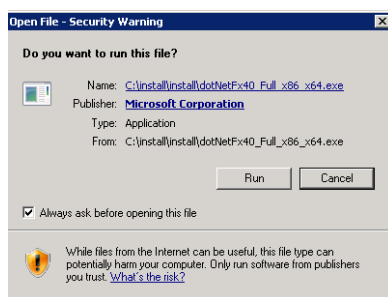
18. Click **Next**.

19. Click **Install** to start the installation process.

The installation process can take between 10 minutes to an hour depending on the components that you are installing.



During the installation, the system may prompt you to approve the prerequisite installation (It depends on the security configuration of your server). Confirm it by clicking **Run**.



When the system will finish the installation, you will see the following screen:





20. Click **Finish**.

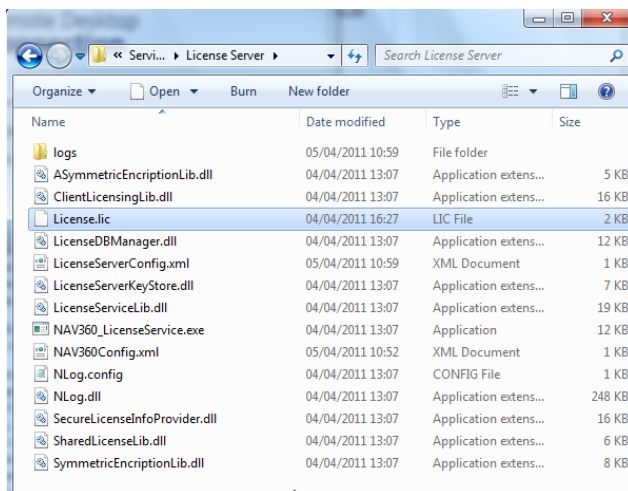
Jump directly to the *Testing the Installation* section in this document.

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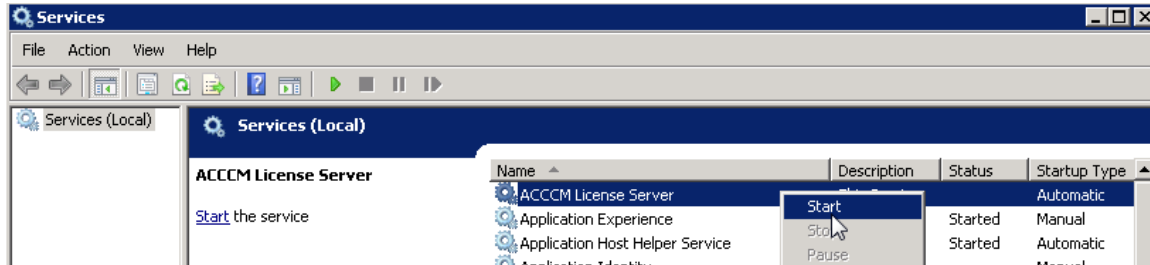
## Testing the Installation

To test our installation and start the system, do the following:

1. Start the ACCCM License Server.
2. If you uploaded the license file during the installation, skip directly to step 4 in this section. If you did not you, will need to copy the license file to the license server folder.
3. Copy the license file (license.lic) to the license server folder. It must be located in [yourinstalllocation\avaya\avaya contact center control manager\services\license server.

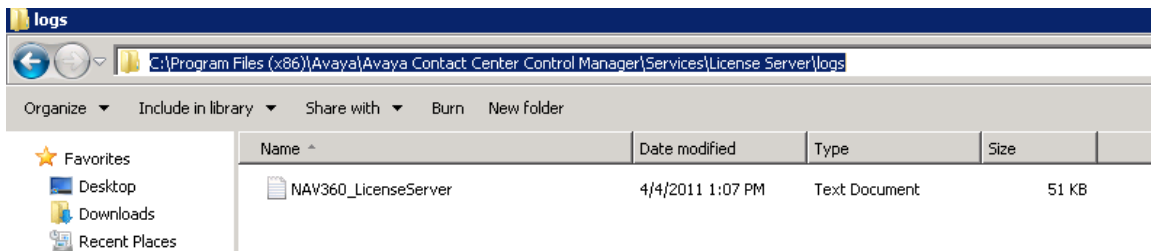


4. Open the Windows Services.



The service starts successfully.

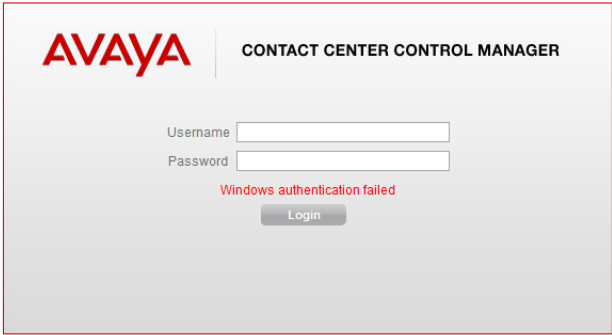
5. Check the service log files for details in case of a failure.



6. Start all other system services, except of the AD Sync service, that you decided to install (service name starts with ACCCM, the screenshot below shows all system services, in your installation there might be a different list).

Name	Description	Status	Startup Type
ACCCM AD Sync	Active Dire...		Automatic
ACCCM Audit Log Server	This servic...		Automatic
ACCCM AVP Data Memory Storage	ACCCM AV...	Started	Automatic
ACCCM AVP DB Loader	ACCCM AV...	Started	Automatic
ACCCM Importer	This servic...		Automatic
ACCCM License Server	This Servic...		Automatic
ACCCM Log Cleaner	ACCCM Lo...		Automatic
ACCCM Provisioning Server	This servic...		Automatic
ACCCM Schedule Server	This servic...		Automatic
ACCCM Synchronizer	This servic...		Automatic
ACCCM Vector Auditing	ACCCM Vis...		Automatic

7. Open your Internet Explorer browser and navigate to [http://\[acccmservername\]/acccm](http://[acccmservername]/acccm).



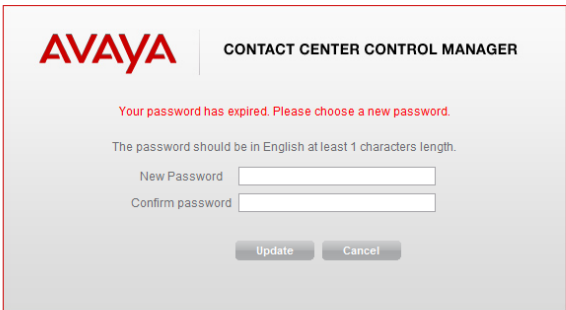
The screenshot shows the Avaya Contact Center Control Manager login interface. At the top left is the Avaya logo, and to its right is the text "CONTACT CENTER CONTROL MANAGER". Below this, there are two input fields: "Username" and "Password". A red error message "Windows authentication failed" is displayed below the password field. A "Login" button is positioned below the error message. At the bottom of the window, there is a disclaimer text.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited. Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws. The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials. All users must comply with all corporate instructions regarding the protection of information assets.

8. Perform the initial login with the following credentials:

- Username: admin
- Password: itnv

The system prompts to change your password.



The screenshot shows the Avaya Contact Center Control Manager password change interface. At the top left is the Avaya logo, and to its right is the text "CONTACT CENTER CONTROL MANAGER". Below this, a red error message "Your password has expired. Please choose a new password." is displayed. Below the error message, there is a note: "The password should be in English at least 1 characters length." There are two input fields: "New Password" and "Confirm password". Below these fields are two buttons: "Update" and "Cancel". At the bottom of the window, there is a disclaimer text.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited. Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws. The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials. All users must comply with all corporate instructions regarding the protection of information assets.

9. Change the password and login again with the new password.

You have successfully installed Avaya Contact Center Control Manager



## Chapter 5: Upgrading ACCCM on Windows 2003 R2

This chapter describes the procedures for upgrading ACCCM on a Windows 2003 R2 operation system with 32-bit support only.

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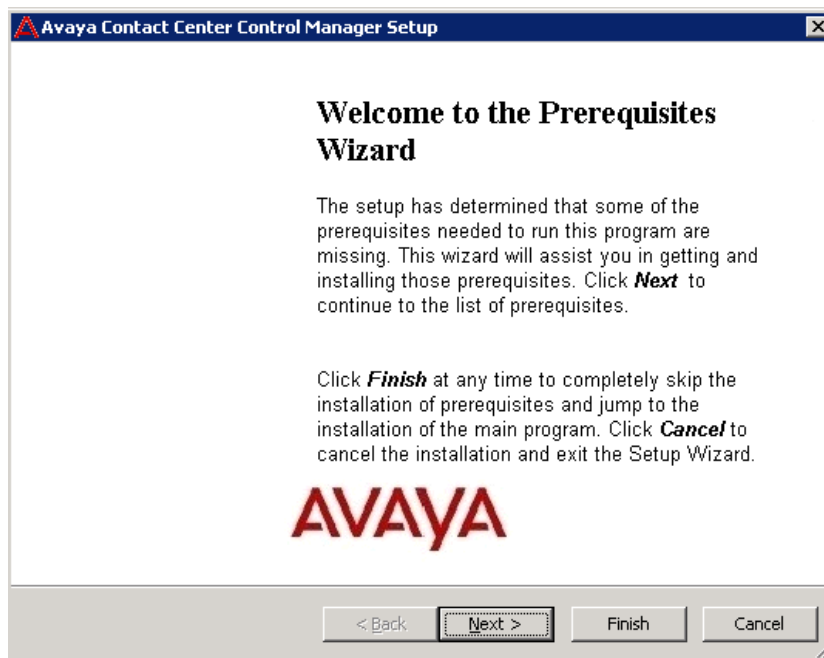
### Running the Installation Wizard

1. Start the installation wizard from the ACCCM installation CD.

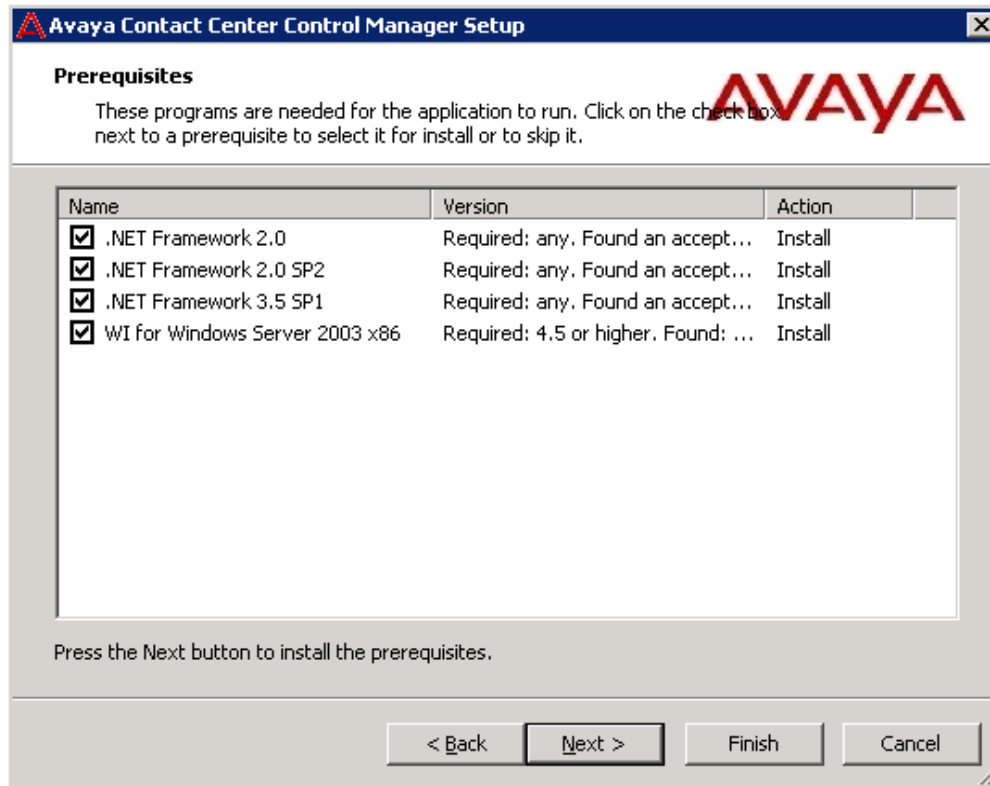
The installation loads automatically. If it does not start, then run the ACCCM.EXE file. The Installation Wizard writes a log file that summarizes the entire installation process. The log is written to c:\acccminstaller.log on your server.

2. Make sure you have full administrative rights on the server and that you can create files on drive C (for the installation wizard logging)

The following screen appears:



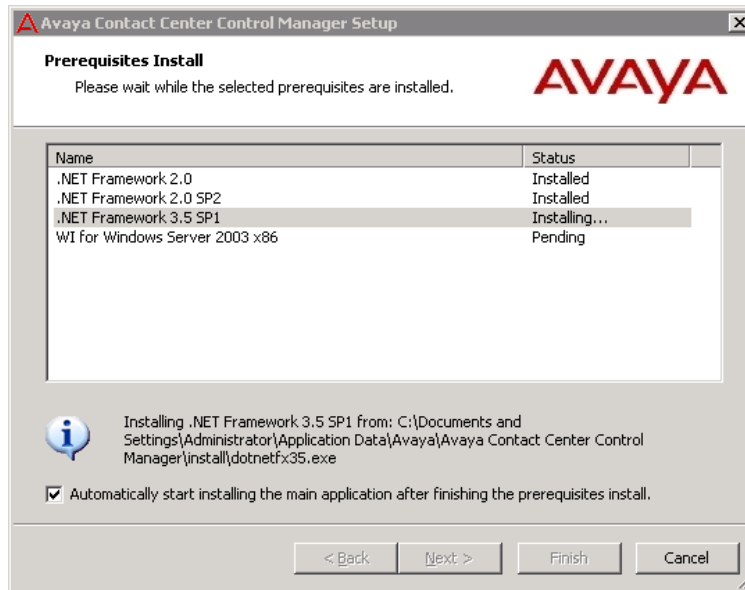
3. Click **Next**.



The installation wizard installs a set of mandatory prerequisites for the ACCCM installation:

Prerequisite	Required for component	Comments
.NET Framework 2.0	All system components	
.NET framework 2.0 SP 2	All system components	
.NET framework 3.5 SP 1	All system components	
WI for Windows 2003 x86	All system components	
Microsoft C++Red 2005 SP1	All system components	
Microsoft PowerShell 1.0	All system components	

4. Click **Next**.



During the installation, the server might restart.

5. After the server starts, login and the installation wizard continues automatically.

If the installation does not continue, you can start the installation wizard manually. Refer to the running the installation wizard chapter for windows 2008 in this document for the additional installation steps.



## Chapter 6: Troubleshooting

### Unable to Login into the ACCCM Portal

#### Authentication failed

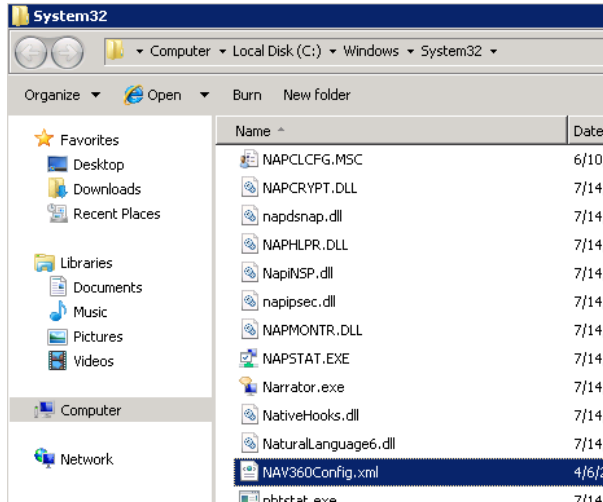
##### Problem:

When trying to login into the ACCCM web portal for the first time I get a message that the authentication failed.

##### Possible Resolution

If you are not able to login for the first time, please check the following things:

1. Go to the c:\windows\system32 folder and locate a file called NAV360CONFIG.XML.



2. Edit the file in Notepad.

The following is the file structure:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<configuration>
<connectionString>Data Source=ACCCMDBSERVER;Initial Catalog=ACCCMDBNAME;User
ID=acccmdbuser;Password=acccmdbpassword</connectionString>
```

```
</configuration>
```

3. **Make** sure that the connection string details match your database settings that you entered during the installation process:

String	Description
ACCCMDBSERVER	The database server that hosts your ACCCM Database.  In case you are using a database with an instance remember that the server name should include a "/".  For example: myserver/sqlexpress
ACCCMDBNAME	The name of the ACCCM DB
Acccmdbuser	The database user that is used by ACCCM to access the ACCCM database
Acccmdbpassword	The user's password.  After the first successful login the password will be encrypted.

You can create an ODBC on your server and check that the connection string details are correct.

In case they are wrong, you can edit them in the file and save the file.

4. Repeat these steps for the same file that is located in the c:\windows\syswow64 folder (valid only for windows 2008 64-bit installations).

## No More Licenses

### Problem:

When trying to login into the ACCCM web portal for the first time I get a message that there are no more licenses

### Possible Resolution:

If the error appears on the screen and you believe that you have enough licenses, check the following things:

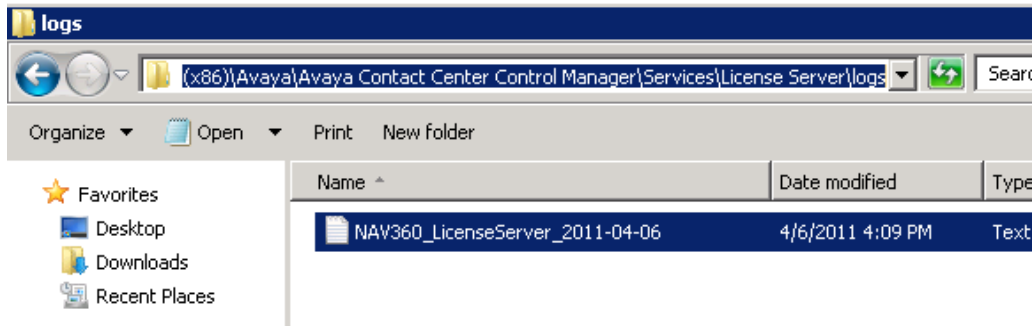
1. Open windows Services and check that the ACCCM License Server is running.

If the service is running then restart the service.

Name	Description	Status	Startup Type
ACCCM AD Sync	Active Dire...		Automatic
ACCCM Audit Log Server	This servic...		Automatic
ACCCM Importer	This servic...		Automatic
ACCCM License Server	This Servic...	Started	Automatic (D...
ACCCM Provisioning Server	This servic...		Automatic



2. If the service restart does not work, navigate to the license server folder on your server and check the log files of the service.



The log files states:

```
06/04/2011 16:09:14 |DEBUG |NAV360_LicenseService.ConfigReader.Init |Got Config file
06/04/2011 16:09:14 |DEBUG |NAV360_LicenseService.LicenseService..ctor |Initialized
ConfigReader
06/04/2011 16:09:14 |DEBUG |LicenseDBManager.DBManager..ctor |Connection string was
set
06/04/2011 16:09:14 |DEBUG
|LicenseDBManager.InfoProvider.GetAllLicenseServicesAddresses |Got 1 License Services
addresses
06/04/2011 16:09:14 |DEBUG |NAV360_LicenseService.LicenseService.OnStart |The service
will start listening on port 35353
06/04/2011 16:09:14 |DEBUG |NAV360_LicenseService.LicenseService.OnStart |about to
initialize LicensingService singleton instance
06/04/2011 16:09:15 |DEBUG |NAV360_LicenseService.LicenseService.OnStart |Initialized
LicensingService singleton instance
06/04/2011 16:09:15 |DEBUG |NAV360_LicenseService.LicenseService.OnStart |Starting to
listen
```

In case you get a different log, structure and error messages please refer to Avaya Support.

3. Make sure the License.lic file is in the root directory of the license server folder.

If the log file shows that, the service is up and running this means that probably, you have a problem with your license file. Contact Avaya support for help.

# Initial Synchronization Error

## Synchronizer Application Fails to Start

### Problem:

When launching the synchronizer application the application fails with an error message

### Possible resolution:

1. Check that the Synchronizer is configured under the **CFG > Synchronizer** tab (it should be configured as part of the installation wizard process)

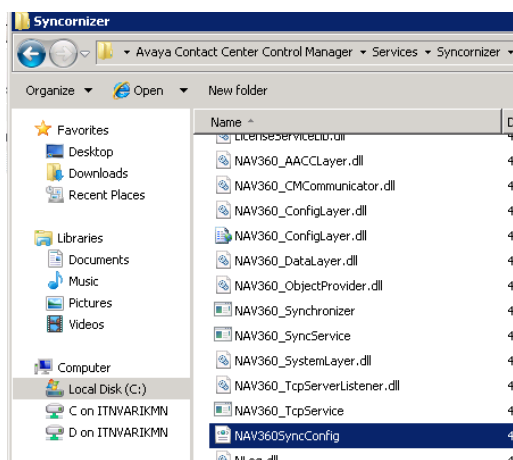
The screenshot shows the AVAYA CONTROL MANAGER interface with the 'Synchronizer' tab selected. The configuration fields are as follows:

Field	Value
Service ID	
Service name *	
Finish CM process waiting time *	
Default sync. period(sec) *	
Min. service sync. period(sec) *	
Min. history sync. period(sec) *	
Max. History sync. period(sec) *	
TimeOfDay tables number *	
Continue On Error *	<input type="checkbox"/>
File log mode *	
Event viewer log mode *	
Log relative path *	
Error log relative path *	
Data Source *	
Initial Catalog *	
User ID *	
Password *	

ID	Service name	Finish CM process waiting time	Default sync. period (sec)	Min. service sync. period(sec)	Min. history sync. period(sec)	Max. History sync. period(sec)	TimeOfDay tables number
1	<input type="checkbox"/> ACCCM Sync	100	100	100	100	100	8

2. Check that the NAV360Synconfig.xml file that is located in the synchronizer folder is pointing to the correct sync service ID (the service id can be found under the **CFG > Synchronizer** tab in the ACCCM portal)

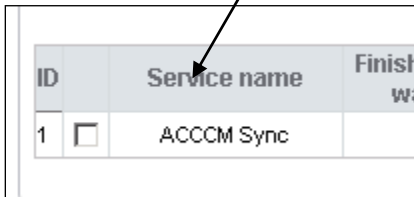


```

<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <configsource>
    <!-- id of configuration from NAV360 table 'Sync_Service_Parameters'-->
    <syncserviceid>1</syncserviceid>

    <!--application type: NAV360, avaya-->
    <applicationType>NAV360</applicationType>
  </configsource>
</configuration>

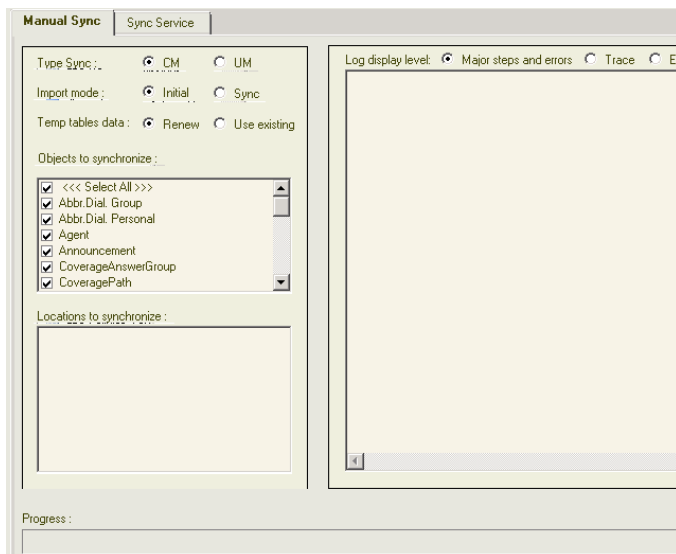
```



ID		Service name	Finish
1	<input type="checkbox"/>	ACCCM Sync	

## Synchronizer Application Does show any Locations

Problem: When launching the synchronizer application there are no locations to synchronize (the location list is empty)



### Possible resolution:

Assign at least one CM to your Location, close and open again the synchronizer application.

---

## CM Connectivity cannot be Established

### Synchronizer or ACCCM Provisioning are not able to connect to the CM

**Problem:**

The system services are not able to establish connection to the Communication Manager

**Possible Resolution:**

Make sure you configured correctly the following CM parameters:

- CM Username
- CM Password
- If the PIN Code is required
- CM Connection port (configured under the system parameter section: CM Port, by default it is 5023).

---

## ACCCM Services Are Not Starting

In case one of the following does not start:

1. ACCCM Provisioning Service
2. ACCCM Sync Service
3. Make sure the ACCCM License Server is running.

---

## Failure installing one of the Prerequisites

If one of the prerequisites that you decided to install fails during the installation and you get an error message similar to the one in the screenshots below:

**Recommendation:**

1. Stop the installation.

The installation wizard rollbacks automatically

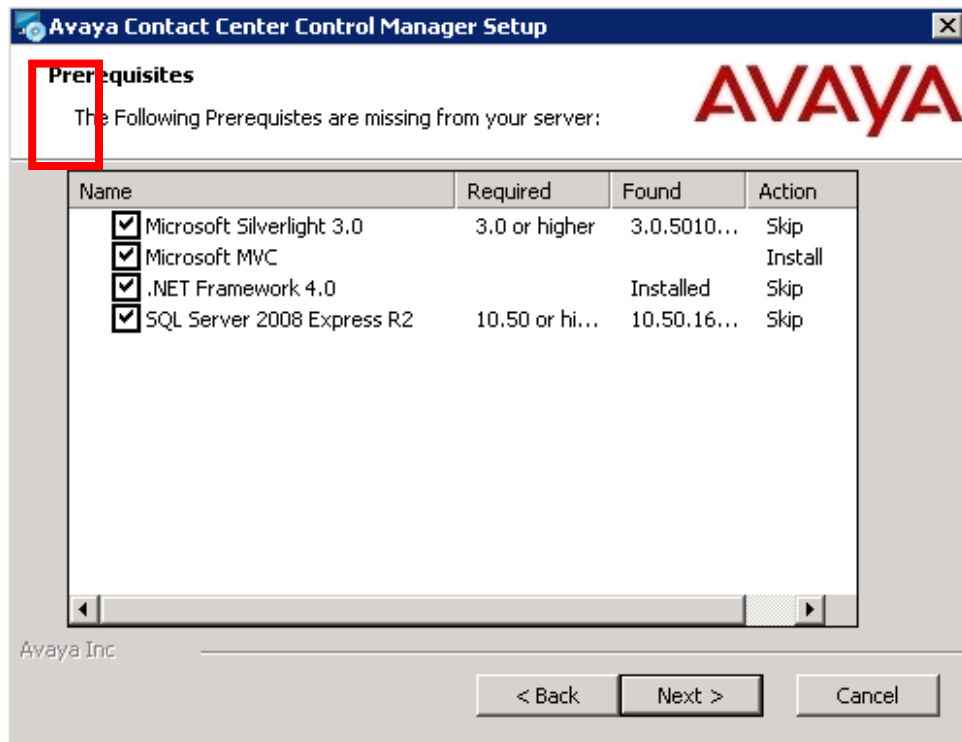
2. Install manually the prerequisite that failed by running the software separately. All the installation Files are extracted to your disk when you launch the installation wizard.

The location of the extracted files is:

- For Windows 2008: C:\Users\Administrator\AppData\Roaming\Avaya\Avaya Contact Center Control Manager\install
- For Windows 2003: C:\Documents and Settings\Administrator\Application Data\Avaya\Avaya Contact Center Control Manager\install

You can access these files only when the install wizard is up, so in order to access the prerequisite you will have to launch the wizard, copy the prerequisite file from the location data and then close the wizard.

3. Run again the ACCCM installation wizard and skip the prerequisite that you installed manually.



You can remove prerequisites from the installation by removing the ☒ next to relevant row.

## Other Troubleshooting options

For more information, refer to the troubleshooting guide.