



## Modular Messaging Release 2.0 migration tips

This document provides a list of tips to help you when migrating from an existing messaging system to Modular Messaging Release 2.0.

### Move Planning

- Decide how to group associates to be moved (such as, in working groups or departments, alphabetically, and so on). Some things to consider are timing (projects and deadlines) and messaging and list usage (old lists will stop working).
- Determine the size of the migration. Our experience is that a couple of hundred users a week might be all that can be managed by the IT staff to do the move itself (which should take a couple of hours), support user questions, and so on. Most user issues will probably relate to the move from Intuity Audix Message Manager to MM Outlook Client due to user installation. If users only use the TUI and the Web Client, user startup is usually quicker.
- Migration only moves the subscriber's basic mailbox configuration information. The recorded name, greetings, messages, and personal settings (like coverage, fax print, and outcalling parameters) are not migrated and must be reestablished by each user.
- Is the new MM system networked to the existing system? If so, you can retain the old mailboxes for user access, message forwarding to the new mailbox, easy messaging between users on each system, and lists can be updated to span systems as teams are partially moved. If the new MM system is not networked to the existing system, the users on the two systems cannot message each other or forward prior messages.

### End-user communication

- Inform associates whose mailboxes are being moved at least two weeks prior to the move, with a reminder a few days before the move.
- Use email to inform associates (if you use voice mail and they are on vacation while their mailbox is moved, they may not know what happened).

### End-user training & support

- Set up training sessions for different times to capture as many users as possible. Cover the use of all the different clients and the major differences people will notice when they move. Talk about the new features and how to use them. This is especially true if deploying the Outlook, Subscriber Options, and Web messaging clients. Demonstrations of the clients are quite valuable.
- Set up a web site with move information, FAQ, and support contact info. Edit in the correct URLs and server names on the Outlook Client Quick Guide and for access to the Web Server. Post the user and quick guides for the TUI, Outlook, and Web clients to an intranet site for associate access. Post the Outlook client software for downloading.
- Set up a help desk to field end-user problems, and provide email and phone numbers for support.
- Have someone monitor the MAS and MSS and web server periodically. Use broadcast messages to keep the users on either system informed of major activities on the system, such as move schedule changes, new software update, updated FAQ information, and so on.

## Move logistics

- Get rid of unused mailboxes before the move.
- If using the Unimax Mailbox Manager migration tool, practice exporting from the existing system and move a small number of users to MM before moving the rest. Watch for issues like spaces and apostrophes in names—these are not allowed on MM.
- If your system uses voice mail networking (Interchange or Message Networking), you must handle the migration even more carefully to ensure that network addresses are updated correctly. See the document titled Network management for subscriber migrations to Modular Messaging, which is the available from the Avaya Support Centre.
- Keep the original mailboxes around for a period of time and tell users how to move their messages over.
- Steps in the actual migration:
  - Renumber the old mailboxes
  - Pull a networking update
  - Add subscribers to MM
  - Make switch-side coverage changes to new system
  - Pull a networking update
  - Call a few subscribers on MM to verify networking and access to old mailboxes.
- After users have been moved, ask them to log in, change their passwords, record a name and a personal greeting, and then call themselves to check that the switch coverage to the new voice mail system works and that they hear the greeting. Remind them to update any personal configuration settings and create personal lists and tell list owners to update lists to which the user belongs.