



# **Avaya Aura<sup>®</sup> Contact Center Upgrade and Patches**

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NN44400-410  
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# Chapter 1: New in this release

The following sections detail what is new in *Avaya Aura® Contact Center Upgrade and Patches* (NN44400-410) for Release 6.2.

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## Features

See the following sections for information about feature changes:

- [Hot patching](#) on page 9
- [Avaya Media Server on Linux](#) on page 9
- [Orchestration Designer patching](#) on page 10

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## Hot patching

If your Contact Center is licensed for Standby Servers, and if you are using the Avaya Aura® Contact Center High Availability feature, you can hot patch your software to minimize down time. You must patch both the active and standby servers to the same patch level. For information about hot patching, see [Common procedures](#) on page 247.

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## Avaya Media Server on Linux

Avaya Aura® Contact Center Release 6.2 supports Avaya Media Server on the Microsoft Windows Server 2008 Release 2 and Linux operating systems.

The following Avaya Media Server migrations are supported:

- Media Application Server to Avaya Media Server
- Avaya NES Contact Center Express to Avaya Media Server
- Avaya Media Server on Windows to Avaya Media Server on Windows
- Avaya Media Server on Linux to Avaya Media Server on Linux

The Avaya Aura® Contact Center High Availability feature supports the Avaya Media Server on Linux. Avaya Media Server High Availability is not supported on the Microsoft Windows Server 2008 Release 2 operating system.

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## Orchestration Designer patching

Contact Center Manager Administration Release 6.2 patches include Orchestration Designer patches. To patch Orchestration Designer, install the most recent Contact Center Manager Administration patches, and re-launch Orchestration Designer. Download the most recent Orchestration Designer environment to your Contact Center Manager Administration client computer to ensure that you are working with the most recent version of the software.

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## Other changes

See the following sections for information about changes that are not feature-related:

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### Name change

The Service Creation Environment has been changed to the Orchestration Designer.

# Chapter 2: Introduction

*Avaya Aura® Contact Center Upgrade and Patches* (NN44400-410) contains the procedures to migrate customer information and install patches for Avaya Aura® Contact Center Release 6.2.

Support for Contact Center server applications is available only on the Windows Server 2008 Release 2 operating system. Previous releases of Avaya NES Contact Center are not supported on this operating system. To upgrade your software, you must install the new operating system, install Contact Center Release 6.2, and then migrate your existing configuration, customer, and statistical information to the new server. No information is lost in the move.

Your Windows Server 2008 Release 2 operating system must meet the requirements specified in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).

Install the Contact Center Release 6.2 as described in *Avaya Aura® Contact Center Installation* (NN44400-311).

After the migration, see *Avaya Aura® Contact Center Commissioning* (NN44400-312) for information about post-migration steps.

If you change the server name or the IP address of your server after upgrading, you must configure all of the servers with the new information. See *Avaya Aura® Contact Center Server Administration* (NN44400-610).

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## Prerequisites

- Download the most recent documentation from the Avaya Web site ([www.avaya.com/support](http://www.avaya.com/support)).
- Read *Avaya Aura® Contact Center Overview* (NN44400-111).
- Read *Avaya Aura® Contact Center Fundamentals* (NN44400-110).
- Read *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210) to ensure that your configuration meets the Contact Center Release 6.2 requirements.
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Understand the features you purchased and have a license file.
- Know on which computer to upgrade each Contact Center component.
- Ensure you have the Contact Center Release 6.2 DVD.

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## Related resources

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### Support

Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. On the Avaya Support website at <http://support.avaya.com>, search for notices, release notes, downloads, user guides, and resolutions to issues. Use the Web service request system to create a service request. Chat with live agents to help answer questions. If an issue requires additional expertise, agents can quickly connect you to a support team.

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### Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit <http://www.youtube.com/AvayaMentor> and do one of the following:

- Enter a key word or key words in the Search channel to search for a specific product or topic.
- Click the name of a playlist to scroll through the posted videos.

# Chapter 3: Migration fundamentals

This chapter describes the fundamentals of migrating your existing Avaya NES Contact Center customer information to Avaya Aura® Contact Center Release 6.2.

Support for Avaya Aura® Contact Center server applications is available only on the Windows Server 2008 Release 2 operating system. Previous releases of Avaya NES Contact Center are not supported on this operating system. To upgrade your software, you must install the new operating system, install Avaya Aura® Contact Center Release 6.2, and then migrate your existing configuration, customer, and statistical information to the new server. No information is lost in the move.

## Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

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## Supported migrations

You can migrate the information from previous versions of Avaya Aura® Contact Center to the Contact Center application suite by using software migration procedures. Migration procedures move all historical, statistical, and configuration information from a previous release of Contact Center to the new release of Contact Center.

The following Contact Center Manager Server (CCMS) migrations are supported:

- Avaya NES Contact Center CCMS Release 6.0 to Avaya Aura® Contact Center CCMS Release 6.2
- Avaya NES Contact Center CCMS Release 7.0 to Avaya Aura® Contact Center CCMS Release 6.2
- Avaya Aura® Contact Center CCMS Release 6.2 to Avaya Aura® Contact Center CCMS Release 6.2 on a new server

The following Communication Control Toolkit (CCT) migrations are supported:

- Avaya NES Contact Center CCT Release 6.0 to Avaya Aura® Contact Center CCT Release 6.2
- Avaya NES Contact Center CCT Release 7.0 to Avaya Aura® Contact Center CCT Release 6.2
- Avaya Aura® Contact Center CCT Release 6.2 to Avaya Aura® Contact Center CCT Release 6.2 on a new server

The following Contact Center Manager Administration (CCMA) migrations are supported:

- Avaya NES Contact Center CCMA Release 6.0 to Avaya Aura® Contact Center CCMA Release 6.2
- Avaya NES Contact Center CCMA Release 7.0 to Avaya Aura® Contact Center CCMA Release 6.2
- Avaya Aura® Contact Center CCMA Release 6.2 to Avaya Aura® Contact Center CCMA Release 6.2 on a new server

The following Contact Center Multimedia (CCMM) migrations are supported:

- Avaya NES Contact Center CCMM Release 6.0 to Avaya Aura® Contact Center CCMM Release 6.2
- Avaya NES Contact Center CCMM Release 7.0 to Avaya Aura® Contact Center CCMM Release 6.2
- Avaya Aura® Contact Center CCMM Release 6.2 to Avaya Aura® Contact Center CCMM Release 6.2 on a new server

The following Network Control Center (NCC) migrations are supported:

- Avaya NES Contact Center NCC Release 6.0 to Avaya Aura® Contact Center NCC Release 6.2
- Avaya NES Contact Center NCC Release 7.0 to Avaya Aura® Contact Center NCC Release 6.2
- Avaya Aura® Contact Center NCC Release 6.2 to Avaya Aura® Contact Center NCC Release 6.2 on a new server

The following Avaya Media Server migrations are supported:

- Media Application Server to Avaya Media Server
- Avaya NES Contact Center Express to Avaya Media Server
- Avaya Media Server on Windows to Avaya Media Server on Windows
- Avaya Media Server on Linux to Avaya Media Server on Linux

The following Contact Center applications do not have databases and thus do not require database migration:

- Contact Center License Manager (LM)
- Contact Center Manager Server Utility (SU)
- Orchestration Designer

Migrations can occur only on the same switch types.

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## Backup locations

A backup location is a physical network location to store backup data or migration data. Before a migration, you must create a backup location to store backup data or migration data.

Use the Database Maintenance Utility to create a backup location. A backup location consists of the following elements:

- Drive letter
  - currently unassigned in Windows (you cannot use existing, already mapped Windows drive letters)
  - created during use (for example, to store backup data or migration data)
  - removed after use
  - used only with the Database Maintenance Utility
- UNC path
  - use a valid uniform naming convention (UNC) path (for example, \\cc\_server\cc\_share\cc\_backup)
- User name
  - Windows account that connects to the location specified by the UNC Path
  - must include computer name in account name (for example, cc\_server\administrator)
- Password
  - used for the Windows account that connects to the location specified by the UNC path

For information about how to create a backup location, see *Avaya Aura® Contact Center Server Administration* (NN44400-610) or press F1 in the Database Maintenance Utility to view online help.

When a server application performs a backup, it creates a folder in the backup location. To restore this backup on a different server (for example, to migrate to a new server), you must create a new backup location as part of the restore procedure. Be careful to exclude the folder created by the server application backup from the UNC path, as shown in the following examples:

- When performing a backup on an old server, you create a backup location with a UNC path of \\NETSERVER01\\DIRECTORY01\\BACKUP01.
- The backup creates a backup folder in this path, \\NETSERVER01\\DIRECTORY01\\BACKUP01\\CCMSR6.0.
- To restore this backup on a new server, the UNC path you enter to create the new backup location is \\NETSERVER01\\DIRECTORY01\\BACKUP01.
- The restore on the new server pulls the data from \\NETSERVER01\\DIRECTORY01\\BACKUP01\\CCMSR6.0.

---

## Co-resident migrations

Migrate co-resident applications at the same time.

The following co-resident configuration migrations are supported:

- Contact Center Manager Server, License Manager, and Server Utility
- Contact Center Manager Server and Contact Center Manager Administration
- Contact Center Manager Server, Contact Center Manager Administration, and Communication Control Toolkit
- Contact Center Manager Server, Contact Center Manager Administration, Communication Control Toolkit, License Manager, and Server Utility

You can use the Contact Center DVD Controller to select multiple applications and install them at the same time.

---

## Multinode migrations

Multinode migration refers to migrating a system on which multiple Contact Center applications are installed on servers and possibly located in various geographic locations.

The following table shows the compatibility of Avaya Aura® Contact Center Release 6.2 with previous releases.

|                       | <b>Avaya<br/>Aura®<br/>CCMS<br/>Release<br/>6.2</b> | <b>Avaya<br/>Aura®<br/>CCMA<br/>Release<br/>6.2</b> | <b>Avaya<br/>Aura®<br/>CCT<br/>Release<br/>6.2</b> | <b>Avaya<br/>Aura®<br/>CCMM<br/>Release<br/>6.2</b> | <b>Avaya<br/>Aura®<br/>License<br/>Manager<br/>Release<br/>6.2</b> | <b>Avaya<br/>Aura®<br/>NCC<br/>Release<br/>6.2</b> | <b>Avaya<br/>Aura®<br/>Server<br/>Utility<br/>Release<br/>6.2</b> |
|-----------------------|-----------------------------------------------------|-----------------------------------------------------|----------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------|
| Avaya NES<br>CCMS 7.0 | Yes                                                 | Yes                                                 | No                                                 | No                                                  | Yes                                                                | Yes                                                | Yes                                                               |
| Avaya NES<br>CCMA 7.0 | No                                                  | N/A                                                 | N/A                                                | No                                                  | Yes                                                                | N/A                                                | N/A                                                               |
| Avaya NES<br>CCT 7.0  | Yes                                                 | N/A                                                 | Yes                                                | No                                                  | Yes                                                                | N/A                                                | N/A                                                               |
| Avaya NES<br>CCMM 7.0 | No                                                  | Yes                                                 | No                                                 | N/A                                                 | Yes                                                                | N/A                                                | N/A                                                               |
| Avaya NES<br>CMS 6.0  | Yes                                                 | Yes                                                 | No                                                 | No                                                  | Yes                                                                | Yes                                                | Yes                                                               |
| Avaya NES<br>CCMA 6.0 | No                                                  | N/A                                                 | N/A                                                | No                                                  | Yes                                                                | No                                                 | N/A                                                               |
| Avaya NES<br>CCT 6.0  | Yes                                                 | N/A                                                 | Yes                                                | No                                                  | Yes                                                                | N/A                                                | N/A                                                               |
| Avaya NES<br>CCMM 6.0 | No                                                  | Yes                                                 | No                                                 | N/A                                                 | Yes                                                                | N/A                                                | N/A                                                               |
| Avaya NES<br>LM 6.0   | No                                                  | No                                                  | No                                                 | No                                                  | N/A                                                                | No                                                 | N/A                                                               |
| Avaya NES<br>NCC 6.0  | No                                                  | Yes                                                 | N/A                                                | N/A                                                 | Yes                                                                | N/A                                                | Yes                                                               |
| Avaya NES<br>SU 6.0   | Yes                                                 | N/A                                                 | N/A                                                | N/A                                                 | N/A                                                                | N/A                                                | N/A                                                               |

In a multinode system on which each application is installed on a single server, migrate your servers in the following order:

1. Contact Center Manager Administration
2. Contact Center License Manager
3. Network Control Center
4. Contact Center Manager Server
5. Communication Control Toolkit
6. Contact Center Manager Server Utility
7. Contact Center Multimedia

Other single server and co-resident server migration options are supported. For more information, see *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).

If your system configuration includes an Avaya NES Contact Center Manager Server Release 7.0 warm standby server, you can keep your Contact Center Manager Server active while you upgrade the standby server to Contact Center Release 6.2. After the upgrade, you can migrate the data collected on the Contact Center Manager Server Release 7.0 server to the Contact Center Release 6.2 server.

In this example, perform the migration in the following order:

1. Upgrade Contact Center Manager Administration.
2. Upgrade the Network Control Center.
3. Stop the replicating service on the Avaya NES Contact Center Manager Server Release 7.0 standby server.
4. Upgrade the Avaya NES Contact Center Manager Server Standby server to Contact Center Manager Server in Avaya Aura® Contact Center Release 6.2.
5. Upgrade Contact Center License Manager.
6. Upgrade Communication Control Toolkit.
7. Upgrade Contact Center Multimedia.

### **Multinode migration with co-resident servers**

In a multinode environment with Contact Center Manager Server, Contact Center Manager Administration, License Manager, and Server Utility installed co-resident, upgrade your servers in the following order:

1. Network Control Center
2. Co-resident Contact Center Manager Server, Contact Center Manager Administration, License Manager, Server Utility server
3. Communication Control Toolkit
4. Contact Center Multimedia

---

## **Migration of Avaya Aura® Midsize Business Template 5.2 to Avaya Aura® Contact Center 6.1 platform**

This section outlines how to migrate from Avaya Aura® Contact Center with an Avaya Aura® Midsize Business Template 5.2 to Avaya Aura® Contact Center with Avaya Aura® 6.1 Unified Communications platform.

To proceed, perform the following actions:

- you must use the Avaya Aura® Contact Center Database Maintenance utility to backup the Avaya Aura® Contact Center (with MBT 5.2) database.
- Ensure the database is available at a network location to use with the new Avaya Aura® Contact Center Release 6.2 server. The backup location is used for restoring the database.
- Download all recent Avaya Aura® Contact Center patches to the new server.

To migrate from Avaya Aura® Contact Center with an Avaya Aura® Midsize Business Template 5.2 to Avaya Aura® Contact Center with Avaya Aura® 6.1 Unified Communications platform, perform the following steps:

1. Install Avaya Aura® Contact Center Release 6.2 software on the new server.

During the installation select the most recent patches.

Avaya recommends that you use the same hostname and IP address details as the existing Avaya Aura® Contact Center (with MBT 5.2) server.

2. After the install, reboot the server.
3. Use the Avaya Aura® Contact Center Database Maintenance utility to restore the backup Avaya Aura® Contact Center (with MBT 5.2) database from the network location with the following parameters:

| Parameter                                 | Value      |
|-------------------------------------------|------------|
| Network Location                          | Media Type |
| First application database to be restored | CCT        |
| Restore contents                          | Data       |

4. Click **Restore**.
5. After the CCT database restore is complete, use the Avaya Aura® Contact Center Database Maintenance utility to restore the backup Avaya Aura® Contact Center (with MBT 5.2) database from the network location with the following parameters:

| Parameter                                 | Value      |
|-------------------------------------------|------------|
| Network Location                          | Media Type |
| First application database to be restored | CCMS       |
| Restore contents                          | Data       |

6. If you are using Contact Center Multimedia, after the CCMS database is restored, use the Avaya Aura® Contact Center Database Maintenance utility to restore the backup Avaya Aura® Contact Center (with MBT 5.2) database from the network location with the following parameters:

| Parameter                                 | Value      |
|-------------------------------------------|------------|
| Network Location                          | Media Type |
| First application database to be restored | CCMM       |
| Restore contents                          | Data       |

7. Use the CCMS - Server Configuration utility to update the configuration for the new Avaya Aura® Contact Center server.

Check the server IP, Outbound Voice and Computer Telephony Integration (CTI) proxies are valid for your system.

8. After the configuration is complete, click **Apply All**.
9. Reboot the server.

---

## Migrating Campus Redundant and Geographical Redundant Contact Centers

When migrating from Avaya NES Contact Center Campus Redundant or Geographical Redundant Contact Centers, you take all backups from the Active servers. You restore backups only to the new active server and then commission High Availability on Avaya Aura® Contact Center (AACC) Release 6.2. If you need to synchronize the Contact Centers, you first stop replication, then synchronize the active servers. After the synchronization has completed you commission High Availability using a fresh backup and restore of the active server.

---

## Using a warm standby server to perform a migration on the same server hardware

### About this task

A Contact Center using redundant servers has the option of migrating on the same server hardware: that is, it is possible to use the standby server to migrate the Avaya NES Contact Center master to Avaya Aura® Contact Center. However, administrators must consider this option only where:

- they can accept the risk of operating the Contact Center in a non-redundant mode for the period of the migration
- the existing Avaya NES Contact Center server hardware meets all the requirements of Avaya Aura® Contact Center
- they understand and accept the difficulties of reverting to the original Avaya NES Contact Center configuration once both servers are migrated to Avaya Aura® Contact Center.

**! Important:**

Before deciding to perform a migration on a redundant Contact Center using the same hardware, carefully consider the points above and the sequence of actions required to migrate the Contact Center. Taking this option results in operating without redundancy for the period of the migration, and greatly complicates reverting to the previous release of Avaya NES Contact Center.

Outline of how to migrate a redundant Contact Center on the same hardware:

1. Take the standby server offline. If it is an Avaya NES Contact Center Release 6.2 server, you must first stop replication.
2. Install the Windows Server 2008 operating system on the server.
3. Install the Avaya Aura® Contact Center Release 6.2 software on the server.
4. Commission the Avaya Aura® Contact Center Release 6.2 server to be the active server.
5. Back up the data from the Avaya NES Contact Center active server, and restore it on the Avaya Aura® Contact Center.
6. Synchronize the AACC Release 6.2 database.
7. Take the Avaya NES Contact Center server offline.
8. Install the former active server with AACC Release 6.2 and commission as a standby server.

---

## Licensing upgrades

You must buy a new license for Contact Center if you are migrating from a previous release. Avaya NES Contact Center licenses are not valid for Avaya Aura® Contact Center. To compare Avaya NES Contact Center Release 7.0 and Avaya Aura® Contact Center Release 6.2, see the following table.

**! Important:**

Your new Avaya Aura® Contact Center Release 6.2 license must at a minimum have the same features and quantities as the old Avaya NES Contact Center license. The new license can have additional features and increased quantities.

| Avaya NES Contact Center Release 7.0 | Avaya Aura® Contact Center Release 6.2                      |
|--------------------------------------|-------------------------------------------------------------|
| Express (voice only)                 | Essential                                                   |
| Express (multimedia included)        | Nodal Enterprise                                            |
| CCS200                               | Nodal or Corporate Enterprise                               |
| CCS300                               | Nodal or Corporate Enterprise + Networking Optional Feature |

| Avaya NES Contact Center Release 7.0 | Avaya Aura® Contact Center Release 6.2 |
|--------------------------------------|----------------------------------------|
| CCS350                               | Nodal or Corporate NCC                 |

# Part I: Contact Center Manager Server migrations and patches

- [Contact Center Manager Server migration](#) on page 25
- [Contact Center Manager Server patch installation](#) on page 43



# Chapter 4: Contact Center Manager Server migration

This chapter describes how to migrate Avaya NES Contact Center 6.0, Avaya NES Contact Center 7.0, or the new release of Contact Center Manager Server (CCMS) software to a new server running Avaya Aura® Contact Center Release 6.2.

Depending on your previous version of CCMS, you must perform extra steps to migrate your database from your old server to your new server. You can migrate data from Avaya NES Contact Center Manager Server 6.0 or Avaya NES Contact Center Manager Server 7.0 to Avaya Aura® Contact Center.

---

## Prerequisites to Contact Center Manager Server migration

- Ensure your new server hardware meets the all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Ensure that your new Contact Center license file is available.
- If the Database Integration Service is configured on the Contact Center Manager Server, the Database Integration Service backup and restore is not included in the Contact Center manager restore. Use the Database Integration Wizard to back up the configuration. For more information, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

---

## Contact Center Manager Server migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to migrate your existing Contact Center Manager Server database to Contact Center Manager Server Release 6.2 on a new server.

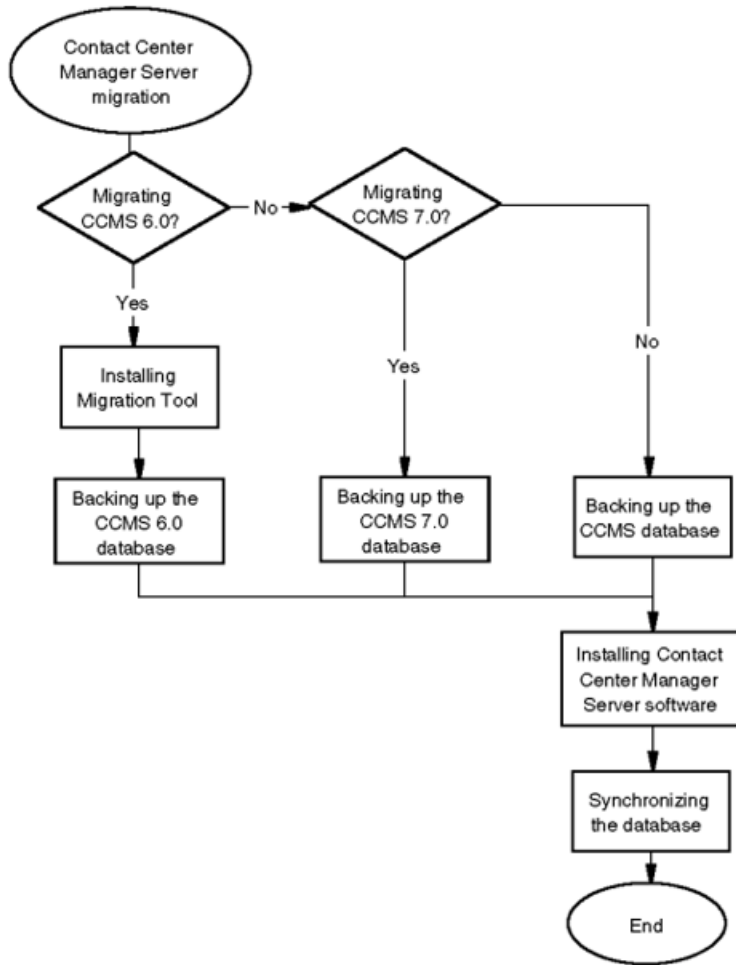


**Figure 1: Contact Center Manager Server migration procedures**

---

## Job aid: Installation time

The times shown are approximate and do not include preparation tasks such as downloading patches or setting up the environment.

- Preparing for migration (database backup): 30 minutes (depending on the database size).
- Installing Contact Center Manager Server on the new server: 1 hour.

This time can vary depending on the server, the network infrastructure, the database size, and your confidence level with the software.

---

## Installing the migration tool

### Before you begin

- Download the Contact Center Migration Tool from the Avaya Web site ([www.avaya.com/support](http://www.avaya.com/support)).

### About this task

Install the Contact Center Migration Tool (CCMT) that you use to convert the Avaya NES Contact Center Manager Server 6.0 database to a format compatible with Avaya Aura® Contact Center Release 6.2.

### Procedure

1. Double-click **AvayaAura\_CCMT\_6.0.XXXX\_ServicePack.msi**.
  2. In the **Patch Wizard** dialog box, click **Next**.
  3. Click **Install**.  
The migration tool installs.
- 

---

## Backing up the Avaya NES Contact Center CCMS 6.0 database

### Before you begin

- Install the Contact Center Manager Server Migration Tool on the server. See [Installing the migration tool](#) on page 27.
- Map a drive to the network location to store the database.

#### Important:

If the Database Integration Service is configured on your server, use the Database Integration Wizard to back up the configuration. For more information, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

### About this task

Back up the Avaya NES Contact Center CCMS 6.0 database so you can restore it on the new server after you install the Contact Center software.

## Procedure

1. On the Avaya NES Contact Center Manager Server 6.0 server, choose **Start > All Programs > Avaya > Contact Center > Migration Tool > Migration Tool**.
  2. In the **Contact Center Migration** dialog box, from the **Application Type** list, select **CCMS 6.0**.
  3. In the **Backup Location** box, type the path of the location to store the Contact Center Manager Server 6.0 database.  
OR  
Click **Browse** and navigate to the location to store the Contact Center Manager Server 6.0 database.
  4. Click **Begin**.  
The Migration tool extracts customer data and prepares it for the migration to Release 6.2.
  5. After the process is complete, click **Finish**.
- 

---

## Backing up the Avaya NES Contact Center CCMS 7.0 database

### Before you begin

#### Important:

The Database Integration Service data is not backed up during this process. If the Database Integration Service is configured on your server, use the Database Integration Wizard to back up the configuration. For more information, see *Contact Center Server Administration* (NN44400-610).

### About this task

Back up the Avaya NES Contact Center CCMS 7.0 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

## Procedure

1. On the Avaya NES Contact Center Manager Server 7.0 server, choose **Start > All Programs > Nortel > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations section, click **Create**.

4. From the **Drive Letter** list, select the network drive on which to store the Avaya NES Contact Center Manager Server 7.0 database.
  5. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
  6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
  7. In the **Password** box, type the user password.
  8. Click **OK**.
  9. In the Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
  10. In the **Media Type** section, select **Network Location**.
  11. In the **Applications** section, select **CCMS**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
- 

---

## Backing up the Avaya Aura® Contact Center CCMS Release 6.2 database

### Before you begin

#### Important:

The Database Integration Service data is not backed up during this process. If the Database Integration Service is configured on your server, use the Database Integration Wizard to back up the configuration. For more information, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

### About this task

Back up the Avaya Aura® Contact Center CCMS Release 6.2 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

### Procedure

1. On the Contact Center Manager Server, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.

3. In the right pane, click **Create**.
  4. From the **Drive Letter** list, select the network drive on which to store the Contact Center Manager Server database.
  5. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
  6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
  7. In the **Password** box, type the user password.
  8. Click **OK**.
  9. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
  10. In the **Media Type** section, select **Network Location**.
  11. In the **Applications** section, select **CCMS**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
- 

---

## Installing the Contact Center Manager Server software on the new server

### Before you begin

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.
- Download the most recent Contact Center Manager Server (CCMS) and Common Component (CCCC) patches to the server. See [Downloading the most recent patches](#) on page 247.
- Partition the drives as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Map a drive to the location of the backed up Contact Center Manager Server database.

#### Important:

If you are migrating from Avaya Aura® Contact Center CCMS to Avaya Aura® Contact Center CCMS, ensure that the target server has the same patch level (or higher) as the source server.

**! Important:**

For the system to correctly handle backup and restore SNMP events, you must install Windows SNMP Service before you install the Contact Center server software.

**! Important:**

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

### About this task

Install the Contact Center Manager Server software on the new server and restore the database you archived.

### Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD drive of your new server.
2. If the installation does not automatically start, double-click **setup.exe**.
3. You must install the Microsoft .NET Framework and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework license agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 31.
4. In the Welcome window, click **Next**.
5. In the License Agreement window, read the terms of the agreement.
6. Click **I ACCEPT the Terms of the End-User License Agreement**.
7. Click **Next**.
8. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.

**! Important:**

You must select the same switch type that was used with the previous version of Contact Center Manager Server.

9. Under Contact Center Manager Server (CCMS), select **Nodal Server**.
10. Click **Next**.
11. In the Product Data Upgrade window, select **Import existing data to Contact Center Manager Server (CCMS)**.
12. In the **Backup Location** section, click **Browse** and navigate to the location of the backed up Contact Center Manager Server Release database.
13. From the drop-down list, select the Contact Center Manager Server database version to import.

14. Type the **Domain Name\User Name** and **Password** to access the backup location.  
The supplied credentials are authenticated.
  15. Click **Next**.
  16. In the Installation Destination window, on the **Application Destination Drive** tab, accept the default location for the **Application Destination Drive**.
  17. Click the **Database Destination Drive** tab.
  18. Under **Install Manager Server database to**, select the drive for the Contact Center Manager Server database.
  19. Click the **Product Updates Location** tab.
  20. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
  21. Click **Next**.  
The System Readiness Check utility runs on the server.
  22. If the System Readiness Check utility returns a Fail, the software installation cannot proceed until you correct the problem. Review failures returned by the System Readiness Check and consult *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210) to determine the actions to resolve the issue.  
You can ignore warnings if the potential impact to the operation of the Contact Center is understood and not applicable.
  23. Click **Next**.
  24. In the Installation Data window, type the installation details for each tab.  
If Communication Control Toolkit or Contact Center Multimedia are part of the solution, you must select the **Open Queue** check box on the **Licensing** tab and enter the details on the corresponding **CCT Server** tab.
  25. Click **Next**.
  26. In the Summary window, review and verify the information.
  27. Click **Install**.  
The DVD Controller installs the third-party software, Contact Center server software, and database.
  28. After the installation is complete, click **Finish**.
  29. If you are prompted, restart the server.
  30. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.
  31. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center Manager Server.
-

## Application Selection window variables

The following table provides a list of common Application Selection window variable definitions.

| Name                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Select Switch Type</b>            | <p>Type of PABX you use in your Contact Center to handle telephone contacts. You can choose from the following:</p> <ul style="list-style-type: none"> <li>• AML - Avaya Communication Server 1000</li> <li>• SIP - Avaya Communication Server 1000</li> <li>• SIP - Avaya Aura<sup>®</sup> 5.2</li> <li>• SIP - Avaya Aura<sup>®</sup> 6.1. Select this option when integrating Avaya Aura<sup>®</sup> Contact Center with an Avaya Aura<sup>®</sup> Unified Communications platform Release 6.1 or 6.2, or an Avaya Aura<sup>®</sup> Solution for Midsize Enterprise Release 6.1 or 6.2.</li> <li>• No Switch Configured. Select this option when installing Avaya Aura<sup>®</sup> Contact Center for multimedia only—Non Voice Multimedia.</li> </ul> |
| <b>Install Type</b>                  | <p>The Installation Type is disabled. Multimedia and Voice is set as the default installation type when you select any switch type. When none of the switch types are selected then Non Voice Multimedia is set as the default installation type.</p> <ul style="list-style-type: none"> <li>• Multimedia and Voice. This type of installation supports voice and multimedia contact types.</li> <li>• Non-voice Multimedia. This type of installation supports only multimedia contact types.</li> </ul>                                                                                                                                                                                                                                                 |
| <b>Application destination drive</b> | <p>The location to install the Contact Center Manager Server software. You must install the CCMS software to D: \Avaya \Contact Center.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Database destination drive</b>    | <p>The location to install the Contact Center Manager Server Caché database. Install the CCMS database on the database destination</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Name                            | Description                                                                      |
|---------------------------------|----------------------------------------------------------------------------------|
|                                 | drive in the Avaya\Contact Center\Database\CCMS folder.                          |
| <b>Product updates location</b> | The parent directory in which your administrator downloads the software patches. |

## CCMS tab variables

The following table provides a list of common Contact Center Manager Server CCMS tab specific variables.

| Name                                           | Description                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Name</b>                           | The designated person in charge of the Contact Center Manager Server software.                                                                                                                                                                                                                                |
| <b>Company Name</b>                            | The name of the company using the Contact Center Manager Server software.                                                                                                                                                                                                                                     |
| <b>Site Name</b>                               | The name for the site. Do not enter the CCMS server name here, use a unique site name.<br>The site name must not contain spaces or nonalphabetical characters except hyphen (-) and underscore (_). The first character must be a letter. The site name must be unique and can consist of 6 to 15 characters. |
| <b>RSM IP Address</b>                          | The RSM IP Address of the server to associate with sending real-time data.<br>The IP address must be from 224.0.1.0 to 239.255.255.255. The default is 234.5.6.10.                                                                                                                                            |
| <b>Contact Center Server Subnet IP Address</b> | The IP Address of the subnet that connects the Contact Center servers (Contact Center Manager Server, Network Control Center, Contact Center Manager Administration, Contact Center Multimedia, and (optionally) Avaya CallPilot®).                                                                           |
| <b>ELAN Subnet IP Address</b>                  | The IP Address of the embedded local area network, a dedicated Ethernet LAN that connects the Contact Center Manager Server and the PABX.<br>You must select the check box for the ELAN subnet IP Address if you use an ELAN subnet.                                                                          |

## Licensing tab variables

The following table provides a list of variables specific to the Licensing tab.

| Name                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Primary License Manager IP Address</b>   | The IP address of the License Manager server.<br>If the Contact Center License Manager co-resides on the Contact Center Manager Server, type the IP address for the Contact Center Manager Server.                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Primary License Port</b>                 | The number of the communication port opened between the License Manager and the Contact Center Manager Server. The default port number is 3998 when you use only one License Manager.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Secondary License Manager IP Address</b> | The IP address of the secondary License Manager server. The secondary License Manager server is used only in a corporate licensed environment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>CCMS Package</b>                         | The installation package indicates the licenses that you have purchased. <ul style="list-style-type: none"> <li>• Essential—For small voice-only Contact Centers.</li> <li>• Nodal Enterprise—For single-site Contact Centers.</li> <li>• Corporate Enterprise—For multi-site Contact Centers.</li> </ul>                                                                                                                                                                                                                                                                                                                                        |
| <b>Optional Package</b>                     | You must choose the package you have purchased. Some packaged features include the following: <ul style="list-style-type: none"> <li>• Open Interfaces Universal Networking—Use Network Skill-Based Routing to route voice contacts between networked sites in a mixed PABX environment.</li> <li>• Open Queue—Use Contact Center Multimedia to route multimedia contacts to agents by using the existing scripting and skillset routing features available for calls. You must install and license the Open Queue feature for Agent Desktop.</li> <li>• Multiplicity—Use Multiplicity to enable an agent to manage multiple contacts</li> </ul> |

| Name                        | Description                                                                                                                                                                                                        |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | simultaneously by configuring a Multiplicity Presentation Class (MPC) in CCMA and assigning it to an agent.                                                                                                        |
| <b>Switch Serial Number</b> | In an AML-based Contact Center, this is the serial number for the Avaya Communication Server 1000. You must obtain the serial number from your distributor. This value is not used in SIP-enabled Contact Centers. |

## CS1000 tab variables

The following table provides a list of AML Avaya Communication Server 1000-specific variables, as used on the CS1000 tab.

| Name                                 | Description                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Switch Name</b>                   | The name of the AML Avaya Communication Server 1000 telephone switch.<br>Valid characters for PABX names are A–Z, a–z, 0–9, underscore (_), and period (.). Names must begin with an alphabetical character and cannot contain spaces. The last character must not be an underscore or a period. Names must not exceed 80 characters in length. |
| <b>Switch IP Address</b>             | The IP address of the PABX.                                                                                                                                                                                                                                                                                                                     |
| <b>Alternative Switch IP Address</b> | The IP address of the PABX, if there is more than one IP address registered for the PABX.                                                                                                                                                                                                                                                       |
| <b>Switch Customer Number</b>        | The customer number for the PABX.                                                                                                                                                                                                                                                                                                               |
| <b>Voice Connection Type</b>         | The method used to connect to the PABX. If you use Avaya CallPilot® beside Voice Connection Type, select TCP and specify the ELAN subnet IP address of the Avaya CallPilot® server and then configure the CallPilot Server Port to 10008.                                                                                                       |
| <b>CallPilot IP Address</b>          | The IP address of the primary Avaya CallPilot® voice connection type to the Contact Center Manager Server for an Avaya Communication Server 1000 PABX.                                                                                                                                                                                          |
| <b>CallPilot Port</b>                | The port number of the primary Avaya CallPilot® voice connection type to the                                                                                                                                                                                                                                                                    |

| Name                                    | Description                                                                                                                                               |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         | Contact Center Manager Server for an Avaya Communication Server 1000 PABX.                                                                                |
| <b>CallPilot Alternative IP Address</b> | The IP address of the alternate Avaya CallPilot® voice connection for the Avaya Communication Server 1000 PABX.                                           |
| <b>CallPilot Alternative Port</b>       | The port number of the alternate Avaya CallPilot® voice connection type to the Contact Center Manager Server for an Avaya Communication Server 1000 PABX. |

## SIP-Network tab variables

The following table provides a list of configuration variables specific to the SIP-Network.

| Name                                                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SIP Voice Proxy Server</b> <ul style="list-style-type: none"> <li>• IP Address</li> </ul> | <p>Information about the server that provides support for inbound and outbound calls, such as routing a call to an agent telephone. If the Contact Center uses an Avaya Communication Server 1000 Network Routing Service (NRS), enter the IP address for it here.</p> <p>If the Contact Center uses an Avaya Aura® Session Manager, enter the IP address for the primary Session Manager here.</p> <p>If the Contact Center uses an Avaya Aura® SIP Enablement Services (SES) server, enter the IP address for it here.</p> |
| <ul style="list-style-type: none"> <li>• Port</li> </ul>                                     | The server listening port. The default port is 5060.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"> <li>• Network Transport</li> </ul>                        | <p>The SIP Network Transport communication protocol.</p> <p>Avaya recommends that you use TCP for Avaya Communication Server 1000.</p>                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>SIP CTI Proxy Server</b> <ul style="list-style-type: none"> <li>• IP Address</li> </ul>   | <p>Information about the server that provides support for SIP Computer Telephony Integration (CTI) so that Agent Desktop can acquire and control agent telephones for TR87.</p> <p>If the Contact Center uses an Avaya Communication Server 1000 Signaling Server, enter the IP address for it here.</p>                                                                                                                                                                                                                     |

| Name                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                   | If the Contact Center uses an Application Enablement Services server, enter the IP address for it here.                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Port</li> </ul>                                            | <p>For an Avaya Communication Server 1000 the default SIP CTI Proxy Server port is 5060.</p> <p>For an Application Enablement Services server the default SIP CTI Proxy Server port is 4723.</p>                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>Network Transport</li> </ul>                               | <p>The SIP Network Transport communication protocol.</p> <p>For an Avaya Communication Server 1000, the default Network Transport communication protocol is TCP.</p> <p>For an Application Enablement Services server, the default Network Transport communication protocol is TLS.</p>                                                                                                                              |
| <b>Backup SIP Voice Proxy Server</b> <ul style="list-style-type: none"> <li>IP Address</li> </ul> | <p>Information about the server that provides backup support for inbound and outbound calls, such as routing a call to an agent telephone. Support for a Backup Voice Proxy Server requires an Avaya Aura® Contact Center Standby Server license.</p> <p>If the Contact Center uses an Avaya Aura® Communication Manager and a backup Session Manager, enter the IP address for the backup Session Manager here.</p> |
| <ul style="list-style-type: none"> <li>Port</li> </ul>                                            | The server listening port. The default port is 5060.                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>Network Transport</li> </ul>                               | The Backup SIP Voice Proxy Server transport protocol.                                                                                                                                                                                                                                                                                                                                                                |
| <b>SIP IM Proxy Server</b>                                                                        | <p>Information about the server that supports the deployment of Instant Message (IM) over SIP.</p> <p>Select the Avaya Aura® 6.1 switch type to enable the IM Provider field.</p> <p>The SIP IM Proxy Server IP, Port, and Network Transport fields are enabled only if you select the Instant Messaging option on the Licensing tab.</p>                                                                            |
| <ul style="list-style-type: none"> <li>IM Provider</li> </ul>                                     | From the IM Provider list, select the name of the instant Messaging provider. Select either Aura Presence Services or Microsoft OCS.                                                                                                                                                                                                                                                                                 |

| Name                                                                  | Description                                                                                                                                                                                                       |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• XMPP Domain</li> </ul>       | If using an Aura Presence Services server, enter the domain name of the Extensible Messaging and Presence Protocol (XMPP) server. The XMPP Domain name must be different to the Local SIP Subscriber Domain Name. |
| <ul style="list-style-type: none"> <li>• IP Address</li> </ul>        | The IP address of the SIP IM Proxy Server.                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>• Port</li> </ul>              | The default SIP IM Proxy Server port is 5222.                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• Network Transport</li> </ul> | The IM Proxy Server transport protocol.                                                                                                                                                                           |

## SIP-Server tab variables

The following table provides a list of common SIP-Server variable definitions.

| Name                                                                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Local SIP Subscriber</b> <ul style="list-style-type: none"> <li>• Contact Center Name</li> <li>• Domain Name</li> <li>• Password</li> <li>• Confirm Password</li> </ul> | <p>Information about the environment of the SIP-enabled Contact Center and how to identify the server within the network.</p> <p>The registration user name on the registration proxy. Use a suitable user name following the standards in your system.</p> <p>Associated domain name for the SIP-enabled Contact Center.</p> <p>Password for the registration user name.</p> <p>Re-enter password for the registration user name.</p> |
| <b>Web Service Ports</b>                                                                                                                                                   | <p>The Web Service Ports group box appears only if you select Avaya Aura® Presence Services as the IM Provider.</p> <p>Server Port default is 9100</p> <p>Client Port default is 9120</p>                                                                                                                                                                                                                                              |
| <b>SIP Server Type</b>                                                                                                                                                     | <p>Type of SIP proxy for the Contact Center integration.</p> <p>Depending on the switch type you select in the Application Selection window, the system</p>                                                                                                                                                                                                                                                                            |

| Name                         | Description                                                                                                                                                                                                                                                                                                             |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | <p>automatically sets the specific SIP Server Type as the default.</p> <ul style="list-style-type: none"> <li>• For SIP Avaya Aura® 6.1 switch type, the default SIP Server Type is Avaya Aura® 6.1.</li> <li>• For SIP Avaya Communication Server 1000 switch type, the default SIP Server Type is CS 1000.</li> </ul> |
| <b>MS Locale</b>             | Locale (including language and dialects) of the system environment.                                                                                                                                                                                                                                                     |
| <b>Local Listening Ports</b> | <p>The SIP Communication protocol accepted by the system for incoming calls.</p> <p>TCP/UDP Port default is 5060</p> <p>TLS Port default is 5061</p>                                                                                                                                                                    |

---

## CCT Server tab variables

The following table provides a list of CCT-specific variables. The CCT server tab is visible only when the Open Queue feature is selected from the list of Optional Packages on the Licensing tab.

| Name                           | Description                                                                                                                                                                                        |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CCT Host Name</b>           | The host name of the remote Communication Control Toolkit server (applicable to configurations for which the Communication Control Toolkit is not co-resident with Contact Center Manager Server). |
| <b>CCT Port A1, A2, B1, B2</b> | Accept the default CCT Port numbers unless you must change them for security purposes.                                                                                                             |
| <b>Use a Remote CCT Server</b> | Select this check box if the Communication Control Toolkit server does not co-reside with the Contact Center Manager Server.                                                                       |

---

# Synchronizing the Contact Center Manager Server database

## Before you begin

- Back up the old Contact Center Manager Server database.
- On the new server, map a drive to the Contact Center Manager Server database backup.

### Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

## About this task

If the old Contact Center Manager Server ran while you installed the new release of software on the new server, you can synchronize the database to migrate the data to the new server.

## Procedure

1. On the new Contact Center Manager Server, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which you stored the Contact Center Manager Server database backup.
5. In the **UNC Path** box, type the location of the Contact Center Manager Server database in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. If your previous version of CCMS is Avaya NES Contact Center Manager Server Release 6.0, skip to step 17.
10. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Restore**.

11. In the **Media Type** section, select **Network Location**.
  12. In the **Application** section, select **CCMS**.
  13. In the **Restore** contents section, select **Data**.
  14. From the **Backup Location** list, select the network drive containing the backed up Contact Center Manager Server database.
  15. Click **Restore**.
  16. Skip to step 21.
  17. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Migration**.
  18. From the **Application** list, select **CCMS 6.0**.
  19. From the **Migration Location** list, select the letter of the network drive on which you backed up the Contact Center Manager Server 6.0 database.
  20. Click **Migrate**.
  21. After the restore is complete, choose **Start > All Programs > Avaya > Contact Center > Manager Server > Server Configuration**.
  22. In the **Server Configuration** dialog box, click **Apply All**.
  23. Restart Contact Center Manager Server.
  24. Use the procedures in *Avaya Aura® Contact Center Server Administration* (NN44400-610) to configure your Contact Center Manager Server licensed features.
  25. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center Manager Server.
-

# Chapter 5: Contact Center Manager Server patch installation

This chapter describes how to install patches on the Contact Center Manager Server (CCMS). Apply patches to a CCMS server to resolve product issues, or when upgrading from Contact Center Manager Server 6.0 or Contact Center Manager Server 6.1 to Contact Center Manager Server Release 6.2.

If your Avaya Aura® Contact Center is licensed for Standby Servers, you can hot patch your software to minimize down time. You must patch both the active and standby servers to the same patch level. For information about hot patching, see [Common procedures](#) on page 247.

---

## Prerequisites to Contact Center Manager Server patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## Contact Center Manager Server patch installation procedures

### About this task

This task flow shows you the sequence of procedures you perform to install patches on the Contact Center Manager Server.

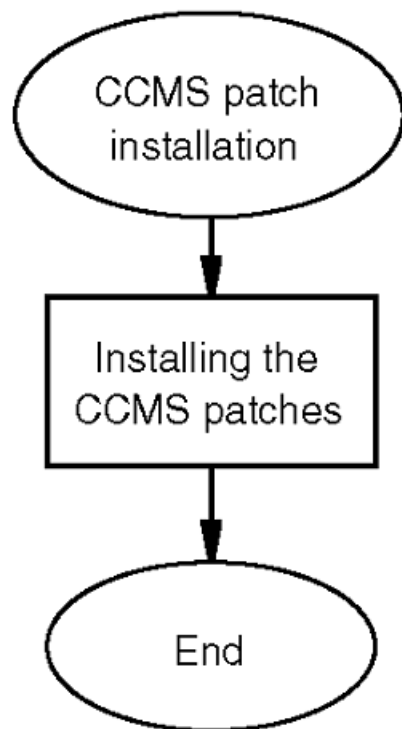


Figure 2: Contact Center Manager Server patch installation procedures

---

## Installing Contact Center Manager Server software patches

### Before you begin

- Download the most recent Contact Center Manager Server (CCMS) and Common Components (CCCC) patches. See [Downloading the most recent patches](#) on page 247.
- Install patches in the following order:
  - Contact Center Common Component patches
  - Contact Center Manager Server patches

### About this task

Install the most recent Contact Center Manager Server software service patches to ensure that you have the most current development updates.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
  2. Click **Install**.
  3. Click **Browse** and navigate to the folder where you downloaded the server packs.
  4. Click **Scan for Updates**.  
The Contact Center Updates section displays the available patches.
  5. Select the appropriate patch.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the patch and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed patch appears under Installed Updates.
  9. If the System Management and Monitoring Component (SMMC) is installed on the server, verify that it starts. For more information about starting SMMC, see [Starting SMMC](#) on page 252.
-



## Part II: Contact Center License Manager migrations and patches

- [License Manager migration](#) on page 49
- [License Manager patch installation](#) on page 55



# Chapter 6: License Manager migration

This chapter describes how to migrate Avaya NES Contact Center 6.0, Avaya NES Contact Center 7.0, or the new release of Contact Center License Manager server software to a new server.

Because no database is associated with the License Manager, no database migration is required.

Avaya Aura® Contact Center License Manager supports two license file mechanisms: PLIC or WebLM. Avaya Aura® Contact Center software installs all the components required for both types of license file mechanisms. You can obtain a PLIC license file from the Avaya Keycode Retrieval System (KRS) or you can obtain a WebLM license file from the Avaya Product Licensing and Delivery System (PLDS).

You must install the License Manager on the Contact Center Manager Server or on the primary Contact Center Manager Server in a networked contact center, or on the Network Control Center (NCC) server. If you work in a knowledge worker environment with no Contact Center Manager Server, install the License Manager on the Communication Control Toolkit server.

---

## Prerequisites to License Manager migration

- Ensure your new server hardware meets all requirements for Avaya Aura® Contact Center Release 6.2 as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Ensure that your new Contact Center license file is available.

---

## License Manager migration procedures

### About this task

This task flow shows you the sequence of tasks you perform to migrate the License Manager server software to a new server.

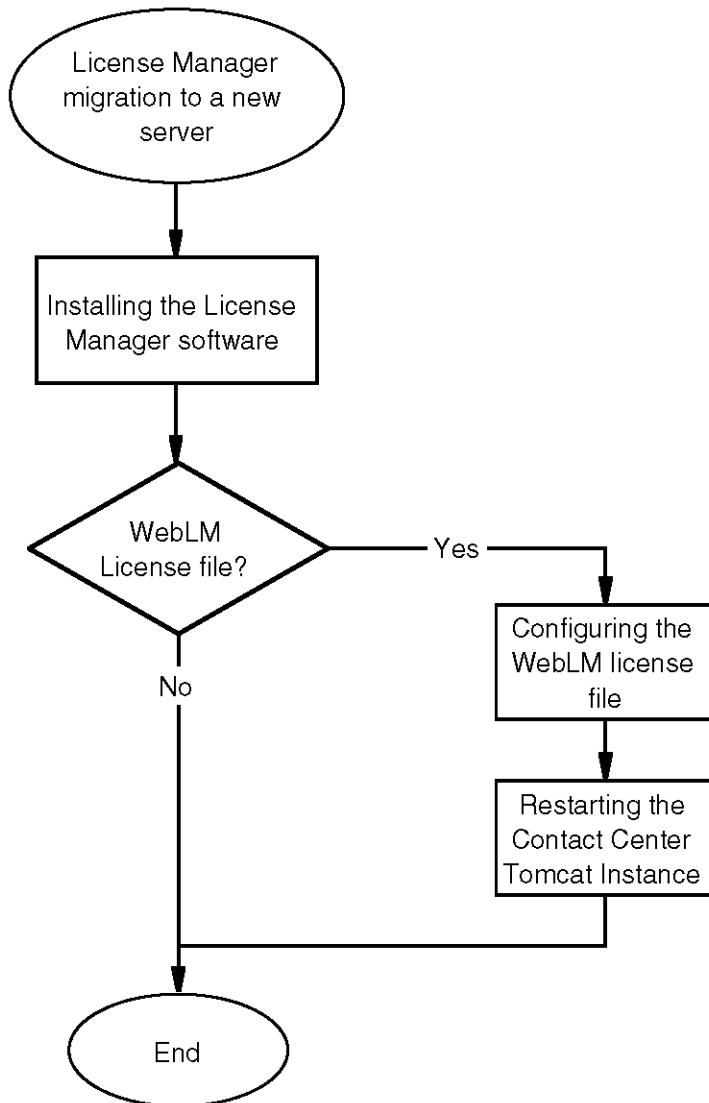


**Figure 3: License Manager migration procedures**

---

## Job aid: Installation time

The estimated time to migrate the License Manager server software is 30 minutes.

This time can vary depending on the server, network infrastructure, and your confidence level with the software.

---

## Installing the License Manager software on the new server

### Before you begin

- Ensure that your server preparation is complete. For more information, see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Know where the patches are installed on the server.

### About this task

Install the License Manager Release 6.2 server software on a the new server to ensure compatibility with the other Contact Center Release 6.2 servers.

### Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD ROM drive of your server.
2. If the installation does not automatically start, double-click **Setup.exe**.
3. You must install the Microsoft .NET Framework and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework license agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 51.
4. In the Welcome window, click **Next**.
5. If you already installed a Contact Center server software application on this server, click **Add a Component**, and then skip to [step 8](#) on page 51.
6. On the License Agreement window, read the terms of the agreement.
7. Click **I ACCEPT the Terms of the End-User License Agreement**.
8. Click **Next**.
9. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.
10. Select **License Manager Server**.
11. Click **Next**.
12. In the Installation Destination window on the **Application Destination Drive** tab, select the **Application Destination Drive**.
13. Click the **Product Updates Location** tab.
14. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
15. Click **Next**.

16. In the Installation Data window, type the installation details for the **License Manager** tab.
17. Click **Next**.
18. On the Summary window, review and verify the information.
19. Click **Install**.
20. After the installation is complete, click **Finish**.
21. If you are prompted, restart the server.

**! Important:**

If you use the WebLM license file, you must restart your Contact Center Tomcat server after installation.

22. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.
23. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center License Manager server.

---

## Variable definitions

| Name                              | Description                                                                                                                                                                          |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application Destination</b>    | The drive on which the Contact Center License Manager server software is installed.                                                                                                  |
| <b>Product Updates Location</b>   | The parent directory to which your administrator downloads the software patches.                                                                                                     |
| <b>License File Location</b>      | The folder containing the license file on the server. Do not change the name of the license file.                                                                                    |
| <b>Primary License Manager IP</b> | The IP address of the License Manager server.<br>If the License Manager co-resides with the Contact Center Manager Server, type the IP address of the Contact Center Manager Server. |
| <b>Primary License Port</b>       | The number of the communication port opened between the License Manager and Contact Center Manager Server. The default                                                               |

| Name                                        | Description                                                                                                                                    |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             | port number is 3998 when only one License Manager is used.                                                                                     |
| <b>Secondary License Manager IP Address</b> | The IP address of the secondary License Manager server. The secondary License Manager server is used only in a corporate licensed environment. |

---

## Configuring the WebLM license file

### Before you begin

- Install the Contact Center License Manager server software.
- Restart the Contact Center License Manager server.

### About this task

Configure Contact Center License Manager to use a WebLM file.

#### **Note:**

When you install Contact Center License Manager, an instance of Apache Tomcat Server is also installed on the same server. The default port number for Apache Tomcat is 8081. If you need to change the port number to avoid conflicts with third-party software, see your Apache Tomcat documentation.

### Procedure

1. Log on to the server where the Contact Center License Manager software is installed.
2. Click **Start > All Programs > Avaya > Contact Center > License Manager > Configuration**.
3. On the Configuration page, click **Browse**.
4. View the type of license file currently used, and then click **OK**.
5. Navigate the file system and locate the WebLM license file.
6. Click **Open**.
7. Click **Apply**.
8. At the prompt, click **Yes** to restart the Contact Center License Manager services.
9. Click **OK** to close the window.
10. Click **Exit**.

---

## Restarting the Contact Center Tomcat Instance

### Before you begin

Apply the WebLM license file using the Contact Center License Manager Configuration utility.

### About this task

Restart the Contact Center Tomcat Instance on the Contact Center License Manager server to commission the WebLM license file for the first time.

### Procedure

1. Log on to your Contact Center License Manager server.
  2. On the Start menu, choose **All Programs > Administrative Tools > Services**.
  3. Right-click the **Contact Center Tomcat Instance** service, and click **Stop**.
  4. Right-click the **Contact Center Tomcat Instance** service, and click **Start**.
  5. Close the services window.
-

# Chapter 7: License Manager patch installation

This chapter describes the tasks you perform to install patches on the License Manager server.

If your Avaya Aura® Contact Center is licensed for Standby Servers, you can hot patch your software to minimize down time. You must patch both the active and standby servers to the same patch level. For information about hot patching, see [Common procedures](#) on page 247.

---

## Prerequisites to License Manager server patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## License Manager server patch installation procedures

### About this task

This task flow shows you the sequence of tasks you perform to install patches on the License Manager server.

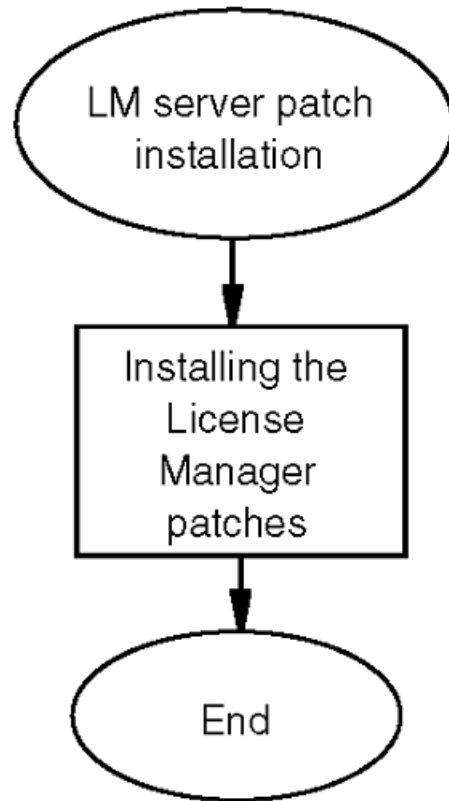


Figure 4: License Manager server patch installation procedures

---

## Installing the License Manager patches

### Before you begin

- Download the most recent License Manager (CCLM) and Common Components (CCCC) updates. See [Downloading the most recent patches](#) on page 247.
- Install patches in the following order:
  - Contact Center Common Component patches
  - Contact Center License Manager patches

### About this task

Install the most recent License Manager patches to ensure that you install software that represents the current release.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
  2. Click **Install**.
  3. Click **Browse** and navigate to the folder where you downloaded the server packs.
  4. Click **Scan for Updates**.  
The Contact Center Updates section displays the available patches.
  5. Select the appropriate service pack.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the service pack and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed service pack appears under Installed Updates.
  9. If the System Management and Monitoring Component (SMMC) is installed on the server, verify that it starts. For more information about starting SMMC, see [Starting SMMC](#) on page 252.
-



## Part III: Server Utility migrations and patches

- [Server Utility migration](#) on page 61
- [Server Utility patch installation](#) on page 65



# Chapter 8: Server Utility migration

This chapter describes how to migrate Avaya NES Contact Center 6.0, Avaya NES Contact Center 7.0, or the new release of Contact Center Manager Server Utility server software to a new server.

Because no database is associated with the Server Utility, no database migration is required.

---

## Prerequisites to Server Utility migration

- Ensure your new server hardware meets all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).

---

## Server Utility migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to upgrade Server Utility to a new server.

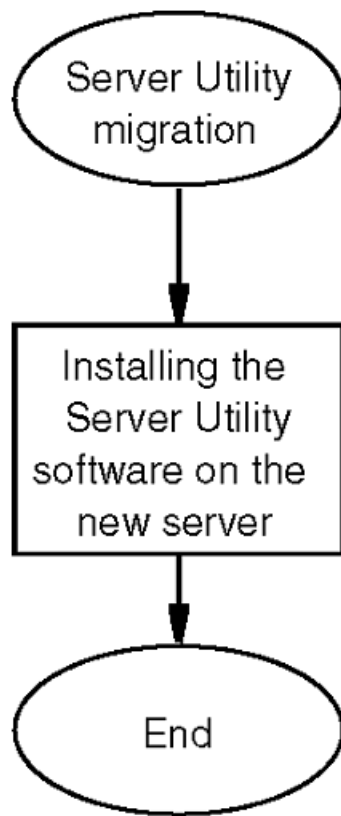


**Figure 5: Server Utility migration procedures**

---

## **Job aid: Installation time**

This time can vary depending on the server, network infrastructure, and your confidence level with the software.

The estimated time to migrate the Server Utility server software is 30 minutes.

---

## Installing the Server Utility software on the new server

### Before you begin

- Ensure that your server preparation is complete. For more information, see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Know where the patches are installed on the server.

### About this task

Install the Server Utility on a new server software to ensure compatibility with the other Contact Center servers.

### Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD ROM drive of your server.
2. If the installation does not automatically start, double-click **Setup.exe**.
3. You must install the Microsoft .NET Framework and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework license agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 63.
4. In the Welcome window, click **Next**.
5. If you already installed a Contact Center server software application on this server, click **Add a Component**, and then skip to [step 8](#) on page 63.
6. On the License Agreement window, read the terms of the agreement.
7. Click **I ACCEPT the Terms of the End-User License Agreement**.
8. Click **Next**.
9. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.
10. Select **Server Utility**.
11. Click **Next**.
12. In the Installation Destination window, on the **Application Destination Drive** tab, select the **Application Destination Drive**.
13. Click the **Product Updates Location** tab.
14. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
15. Click **Next**.

16. On the Summary window, review and verify the information.
17. Click **Install**.
18. After the installation is complete, click **Finish**.
19. If you are prompted, restart the server.
20. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.
21. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center Manager Server Utility server.

---

## Variable definitions

| Name                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application Destination Drive</b> | The location to install the Server Utility software on the server.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Product Updates Location</b>      | The parent directory to which your administrator downloads the software patches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Switch Type</b>                   | <p>Type of switch you use in your Contact Center for handling telephone contacts. You can choose from:</p> <ul style="list-style-type: none"> <li>• AML - Avaya Communication Server 1000</li> <li>• SIP - Avaya Communication Server 1000</li> <li>• SIP - Avaya Aura® 5.2</li> <li>• SIP - Avaya Aura® 6.1. Select this option when integrating Avaya Aura® Contact Center with an Avaya Aura® Unified Communications platform Release 6.1 or 6.2, or an Avaya Aura® Solution for Midsize Enterprise Release 6.1 or 6.2.</li> <li>• No Switch Configured. Select this option when installing Avaya Aura® Contact Center for multimedia only—Non Voice Multimedia.</li> </ul> |

# Chapter 9: Server Utility patch installation

This chapter describes the tasks you perform to install patches on the Server Utility server.

If your Avaya Aura® Contact Center is licensed for Standby Servers, you can hot patch your software to minimize down time. You must patch both the active and standby servers to the same level of patch. For information about hot patching, see [Common procedures](#) on page 247.

---

## Prerequisites to Server Utility patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## Server Utility patch installation procedures

### About this task

This task flow shows you the sequence of procedures you perform to install Server Utility patches.

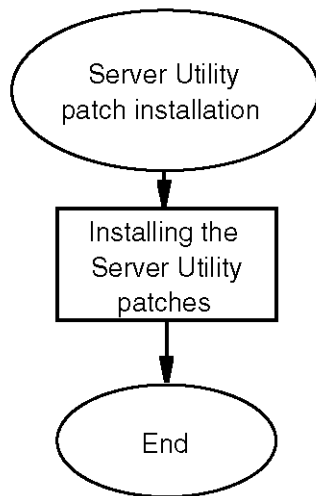


Figure 6: Server Utility patch installation procedures

---

## Installing the Server Utility patches

### Before you begin

- Download the most recent Server Utility patches to the server. See [Downloading the most recent patches](#) on page 247.
- Install patches in the following order:
  - Contact Center Common Component patches
  - Contact Center Manager Server Utility patches

### About this task

Install the most recent Contact Center Manager Server Utility patches to ensure that you have the most recent software on your server.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
2. Click **Install**.
3. Click **Browse** and navigate to the folder where you downloaded the server packs.
4. Click **Scan for Updates**.  
The Contact Center Updates section displays the available patches.

5. Select the appropriate service pack.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the service pack and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed service pack appears under Installed Updates.
-



# Part IV: Contact Center Manager Administration migrations and patches

- [Contact Center Manager Administration migration](#) on page 71
- [Contact Center Manager Administration patch installation](#) on page 101



# Chapter 10: Contact Center Manager Administration migration

This chapter describes how to migrate Avaya NES Contact Center 6.0, Avaya NES Contact Center 7.0, or the new release of Contact Center Manager Administration (CCMA) server software to a new server running Avaya Aura® Contact Center Release 6.2.

Depending on your previous version of Contact Center Manager Administration (CCMA), you must perform extra steps to migrate your database from your old server to your new server. You can migrate data from Avaya NES Contact Center CCMA 6.0 or Avaya NES Contact Center CCMA 7.0 to Avaya Aura® Contact Center.

## Important:

When you migrate configuration information from the old CCMA server to the new CCMA server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

## Important:

If you plan to use High Availability replication on your Contact Center Manager Administration Release 6.2 server, install and configure the active CCMA server first. When the active CCMA is functional, then install the standby CCMA server. For more information about installing a standby CCMA server, see *Avaya Aura® Contact Center Installation* (NN44400-311).

---

## Prerequisites for Contact Center Manager Administration migration

### About this task

#### Important:

To migrate Contact Center Manager Administration to a new server, you must install the same version of Contact Center Manager Administration and the same service pack as is installed on the source server.

- Ensure your new server hardware meets all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).

- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Ensure that your new Contact Center license file is available.
- Install ADAM Service Pack 1 and Windows Server 2003 Service Pack 2 on the Contact Center Manager Administration 6.0 server. You must install them before you can upgrade your Contact Center Manager Administration server software.

---

## Contact Center Manager Administration migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to upgrade Contact Center Manager Administration server software to your new Contact Center server.

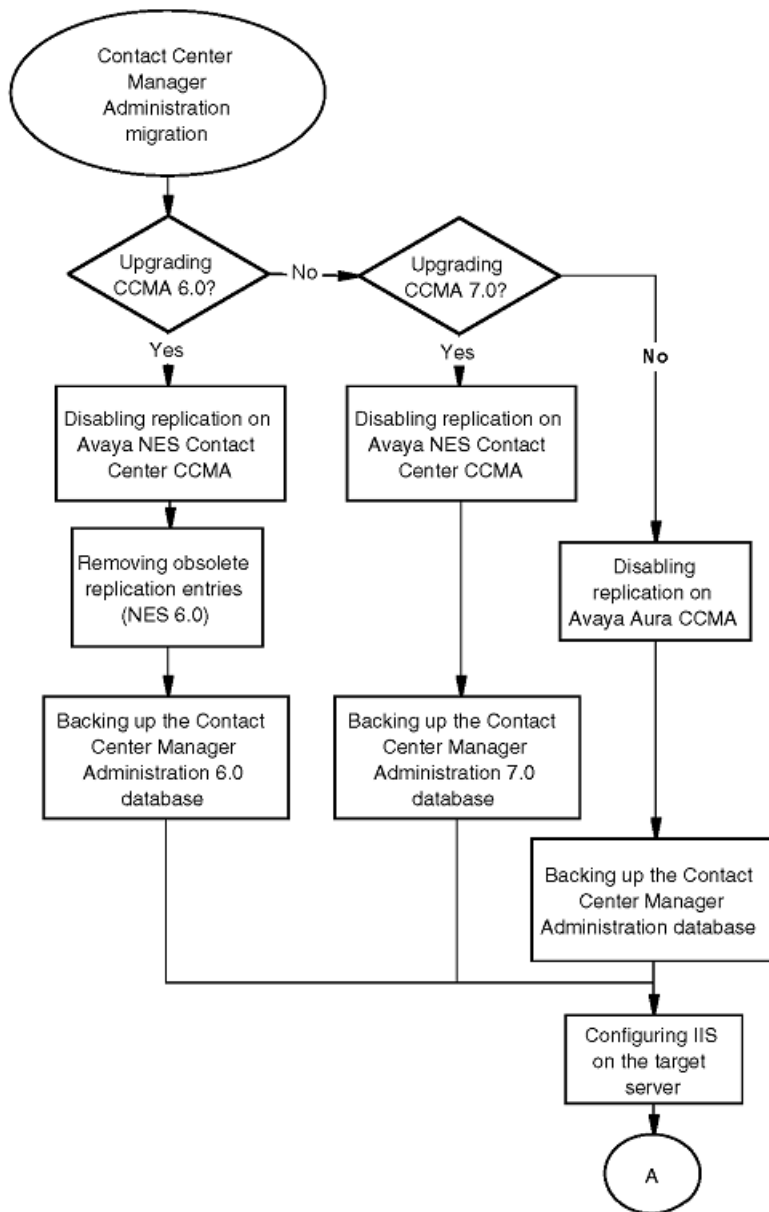


**Figure 7: Contact Center Manager Administration migration procedures**

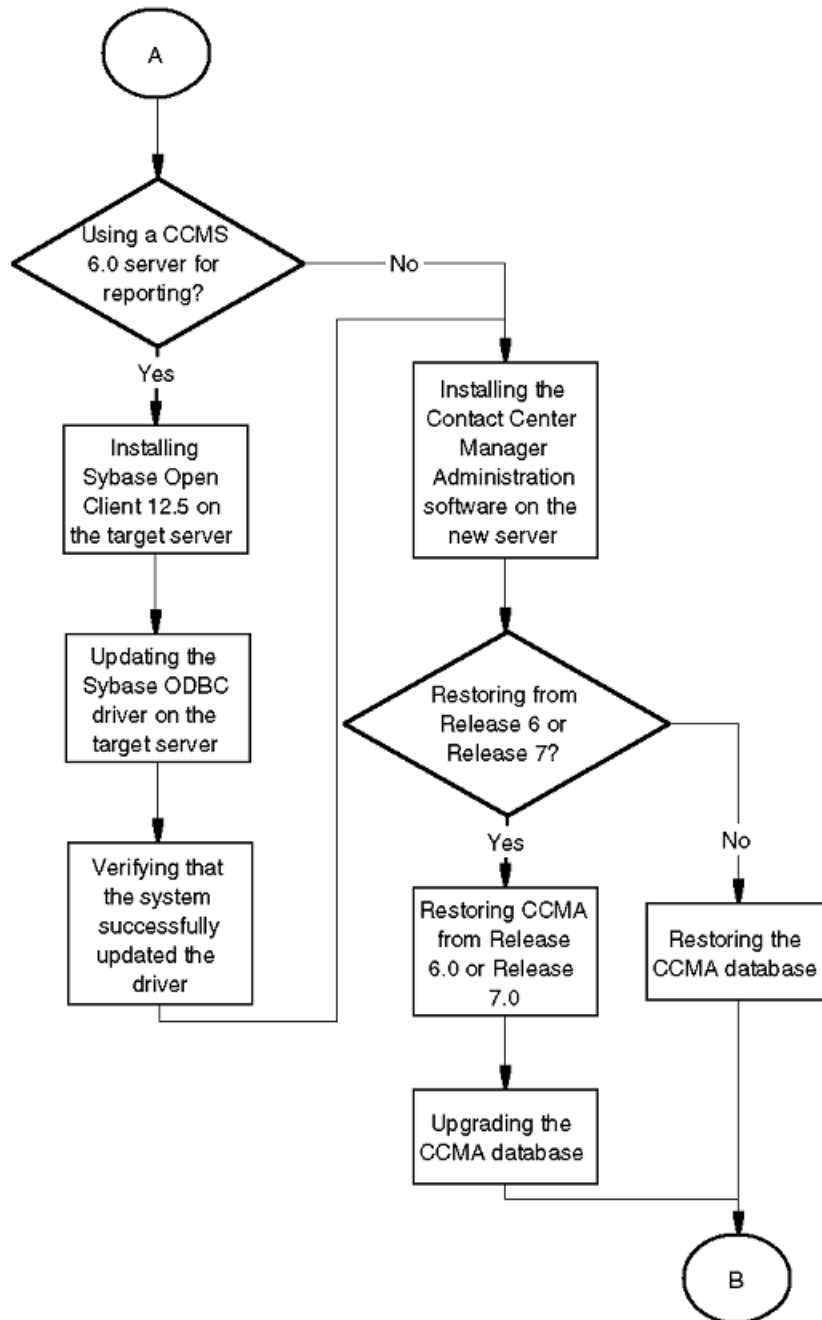


**Figure 8: Contact Center Manager Administration migration procedures (continued)**

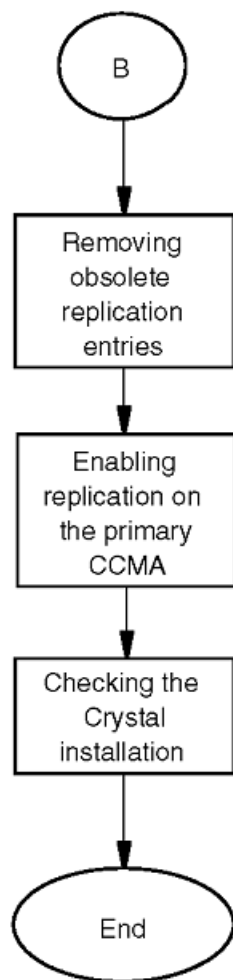


**Figure 9: Contact Center Manager Administration migration procedures (continued)**

---

## Job aid: Installation time

The following times are approximate and do not include preparation tasks such as downloading patches or setting up the environment.

- Migration preparation (database backup): 30 minutes (depending on the database size).
- Installation time: 1 hour.

This time can vary depending on the server, the network infrastructure, the database size, and your confidence level with the software.

---

# Disabling replication on Avaya Aura CCMA

## About this task

If your Avaya Aura® Contact Center Release 6.2 CCMA server uses AD-LDS replication, you must disable replication on the active and standby CCMA servers before migrating to new servers.

Use the AD-LDS Replication Diagnostics Tool (repadmin.exe) to disable inbound and outbound replication on the active and standby CCMA servers before migrating to new Avaya Aura® Contact Center Release 6.2 on Windows Server 2008 Release 2 servers. Perform this procedure when moving CCMA from one Windows Server 2008 Release 2 server to another Windows Server 2008 Release 2 server.

## Procedure

1. Log on to the active Avaya Aura® Contact Center Contact Center Manager Administration server.
2. Choose **Start > Run**.
3. In the **Run** dialog, type **cmd**.
4. Click **OK**.
5. Navigate to the AD-LDS directory, typically at c:\Windows\adam.
6. To disable outbound replication, type **repadmin /options localhost:389 +DISABLE\_OUTBOUND\_REPL**.
7. To disable inbound replication, type **repadmin /options localhost:389 +DISABLE\_INBOUND\_REPL**.
8. Repeat steps 2 to 6 on the standby Contact Center Manager Administration Windows Server 2008 Release 2 server.

---

## Example

You can use the AD-LDS Replication Diagnostics Tool (repadmin.exe) to display the replication settings for a primary CCMA.

To retrieve the replication settings for a primary CCMA, enter:

```
repadmin /options localhost:389
```

A primary CCMA with replication enabled gives the following result, with no flags set:

Current DSA Options: (none)

A primary CCMA with replication disabled gives the following result:

Current DSA Options: DISABLE\_OUTBOUND\_REPL

---

# Disabling replication on Avaya NES Contact Center CCMA

## About this task

If your Avaya NES Contact Center CCMA 6.0 or 7.0 server uses replication, you must disable replication on the active and standby CCMA servers before migrating to Avaya Aura® Contact Center Release 6.2.

Use the Active Directory Application Mode (ADAM)—Replication Diagnostics Tool (repadmin.exe) to disable inbound and outbound replication on the active and standby CCMA servers before migrating to Avaya Aura® Contact Center Release 6.2 on Windows Server 2008 Release 2 servers.

## Procedure

1. Log on to the active NES Contact Center Manager Administration 6.0 or 7.0 server.
2. Choose **Start > Run**.
3. In the **Run** dialog, type **cmd**.
4. Click **OK**.
5. Navigate to the ADAM directory, typically at c:\Windows\adam.
6. To disable outbound replication, type **repadmin /options +DISABLE\_OUTBOUND\_REPL**.
7. To disable inbound replication, type **repadmin /options +DISABLE\_INBOUND\_REPL**.
8. Repeat steps 2 to 6 on the standby NES Contact Center Manager Administration 6.0 or 7.0 server.

---

## Example

You can use the ADAM Replication Diagnostics Tool (repadmin.exe) to display the replication settings for a primary CCMA.

To retrieve the replication settings for a primary CCMA, enter:

```
repadmin /options localhost:389
```

A primary CCMA with replication enabled gives the following result, with no flags set:

```
Current DSA Options: (none)
```

A primary CCMA with replication disabled gives the following result:

```
Current DSA Options: DISABLE_OUTBOUND_REPL
```

---

## Removing obsolete replication entries from the active CCMA server (NES 6.0)

### About this task

If you plan to use High Availability Contact Center Manager Administration replication, on your old active Windows Server 2003 CCMA server, it is necessary to remove any old CCMA replication references from the active server configuration. Any new standby servers are re-added at install time.

#### ! Important:

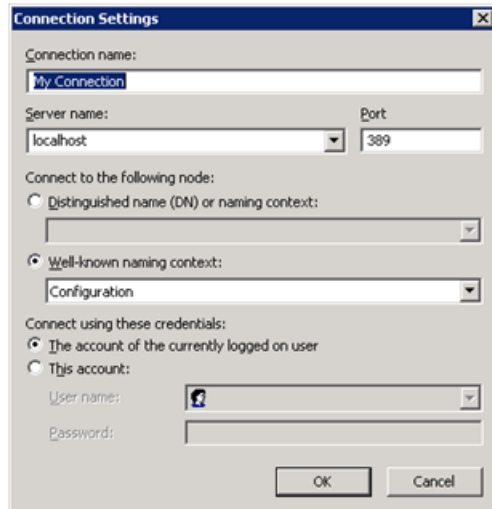
This procedure only applies when migrating from Avaya NES Contact Center 6.0 to a new server running Avaya Aura® Contact Center Release 6.2. If you are not migrating from Avaya NES Contact Center 6.0, skip this procedure.

#### ! Important:

You must perform this task before you back up the Avaya NES Contact Center CCMA 6.0 database.

### Procedure

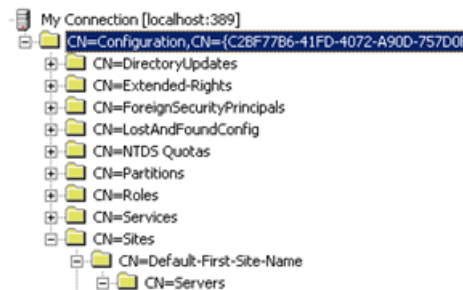
1. On the old active Windows Server 2003 Contact Center Manager Administration server, choose **Start > Administrative Tools > ADSI Edit**.
2. On the **ADSI Edit** dialog, from the **Action** menu, choose **Connect To**.  
*The Connection Settings dialog box appears.*
3. On the **Connection Settings** dialog box, under **Connection Point**, click **Select a well known Naming Context**.
4. From the **Select a well known Naming Context** list, select **Configuration**.
5. On the **Connection Settings** dialog box, under **Server name**, select **localhost:389**.



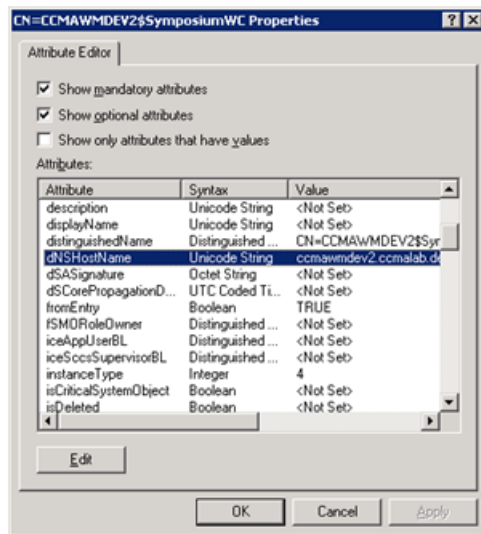
**\* Note:**

The default port number is 389. This port is configured at install time and may be different on your system. Ensure this port number matches your system.

6. Click **OK**.
7. On the **ASDI Edit** dialog, expand **Configuration > CN=Configuration container > CN=Sites**.
8. Expand **CN=Default-First-Site-Name**.



9. Expand **CN=Servers** to see the list of servers in the replication configuration set.
10. Under **CN=Servers**, locate the old standby CCMA server that you plan to replace with a new Windows 2008 CCMA installation. Servers appear in the format:  
CN = <OldStandbyCCMAServerName>\$SymposiumWC
11. To confirm you are removing the correct server, double-click on the server you are removing.
12. In the **Properties** window for that server entry, check the **dNSHostName** line to ensure you selected the correct server.



13. Under **CN=Servers**, on the unwanted standby CCMA server object, right-click and select **Delete**.

**⚠ Caution:**

Take care not to delete the active CCMA server entry from the list of server objects.

14. Accept the deletion confirmation dialog box.
15. Click **OK**.

---

## Backing up Avaya NES Contact Center CCMA 6.0

### Before you begin

- Map a network drive on which to back up your database. The network drive must be NTFS.
- Log on to the Contact Center Manager Administration server as an administrator.
- If you plan to use High Availability replication on your Contact Center Manager Administration Release 6.2 server, you must remove all obsolete replication entries from the old active CCMA server before you perform this procedure. See [Removing obsolete replication entries from the active CCMA server \(NES 6.0\)](#) on page 78.

### About this task

Back up the Avaya NES Contact Center CCMA 6.0 database so you can restore it on the new server after you install the new Contact Center software.

If your Avaya NES Contact Center CCMA 6.0 server uses Redundancy and Resiliency replication, you must backup the active CCMA server data.

 **Note:**

To restore your backup file it must be less than 30 days old. Avaya recommends that you perform this backup immediately before migrating to CCMA Release 6.2.

### Procedure

1. On the Contact Center Manager Administration 6.0 server, choose **Start > All Programs > Nortel > Contact Center Manager Administration > Configuration**.
2. In the left pane of the **Configuration** window, expand **Nortel > Applications > Backup & Restore**.
3. In the right pane, click **Backup & Restore**.
4. In the **Contact Center Manager Administration Backup And Restore** dialog box, click the **Backup** tab.
5. Select **File**.
6. Click **Browse** and navigate to the location to store the backup.
7. Click **Next**.
8. In the **Perform Backup** section, select **Run Now**.
9. Click **Next**.
10. In the **Username** box, type a user name with administrative privileges for the server on which you store the backup.
11. In the **Password** box, type a password with administrative privileges for the server on which you store the backup.
12. From the **Domain** list, select the domain of the server where you are storing the backup.
13. Click **Finish**.

---

## Backing up Avaya NES Contact Center CCMA 7.0 data

### Before you begin

- Map a network drive to which you want to back up your database. The network drive must be NTFS.
- Log on to the Contact Center Manager Administration server as an administrator.

## About this task

Back up the Avaya NES Contact Center CCMA 7.0 data on the source server to enable migration of the data to the new Contact Center server.

If your Avaya NES Contact Center CCMA 7.0 server uses Redundancy and Resiliency replication, you must backup the active CCMA server data.

### **Note:**

To restore your backup file it must be less than 30 days old. Avaya recommends that you perform this backup immediately before migrating to CCMA Release 6.2.

## Procedure

1. On the Contact Center Manager Administration 7.0 server, choose **Start > All Programs > Nortel > Contact Center Manager Administration > Configuration**.
  2. In the left pane of the **Configuration** window, expand **Nortel > Applications > Backup & Restore**.
  3. In the right pane, click **Backup & Restore**.
  4. In the **Contact Center Manager Administration- Backup And Restore** dialog box, click the **Backup** tab.
  5. Select the **File** option.
  6. Click **Browse** and navigate to the location to store the backup.
  7. Click **Next**.
  8. In the **Perform Backup** section, select **Run Now**.
  9. Click **Next**.
  10. In the **Username** box, type a user name with administrative privileges for the server on which you store the backup.
  11. In the **Password** box, type a password with administrative privileges for the server on which you store the backup.
  12. From the **Domain** list, select the domain of the server on which you store the backup.
  13. Click **Finish**.
-

---

## Backing up Avaya Aura® Contact Center CCMA Release 6.2 data

### Before you begin

- Map a network drive on which to back up your database. The network drive must be in NTFS format.
- Log on to the Contact Center Manager Administration server as an administrator.

### About this task

Back up the Contact Center Manager Administration data on the source server to enable migration of the data to the new Contact Center server.

If your Contact Center Manager Administration Release 6.2 server uses High Availability replication, you must backup the active CCMA server data.

### Procedure

1. On the Contact Center Manager Administration server, choose **Start > All Programs > Avaya > Contact Center Manager Administration > Configuration**.
2. In the left pane of the **Avaya Configuration** window, expand **Avaya > Applications > Backup & Restore**.
3. In the right pane, click **Backup & Restore**.
4. In the **Contact Center Manager Administration - Backup And Restore** dialog box, click **Backup** tab.
5. Select **Drive**.
6. Type the drive where the backed up database is stored.
7. Click **Next**.
8. In the **Perform Backup** section, select **Run Now**.
9. Click **Next**.
10. In the **Username** box, type a user name with administrative privileges for the server to which you store the backup.
11. In the **Password** box, type a password with administrative privileges for the server to which you store the backup.
12. From the **Domain** list, select the domain of the server to which you store the backup.

13. Click **Finish**.

---

## Configuring Internet Information Service on the target server

### Before you begin

- Ensure that you have the Windows Server 2008 Release 2 DVD for installation.

### About this task

Configure Internet Information Service (IIS) on the target server to enable the Web-based administration application in the Contact Center Manager Administration software to run. IIS is an optional component of the Windows Server 2008 installation.

### Procedure

1. Click **Start > Administration Tools > Server Manager**.
2. In the left-hand column of the **Server Manager**, right-click **Roles**.
3. Select **Add Roles**.
4. Review the requirements for the new role, and click **Next**.
5. Under **Server Roles**, select **Active Directory Lightweight Directory Services**.
6. If an **Add Roles Wizard** message box that lists features required by Active Directory Lightweight Directory Services appears, click **Add Required Features**.
7. Under **Server Roles**, select **Application Server**.
8. If an **Add Roles Wizard** message box that lists features required by Application Server appears, click **Add Required Features**.
9. In the left column of the Server Manager window, under **Application Server**, select **Role Services**.
10. Under **Role Services**, select **Web Server (IIS) Support**.
11. If an **Add Roles Wizard** message box appears, listing features required by Web Server (IIS) Support appears, click **Add Required Features**.
12. Click **Next**.
13. On the **Web Server (IIS) introduction** page, click **Next**.
14. On the **Select Role Services** page, under **Common HTTP Features**, select the following services.
  - Static Content

- Default Document
  - Directory Browsing
  - HTTP Errors
  - HTTP Redirection
15. On the **Select Role Services** page, under **Application Development**, select the following services.
    - ASP.NET
    - .NET Extensibility
    - ASP
    - ISAPI Extensions
    - ISAPI Filters
    - Server Side Includes
  16. On the **Select Role Services** page, under **Health and Diagnosis**, select the following services.
    - HTTP Logging
    - Logging Tools
    - Request Monitor
    - Tracing
  17. On the **Select Role Services** page, under **Security**, select the services.
  18. On the **Select Role Services** page, under **Performance**, select the services.
  19. On the **Select Role Services** page, under **Management Tools**, select the following services.
    - IIS Management Console
    - IIS Management Scripts and Tools
    - Management Service
    - All items under IIS 6 Management Compatibility
  20. Click **Next**.
  21. Review the installation information.
  22. Click **Install**.
  23. On the **Installation Results** page, click **Close**.
  24. Restart the server if required.
-

---

## Installing Sybase Open Client 12.5 on the target server

### Before you begin

- Ensure that you have administrator privileges in Windows Server 2008.
- Use the same administrator account to log on to the Contact Center Manager Administration server each time you install a Contact Center Manager Administration component.

### About this task

Install Sybase Open Client 12.5 to access and control the content of the Contact Center Manager Administration database.

Perform this step only if you plan to use a Contact Center Manager Server release 6.0 to report statistics.

### Procedure

1. Log on to Contact Center Manager Administration server as the administrator.
2. Insert the Avaya Aura® Contact Center installation DVD into the DVD drive.
3. If the Avaya Aura® Contact Center DVD installer main menu appears, click **Cancel**.
4. Using Windows Explorer, browse in the DVD folder to **ThirdParty > Sybase Open Client**.
5. In the **Sybase Open Client** folder, double-click **setup.exe**.
6. Select **Standard Install**.
7. Click **Next**.
8. In the **Choose the installation directory** box, accept the default location.
9. In the **Choose Directory** dialog box, click **Next**.
10. In the **Summary** dialog box, click **Next**.
11. In the **Create Directory** dialog box, click **Yes** to confirm the name of the directory to which to copy the files.
12. If you upgrade to Sybase version 12.5, the system asks if you want to overwrite the following existing Sybase.DLL files. Click **Yes** when prompted to replace or reinstall these Sybase files:
  - Replace mchelp.dll version 12.0 with version 12.5.0.0
  - Replace mclib.dll version 12.0 with version 12.5.0.0
  - Replace Language Modules version 12.0 with version 12.5

- Reinstall Component Sybase Central 3.2.0
  - 13. If the system prompts you to replace the optional Power Dynamo file, click **Yes**. Replace the optional Power Dynamo file version 3.0.0 with version 3.5.2.
  - 14. If the system prompts you to replace any other DLLs, including system DLLs, such as msvcrt40.dll version 4.20, click **No**. Do not replace any system DLLs.
  - 15. In the **Install Complete** message box, click **OK**.
  - 16. If you are prompted, restart the server.
- 

---

## Updating the Sybase ODBC driver on the target server

### Before you begin

- Install Sybase Open Client 12.5. See [Installing Sybase Open Client on the target server](#) on page 86.

### About this task

Update the Sybase Database Connectivity (ODBC) driver to ensure that you use the most recent version.

Perform this step only if you plan to use a NES Contact Center Manager Server Release 6.0 to report statistics.

### Procedure

1. On the target server, click **Start > Run**.
  2. In the **Open** box, type cmd.
  3. Click **OK**.
  4. At the prompt, type iisreset.
  5. Press **Enter**.
  6. At the **MS-DOS** prompt, navigate to the root directory of the Sybase folder on the DVD. For example, <x>: \ThirdParty (<x> is the location of the DVD).
  7. Change to the directory containing the Sybase Open Client hotfixes. For example, cd Sybase Open Client — Hotfixes.
  8. Type the following xcopy command:  
xcopy EBF11113\\*. \* %SYBASE% /S /E /V /Y > C:\EBF11113.TXT
  9. Press **Enter**.
-

---

## Variable definitions

| Name                   | Description                                                                                                                                                                                |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>EBF11113</b>        | The directory containing the Sybase ODBC driver.                                                                                                                                           |
| <b>&lt;SYBASE&gt;</b>  | The environment variable containing the directory location of the Sybase Open Client 12.5 software installed on the Contact Center Manager Administration server (for example, c:\sybase). |
| <b>C:\EBF11113.TXT</b> | The log file that you can use to verify that all the files are copied correctly.                                                                                                           |

---

## Verifying that the system successfully updated the driver

### Before you begin

- Update the Sybase ODBC driver. See [Updating the Sybase ODBC driver on the target server](#) on page 87.

### About this task

Verify that the system successfully updated the Sybase ODBC driver to ensure that the Contact Center Manager Administration server software can interact with the database.

Perform this step only if you plan to use a NES Contact Center Manager Server Release 6.0 to report statistics.

### Procedure

1. On the target server, browse to **C:\Windows\SysWOW64**.
2. Double-click **ODBC Data Source Administrator**.
3. In the **ODBC Data Source Administrator** dialog box, click the **Drivers** tab.
4. On the **Drivers** page, scroll down until you locate the correct **Sybase ASE ODBC** driver, which is **4.10.00.49**.
5. Click **OK**.
6. If the ODBC driver version is not 4.10.00.49, open the log file C:\EBF11113.txt to see error messages were recorded during the xcopy command.

---

## Configuring Multipurpose Internet Mail Extension types to support Microsoft updates

### About this task

Configure the Multipurpose Internet Mail Extension (MIME) types to support Microsoft updates and patches.

### Procedure

1. Log on to the Contact Center Manager Administration server.
  2. Click **Start > Administrative Tools > Computer Management**.
  3. In the **Computer Management** dialog box, expand **Services and Applications > Internet Information Services > Sites**.
  4. Select **Default Web Site**.
  5. Under **IIS**, select **MIME Types**.
  6. Double-click **MIME Types**.
  7. On the **Actions** list on the right, click **Add**.
  8. In the **File name extension** box, type **.msp**.
  9. In the **MIME Type** box, type **application/microsoftpatch**.
  10. Click **OK**.
  11. On the **Actions** list on the right, click **Add**.
  12. In the **File name extension** box, type **.msu**.
  13. In the **MIME Type** box, type **application/microsoftupdate**.
  14. Click **OK**.
  15. Close the Computer Management window.
-

---

# Installing the Contact Center Manager Administration server software on the new server

## Before you begin

- Ensure that your hardware meets all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.
- Configure IIS. See [Configuring Internet Information Service on the target server](#) on page 84.
- Download the most recent Contact Center Manager Administration (CCMA) and Common Component (CCCC) patches to the server. See [Downloading the most recent patches](#) on page 247.
- Partition the drives as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).

## About this task

Install the Contact Center Manager Administration Release 6.2 server software on the target server to enable the administrators and supervisors to configure your Contact Center users, access, routing, and reporting.

### ! Important:

When you migrate configuration information from the old CCMA server to the new CCMA server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

### ! Important:

If you plan to use High Availability replication on your Contact Center Manager Administration Release 6.2 server, install and configure the active CCMA server first. When the active CCMA is functional install the standby CCMA server using the CCMA standby pre-install configuration and Contact Center Manager Administration standby software installation instructions. For more information about installing a standby CCMA server, see *Avaya Aura® Contact Center Installation* (NN44400-311).

## Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD ROM drive of your server.
2. If the installation does not automatically start, double-click **setup.exe**.
3. You must install the Microsoft .NET Framework and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework license

agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 90.

4. On the Welcome window, click **Next**.
5. If you already installed a Contact Center server software application on this server, click **Add a Component**, and then skip to [step 8](#) on page 91.
6. On the License Agreement window, read the terms of the agreement.
7. Click **I ACCEPT the Terms of the End-User License Agreement**.
8. Click **Next**.
9. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.
10. Select **Contact Center Manager Administration (CCMA)**.
11. Click **Next**.
12. In the Installation Destination window, on the **Application Destination Drive** tab, select the **Application Destination Drive**.
13. Click the **Product Updates Location** tab.
14. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
15. Click **Next**.  
The System Readiness Check utility runs on the server.
16. If the System Readiness Check utility returns a Fail, the software installation cannot proceed until you correct the problem. Review failures returned by the System Readiness Check and consult *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210) to determine the actions to resolve the issue.  
You can ignore warnings if the potential impact to the operation of the Contact Center is understood and not applicable.
17. Click **Next**.
18. On the **Installation Data** window, type the installation details for each tab.
19. Click **Next**.
20. On the Summary window, review and verify the information.
21. Click **Install**.
22. After the installation is complete, click **Finish**.
23. If you are prompted, restart the server.
24. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.

25. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center Manager Administration server.
- 

---

## Variable definitions

| Name                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application destination drive</b> | The drive on which the Contact Center Manager Administration (CCMA) server software is installed.                                                                                                                                                                                                                                                                                                                 |
| <b>Product Updates Location</b>      | The parent directory where your administrator downloads the software patches.                                                                                                                                                                                                                                                                                                                                     |
| <b>Enable CCMA replication</b>       | Active Directory-Lightweight Directory Services (AD-LDS) replication is reproducing an active copy of the database for backup or emergency failure. In case of server failure, a current database is available to maintain the Contact Center. Clear the check box on the primary server.                                                                                                                         |
| <b>LDAP Port Number</b>              | The port number for the Lightweight Directory Access Protocol (LDAP) on which commonly used contact information is stored on a server. The default value of the port is 389. Check with the system administrator to ensure that the port number is not in use. If you install the Security Framework on the same server as CCMA, you must change the LDAP port number. You cannot use the default number.         |
| <b>SSL Port Number</b>               | The port number for the Secure Sockets Layer (SSL) that controls security when applications communicate across the network. The default port is 636. Check with the system administrator to ensure that the port number is not in use. If you install the Security Framework on the same server as Contact Center Manager Administration, you must change the SSL port number. You cannot use the default number. |
| <b>System Account Configuration</b>  | The password for the iceAdmin user account. Confirm the password in the second box.                                                                                                                                                                                                                                                                                                                               |

| Name | Description                                                                                                                                                                                   |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | When installing the new server, use the same iceAdmin password as the old server to simplify the migration. After you migrate the server software, you can change the iceAdmin user password. |

## Restoring Contact Center Manager Administration from Release 6.0 or Release 7.0

### Before you begin

- Know the network location (in Universal Naming Convention (UNC) format) of the drive for the backed up database.

### About this task

The CCMA Backup & Restore utility for Release 6.0 and Release 7.0 is integrated with the Windows Server 2003 backup application to generate a .bkf file which is used during the migration procedure. Windows Server 2008 uses a new Backup/Restore technology named Windows Server Backup; it does not support the .bkf format.

You must install a Microsoft utility to restore the old CCMA data to the new CCMA server.

### Important:

To restore your backup file it must be less than 30 days old.

### Procedure

1. On the target server, log on to the Microsoft Web site.
2. Search for **Windows NTBACKUP Restore Utility for Windows Server 2008 Release 2**.

### Important:

Microsoft support several versions of the Windows NTBACKUP Restore Utility. Ensure you download the **Windows NTBACKUP Restore Utility for Windows Server 2008 Release 2**.

3. Click **Download Details** and follow the directions for installing the Windows NT - Backup Restore Utility.
4. Copy the backup file (.bkf) from the source CCMA installation or the backup directory to the target server.
5. Double-click the .bkf file.
6. In the **Restore Utility** dialog box, click **Restore Wizard**.

7. In the **What to Restore** dialog box, choose the backup file that was generated on the CCMA Release 6.0 or Release 7.0 server.
8. If you are migrating data from Release 7.0, choose the entire contents of **Nortel Contact Center Manager Administration**.

OR

If you are migrating data from Release 6.0, choose all items in **Program Files \NortelNetworks\WCClient**.

9. Choose Microsoft ADAM data in **Program Files\Microsoft ADAM \instance1\data**.

 **Important:**

Do not select the contents of the WINDOWS directory.

10. Click **Next**.
11. Click **Advanced**.
12. In the **Restore Options**, in the **Restore to** box, select **Original Location**.
13. For **Existing files**, select **Always Replace**.
14. Click **Finish**.  
This process restores all existing CCMA data to the new server in the same directory structure as on the old server. This data is upgraded at the end of the migration procedure.

 **Note:**

For existing data to now be displayed in Contact Center Management, you must refresh the server.

---

## Upgrading the Contact Center Manager Administration database

### Before you begin

- Install the Contact Center Manager Administration software. See [Installing the Contact Center Manager Administration server software on the new server](#) on page 90.
- Restore the backed up Contact Center Manager Administration database. See [Restoring Contact Center Manager Administration from Release 6.0 or Release 7.0](#) on page 93.

### About this task

Upgrade the CCMA database to ensure compatibility of existing databases with the new Contact Center Manager Administration software.

This procedure is required only for Avaya NES Contact Center CCMA Release 6.0 or Avaya NES Contact Center CCMA Release 7.0 upgrades.

## Procedure

1. On the new Contact Center Manager Administration server, choose **Start > All Programs > Avaya > Contact Center Manager Administration > Configuration**.
  2. In the left pane of the Avaya Configuration window, expand **Avaya Applications > CCMA System Upgrade Utility**.
  3. In the right pane, click **CCMA System Upgrade Utility**.
  4. In the CCMA Upgrade Utility, choose the drive containing the old CCMA data that was restored using the Windows NT Backup Restore utility.  
The upgrade application automatically detects and appends the correct directory structure for the old system data.
  5. Click **Upgrade**.
  6. Close the Upgrade Utility application.
  7. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center Manager Administration server.
- 

---

# Restoring the Contact Center Manager Administration database

## Before you begin

- Know the network location (in Universal Naming Convention (UNC) format) of the drive for the backed up database.

### Important:

Ensure that the target server has the same patch level as the source server.

### Note:

If you are restoring CCMA data to a Secondary CCMA server in a High Availability environment, only non-AD-LDS data is restored. The Backup & Restore utility automatically

detects the data and restores the required files. The core CCMA AD-LDS data is automatically received using AD-LDS replication.

### About this task

Restore the Contact Center Manager Administration database to migrate the data to the new server. Use this procedure if you are restoring the Contact Center Manager Administration database from Avaya Aura® Contact Center Release 6.2.

### Procedure

1. On the new Contact Center Manager Administration server, choose **Start > All Programs > Avaya > Contact Center Manager Administration > Configuration**.
  2. In the left pane of the Avaya Configuration window, expand **Avaya > Applications > Backup & Restore**.
  3. In the right pane, click **Backup & Restore**.
  4. In the **Contact Center Manager Administration - Backup And Restore** dialog box, click the **Restore** tab.
  5. To select a backup file to restore from, click **Browse**.
  6. In the **Select a backup file** dialog box, select the required package file.
  7. Click **Open**.
  8. To restore the backup file data into CCMA, click **Restore Files**.  
**The restore completed successfully** message box appears.
  9. Click **OK**.
- 

---

## Removing obsolete replication entries from the active CCMA server

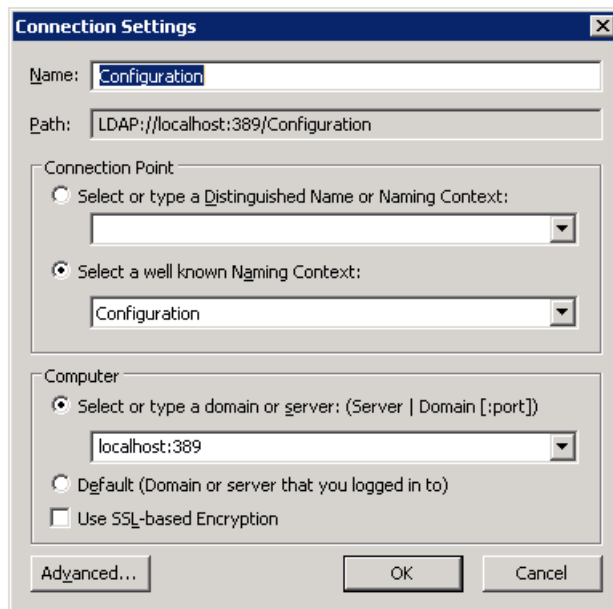
### About this task

If you plan to use High Availability Contact Center Manager Administration replication, on your new Windows Server 2008 active CCMA server, you must remove any replication references to the old standby CCMA server.

### Procedure

1. On the new active Windows Server 2008 Contact Center Manager Administration server, choose **Start > Administrative Tools > ADSI Edit**.
2. On the **ADSI Edit** dialog, from the **Action** menu, choose **Connect To**.  
*The Connection Settings dialog box appears.*

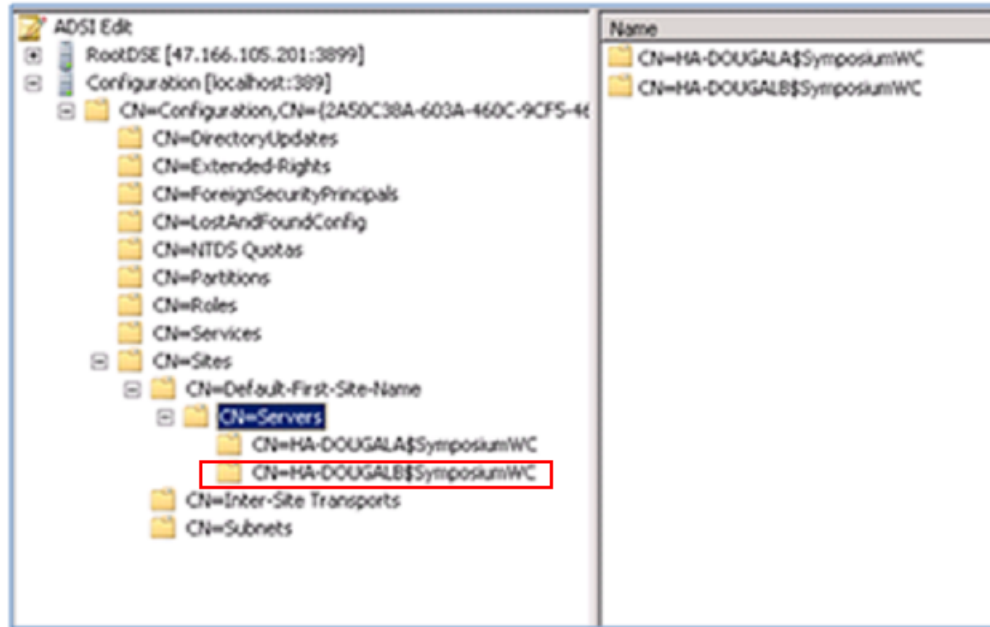
3. On the **Connection Settings** dialog box, under **Connection Point**, click **Select a well known Naming Context**.
4. From the **Select a well known Naming Context** list, select **Configuration**.
5. On the **Connection Settings** dialog box, under **Computer**, click **Select or type a domain or server**.
6. In the **Select or type a domain or server** drop-down list, enter **localhost:389**.



**\* Note:**

The default port number is 389. This port is configured at install time and may be different on your system. Ensure this port number matches your system.

7. Click **OK**.
8. On the **ASDI Edit** dialog, expand **Configuration > CN=Configuration container > CN=Sites**.
9. Expand **CN=Default-First-Site-Name**.
10. Expand **CN=Servers** to see the list of servers in the replication configuration set.
11. Under **CN=Servers**, locate the old CCMA standby server that you plan to replace with a new Windows 2008 CCMA installation. Servers appear in the format:  
CN = <OldStandbyCCMAServerName>\$SymposiumWC



12. Under **CN=Servers**, on the unwanted standby CCMA server object, right-click and select **Delete**.

**⚠ Caution:**

Take care not to delete the active CCMA server entry from the list of server objects.

13. Accept the deletion confirmation dialog box.
14. Click **OK**.

---

## Procedure job aid

The standby CCMA server distinguishedName property may have a long and complex value. You can use the Windows clip-board to copy and paste this value from the ADSI Edit user interface into the dsmsgmt - metadata cleanup command.

---

## Enabling replication on the primary Contact Center Manager Administration

### About this task

If your Avaya Aura® Contact Center Release 6.2 CCMA server supports High Availability and uses AD-LDS replication, you must enable replication on the primary CCMA server.

Use the AD-LDS Replication Diagnostics Tool (repadmin.exe) to enable replication on the primary CCMA server. The Repadmin option {+|-}DISABLE\_OUTBOUND\_REPL, stops (+) or restarts (-) outbound replication.

### Procedure

1. Log on to the primary Avaya Aura® Contact Center Contact Center Manager Administration server.
  2. Choose **Start > Run**.
  3. In the **Run** dialog, type **cmd**.
  4. Click **OK**.
  5. Navigate to the AD-LDS directory, typically at c:\Windows\adam.
  6. To enable AD-LDS outbound replication, type the following command: `repadmin /options localhost:389 -DISABLE_OUTBOUND_REPL`
- 

---

## Checking the Crystal installation

### About this task

Ensure that the correct version of Crystal Reports Server Embedded and corresponding language packs are installed on your system. This procedure gives you the steps required to check your current installation, and how to upgrade to the correct version, if your system requires it.

### Procedure

1. In the Release Note, search for Crystal Reports Server Embedded Support.
2. Note the version supported and the installation path.
3. On the Contact Center Manager Administration (CCMA) server, click **Start > Control Panel**.

4. In the Control Panel, under **Programs**, click **Uninstall a program**.
  5. In the Programs and Features window, locate the **Crystal Reports Server Embedded 2008 SP?** entry.  
The ? represents the current service pack number.
  6. In the version column, check the version of Crystal Reports Server Embedded.  
If the version is the same or greater than the version you noted in [Step 2](#) on page 99, you have the correct version and are done.  
  
If the version is less than the number you noted in [Step 2](#) on page 99, proceed with the following steps.
  7. Use the System Control and Monitor Utility (SCMU) to stop Contact Center Manager Administration (CCMA).
  8. In the Programs and Features window, note the Crystal Reports Server Embedded language packs that are currently installed.
  9. Uninstall Crystal Reports Server Embedded.
  10. Install the latest version of Crystal Reports Server Embedded. Double-click **setup.exe** located in the installation path you noted in [Step 2](#) on page 99.
  11. Open a cmd window and type the following text .  
"`<installdrive>:\Avaya\Contact Center\Manager Administration\Server\RCW\bin\RCWUtility`" updatepath  
where <installdrive> is the drive where you installed CCMA.  
Press **Enter**.
  12. Use the SCMU to start Contact Center Manager Administration.
  13. Install the language packs you noted in [Step 8](#) on page 100.  
The language packs for the current version of Crystal Reports Server Embedded are in the \package\langs subfolder of the installation path noted in [Step 2](#) on page 99.
-

# Chapter 11: Contact Center Manager Administration patch installation

This chapter describes how to install patches on the Contact Center Manager Administration server. Apply patches to a Contact Center Manager Administration server to resolve product issues, or when upgrading from Contact Center Manager Administration 6.0 or Contact Center Manager Administration 6.1 to Contact Center Manager Administration Release 6.2.

Contact Center Manager Administration patches contain and include Orchestration Designer patches. To patch Orchestration Designer, install the most recent Contact Center Manager Administration patches, and re-launch Orchestration Designer. Download the most recent Orchestration Designer environment to your Contact Center Manager Administration client computer to ensure that you are working with the most recent version of the software.

---

## Prerequisites to Contact Center Manager Administration patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## Contact Center Manager Administration patch installation procedures

### About this task

This task flow shows you the sequence of procedures you perform to install patches on the Contact Center Manager Administration server.

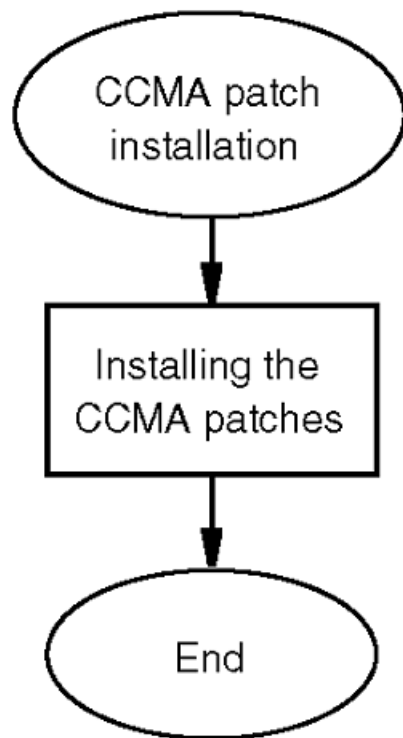


Figure 10: Contact Center Manager Administration patch installation procedures

---

## Installing Contact Center Manager Administration software patches

### Before you begin

- Download the most recent Contact Center Manager Administration (CCMA) and Common Components (CCCC) patches. See [Downloading the most recent patches](#) on page 247.
- Install patches in the following order:
  - Contact Center Common Component patches
  - Contact Center Manager Administration patches

### About this task

Install the most recent Contact Center Manager Administration software patches to ensure that you have the most current development updates.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
  2. Click **Install**.
  3. Click **Browse** and navigate to the folder where you downloaded the server packs.
  4. Click **Scan for Updates**.  
The Contact Center Updates section displays the available patches.
  5. Select the appropriate service pack.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the service pack and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed service pack appears under Installed Updates.
  9. If the System Management and Monitoring Component (SMMC) is installed on the server, verify that it starts. For more information about starting SMMC, see [Starting SMMC](#) on page 252.
-



# Part V: Security Framework migrations and patches

- [Security Framework migration](#) on page 107
- [Security Framework patch installation](#) on page 115



# Chapter 12: Security Framework migration

This chapter describes the tasks you perform to migrate Security Framework to a new server.

The system does not support migrations from Avaya NES Contact Center to Avaya Aura® Contact Center for Security Framework. You must perform a new installation and configuration of Security Framework. See *Avaya Aura® Contact Center Installation* (NN44400-311) and *Avaya Aura® Contact Center Commissioning* (NN44400-312).

If Security Framework is co-resident with Contact Center Manager Administration, then a Contact Center Manager Administration database backup, migration and restore includes the Security Framework data.

## Important:

Security Framework data contains Fully Qualified Domain Name (FQDN) details. When migrating Security Framework data from one server to another, this FQDN data is preserved, so the new server must use the same FQDN details or Security Framework must re-configured.

---

## Prerequisites to Security Framework migration

- Ensure that your new server meets all requirements for Contact Center Release 6.2 as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for Contact Center Release 6.2 software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).

---

## Security Framework migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to migrate Security Framework to a new server.

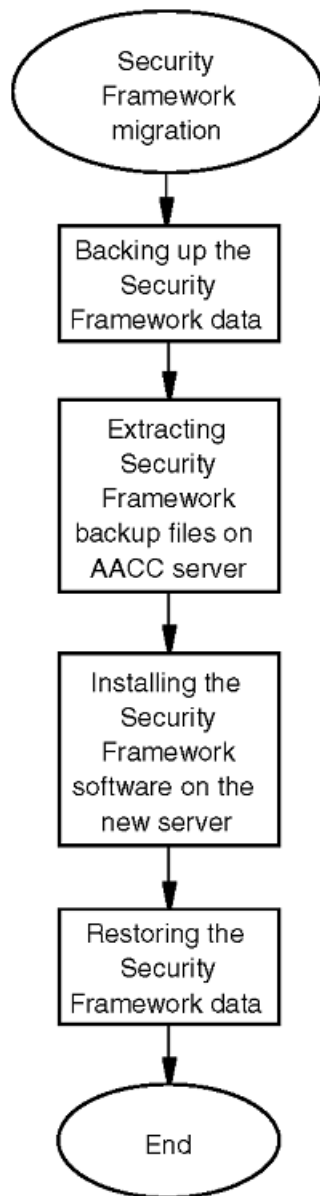


**Figure 11: Security Framework migration procedures**

---

## Job aid: Installation time

The estimated time to migrate Security Framework is 30 minutes.

This time can vary depending on the server, network infrastructure, and your confidence level with the software.

---

## Backing up the Security Framework data

### Before you begin

- Map a network drive on which to back up your data. The network drive must be in NTFS format.
- Log on to the Security Framework server as an administrator.

### About this task

Back up the Security Framework data on the source server to enable migration of the data to the new Contact Center server.

If Security Framework is co-resident with Contact Center Manager Administration, then a Contact Center Manager Administration backup, migration and restore includes the Security Framework data.

The backup utility creates a files with the date and time as part of the file name and an extension .bkf in the default location D:\Avaya\Contact Center\Security Framework\Backup.

### Procedure

1. On the existing Security Framework server, choose **Start > All Programs > Avaya > Contact Center Security Framework**.
  2. Click **Backup and Restore**.
  3. In the **Security Framework - Backup And Restore** dialog box, click the **Backup** tab.
  4. Select **Drive**.
  5. Type the drive where the backed up data is stored.
  6. Click **Next**.
  7. In the **Perform Backup** section, select **Run Now**.
  8. Click **Next**.
  9. In the **Username** box, type a user name with administrative privileges for the server to which you store the backup.
  10. In the **Password** box, type a password with administrative privileges for the server to which you store the backup.
  11. From the **Domain** list, select the domain of the server to which you store the backup.
  12. Click **Finish**.
-

---

# Extracting Security Framework backup files on AACC 6.0/6.1 server

## Before you begin

- Know the network location (in Universal Naming Convention (UNC) format) of the drive for the backed up data.

### ! Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

- Create the .bkf file for your existing Security Framework data.

## About this task

Extract the QuantumBackup.zip files from the .bkf file you created to restore the data on the new Security Framework Server.

## Procedure

1. In the **Server Manager**, select **Windows Server backup**.
  2. Select the backup you created and select **Recover from the Actions** list on the right side of the window.
  3. In the Getting Started window, make sure the **This Server (Server name)** option is selected, and then click **Next**.
  4. On the Select Backup dialog box, select the backup with the correct date and time, and then click **Next**.  
The newest backup is selected by default.
  5. On the **Select Recovery Type** dialog box, select **Files and Folders**, and then click **Next**.
  6. On the Select items to Recover dialog box, navigate to **Available Items** and select the **Security Framework** node.
  7. On the Specify Recovery Options dialog box, select **Other Location**, and browse to the location where you want to save this file.
  8. Click **Next**.
  9. On the Confirmation dialog box, select **Recover**.
-

---

## Installing the Security Framework software on the new server

### Before you begin

- Install Windows Server 2008 Release 2 on the server.
- Log on to the Security Framework server as an administrator.
- Download the most recent Security Framework and Common Component (CCCC) patches to the server. See [Downloading the most recent patches](#) on page 247.

### About this task

Install the Security Framework software on the new server to control the security access to the Contact Center Manager Administration Web application and other applications within Avaya Aura® Contact Center.

### Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD-ROM drive of your new server.
2. If the installation does not automatically start, click **setup.exe**.
3. You must install the Microsoft .NET Framework and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework license agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 111.
4. In the Welcome window, click **Next**.
5. If you already installed a Contact Center server software application on this server, click **Add a Component**, and then skip to [step 8](#) on page 111.
6. On the License Agreement window, read the terms of the agreement.
7. Click **I ACCEPT the Terms of the End-User License Agreement**.
8. Click **Next**.
9. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.
10. Select **Security Framework**.
11. Click **Next**.
12. On the Installation Destination window, on the **Application Destination Drive** tab, select the **Application Destination Drive**.
13. Click the **Product Updates Location** tab.

14. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
  15. Click **Next**.
  16. On the Ready to Install window, review and verify the information.
  17. Click **Install**.
  18. After the installation is complete, click **Finish**.
  19. If you are prompted, restart the server.
  20. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.
  21. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Security Framework server.
- 

---

## Variable definitions

| Name                                 | Description                                                                                                                                                                                                                                                    |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application Destination Drive</b> | The location to install the Security Framework software on the server.                                                                                                                                                                                         |
| <b>Product Updates Location</b>      | The parent directory to which your administrator downloads the software patches.                                                                                                                                                                               |
| <b>HTTP Port Number</b>              | The port number for the Hypertext Transfer Protocol (HTTP) for request/responses between the clients and servers. The default port is 8091. Check with the system administrator to ensure that the port number is not in use.                                  |
| <b>HTTPS Port Number</b>             | The port number for the Secure Hypertext Transfer Protocol (HTTPS) for requests and responses between the clients and servers. The default port is 8443. Check with the system administrator to ensure that the port number is not in use.                     |
| <b>LDAP Port Number</b>              | The port number for the Lightweight Directory Access Protocol (LDAP) on which commonly used contact information is stored on a server. The default value of the port is 389. Check with the system administrator to ensure that the port number is not in use. |

| Name                   | Description                                                                                                                                                                                                                            |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SSL Port Number</b> | The port number for the Secure Sockets Layer (SSL) that controls security when applications communicate across the network. The default port is 636. Check with the system administrator to ensure that the port number is not in use. |

---

## Restoring the Security Framework data

### Before you begin

- Know the network location (in Universal Naming Convention (UNC) format) of the drive for the backed up data.
- Log on to the Security Framework server as an administrator.

#### Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

### About this task

Restore the Security Framework data to migrate the data to the new server.

### Procedure

1. On the new Security Framework server, choose **Start > All Programs > Avaya > Contact Center > Security Framework**.
  2. Click **Backup and Restore**.
  3. In the **Security Framework - Backup And Restore** dialog box, click the **Restore** tab.
  4. To select a backup file to restore from, click **Browse**.
  5. In the **Select a backup file** dialog box, select the QuantumBackup.zip package file.
  6. Click **Open**.
  7. To restore the backup file data into Security Framework, click **Restore Files**.
  8. On the message box, click **OK**.
-



# Chapter 13: Security Framework patch installation

This chapter describes how to install patches on the Security Framework server. Apply patches to a Security Framework server to resolve product issues, or when upgrading from Security Framework 6.0 or Security Framework 6.1 to Security Framework release 6.2.

If your Contact Center is licensed for Standby Servers, you can hot patch your software to minimize down time. You must ensure that you patch both the active and standby servers to the same patch level. For information about hot patching, see [Common procedures](#) on page 247.

---

## Prerequisites to Security Framework patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## Security Framework patch installation procedures

### About this task

This task flow shows you the sequence of tasks you perform to install patches on the Security Framework server.

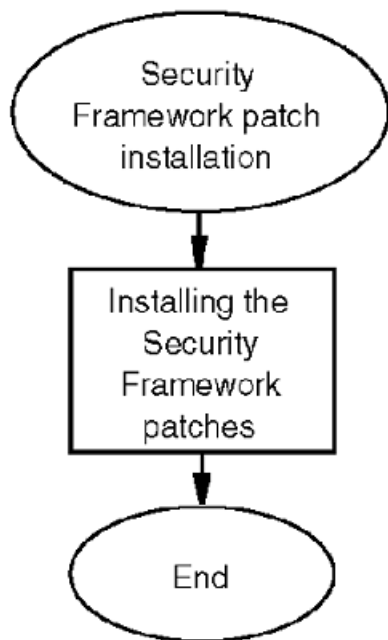


Figure 12: Security Framework patch installation procedures

---

## Installing the Security Framework patches

### Before you begin

- Download the most recent Security Framework and Common Components (CCCC) patches. See [Downloading the most recent patches](#) on page 247.
- Install patches in the following order:
  - Contact Center Common Component patches
  - Security Framework patches

### About this task

Install the most recent Security Framework patches to ensure that the software represents the current patches.

### Procedure

1. If you currently have Avaya Aura® Contact Center 6.0, Avaya Aura® Contact Center 6.1, or Avaya Aura® Contact Center 6.2 run setup.exe from \Install Software \Security Framework\ folder.

If a File in Use dialog box appears, select **Do not close applications** and continue with the installation to preserve the data.

2. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
3. Click **Install**.
4. Click **Browse** and navigate to the folder where you downloaded the server packs.
5. Click **Scan for Updates**.  
The Contact Center Updates section displays the available patches.
6. Select the appropriate service pack.
7. Click **Install Selected Updates**.  
The Patch Manager installs the service pack and displays a confirmation message.
8. Click **Close**.
9. Verify that the newly installed service pack appears under Installed Updates.

 **Note:**

When you launch the CCMA Configuration MMC console after a Security Framework upgrade on a co-resident server, a dialog box appears. You must wait until Windows configures the Avaya Security Framework before the Configuration console window appears.

---



# Part VI: Communication Control Toolkit migrations and patches

- [Communication Control Toolkit migration](#) on page 121
- [Communication Control Toolkit patch installation](#) on page 131



# Chapter 14: Communication Control Toolkit migration

This chapter describes how to migrate Avaya NES Contact Center 6.0, Avaya NES Contact Center 7.0, or the new release of Communication Control Toolkit (CCT) server software to a new server running Avaya Aura® Contact Center Release 6.2.

Depending on your previous version of Communication Control Toolkit (CCT), you must perform extra steps to migrate your multimedia database from your old server to your new server. You can migrate data from Communication Control Toolkit 6.0 or Communication Control Toolkit 7.0 to the new release to Avaya Aura® Contact Center.

---

## Prerequisites for Communication Control Toolkit migration

- Ensure your new server hardware meets all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Ensure that your new Contact Center license file is available.

---

## Communication Control Toolkit migration tasks

### About this task

This task flow shows you the sequence of procedures you perform to migrate Communication Control Toolkit to the new server.

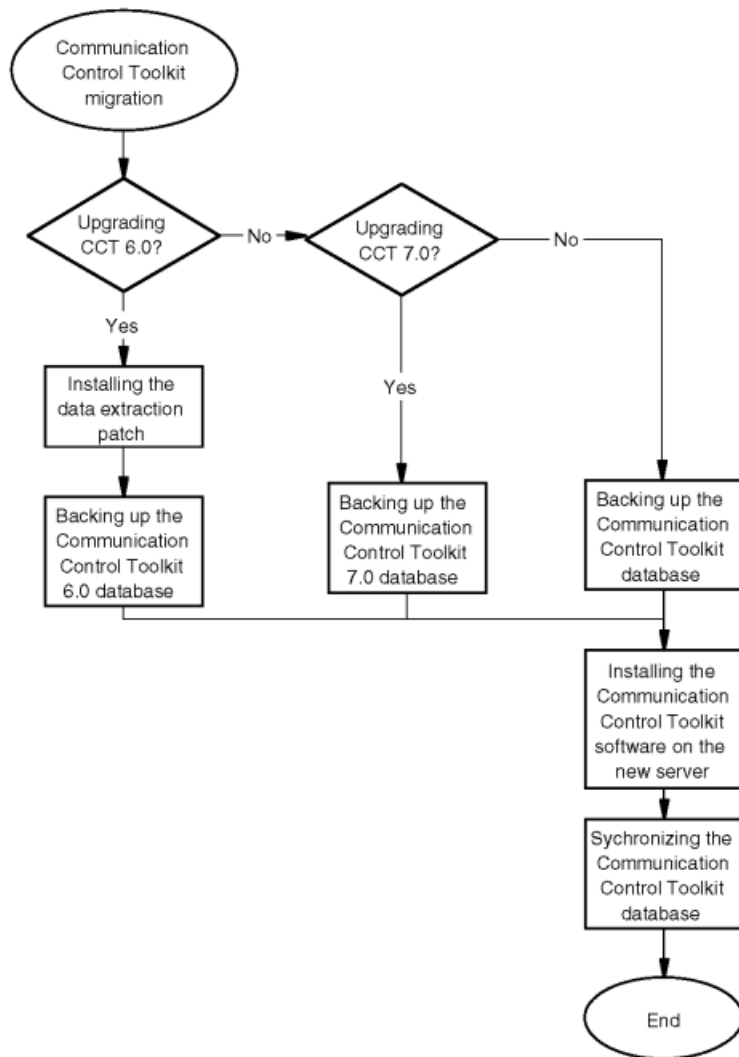


Figure 13: Communication Control Toolkit migration procedures

## Installing the Contact Center Migration Tool

### Before you begin

- Download the Contact Center Migration Tool from the Avaya Web site ([www.avaya.com/support](http://www.avaya.com/support)).

### About this task

Install the Contact Center Migration Tool (CCMT) you use to convert the NES Communication Control Toolkit 6.0 database to a format compatible with Avaya Aura® Contact Center Release 6.2.

## Procedure

1. Double-click **AvayaAura\_CCMT\_6.0.XXXX\_ServicePack.msi**.
  2. In the **Patch Wizard** dialog box, click **Next**.
  3. Click **Install**.  
The patch installs a migration tool.
- 

---

# Preparing the Avaya NES Contact Center CCT 6.0 database

## Before you begin

- Install the Contact Center Migration Tool. See [Installing the Contact Center Migration Tool](#) on page 122.

## About this task

Prepare the Avaya NES Contact Center CCT 6.0 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

## Procedure

1. On the Avaya NES Communication Control Toolkit 6.0 server, choose **Start > All Programs > Avaya > Contact Center > Migration Tool > Migration Tool**.
  2. In the **Contact Center Migration** dialog box, from the **Application Type** list, select **CCT 6.0**.
  3. In the **Backup Location** box, type the path of the location to store the Communication Control Toolkit 6.0 database.  
OR  
Click **Browse** and navigate to the location to store the Communication Control Toolkit 6.0 database.
  4. Click **Begin**.  
The Migration tool extracts customer data and prepares it for the upgrade to Release 6.2.
  5. After the process is complete, click **Finish**.
-

---

# Backing up Avaya NES Contact Center CCT 7.0 database

## About this task

Back up the Avaya NES Contact Center CCT 7.0 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

## Procedure

1. On the Avaya NES Communication Control Toolkit 7.0 server, choose **Start > All Programs > Nortel > Contact Center > Database Utilities > Database Maintenance**.
  2. In the Database Maintenance dialog box, in the Main Menu pane, click **Backup Locations**.
  3. In the Backup Locations pane, click **Create**.
  4. From the **Drive Letter** list, select the network drive on which you stored the Communication Control Toolkit 7.0 database.
  5. In the **UNC Path** box, type the location of the Communication Control Toolkit Release 6.2 database in the format \\Computer Name\Folder\Backup Location.
  6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
  7. In the **Password** box, type the user password.
  8. Click **OK**.
  9. In the Database Maintenance dialog box, in the Main Menu pane, select **Immediate Backup**.
  10. In the **Media Type** section, select **Network Location**.
  11. In the **Applications** section, select **CCT**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
-

---

## Backing up Avaya Aura® Contact Center CCT Release 6.2 database

### About this task

Back up the Avaya Aura® Contact Center CCT Release 6.2 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

### Procedure

1. On the Communication Control Toolkit server, choose **Start > All Programs > Avaya > Contact Center > Database Maintenance**.
  2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
  3. In the Backup Locations pane, click **Create**.
  4. From the **Drive Letter** list, select the network drive on which you stored the Communication Control Toolkit Release 6.2 database.
  5. In the **UNC Path** box, type the location of the Communication Control Toolkit Release 6.2 database in the format \\Computer Name\Folder\Backup Location.
  6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
  7. In the **Password** box, type the user password.
  8. Click **OK**.
  9. In the Contact Center Database Maintenance window, in the Main Menu pane, select **Immediate Backup**.
  10. In the **Media Type** section, select **Network Location**.
  11. In the **Applications** section, select **CCT**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
-

---

# Installing the Communication Control Toolkit software on the new server

## Before you begin

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.
- Download the most recent Communication Control Toolkit (CCT), and Common Component (CCCC) patches to the server. See [Downloading the most recent patches](#) on page 247.
- Know where the patches are installed on the server.
- Map a drive to the location of the backed up Communication Control Toolkit database.

### ! Important:

Ensure that the target server has the same patch level (or higher) as the source server.

### ! Important:

For the system to correctly handle backup and restore SNMP events, you must install Windows SNMP Service before you install Contact Center server software.

### ! Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

## About this task

Install the Avaya Aura® Contact Center Release 6.2 software on the new server and migrate the database.

## Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD drive of your server.
2. If the installation does not automatically start, double-click **setup.exe**.
3. You must install the Microsoft .NET Framework and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework license agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 126.
4. In the Welcome window, click **Next**.

5. If you previously installed a Contact Center server software application on this server, click **Add a Component**, and then skip to [step 8](#) on page 127.
6. On the License Agreement window, read the terms of the agreement.
7. Click **I ACCEPT the Terms of the End-User License Agreement**.
8. Click **Next**.
9. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.
10. Under Communication Control Toolkit, select **Contact Center Feature Set**.
11. Click **Next**.
12. In the Product Upgrade window, select **Import existing data to Communication Control Toolkit (CCT)**.
13. In the **Backup Location** section, click **Browse** and navigate to the location of the backed up Communication Control Toolkit database.
14. From the drop-down list, select the Communication Control Toolkit database version to import.
15. Type the Domain Name\User Name and Password to access the backup location. The supplied credentials are authenticated.
16. Click **Next**.
17. In the Installation Destination window, on the **Application Destination Drive** tab, select the **Application Destination Drive**.
18. Click the **Database Destination Drive** tab.
19. Under **Install Communication Control Toolkit database to**, select the drive for the Communication Control Toolkit database.
20. Click the **Product Updates Location** tab.
21. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
22. Click **Next**.  
The System Readiness Check utility runs on the server.
23. If the System Readiness Check utility returns a Fail, the software installation cannot proceed until you correct the problem. Review any failures returned by the System Readiness Check and consult *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210) to determine the actions to resolve the issue.  
You can ignore warnings if the potential impact to the operation of the Contact Center is understood and not applicable.
24. Click **Next**.
25. In the **Installation Data** window, type the installation details for each tab.
26. Click **Next**.

27. In the **Ready to Install** window, review and verify the information.
  28. Click **Install**.  
The DVD Controller installs the third-party software, Contact Center server software, database software, and the database.
  29. After the installation is complete, click **Finish**.
  30. If you are prompted, restart the server.
  31. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.
  32. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Communication Control Toolkit server.
- 

---

## Procedure job aid

The following table shows the common Communication Control Toolkit variable definitions.

| Name                                 | Description                                                                      |
|--------------------------------------|----------------------------------------------------------------------------------|
| <b>Application Destination Drive</b> | The location to install the Communication Control Toolkit software.              |
| <b>Database Destination Drive</b>    | The location to install the Communication Control Toolkit cache database.        |
| <b>Product Updates Location</b>      | The parent directory to which your administrator downloads the software patches. |

---

## Synchronizing the Communication Control Toolkit database

### Before you begin

- Back up the old Communication Control Toolkit database.
- On the new server, map a drive to the Communication Control Toolkit database backup.

#### Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

## About this task

If the old servers ran while you installed Contact Center Release 6.2 on a new server, you can synchronize the database to migrate the data to the new server.

## Procedure

1. On the new Communication Control Toolkit, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the **Backup Locations** dialog box, click **Create**.
4. From the **Drive Letter** list, select the network drive on which you stored the Communication Control Toolkit database backup.
5. In the **UNC Path** box, type the location of the Communication Control Toolkit database in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. If your previous version of CCT is Avaya NES CCT Release 6.0, skip to [Step 17](#) on page 129.
10. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Restore**.
11. In the **Media Type** section, select **Network Location**.
12. In the **Application** section, select **CCT**.
13. In the **Restore** contents section, select **Data**.
14. From the **Backup Location** list, select the network drive containing the backed up Communication Control Toolkit database.
15. Click **Restore**.
16. Skip to [Step 21](#) on page 130.
17. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Migration**.
18. From the **Application** list, select **CCT 6.0**.
19. From the **Migration Location** list, select the letter of the network drive on which you backed up the Communication Control Toolkit 6.0 database.
20. Click **Migrate**.

21. After the restore is complete, choose **Start > All Programs > Avaya > Contact Center > Communication Control Toolkit > CCT Console**.
  22. Expand **Communication Control Toolkit**.
  23. Expand **Server Configuration**.
  24. In the **Server Configuration** dialog box, click **Apply All**.
  25. Restart Communication Control Toolkit.
  26. Use the procedures in *Avaya Aura® Contact Center Server Administration* (NN44400-610) to configure your Communication Control Toolkit licensed features.
  27. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Communication Control Toolkit server.
-

# Chapter 15: Communication Control Toolkit patch installation

This chapter describes how to install patches on the Communication Control Toolkit. Apply patches to a Communication Control Toolkit server to resolve product issues, or when upgrading from Communication Control Toolkit 6.0 or Communication Control Toolkit 6.1 to Communication Control Toolkit Release 6.2.

If your Contact Center is licensed for Standby Servers, you can hot patch your software to minimize down time. You must ensure that you patch both the active and standby servers to the same patch level. For information about hot patching, see [Common procedures](#) on page 247.

---

## Prerequisites to Communication Control Toolkit patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## Communication Control Toolkit patch installation procedures

### About this task

This task flow shows you the sequence of procedures you perform to install patches on the Communication Control Toolkit.

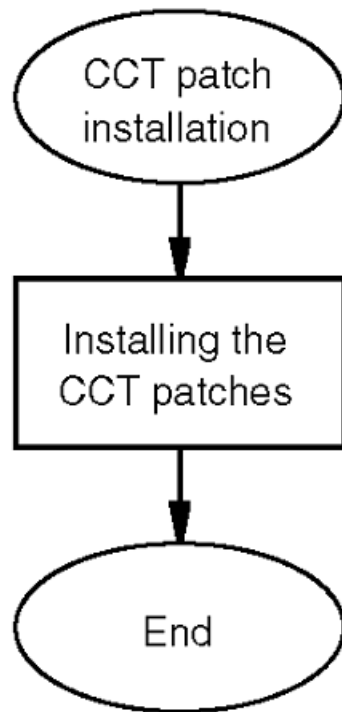


Figure 14: Communication Control Toolkit patch installation procedures

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## Installing Communication Control Toolkit software patches

### Before you begin

- Download the most recent Communication Control Toolkit (CCT) and Common Components (CCCC) patches. See [Downloading the most recent patches](#) on page 247.
- Install patches in the following order:
  - Contact Center Common Component patches
  - Communication Control Toolkit patches

### About this task

Install the most recent Communication Control Toolkit software patches to ensure that you have the most current patches.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
  2. Click **Install**.
  3. Click **Browse** and navigate to the folder where you downloaded the server packs.
  4. Click **Scan for Updates**.  
The Contact Center Updates section displays the available patches.
  5. Select the appropriate service pack.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the service pack and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed service pack appears under Installed Updates.
  9. If the System Management and Monitoring Component (SMMC) is installed on the server, verify that it starts. For more information about starting SMMC, see [Starting SMMC](#) on page 252.
-



# Part VII: Co-resident server migrations and patches

- [Co-resident server migration](#) on page 137
- [Co-resident server patch installation](#) on page 175



# Chapter 16: Co-resident server migration

This chapter describes how to migrate Avaya NES Contact Center 6.0, Avaya NES Contact Center 7.0, or the new release of the co-resident server software to a new server running Avaya Aura® Contact Center Release 6.2.

Depending on your previous version of Contact Center, you must perform extra steps to migrate your multimedia database from your old server to your new server. You can migrate data from your co-resident Contact Center 6.0 server or co-resident Contact Center 7.0 server to the new release.

Avaya Aura® Contact Center License Manager supports two license file mechanisms: PLIC or WebLM. Avaya Aura® Contact Center software installs all the components required for both types of license file mechanisms. You can obtain a PLIC license file from the Avaya Keycode Retrieval System (KRS) or you can obtain a WebLM license file from the Avaya Product Licensing and Delivery System (PLDS).

You must install the License Manager on the Contact Center Manager Server or on the primary Contact Center Manager Server in a networked contact center, or on the Network Control Center (NCC) server. If you work in a knowledge worker environment with no Contact Center Manager Server, install the License Manager on the Communication Control Toolkit server.

A typical co-resident server for small Contact Centers includes the following server software:

- Contact Center Manager Server (CCMS)
- Contact Center Manager Server Utility
- Contact Center License Manager
- Contact Center Manager Administration (CCMA)
- Communication Control Toolkit (CCT)

---

## Prerequisites for co-resident server migration

- Ensure that your hardware meets all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Back up the existing Contact Center Manager Server database and the existing Communication Control Toolkit database. For more information, see *Contact Center Server Administration* (NN44400-610).

- If the Database Integration Service is configured on the Contact Center Manager Server, the Database Integration Service backup and restore is not included in the migration. Use the Database Integration Wizard to back up the configuration. For more information, see *Contact Center Server Administration* (NN44400-610).
- Install ADAM Service Pack 1 and Windows Server 2003 Service Pack 2 on the Contact Center Manager Administration 6.0 server. You must install them before you can upgrade your Contact Center Manager Administration server software.

---

## Co-resident server migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to migrate from a previously released co-resident server to an Avaya Aura® Contact Center Release 6.2 co-resident server.

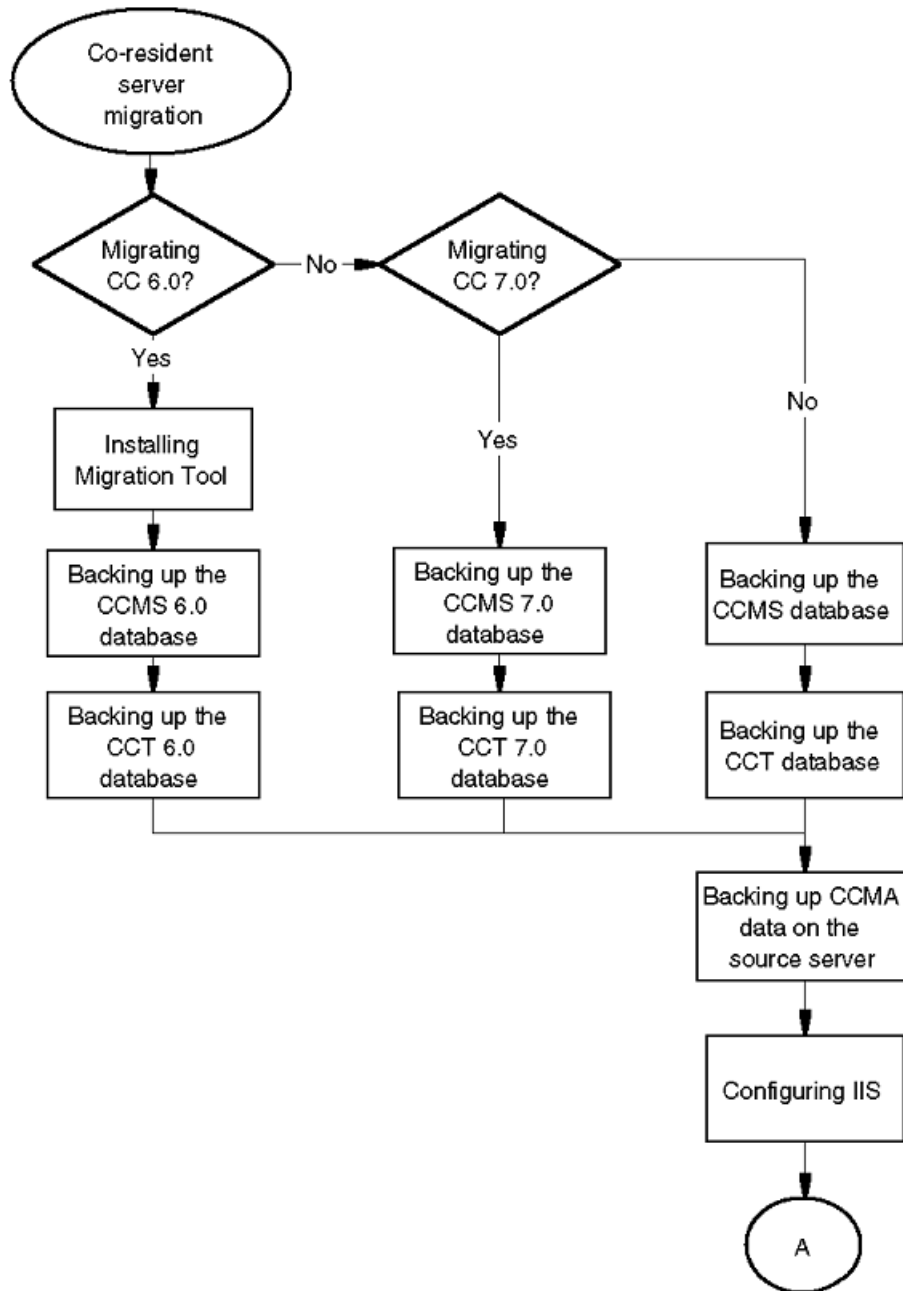


Figure 15: Co-resident server migration procedures

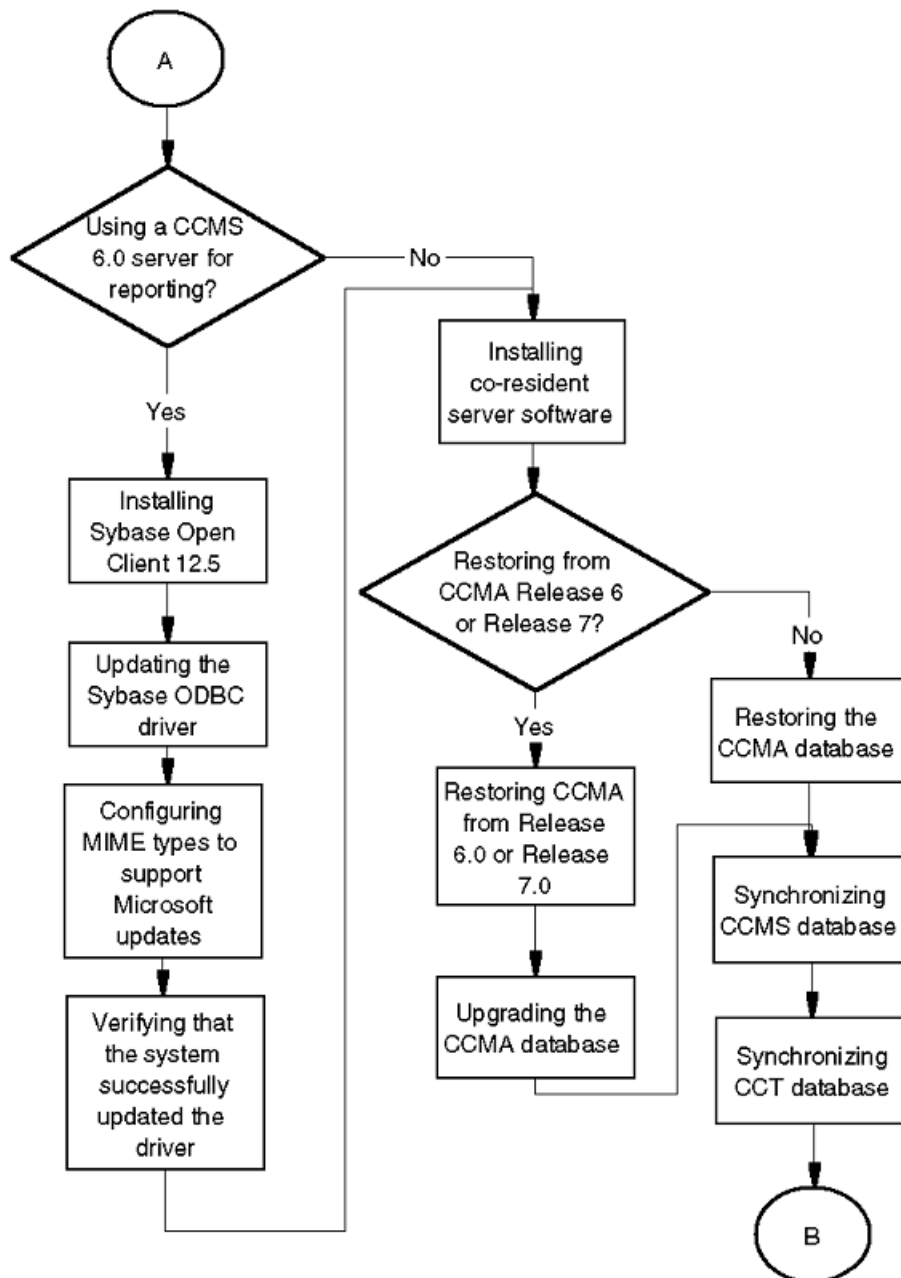


**Figure 16: Co-resident migration procedures continued**

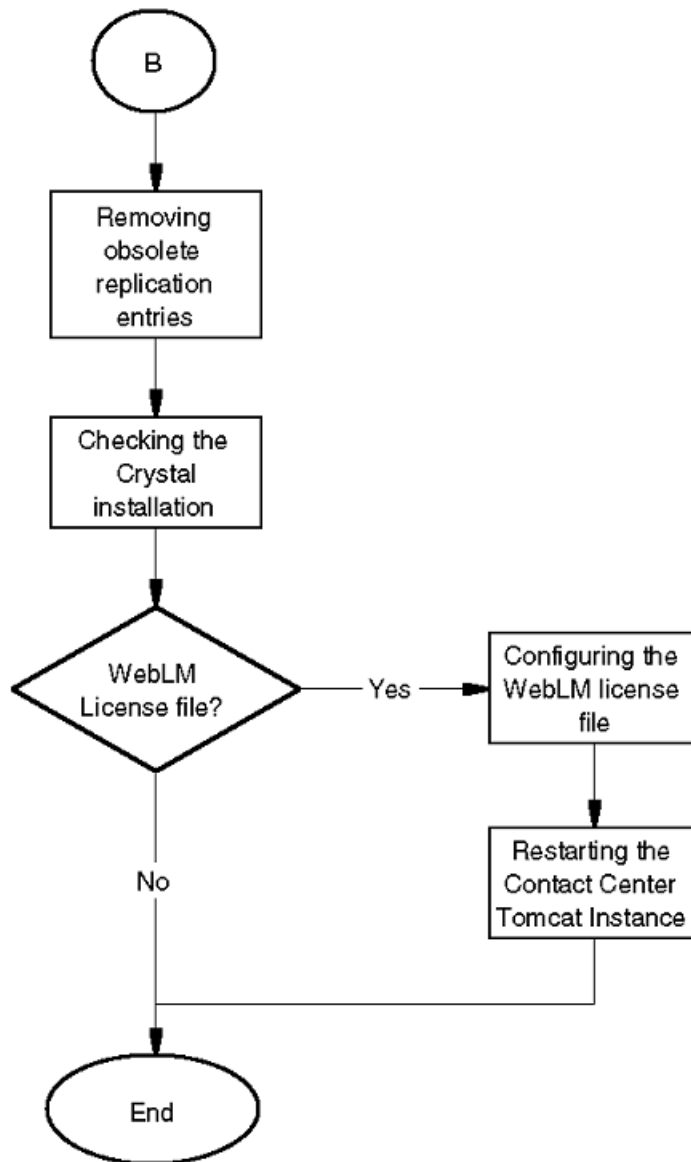


Figure 17: Co-resident migration procedures continued

## Job aid: Installation time

The times shown are approximate and do not include preparation tasks such as downloading patches, backing up your server and creating a platform recovery disk, or setting up the environment.

- Upgrade preparation (database conversion): 30 minutes (depending on database size).
- Installation of the new server Contact Center software: 2 hours.

This time can vary depending on the server, the network infrastructure, the database size, and your confidence level with the software.

---

## Installing the Contact Center Migration Tool

### Before you begin

- Download the Contact Center Migration Tool from the Avaya Web site ([www.avaya.com/support](http://www.avaya.com/support)).

### About this task

Install the Contact Center Migration Tool (CCMT) that you use to convert the NES Contact Center 6.0 database to a format compatible with Avaya Aura® Contact Center Release 6.2.

### Procedure

1. Double-click **AvayaAura\_CCMT\_6.0.XXXX\_ServicePack.msi**.
  2. On the **Patch Wizard** dialog box, click **Next**.
  3. Click **Install**.  
The patch installs a migration tool.
- 

---

## Backing up the Avaya NES Contact Center CCMS 6.0 database

### Before you begin

- Install the Contact Center Manager Server Migration Tool on the server. See [Installing the migration tool](#) on page 27.
- Map a drive to the network location to store the database.

### ! Important:

If the Database Integration Service is configured on your server, use the Database Integration Wizard to back up the configuration. For more information, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

### About this task

Back up the Avaya NES Contact Center CCMS 6.0 database so you can restore it on the new server after you install the Contact Center software.

## Procedure

1. On the Avaya NES Contact Center Manager Server 6.0 server, choose **Start > All Programs > Avaya > Contact Center > Migration Tool > Migration Tool**.
2. In the **Contact Center Migration** dialog box, from the **Application Type** list, select **CCMS 6.0**.
3. In the **Backup Location** box, type the path of the location to store the Contact Center Manager Server 6.0 database.  
OR  
Click **Browse** and navigate to the location to store the Contact Center Manager Server 6.0 database.
4. Click **Begin**.  
The Migration tool extracts customer data and prepares it for the migration to Release 6.2.
5. After the process is complete, click **Finish**.

---

# Preparing the Avaya NES Contact Center CCT 6.0 database

## Before you begin

- Install the Contact Center Migration Tool. See [Installing the Contact Center Migration Tool](#) on page 122.

## About this task

Prepare the Avaya NES Contact Center CCT 6.0 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

## Procedure

1. On the Avaya NES Communication Control Toolkit 6.0 server, choose **Start > All Programs > Avaya > Contact Center > Migration Tool > Migration Tool**.
2. In the **Contact Center Migration** dialog box, from the **Application Type** list, select **CCT 6.0**.
3. In the **Backup Location** box, type the path of the location to store the Communication Control Toolkit 6.0 database.  
OR  
Click **Browse** and navigate to the location to store the Communication Control Toolkit 6.0 database.

4. Click **Begin**.  
The Migration tool extracts customer data and prepares it for the upgrade to Release 6.2.
  5. After the process is complete, click **Finish**.
- 

---

## Backing up the Avaya NES Contact Center CCMS 7.0 database

### Before you begin

#### Important:

The Database Integration Service data is not backed up during this process. If the Database Integration Service is configured on your server, use the Database Integration Wizard to back up the configuration. For more information, see *Contact Center Server Administration* (NN44400-610).

### About this task

Back up the Avaya NES Contact Center CCMS 7.0 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

### Procedure

1. On the Avaya NES Contact Center Manager Server 7.0 server, choose **Start > All Programs > Nortel > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations section, click **Create**.
4. From the **Drive Letter** list, select the network drive on which to store the Avaya NES Contact Center Manager Server 7.0 database.
5. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. In the Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.

10. In the **Media Type** section, select **Network Location**.
  11. In the **Applications** section, select **CCMS**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
- 

---

## Backing up Avaya NES Contact Center CCT 7.0 database

### About this task

Back up the Avaya NES Contact Center CCT 7.0 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

### Procedure

1. On the Avaya NES Communication Control Toolkit 7.0 server, choose **Start > All Programs > Nortel > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance dialog box, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which you stored the Communication Control Toolkit 7.0 database.
5. In the **UNC Path** box, type the location of the Communication Control Toolkit Release 6.2 database in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. In the Database Maintenance dialog box, in the Main Menu pane, select **Immediate Backup**.
10. In the **Media Type** section, select **Network Location**.
11. In the **Applications** section, select **CCT**.
12. From the **Backup Location** list, select the network drive on which to store the backup.

13. Click **Backup**.

---

## Backing up the Avaya Aura<sup>®</sup> Contact Center CCMS Release 6.2 database

### Before you begin

#### ! Important:

The Database Integration Service data is not backed up during this process. If the Database Integration Service is configured on your server, use the Database Integration Wizard to back up the configuration. For more information, see *Avaya Aura<sup>®</sup> Contact Center Server Administration* (NN44400-610).

### About this task

Back up the Avaya Aura<sup>®</sup> Contact Center CCMS Release 6.2 database so you can restore it on the new server after you install the Avaya Aura<sup>®</sup> Contact Center software.

### Procedure

1. On the Contact Center Manager Server, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the right pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which to store the Contact Center Manager Server database.
5. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
10. In the **Media Type** section, select **Network Location**.
11. In the **Applications** section, select **CCMS**.

12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
- 

---

## Backing up Avaya Aura® Contact Center CCT Release 6.2 database

### About this task

Back up the Avaya Aura® Contact Center CCT Release 6.2 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

### Procedure

1. On the Communication Control Toolkit server, choose **Start > All Programs > Avaya > Contact Center > Database Maintenance**.
  2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
  3. In the Backup Locations pane, click **Create**.
  4. From the **Drive Letter** list, select the network drive on which you stored the Communication Control Toolkit Release 6.2 database.
  5. In the **UNC Path** box, type the location of the Communication Control Toolkit Release 6.2 database in the format \\Computer Name\Folder\Backup Location.
  6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
  7. In the **Password** box, type the user password.
  8. Click **OK**.
  9. In the Contact Center Database Maintenance window, in the Main Menu pane, select **Immediate Backup**.
  10. In the **Media Type** section, select **Network Location**.
  11. In the **Applications** section, select **CCT**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
-

---

# Backing up the Contact Center Manager Administration (CCMA) data on the source server

## Before you begin

- Map a network drive on which to back up your database. The network drive must be NTFS.
- Log on to the Contact Center Manager Administration server as an administrator.

## About this task

Back up the CCMA data on the source server to enable migration of the data to the new Avaya Aura® Contact Center server.

## Procedure

1. On the Contact Center Manager Administration server, choose **Start > All Programs > Avaya > Contact Center > Manager Administration > Configuration**.
  2. In the left pane of the **Avaya Configuration** window, expand **Avaya > Applications > Backup & Restore**.
  3. In the right pane, click **Backup & Restore**.
  4. In the **Contact Center Manager Administration - Backup And Restore** dialog box, click the **Backup** tab.
  5. Select **Network Location**.
  6. In the **Share Name** box, type the network location in the format \\Server\Share.
  7. Click **Next**.
  8. In the **Perform Backup** section, select **Run Now**.
  9. Click **Next**.
  10. In the **Username** box, type a user name with administrative privileges for the server to which you store the backup.
  11. In the **Password** box, type a password with administrative privileges for the server to which you store the backup.
  12. From the **Domain** list, select the domain of the server to which you store the backup.
  13. Click **Finish**.
-

---

## Configuring Internet Information Service on the target server

### Before you begin

- Ensure that you have the Windows Server 2008 Release 2 DVD for installation.

### About this task

Configure Internet Information Service (IIS) on the target server to enable the Web-based administration application in the Contact Center Manager Administration software to run. IIS is an optional component of the Windows Server 2008 installation.

### Procedure

1. Click **Start > Administration Tools > Server Manager**.
2. In the left-hand column of the **Server Manager**, right-click **Roles**.
3. Select **Add Roles**.
4. Review the requirements for the new role, and click **Next**.
5. Under **Server Roles**, select **Active Directory Lightweight Directory Services**.
6. If an **Add Roles Wizard** message box that lists features required by Active Directory Lightweight Directory Services appears, click **Add Required Features**.
7. Under **Server Roles**, select **Application Server**.
8. If an **Add Roles Wizard** message box that lists features required by Application Server appears, click **Add Required Features**.
9. In the left column of the Server Manager window, under **Application Server**, select **Role Services**.
10. Under **Role Services**, select **Web Server (IIS) Support**.
11. If an **Add Roles Wizard** message box appears, listing features required by Web Server (IIS) Support appears, click **Add Required Features**.
12. Click **Next**.
13. On the **Web Server (IIS) introduction** page, click **Next**.
14. On the **Select Role Services** page, under **Common HTTP Features**, select the following services.
  - Static Content
  - Default Document
  - Directory Browsing

- HTTP Errors
  - HTTP Redirection
15. On the **Select Role Services** page, under **Application Development**, select the following services.
    - ASP.NET
    - .NET Extensibility
    - ASP
    - ISAPI Extensions
    - ISAPI Filters
    - Server Side Includes
  16. On the **Select Role Services** page, under **Health and Diagnosis**, select the following services.
    - HTTP Logging
    - Logging Tools
    - Request Monitor
    - Tracing
  17. On the **Select Role Services** page, under **Security**, select the services.
  18. On the **Select Role Services** page, under **Performance**, select the services.
  19. On the **Select Role Services** page, under **Management Tools**, select the following services.
    - IIS Management Console
    - IIS Management Scripts and Tools
    - Management Service
    - All items under IIS 6 Management Compatibility
  20. Click **Next**.
  21. Review the installation information.
  22. Click **Install**.
  23. On the **Installation Results** page, click **Close**.
  24. Restart the server if required.
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## Installing Sybase Open Client 12.5 on the target server

### Before you begin

- Ensure that you have administrator privileges in Windows Server 2008.
- Use the same administrator account to log on to the Contact Center Manager Administration server each time you install a Contact Center Manager Administration component.

### About this task

Install Sybase Open Client 12.5 to access and control the content of the Contact Center Manager Administration database.

Perform this step only if you plan to use a Contact Center Manager Server release 6.0 to report statistics.

### Procedure

1. Log on to Contact Center Manager Administration server as the administrator.
2. Insert the Avaya Aura® Contact Center installation DVD into the DVD drive.
3. If the Avaya Aura® Contact Center DVD installer main menu appears, click **Cancel**.
4. Using Windows Explorer, browse in the DVD folder to **ThirdParty > Sybase Open Client**.
5. In the **Sybase Open Client** folder, double-click **setup.exe**.
6. Select **Standard Install**.
7. Click **Next**.
8. In the **Choose the installation directory** box, accept the default location.
9. In the **Choose Directory** dialog box, click **Next**.
10. In the **Summary** dialog box, click **Next**.
11. In the **Create Directory** dialog box, click **Yes** to confirm the name of the directory to which to copy the files.
12. If you upgrade to Sybase version 12.5, the system asks if you want to overwrite the following existing Sybase.DLL files. Click **Yes** when prompted to replace or reinstall these Sybase files:
  - Replace mchelp.dll version 12.0 with version 12.5.0.0
  - Replace mclib.dll version 12.0 with version 12.5.0.0
  - Replace Language Modules version 12.0 with version 12.5

- Reinstall Component Sybase Central 3.2.0
13. If the system prompts you to replace the optional Power Dynamo file, click **Yes**. Replace the optional Power Dynamo file version 3.0.0 with version 3.5.2.
  14. If the system prompts you to replace any other DLLs, including system DLLs, such as msvcrt40.dll version 4.20, click **No**. Do not replace any system DLLs.
  15. In the **Install Complete** message box, click **OK**.
  16. If you are prompted, restart the server.
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## Updating the Sybase ODBC driver on the target server

### Before you begin

- Install Sybase Open Client 12.5. See [Installing Sybase Open Client on the target server](#) on page 86.

### About this task

Update the Sybase Database Connectivity (ODBC) driver to ensure that you use the most recent version.

Perform this step only if you plan to use a NES Contact Center Manager Server Release 6.0 to report statistics.

### Procedure

1. On the target server, click **Start > Run**.
  2. In the **Open** box, type cmd.
  3. Click **OK**.
  4. At the prompt, type iisreset.
  5. Press **Enter**.
  6. At the **MS-DOS** prompt, navigate to the root directory of the Sybase folder on the DVD. For example, <x>: \ThirdParty (<x> is the location of the DVD).
  7. Change to the directory containing the Sybase Open Client hotfixes. For example, cd Sybase Open Client — Hotfixes.
  8. Type the following xcopy command:  
xcopy EBF11113\\*. \* %SYBASE% /S /E /V /Y > C:\EBF11113.TXT
  9. Press **Enter**.
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## Variable definitions

| Name                   | Description                                                                                                                                                                                |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>EBF11113</b>        | The directory containing the Sybase ODBC driver.                                                                                                                                           |
| <b>&lt;SYBASE&gt;</b>  | The environment variable containing the directory location of the Sybase Open Client 12.5 software installed on the Contact Center Manager Administration server (for example, c:\sybase). |
| <b>C:\EBF11113.TXT</b> | The log file that you can use to verify that all the files are copied correctly.                                                                                                           |

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## Verifying that the system successfully updated the driver

### Before you begin

- Update the Sybase ODBC driver. See [Updating the Sybase ODBC driver on the target server](#) on page 87.

### About this task

Verify that the system successfully updated the Sybase ODBC driver to ensure that the Contact Center Manager Administration server software can interact with the database.

Perform this step only if you plan to use a NES Contact Center Manager Server Release 6.0 to report statistics.

### Procedure

1. On the target server, browse to **C:\Windows\SysWOW64**.
  2. Double-click **ODBC Data Source Administrator**.
  3. In the **ODBC Data Source Administrator** dialog box, click the **Drivers** tab.
  4. On the **Drivers** page, scroll down until you locate the correct **Sybase ASE ODBC** driver, which is **4.10.00.49**.
  5. Click **OK**.
  6. If the ODBC driver version is not 4.10.00.49, open the log file C:\EBF11113.txt to see error messages were recorded during the xcopy command.
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# Configuring Multipurpose Internet Mail Extension types to support Microsoft updates

## About this task

Configure the Multipurpose Internet Mail Extension (MIME) types to support Microsoft updates and patches.

## Procedure

1. Log on to the Contact Center Manager Administration server.
  2. Click **Start > Administrative Tools > Computer Management**.
  3. In the **Computer Management** dialog box, expand **Services and Applications > Internet Information Services > Sites**.
  4. Select **Default Web Site**.
  5. Under **IIS**, select **MIME Types**.
  6. Double-click **MIME Types**.
  7. On the **Actions** list on the right, click **Add**.
  8. In the **File name extension** box, type **.msp**.
  9. In the **MIME Type** box, type **application/microsoftpatch**.
  10. Click **OK**.
  11. On the **Actions** list on the right, click **Add**.
  12. In the **File name extension** box, type **.msu**.
  13. In the **MIME Type** box, type **application/microsoftupdate**.
  14. Click **OK**.
  15. Close the Computer Management window.
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# Installing co-resident server software

## Before you begin

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.
- Download the most recent Contact Center Manager Server (CCMS), Contact Center License Manager (CCLM), Contact Center Manager Server Utility (CCSU), Contact

Center Manager Administration (CCMA), Communication Control Toolkit (CCT), and Common Component (CCCC) patches to the server. See [Downloading the most recent patches](#) on page 247.

- Partition the drives for the requirements. For more information, see *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Review the licensing available for the server and determine the licensed features to select.

**! Important:**

Ensure that the target server has the same patch level as the source server.

**! Important:**

For the system to correctly handle backup and restore SNMP events, you must install Windows SNMP Service before you install Contact Center server software.

### About this task

Install the Avaya Aura® Contact Center software (Contact Center Manager Server, Contact Center License Manager, Contact Center Manager Server Utility, Contact Center Manager Administration, Communication Control Toolkit) Release 6.2 to install the Contact Center software on the server and to restore the database.

### Procedure

1. Insert the Contact Center DVD into the DVD ROM drive of your server.
2. If the installation does not automatically start, double-click **setup.exe**.
3. You must install the Microsoft .NET Framework and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework license agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 155.
4. On the **Welcome** window, click **Next**.
5. On the **License Agreement** window, read the terms of the agreement.
6. Click **I ACCEPT the Terms of the End-User License Agreement**.
7. Click **Next**.
8. On the **Application Selection** window, from the **Select Switch Type** box, select the switch type for your system.

**! Important:**

You must select the same switch type used in the previous version.

9. Under **Contact Center Manager Server (CCMS)**, select **Nodal Server**.
10. Select **License Manager Server**.
11. Select **Server Utility**.
12. Select **Contact Center Manager Administration (CCMA)**.

13. Under **Communication Control Toolkit (CCT)**, select **Contact Center Feature Set**.
14. Click **Next**.
15. In the **Product Data Upgrade** window, select **Import existing data to Contact Center Manager Server (CCMS)**.
16. In the **Backup Location** section, click **Browse** and navigate to the location of the backed up database or enter UNC path to network shared backed up database.
17. From the drop-down list, select the **Contact Center Manager Server** database version to import.
18. Type the **Domain Name\User Name** and **Password** to access the backup location.  
The supplied credentials are authenticated.
19. On the **Product Upgrade** window, select **Import existing data to Communication Control Toolkit (CCT)**.
20. In the **Backup Location** section, click **Browse** and navigate to the location of the backed up database or enter UNC path to network shared backed up database.
21. From the drop-down list, select the **Communication Control Toolkit** database version to import.
22. Type the **Domain Name\User Name** and **Password** to access the backup location.  
The supplied credentials are authenticated.
23. Click **Next**.
24. On the **Installation Destination** window, on the **Application Destination Drive** tab, accept the default location for the **Application Destination Drive**.
25. Click the **Database Destination Drive** tab.
26. Under **Install Manager Server database to**, select the drive for the Contact Center Manager Server database.
27. Click the **Product Updates Location** tab.
28. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
29. Click **Next**.  
The System Readiness Check utility runs on the server.
30. If the System Readiness Check utility returns a Fail, the software installation cannot proceed until you correct the problem. Review any failures returned by the System Readiness Check and consult *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210) to determine the actions to resolve the issue.  
You can ignore warnings if the potential impact to the operation of the Contact Center is understood and not applicable.

31. Click **Next**.
32. On the Installation Data window, type the installation details for each tab.
33. Click **Next**.
34. In the **Summary** window, review and verify the information.
35. Click **Install**.  
The DVD Controller installs the third-party software, Contact Center server software, and restores the database.
36. After the installation is complete, click **Finish**.
37. If you are prompted, restart the server.

 **Note:**

If you use the WebLM license file, you must restart your Contact Center Tomcat server after installation.

38. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.

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## Application Selection window variables

The following table provides a list of common Application Selection window variable definitions.

| Name               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Select Switch Type | <p>Type of PABX you use in your Contact Center to handle telephone contacts. You can choose from the following:</p> <ul style="list-style-type: none"> <li>• AML - Avaya Communication Server 1000</li> <li>• SIP - Avaya Communication Server 1000</li> <li>• SIP - Avaya Aura® 5.2</li> <li>• SIP - Avaya Aura® 6.1. Select this option when integrating Avaya Aura® Contact Center with an Avaya Aura® Unified Communications platform Release 6.1 or 6.2, or an Avaya Aura® Solution for Midsize Enterprise Release 6.1 or 6.2.</li> <li>• No Switch Configured. Select this option when installing Avaya Aura® Contact Center for multimedia only—Non Voice Multimedia.</li> </ul> |

| Name                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Install Type</b>                  | <p>The Installation Type is disabled. Multimedia and Voice is set as the default installation type when you select any switch type. When none of the switch types are selected then Non Voice Multimedia is set as the default installation type.</p> <ul style="list-style-type: none"> <li>• Multimedia and Voice. This type of installation supports voice and multimedia contact types.</li> <li>• Non-voice Multimedia. This type of installation supports only multimedia contact types.</li> </ul> |
| <b>Application destination drive</b> | The location to install the Contact Center Manager Server software. You must install the CCMS software to D:\Avaya\Contact Center.                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Database destination drive</b>    | The location to install the Contact Center Manager Server Caché database. Install the CCMS database on the database destination drive in the Avaya\Contact Center\Database\CCMS folder.                                                                                                                                                                                                                                                                                                                   |
| <b>Product updates location</b>      | The parent directory in which your administrator downloads the software patches.                                                                                                                                                                                                                                                                                                                                                                                                                          |

## CCMS tab variables

The following table provides a list of common Contact Center Manager Server CCMS tab specific variables.

| Name                 | Description                                                                                                                                                                                                                                                                |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Name</b> | The designated person in charge of the Contact Center Manager Server software.                                                                                                                                                                                             |
| <b>Company Name</b>  | The name of the company using the Contact Center Manager Server software.                                                                                                                                                                                                  |
| <b>Site Name</b>     | <p>The name for the site. Do not enter the CCMS server name here, use a unique site name.</p> <p>The site name must not contain spaces or nonalphabetical characters except hyphen (-) and underscore (_). The first character must be a letter. The site name must be</p> |

| Name                                           | Description                                                                                                                                                                                                                          |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                | unique and can consist of 6 to 15 characters.                                                                                                                                                                                        |
| <b>RSM IP Address</b>                          | The RSM IP Address of the server to associate with sending real-time data. The IP address must be from 224.0.1.0 to 239.255.255.255. The default is 234.5.6.10.                                                                      |
| <b>Contact Center Server Subnet IP Address</b> | The IP Address of the subnet that connects the Contact Center servers (Contact Center Manager Server, Network Control Center, Contact Center Manager Administration, Contact Center Multimedia, and (optionally) Avaya CallPilot®).  |
| <b>ELAN Subnet IP Address</b>                  | The IP Address of the embedded local area network, a dedicated Ethernet LAN that connects the Contact Center Manager Server and the PABX.<br>You must select the check box for the ELAN subnet IP Address if you use an ELAN subnet. |

## Licensing tab variables

The following table provides a list of variables specific to the Licensing tab.

| Name                                        | Description                                                                                                                                                                                        |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Primary License Manager IP Address</b>   | The IP address of the License Manager server.<br>If the Contact Center License Manager co-resides on the Contact Center Manager Server, type the IP address for the Contact Center Manager Server. |
| <b>Primary License Port</b>                 | The number of the communication port opened between the License Manager and the Contact Center Manager Server. The default port number is 3998 when you use only one License Manager.              |
| <b>Secondary License Manager IP Address</b> | The IP address of the secondary License Manager server. The secondary License Manager server is used only in a corporate licensed environment.                                                     |

| Name                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CCMS Package</b>         | <p>The installation package indicates the licenses that you have purchased.</p> <ul style="list-style-type: none"> <li>• Essential—For small voice-only Contact Centers.</li> <li>• Nodal Enterprise—For single-site Contact Centers.</li> <li>• Corporate Enterprise—For multi-site Contact Centers.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Optional Package</b>     | <p>You must choose the package you have purchased. Some packaged features include the following:</p> <ul style="list-style-type: none"> <li>• Open Interfaces Universal Networking—Use Network Skill-Based Routing to route voice contacts between networked sites in a mixed PABX environment.</li> <li>• Open Queue—Use Contact Center Multimedia to route multimedia contacts to agents by using the existing scripting and skillset routing features available for calls. You must install and license the Open Queue feature for Agent Desktop.</li> <li>• Multiplicity—Use Multiplicity to enable an agent to manage multiple contacts simultaneously by configuring a Multiplicity Presentation Class (MPC) in CCMA and assigning it to an agent.</li> </ul> |
| <b>Switch Serial Number</b> | <p>In an AML-based Contact Center, this is the serial number for the Avaya Communication Server 1000. You must obtain the serial number from your distributor. This value is not used in SIP-enabled Contact Centers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## CS1000 tab variables

The following table provides a list of AML Avaya Communication Server 1000-specific variables, as used on the CS1000 tab.

| Name               | Description                                                                                                                                                                |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Switch Name</b> | <p>The name of the AML Avaya Communication Server 1000 telephone switch.</p> <p>Valid characters for PABX names are A–Z, a–z, 0–9, underscore ( _ ), and period ( . ).</p> |

| Name                                    | Description                                                                                                                                                                                                                               |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         | Names must begin with an alphabetical character and cannot contain spaces. The last character must not be an underscore or a period. Names must not exceed 80 characters in length.                                                       |
| <b>Switch IP Address</b>                | The IP address of the PABX.                                                                                                                                                                                                               |
| <b>Alternative Switch IP Address</b>    | The IP address of the PABX, if there is more than one IP address registered for the PABX.                                                                                                                                                 |
| <b>Switch Customer Number</b>           | The customer number for the PABX.                                                                                                                                                                                                         |
| <b>Voice Connection Type</b>            | The method used to connect to the PABX. If you use Avaya CallPilot® beside Voice Connection Type, select TCP and specify the ELAN subnet IP address of the Avaya CallPilot® server and then configure the CallPilot Server Port to 10008. |
| <b>CallPilot IP Address</b>             | The IP address of the primary Avaya CallPilot® voice connection type to the Contact Center Manager Server for an Avaya Communication Server 1000 PABX.                                                                                    |
| <b>CallPilot Port</b>                   | The port number of the primary Avaya CallPilot® voice connection type to the Contact Center Manager Server for an Avaya Communication Server 1000 PABX.                                                                                   |
| <b>CallPilot Alternative IP Address</b> | The IP address of the alternate Avaya CallPilot® voice connection for the Avaya Communication Server 1000 PABX.                                                                                                                           |
| <b>CallPilot Alternative Port</b>       | The port number of the alternate Avaya CallPilot® voice connection type to the Contact Center Manager Server for an Avaya Communication Server 1000 PABX.                                                                                 |

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## SIP-Network tab variables

The following table provides a list of configuration variables specific to the SIP-Network.

| Name                                          | Description                                                                                                                      |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>SIP Voice Proxy Server</b><br>• IP Address | Information about the server that provides support for inbound and outbound calls, such as routing a call to an agent telephone. |

| Name                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      | <p>If the Contact Center uses an Avaya Communication Server 1000 Network Routing Service (NRS), enter the IP address for it here.</p> <p>If the Contact Center uses an Avaya Aura<sup>®</sup> Session Manager, enter the IP address for the primary Session Manager here.</p> <p>If the Contact Center uses an Avaya Aura<sup>®</sup> SIP Enablement Services (SES) server, enter the IP address for it here.</p>       |
| • Port                                               | The server listening port. The default port is 5060.                                                                                                                                                                                                                                                                                                                                                                    |
| • Network Transport                                  | <p>The SIP Network Transport communication protocol.</p> <p>Avaya recommends that you use TCP for Avaya Communication Server 1000.</p>                                                                                                                                                                                                                                                                                  |
| <b>SIP CTI Proxy Server</b><br>• IP Address          | <p>Information about the server that provides support for SIP Computer Telephony Integration (CTI) so that Agent Desktop can acquire and control agent telephones for TR87.</p> <p>If the Contact Center uses an Avaya Communication Server 1000 Signaling Server, enter the IP address for it here.</p> <p>If the Contact Center uses an Application Enablement Services server, enter the IP address for it here.</p> |
| • Port                                               | <p>For an Avaya Communication Server 1000 the default SIP CTI Proxy Server port is 5060.</p> <p>For an Application Enablement Services server the default SIP CTI Proxy Server port is 4723.</p>                                                                                                                                                                                                                        |
| • Network Transport                                  | <p>The SIP Network Transport communication protocol.</p> <p>For an Avaya Communication Server 1000, the default Network Transport communication protocol is TCP.</p> <p>For an Application Enablement Services server, the default Network Transport communication protocol is TLS.</p>                                                                                                                                 |
| <b>Backup SIP Voice Proxy Server</b><br>• IP Address | <p>Information about the server that provides backup support for inbound and outbound calls, such as routing a call to an agent telephone. Support for a Backup Voice Proxy</p>                                                                                                                                                                                                                                         |

| Name                       | Description                                                                                                                                                                                                                                                                                                                |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            | Server requires an Avaya Aura® Contact Center Standby Server license.<br>If the Contact Center uses an Avaya Aura® Communication Manager and a backup Session Manager, enter the IP address for the backup Session Manager here.                                                                                           |
| • Port                     | The server listening port. The default port is 5060.                                                                                                                                                                                                                                                                       |
| • Network Transport        | The Backup SIP Voice Proxy Server transport protocol.                                                                                                                                                                                                                                                                      |
| <b>SIP IM Proxy Server</b> | Information about the server that supports the deployment of Instant Message (IM) over SIP.<br>Select the Avaya Aura® 6.1 switch type to enable the IM Provider field.<br>The SIP IM Proxy Server IP, Port, and Network Transport fields are enabled only if you select the Instant Messaging option on the Licensing tab. |
| • IM Provider              | From the IM Provider list, select the name of the instant Messaging provider. Select either Aura Presence Services or Microsoft OCS.                                                                                                                                                                                       |
| • XMPP Domain              | If using an Aura Presence Services server, enter the domain name of the Extensible Messaging and Presence Protocol (XMPP) server. The XMPP Domain name must be different to the Local SIP Subscriber Domain Name.                                                                                                          |
| • IP Address               | The IP address of the SIP IM Proxy Server.                                                                                                                                                                                                                                                                                 |
| • Port                     | The default SIP IM Proxy Server port is 5222.                                                                                                                                                                                                                                                                              |
| • Network Transport        | The IM Proxy Server transport protocol.                                                                                                                                                                                                                                                                                    |

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## SIP-Server tab variables

The following table provides a list of common SIP-Server variable definitions.

| Name                                                                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Local SIP Subscriber</b> <ul style="list-style-type: none"> <li>• Contact Center Name</li> <li>• Domain Name</li> <li>• Password</li> <li>• Confirm Password</li> </ul> | <p>Information about the environment of the SIP-enabled Contact Center and how to identify the server within the network.</p> <p>The registration user name on the registration proxy. Use a suitable user name following the standards in your system.</p> <p>Associated domain name for the SIP-enabled Contact Center.</p> <p>Password for the registration user name.</p> <p>Re-enter password for the registration user name.</p>                                       |
| <b>Web Service Ports</b>                                                                                                                                                   | <p>The Web Service Ports group box appears only if you select Avaya Aura® Presence Services as the IM Provider.</p> <p>Server Port default is 9100</p> <p>Client Port default is 9120</p>                                                                                                                                                                                                                                                                                    |
| <b>SIP Server Type</b>                                                                                                                                                     | <p>Type of SIP proxy for the Contact Center integration.</p> <p>Depending on the switch type you select in the Application Selection window, the system automatically sets the specific SIP Server Type as the default.</p> <ul style="list-style-type: none"> <li>• For SIP Avaya Aura® 6.1 switch type, the default SIP Server Type is Avaya Aura® 6.1.</li> <li>• For SIP Avaya Communication Server 1000 switch type, the default SIP Server Type is CS 1000.</li> </ul> |
| <b>MS Locale</b>                                                                                                                                                           | Locale (including language and dialects) of the system environment.                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Local Listening Ports</b>                                                                                                                                               | <p>The SIP Communication protocol accepted by the system for incoming calls.</p> <p>TCP/UDP Port default is 5060</p> <p>TLS Port default is 5061</p>                                                                                                                                                                                                                                                                                                                         |

## CCT Server tab variables

The following table provides a list of CCT-specific variables. The CCT server tab is visible only when the Open Queue feature is selected from the list of Optional Packages on the Licensing tab.

| Name                           | Description                                                                                                                                                                                        |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CCT Host Name</b>           | The host name of the remote Communication Control Toolkit server (applicable to configurations for which the Communication Control Toolkit is not co-resident with Contact Center Manager Server). |
| <b>CCT Port A1, A2, B1, B2</b> | Accept the default CCT Port numbers unless you must change them for security purposes.                                                                                                             |
| <b>Use a Remote CCT Server</b> | Select this check box if the Communication Control Toolkit server does not co-reside with the Contact Center Manager Server.                                                                       |

## Restoring Contact Center Manager Administration from Release 6.0 or Release 7.0

### Before you begin

- Know the network location (in Universal Naming Convention (UNC) format) of the drive for the backed up database.

### About this task

The CCMA Backup & Restore utility for Release 6.0 and Release 7.0 is integrated with the Windows Server 2003 backup application to generate a .bkf file which is used during the migration procedure. Windows Server 2008 uses a new Backup/Restore technology named Windows Server Backup; it does not support the .bkf format.

You must install a Microsoft utility to restore the old CCMA data to the new CCMA server.

#### Important:

To restore your backup file it must be less than 30 days old.

### Procedure

1. On the target server, log on to the Microsoft Web site.
2. Search for **Windows NTBACKUP Restore Utility for Windows Server 2008 Release 2**.

#### Important:

Microsoft support several versions of the Windows NTBACKUP Restore Utility. Ensure you download the **Windows NTBACKUP Restore Utility for Windows Server 2008 Release 2**.

3. Click **Download Details** and follow the directions for installing the Windows NT - Backup Restore Utility.
4. Copy the backup file (.bkf) from the source CCMA installation or the backup directory to the target server.
5. Double-click the .bkf file.
6. In the **Restore Utility** dialog box, click **Restore Wizard**.
7. In the **What to Restore** dialog box, choose the backup file that was generated on the CCMA Release 6.0 or Release 7.0 server.
8. If you are migrating data from Release 7.0, choose the entire contents of **Nortel Contact Center Manager Administration**.  
OR  
If you are migrating data from Release 6.0, choose all items in **Program Files \NortelNetworks\WCClient**.
9. Choose Microsoft ADAM data in **Program Files\Microsoft ADAM \instance1\data**.

 **Important:**

Do not select the contents of the WINDOWS directory.

10. Click **Next**.
11. Click **Advanced**.
12. In the **Restore Options**, in the **Restore to** box, select **Original Location**.
13. For **Existing files**, select **Always Replace**.
14. Click **Finish**.  
This process restores all existing CCMA data to the new server in the same directory structure as on the old server. This data is upgraded at the end of the migration procedure.

 **Note:**

For existing data to now be displayed in Contact Center Management, you must refresh the server.

---

# Upgrading the Contact Center Manager Administration database

## Before you begin

- Install the Contact Center Manager Administration software. See [Installing the Contact Center Manager Administration server software on the new server](#) on page 90.
- Restore the backed up Contact Center Manager Administration database. See [Restoring Contact Center Manager Administration from Release 6.0 or Release 7.0](#) on page 93.

## About this task

Upgrade the CCMA database to ensure compatibility of existing databases with the new Contact Center Manager Administration software.

This procedure is required only for Avaya NES Contact Center CCMA Release 6.0 or Avaya NES Contact Center CCMA Release 7.0 upgrades.

## Procedure

1. On the new Contact Center Manager Administration server, choose **Start > All Programs > Avaya > Contact Center Manager Administration > Configuration**.
  2. In the left pane of the Avaya Configuration window, expand **Avaya Applications > CCMA System Upgrade Utility**.
  3. In the right pane, click **CCMA System Upgrade Utility**.
  4. In the CCMA Upgrade Utility, choose the drive containing the old CCMA data that was restored using the Windows NT Backup Restore utility.  
The upgrade application automatically detects and appends the correct directory structure for the old system data.
  5. Click **Upgrade**.
  6. Close the Upgrade Utility application.
  7. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center Manager Administration server.
-

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# Restoring the Contact Center Manager Administration database

## Before you begin

- Know the network location (in Universal Naming Convention (UNC) format) of the drive for the backed up database.

### ! Important:

Ensure that the target server has the same patch level as the source server.

### \* Note:

If you are restoring CCMA data to a Secondary CCMA server in a High Availability environment, only non-AD-LDS data is restored. The Backup & Restore utility automatically detects the data and restores the required files. The core CCMA AD-LDS data is automatically received using AD-LDS replication.

## About this task

Restore the Contact Center Manager Administration database to migrate the data to the new server. Use this procedure if you are restoring the Contact Center Manager Administration database from Avaya Aura® Contact Center Release 6.2.

## Procedure

1. On the new Contact Center Manager Administration server, choose **Start > All Programs > Avaya > Contact Center Manager Administration > Configuration**.
2. In the left pane of the Avaya Configuration window, expand **Avaya > Applications > Backup & Restore**.
3. In the right pane, click **Backup & Restore**.
4. In the **Contact Center Manager Administration - Backup And Restore** dialog box, click the **Restore** tab.
5. To select a backup file to restore from, click **Browse**.
6. In the **Select a backup file** dialog box, select the required package file.
7. Click **Open**.
8. To restore the backup file data into CCMA, click **Restore Files**. The **restore completed successfully** message box appears.
9. Click **OK**.

## Checking the Crystal installation

### About this task

Ensure that the correct version of Crystal Reports Server Embedded and corresponding language packs are installed on your system. This procedure gives you the steps required to check your current installation, and how to upgrade to the correct version, if your system requires it.

### Procedure

1. In the Release Note, search for Crystal Reports Server Embedded Support.
2. Note the version supported and the installation path.
3. On the Contact Center Manager Administration (CCMA) server, click **Start > Control Panel**.
4. In the Control Panel, under **Programs**, click **Uninstall a program**.
5. In the Programs and Features window, locate the **Crystal Reports Server Embedded 2008 SP?** entry.  
The ? represents the current service pack number.
6. In the version column, check the version of Crystal Reports Server Embedded. If the version is the same or greater than the version you noted in [Step 2](#) on page 169, you have the correct version and are done.  
  
If the version is less than the number you noted in [Step 2](#) on page 169, proceed with the following steps.
7. Use the System Control and Monitor Utility (SCMU) to stop Contact Center Manager Administration (CCMA).
8. In the Programs and Features window, note the Crystal Reports Server Embedded language packs that are currently installed.
9. Uninstall Crystal Reports Server Embedded.
10. Install the latest version of Crystal Reports Server Embedded. Double-click **setup.exe** located in the installation path you noted in [Step 2](#) on page 169.
11. Open a cmd window and type the following text .  

```
"<installdrive>:\Avaya\Contact Center\Manager Administration
\Server\RCW\bin\RCWUtility" updatepath
```

 where <installdrive> is the drive where you installed CCMA.  
 Press **Enter**.
12. Use the SCMU to start Contact Center Manager Administration.
13. Install the language packs you noted in [Step 8](#) on page 169.

The language packs for the current version of Crystal Reports Server Embedded are in the \package\langs subfolder of the installation path noted in [Step 2](#) on page 169.

---

---

## Synchronizing the Contact Center Manager Server database

### Before you begin

- Back up the old Contact Center Manager Server database.
- On the new server, map a drive to the Contact Center Manager Server database backup.

### Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

### About this task

If the old Contact Center Manager Server ran while you installed the new release of software on the new server, you can synchronize the database to migrate the data to the new server.

### Procedure

1. On the new Contact Center Manager Server, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which you stored the Contact Center Manager Server database backup.
5. In the **UNC Path** box, type the location of the Contact Center Manager Server database in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.

9. If your previous version of CCMS is Avaya NES Contact Center Manager Server Release 6.0, skip to step 17.
  10. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Restore**.
  11. In the **Media Type** section, select **Network Location**.
  12. In the **Application** section, select **CCMS**.
  13. In the **Restore** contents section, select **Data**.
  14. From the **Backup Location** list, select the network drive containing the backed up Contact Center Manager Server database.
  15. Click **Restore**.
  16. Skip to step 21.
  17. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Migration**.
  18. From the **Application** list, select **CCMS 6.0**.
  19. From the **Migration Location** list, select the letter of the network drive on which you backed up the Contact Center Manager Server 6.0 database.
  20. Click **Migrate**.
  21. After the restore is complete, choose **Start > All Programs > Avaya > Contact Center > Manager Server > Server Configuration**.
  22. In the **Server Configuration** dialog box, click **Apply All**.
  23. Restart Contact Center Manager Server.
  24. Use the procedures in *Avaya Aura® Contact Center Server Administration* (NN44400-610) to configure your Contact Center Manager Server licensed features.
  25. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center Manager Server.
- 

---

## Synchronizing the Communication Control Toolkit database

### Before you begin

- Back up the old Communication Control Toolkit database.
- On the new server, map a drive to the Communication Control Toolkit database backup.

**! Important:**

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

**About this task**

If the old servers ran while you installed Contact Center Release 6.2 on a new server, you can synchronize the database to migrate the data to the new server.

**Procedure**

1. On the new Communication Control Toolkit, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the **Backup Locations** dialog box, click **Create**.
4. From the **Drive Letter** list, select the network drive on which you stored the Communication Control Toolkit database backup.
5. In the **UNC Path** box, type the location of the Communication Control Toolkit database in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. If your previous version of CCT is Avaya NES CCT Release 6.0, skip to [Step 17](#) on page 172.
10. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Restore**.
11. In the **Media Type** section, select **Network Location**.
12. In the **Application** section, select **CCT**.
13. In the **Restore contents** section, select **Data**.
14. From the **Backup Location** list, select the network drive containing the backed up Communication Control Toolkit database.
15. Click **Restore**.
16. Skip to [Step 21](#) on page 173.
17. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Migration**.

18. From the **Application** list, select **CCT 6.0**.
  19. From the **Migration Location** list, select the letter of the network drive on which you backed up the Communication Control Toolkit 6.0 database.
  20. Click **Migrate**.
  21. After the restore is complete, choose **Start > All Programs > Avaya > Contact Center > Communication Control Toolkit > CCT Console**.
  22. Expand **Communication Control Toolkit**.
  23. Expand **Server Configuration**.
  24. In the **Server Configuration** dialog box, click **Apply All**.
  25. Restart Communication Control Toolkit.
  26. Use the procedures in *Avaya Aura® Contact Center Server Administration* (NN44400-610) to configure your Communication Control Toolkit licensed features.
  27. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Communication Control Toolkit server.
- 

## Configuring the WebLM license file

### Before you begin

- Install the Contact Center License Manager server software.
- Restart the Contact Center License Manager server.

### About this task

Configure Contact Center License Manager to use a WebLM file.

#### \* Note:

When you install Contact Center License Manager, an instance of Apache Tomcat Server is also installed on the same server. The default port number for Apache Tomcat is 8081. If you need to change the port number to avoid conflicts with third-party software, see your Apache Tomcat documentation.

### Procedure

1. Log on to the server where the Contact Center License Manager software is installed.
2. Click **Start > All Programs > Avaya > Contact Center > License Manager > Configuration**.

3. On the Configuration page, click **Browse**.
  4. View the type of license file currently used, and then click **OK**.
  5. Navigate the file system and locate the WebLM license file.
  6. Click **Open**.
  7. Click **Apply**.
  8. At the prompt, click **Yes** to restart the Contact Center License Manager services.
  9. Click **OK** to close the window.
  10. Click **Exit**.
- 

---

## Restarting the Contact Center Tomcat Instance

### Before you begin

Apply the WebLM license file using the Contact Center License Manager Configuration utility.

### About this task

Restart the Contact Center Tomcat Instance on the Contact Center License Manager server to commission the WebLM license file for the first time.

### Procedure

1. Log on to your Contact Center License Manager server.
  2. On the Start menu, choose **All Programs > Administrative Tools > Services**.
  3. Right-click the **Contact Center Tomcat Instance** service, and click **Stop**.
  4. Right-click the **Contact Center Tomcat Instance** service, and click **Start**.
  5. Close the services window.
-

# Chapter 17: Co-resident server patch installation

This chapter describes how to install patches on a co-resident server.

If your Avaya Aura® Contact Center is licensed for Standby Servers, you can hot patch your software to minimize down time. You must patch both the active and standby servers to the same patch level. For information about hot patching, see [Common procedures](#) on page 247.

---

## Prerequisites for co-resident server patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## Co-resident server patch installation procedures

### About this task

This task flow shows you the sequence of procedures you perform to install patches on the co-resident server.

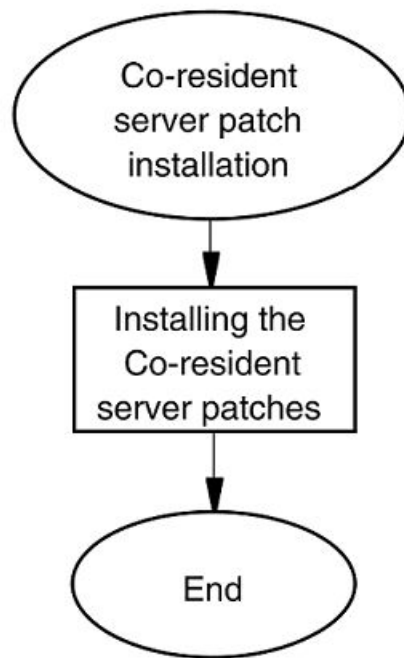


Figure 18: Co-resident server patch installation procedures

---

## Installing Co-resident server software patches

### Before you begin

- Download the most recent patches for the co-resident Contact Center applications. See [Downloading the most recent patches](#) on page 247.

### About this task

Install the most recent co-resident server software patches to ensure that you have the most current development updates.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
2. Click **Install**.
3. Click **Browse** and navigate to the folder where you downloaded the patches.
4. Click **Scan for Updates**.

The Contact Center Updates section displays the available patches.

5. Select the appropriate patches.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the patch and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed patches appear under Installed Updates.
  9. If the System Management and Monitoring Component (SMMC) is installed on the server, verify that it starts. For more information about starting SMMC, see [Starting SMMC](#) on page 252.
-



# Part VIII: Contact Center Multimedia migrations and patches

- [Contact Center Multimedia migration](#) on page 181
- [Contact Center Multimedia patch installation](#) on page 195



# Chapter 18: Contact Center Multimedia migration

This chapter describes how to migrate Avaya NES Contact Center 6.0, Avaya NES Contact Center 7.0, or the new release of Contact Center Multimedia (CCMM) server software to a new server running Avaya Aura® Contact Center Release 6.2.

Depending on your previous version of Contact Center Multimedia (CCMM), you must perform extra steps to migrate your multimedia database from your old server to your new server. You can migrate data from Contact Center Multimedia 6.0 or Contact Center Multimedia 7.0 to the new release to Avaya Aura® Contact Center.

## \* Note:

When restoring Avaya NES Contact Center Express databases onto an Avaya Aura® Contact Center server, the CCMM database option is greyed out on the Restore tab in the Database Maintenance utility.

---

## Prerequisites to Contact Center Multimedia migration

- Ensure your new server hardware meets all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Ensure that your new Contact Center license file is available.
- Ensure that your existing Contact Center Multimedia server is patched to the most current patch level available.
  - For Avaya NES Contact Center Multimedia 6.0, the current patch level is CCMM\_6.0\_SU\_08 plus CCMM\_6.0\_DP\_0805.
  - For Avaya NES Contact Center Multimedia 7.0, the current patch level is CCMM\_7.0\_SUS\_0302.

Download the most recent patches or check for newer patches at [www.avaya.com/support](http://www.avaya.com/support).

---

## Contact Center Multimedia migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to migrate your customer data from an existing Contact Center Multimedia database to Contact Center Multimedia in Avaya Aura® Contact Center Release 6.2 on a new server.

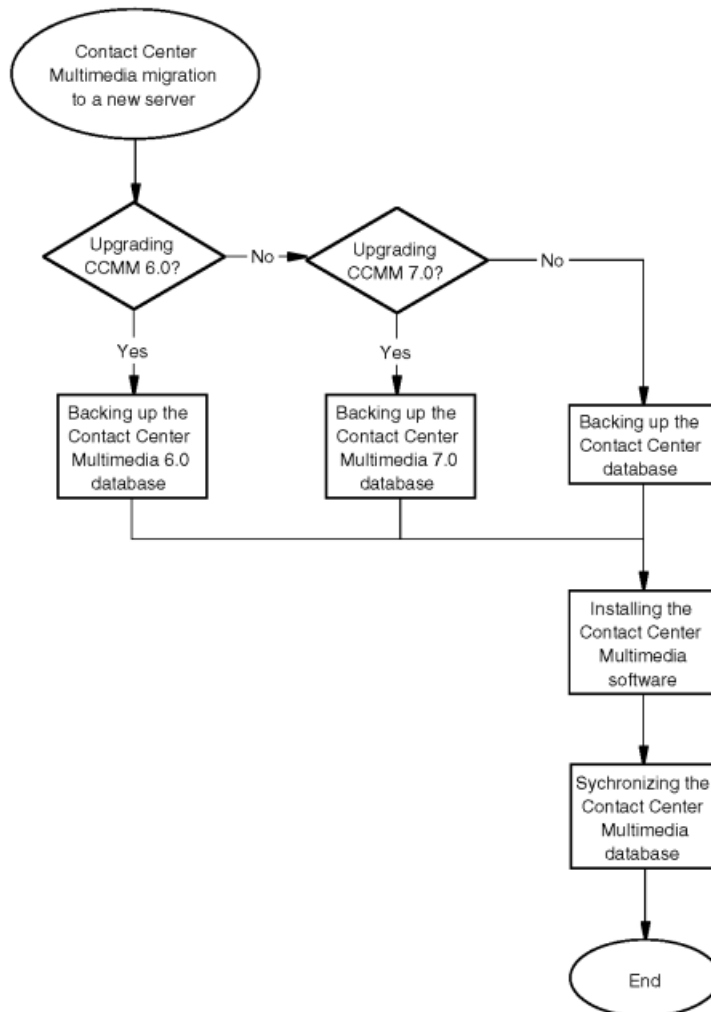


**Figure 19: Contact Center Multimedia migration procedures**

---

## Job aid: Installation time

The times shown are approximate and do not include preparation tasks such as downloading patches, backing up your server or setting up the environment.

- Preparing for the upgrade (database conversion): 30 minutes (depending on database size).
- Upgrading the server software: 1 hour.

This time can vary depending on the server, the network infrastructure, the database size, and your confidence level with the software.

---

## Backing up the Avaya NES Contact Center CCMM 6.0 database

### Before you begin

- If you back up a CCMM database without backing up the CCMS database, a mismatch in data may occur when you restore. Back up the CCMS database and the CCMM database at the same time.

### About this task

Back up the Avaya NES Contact Center CCMM database to enable the restoration of the database information during the software upgrade.

### Procedure

1. On the Avaya NES Contact Center CCMM 6.0 server, choose **Start > All Programs > Nortel > Contact Center > Multimedia Server > CCMM Administrator**.
2. Type your user ID and password.
3. Expand **Contact Center Multimedia**.
4. Expand **Database Administration**.
5. Double-click **Backup/Restore Utility**.
6. In the CCMM Backup and Restore Utility window, click **Backup**.
7. In the Backup CCMM Database window, beside **Backup to**, select **Network**.
8. In the **Database** field, review the folder name for your backup. To change the folder, click **Browse**, and then select the folder.

9. Browse to **X:\folder name on the network share\**. For example, if the network drive is X, the mapped folder is backup, and a subfolder is CCMM\_backup, and then you browse to **X:\CCMM\_backup\**.
10. To back up the e-mail attachment folders, in the **Attachments** box, browse to **X:\folder name on the network share**. If you back up the database to a mapped network folder, you must back up the attachments to the same location.

 **Note:**

You can back up your e-mail attachments only to a mapped network drive. Be sure that your network drive contains enough space.

If you do not want to back up the e-mail attachment folders, select the **Do not Backup E-mail Attachments** check box, and then skip to Step 12.

11. In the **E-mail Attachments Source Location** box, ensure that the location matches the e-mail attachment folders on your Multimedia server. Click **Browse** to change the path to the e-mail attachment folders.
  12. Click **Backup Now**.  
A reminder box appears.
  13. Click **OK** to begin the backup.  
After the backup is complete, a dialog box appears displaying the contents of the backup.txt log file.
  14. Review the entire backup.txt log file.  
If the backup of the Multimedia database is successful, you see **Backup complete**. If the backup of e-mail attachments is successful, you see the number of files copied.  
If the **Backup failed** message appears in the backup.txt file, the Multimedia database is not backed up. If this occurs, ensure the backup locations are correct, ensure the network share or tape is available, ensure the folder has sufficient permissions, and the folder has sufficient space available.  
If the **0 files copied** message appears in the backup.txt file, the e-mail attachments are not backed up. If this occurs, ensure the backup locations are correct, ensure the network share or tape is available, ensure the folder has sufficient permissions, and the folder has sufficient space available.
  15. Click **Close**.
  16. When you make a correction, back up the database and attachment folders again.
  17. Close the **Backup Utility**.
-

---

## Backing up the Avaya NES Contact Center CCMM 7.0 database

### Before you begin

#### ! Important:

If you back up a CCMM database without backing up the CCMS database, this can result in a mismatch in data when you restore. Avaya recommends that you back up the CCMS database and the CCMM database at the same time.

#### ! Important:

If your system is using Predictive Outbound solution, copy the file PredictiveSettings.xml to a network drive. The file is located in D:\Nortel\Contact Center\Multimedia server\Agent Desktop and must be copied to D:\Avaya\Contact Center\Multimedia server\Agent Desktop manually after the system upgrade.

### About this task

Back up the Avaya NES Contact Center CCMM 7.0 database so you can restore it on the new server after you install the Contact Center software.

### Procedure

1. In the Contact Center Multimedia server, choose **Start > All Programs > Nortel > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which to store the Contact Center Multimedia 7.0 database.
5. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. In the Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
10. In the **Media Type** section, select **Network Location**.

11. In the **Applications** section, select **CCMM**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
- 

---

## Backing up the Avaya Aura® Contact Center CCMM Release 6.2 database

### Before you begin

#### **Note:**

If you back up a Contact Center Multimedia database without backing up the Contact Center Manager Server database, this can result in a mismatch in data when you restore. Avaya recommends that you back up the Contact Center Manager Server database and the Contact Center Multimedia database at the same time.

### About this task

Back up the Avaya Aura® Contact Center Contact Center Multimedia Release 6.2 database so you can restore it on the new server after you install the new Contact Center software.

### Procedure

1. In the Contact Center Multimedia server, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which to store the Contact Center Multimedia 6.0 database.
5. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. In the Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.

10. In the **Media Type** section, select **Network Location**.
  11. In the **Applications** section, select **CCMM**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
- 

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## Installing the Contact Center Multimedia software on the new server

### Before you begin

- Download the most recent documentation to the server. See [Downloading the most recent documentation](#) on page 247.
- Download the most recent Contact Center Multimedia (CCMM) and Common Component (CCCC) patches to the server. See [Downloading the most recent patches](#) on page 247.
- Know where the patches are installed on the server.

**! Important:**

Ensure that the target server has the same patch level (or higher) as the source server.

**! Important:**

Restoring your Contact Center Multimedia database is part of this procedure. If you restore a Contact Center Multimedia database without restoring the Contact Center Manager Server database, it can result in a mismatch in data. Avaya recommends that when you restore a CCMM database, you also restore the corresponding CCMS database.

**! Important:**

For the system to correctly handle backup and restore SNMP events, you must install Windows SNMP Service before you install Contact Center server software.

**! Important:**

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

## About this task

Install the Contact Center Multimedia Release 6.2 software on the new server.

## Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD drive of your server.
2. If the installation does not automatically start, double-click **setup.exe**.
3. You must install the Microsoft .NET Framework 3.5 and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework 3.5 license agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 188.
4. In the Welcome window, click **Next**.
5. If you already installed a Contact Center server software application on this server, click **Add a Component**, and then skip to [step 8](#) on page 188.
6. On the License Agreement window, read the terms of the agreement.
7. Click **I ACCEPT the Terms of the End-User License Agreement**.
8. Click **Next**.
9. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.

### ! Important:

You must select the same switch type that was used for your previous release.

10. Under **Contact Center Multimedia Server (CCMM)**, select **CCMM Primary Server**.
11. Click **Next**.
12. In the Product Data Upgrade window, select the **Import existing data to Contact Center Multimedia (CCMM)** check box.
13. In the **Backup Location** section, click **Browse** and navigate to the location of the backed up Contact Center Multimedia database.
14. From the drop-down list, select the Contact Center Multimedia database version to import.
15. Type the **Domain Name\User Name** and **Password** to access the backup location.  
The supplied credentials are authenticated.
16. Click **Next**.
17. In the Installation Destination window, on the **Application Destination Drive** tab, select the **Application Destination Drive**.
18. Click the **Database Destination Drive** tab.

19. Under **Install Multimedia Server database to**, select the drive for the **Multimedia Server Database**.
  20. Click the **Product Updates Location** tab.
  21. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
  22. Click **Next**.  
The System Readiness Check utility runs on the server.
  23. If the System Readiness Check utility returns a Fail, the software installation cannot proceed until you correct the problem. Review any failures returned by the System Readiness Check and consult *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210) to determine the actions to resolve the issue.  
You can ignore warnings if the potential impact to the operation of the Contact Center is understood and not applicable.
  24. Click **Next**.
  25. In the Installation Data window, enter the installation details for each tab.
  26. Click **Next**.
  27. In the Summary window, review and verify the information.
  28. Click **Install**.  
The DVD Controller installs the third-party software, Contact Center server software, and restores the database.
  29. After the installation is complete, click **Finish**.
  30. If you are prompted, restart the server.
  31. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.
  32. If you are using Predictive Outbound, use the Contact Center Multimedia Web Administration tool to confirm that the Predictive Outbound Multicast IP address and port number match the values configured on Contact Center Manager Server.
  33. If you are using Predictive Outbound, use the System Control and Monitor Utility to restart the CCMM services to use the new configuration.
  34. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Contact Center Multimedia server.
-

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## Variable definitions

| Name                                 | Description                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application Destination</b>       | The drive on which the Contact Center Multimedia software application is installed.                                                                                                                                                                                                                                                                                                         |
| <b>Database Destination</b>          | The drive on which the Contact Center Multimedia database is installed. You must choose a drive other than the drive on which the application is installed.                                                                                                                                                                                                                                 |
| <b>Product Updates Location</b>      | The parent directory in which your administrator downloads the software patches.                                                                                                                                                                                                                                                                                                            |
| <b>IM Provider</b>                   | The name of the instant Messaging provider. Select either Microsoft OCS or None. IM and presence features are supported for Avaya Aura® Presence Services server and Microsoft Office Communications Server. Presence Services server is supported with Avaya Aura® 6.1 and 6.2. Microsoft Office Communications Server is supported with Avaya Aura®, and Avaya Communication Server 1000. |
| <b>Manager Server (CCMS)</b>         | The name of the server on which the Contact Center Manager Server software is installed.                                                                                                                                                                                                                                                                                                    |
| <b>License Server</b>                | The name of the server on which the Contact Center License Manager software is installed.                                                                                                                                                                                                                                                                                                   |
| <b>Telephony Server (CCT)</b>        | The name of the server on which the Communication Control Toolkit software is installed.                                                                                                                                                                                                                                                                                                    |
| <b>Administration Server (CCMA)</b>  | The name of the server on which the Contact Center Manager Administration software is installed.                                                                                                                                                                                                                                                                                            |
| <b>Web Reporting (Optional)</b>      | The IP address of the optional Web Reporting server.                                                                                                                                                                                                                                                                                                                                        |
| <b>Web Reporting (Optional) Port</b> | The port number of the optional Web Reporting server.                                                                                                                                                                                                                                                                                                                                       |
| <b>Inbound Mail Server (POP3)</b>    | The name of the server on which e-mail messages are received in your network.                                                                                                                                                                                                                                                                                                               |

| Name                                           | Description                                                                                                                                                                              |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Outbound Mail Server (SMTP)</b>             | The name of the server from on which e-mail messages are sent. Your inbound and outbound mail servers can have the same name.                                                            |
| <b>Enter Predictive Outbound Configuration</b> | An option to use Predictive Outbound in your Contact Center, if Predictive Outbound is installed. Select the check box to enable the fields and enter the server information.            |
| <b>Predictive Server</b>                       | The name of the Predictive Outbound solutions application server on which the administration software resides, or the CPSE <sup>2</sup> server.                                          |
| <b>Predictive Reporting Server</b>             | The name of the Predictive Outbound solutions server that contains the statistics for reporting predictive outbound data, or Portfolio server.                                           |
| <b>Web Stats Server</b>                        | The name of the optional Web Stats server that agents and supervisors use to view real-time statistics for call handling, skillset data, and the state information on the Agent Desktop. |
| <b>Web Stats Port</b>                          | The port number of the Web Stats server. The default port number is 9086.                                                                                                                |
| <b>Web Communications Server</b>               | The name of the server on which the Web Customer Interface is installed if Web communications is licensed in your Contact Center.                                                        |

---

## Synchronizing the Contact Center Multimedia database

### Before you begin

- Create a new backup of the original Contact Center Multimedia database. See [Backing up the Avaya NES Contact Center CCMM 6.0 database](#) on page 183, [Backing up the Avaya NES Contact Center CCMM 7.0 database](#) on page 185, or [Backing up the Avaya Aura Contact Center CCMM Release 6.2 database](#) on page 186.
- On the new Contact Center CCMM Release 6.2 server, map a drive to the location of the backed up Contact Center Multimedia database.

**! Important:**

If you restore a CCMM database without restoring the CCMS database, this can result in a mismatch in OAM data. Avaya recommends that when you restore a CCMM database, you also restore the corresponding CCMS database.

**! Important:**

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

### About this task

If the original release of your Contact Center Multimedia servers ran while you upgraded to Avaya Aura® Contact Center Release 6.2 on a new server, you can synchronize the database to migrate the data gathered during the upgrade to the new server. After the CCMM database synchronization is complete, the Contact Center Manager Administration server name and e-mail attachment paths may need to be updated.

**\* Note:**

When restoring Avaya NES Contact Center Express databases onto an Avaya Aura® Contact Center server, the CCMM database option is greyed out on the Restore tab in the Database Maintenance utility.

### Procedure

1. On the new Contact Center Multimedia server, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance dialog box, in the Main Menu pane, click **Backup Locations**.
3. In the right pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which you stored the Contact Center Multimedia database backup.
5. In the **UNC Path** box, type the location of the Contact Center Multimedia database in the format \\Computer Name\Folder\Backup Location. This must precisely match the location you specified when you backed up the Database.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** field, type the user password.
8. Click **OK**.
9. If your previous release of CCMM is Avaya NES CCMM Release 6.0, skip to step 17.
10. In the Database Maintenance dialog box, in the Main Menu pane, click **Restore**.

11. In the **Media Type** section, select **Network Location**.
12. In the **Application** section, select **CCMM**.
13. In the **Restore contents** section, select **Data**.
14. From the **Backup Location** list, select the network drive containing the backed up Contact Center Multimedia database.
15. Click **Restore**.
16. Skip to step 21.
17. In the Database Maintenance dialog box, in the Main Menu pane, click **Migration**.
18. From the **Application** list, select **CCMM 6.0**.
19. From the **Migration Location** list, select the letter of the network drive on which you backed up the Avaya NES Contact Center Multimedia 6.0 database.
20. Click **Migrate**.
21. On the new Contact Center Multimedia, choose **Start > All Programs > Avaya > Contact Center > Multimedia Server > Multimedia Dashboard**.
22. On the CCMM Dashboard, under **Server Availability**, right-click **Contact Center Manager Administration** and select **Edit**.
23. On the **Administrator Login** dialog, in the **User Name** box, type GeneralAdmin.
24. In the **Password** box, type the password. The default password is “\_\_ccmm!”.
25. Click **Login**.
26. On the **Administrator Login** dialog, in the text box, type the name for the current Contact Center Manager Administration server.
27. Click **Save**.
28. Log on to the new Contact Center Manager Administration with administrative privileges.
29. On the **Launchpad**, click **Multimedia**.
30. In the left pane, select the Contact Center Multimedia to which you want to log on.
31. Under **CCMM Administration**, select **General Administration**.
32. Select **Server Settings**.
33. Update the server names to match the new Contact Center solution.
34. Under **CCMM Administration**, on the main menu, select **E-mail > General Settings**.
35. Under **Attachment Files**, ensure the **Inbound URL**, **Inbound Share**, **Outbound URL**, and **Outbound Share** locations match the new Contact Center solution.

36. Restart the Contact Center Multimedia server.
  37. Use the procedures in *Avaya Aura® Contact Center Server Administration* (NN44400-610) to configure your Contact Center Multimedia licensed features.
  38. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission our new Contact Center Multimedia server.
- 

## Variable definitions

| Name                  | Description                                                                                                                                                                                                                                                                                 |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Inbound URL</b>    | The URL for files attached to inbound e-mail messages. For Contact Centers using the Avaya Aura® Contact Center High Availability feature, Avaya recommends using:<br>http://<managedIPAddress>/InboundAttachment<br>Where managedIPAddress is the managed IP address of the CCMM server.   |
| <b>Inbound Share</b>  | The share location for files attached to inbound e-mail messages. Avaya recommends using:<br><driveLetter>:\Avaya\Contact Center\Email Attachments\Inbound                                                                                                                                  |
| <b>Outbound URL</b>   | The URL for files attached to outbound e-mail messages. For Contact Centers using the Avaya Aura® Contact Center High Availability feature, Avaya recommends using:<br>http://<managedIPAddress>/OutboundAttachment<br>Where managedIPAddress is the managed IP address of the CCMM server. |
| <b>Outbound Share</b> | The share location for files attached to outbound e-mail messages. Avaya recommends using:<br><driveLetter>:\Avaya\Contact Center\Email Attachments\Outbound                                                                                                                                |

# Chapter 19: Contact Center Multimedia patch installation

This chapter describes how to install patches on the Contact Center Multimedia. Apply patches to a Contact Center Multimedia server to resolve product issues, or when upgrading from Contact Center Multimedia 6.0 or Contact Center Multimedia 6.1 to Contact Center Multimedia Release 6.2.

If your Avaya Aura® Contact Center is licensed for Standby Servers, you can hot patch your software to minimize down time. You must ensure that you patch both the active and standby servers to the same patch level. For information about hot patching, see [Common procedures](#) on page 247.

---

## Prerequisites to Contact Center Multimedia patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## Contact Center Multimedia patch installation procedures

### About this task

This task flow shows you the sequence of procedures you perform to install patches on the Contact Center Multimedia.

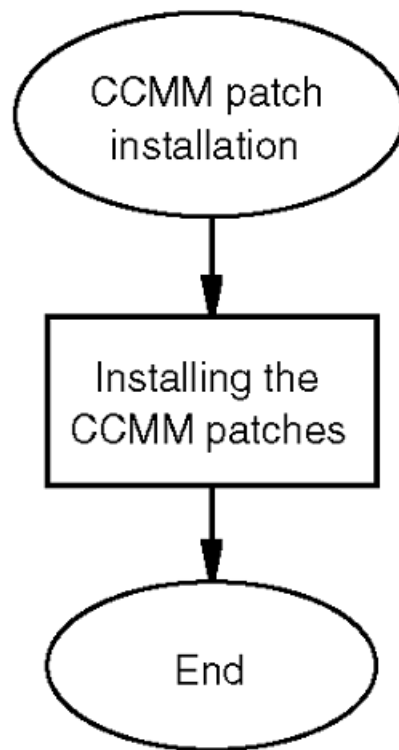


Figure 20: Contact Center Multimedia patch installation procedures

---

## Installing Contact Center Multimedia software patches

### Before you begin

- Download the most recent Contact Center Multimedia (CCMM) and Common Components (CCCC) patches. See [Downloading the most recent patches](#) on page 247.
- Install patches in the following order:
  - Contact Center Common Component patches
  - Contact Center Multimedia patches

### About this task

Install the most recent Contact Center Multimedia software patches to ensure that you have the most current development updates.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
  2. Click **Install**.
  3. Click **Browse** and navigate to the folder where you downloaded the server packs.
  4. Click **Scan for Updates**.  
The Contact Center Updates section displays the available patches.
  5. Select the appropriate service pack.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the service pack and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed service pack appears under Installed Updates.
  9. If the System Management and Monitoring Component (SMMC) is installed on the server, verify that it starts. For more information about starting SMMC, see [Starting SMMC](#) on page 252.
-



# Part IX: Network Control Center migrations and patches

- [Network Control Center migration](#) on page 201
- [Network Control Center patch installation](#) on page 213



# Chapter 20: Network Control Center migration

This chapter describes how to migrate Network Control Center (NCC) customer data to Avaya Aura® Contact Center Network Control Center Release 6.2 on a new Windows Server 2008 Release 2 server. Apply patches to a Network Control Center server to resolve product issues, or when upgrading from Network Control Center 6.0 or Network Control Center 6.1 to Network Control Center Release 6.2.

---

## Prerequisites to Network Control Center migration

- Ensure that all hardware meets all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Ensure that your new Contact Center license file is available.

---

## Network Control Center migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to migrate your Network Control Center (NCC) customer data to Network Control Center Release 6.2 on a new Windows Server 2008 Release 2 server.

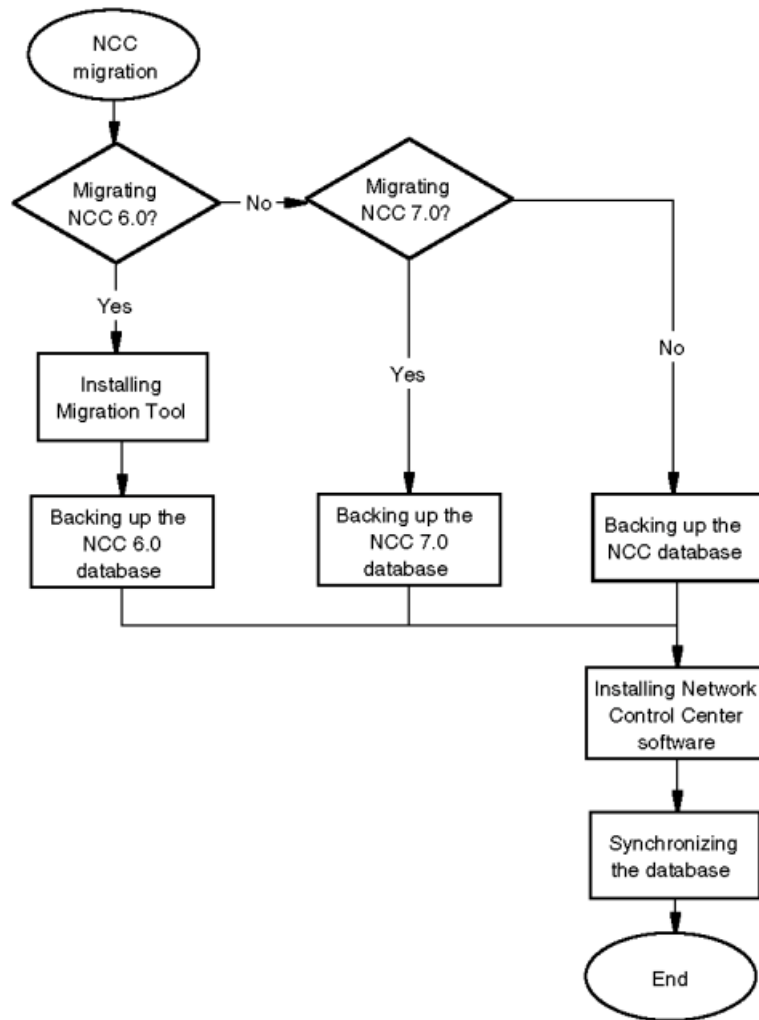


Figure 21: Network Control Center migration procedures

## Job aid: Installation time

The times shown are approximate and do not include preparation tasks such as downloading patches or setting up the environment.

- Preparing for migration (database backup): 30 minutes (depending on the size of the database).
- Migrating the server software: 1 hour.

---

## Installing the Contact Center Migration Tool

### Before you begin

- Download the Contact Center Migration Tool from the Avaya Web site ([www.avaya.com/support](http://www.avaya.com/support)).

### About this task

Install the Contact Center Migration Tool (CCMT) that you use to convert the NES Network Control Center 6.0 database to a format compatible with Avaya Aura® Contact Center Release 6.2.

### Procedure

1. Double-click **AvayaAura\_CCMT\_6.0.XXXX\_ServicePack.msi**.
  2. In the **Patch Wizard** dialog box, click **Next**.
  3. Click **Install**.  
The patch installs a migration tool.
- 

---

## Backing up the Avaya NES Contact Center NCC 6.0 database

### Before you begin

- Install the Contact Center Migration Tool. See [Installing the Contact Center Migration Tool](#) on page 203.

### About this task

Back up the Avaya NES Contact Center NCC 6.0 database for migration to Avaya Aura® Contact Center Release 6.2 using the migration tool.

### Procedure

1. On the Avaya NES Network Control Center 6.0 server, choose **Start > Avaya > Contact Center > Migration Tool > Migration Tool**.
2. In the **Contact Center Migration** dialog box, from the **Application Type** list, select **CCMS 6.0**.
3. In the **Backup Location** box, type the path of the location to store the Network Control Center 6.0 database.

OR

Click **Browse** and navigate to the location to store the Network Control Center 6.0 database.

4. Click **Begin**.  
The Migration tool extracts customer data and prepares it for the upgrade to Release 6.2.
  5. After the process is complete, click **Finish**.
- 

---

## Backing up the Avaya NES Contact Center NCC 7.0 database

### About this task

Back up the Avaya NES Contact Center NCC 7.0 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

### Procedure

1. On the Avaya NES Network Control Center 7.0 server, choose **Start > All Programs > Nortel > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which you want to store the Network Control Center 7.0 database.
5. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. In the Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
10. In the **Media Type** section, select **Network Location**.
11. In the **Applications** section, select **CCMS**.

12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
- 

---

## Backing up the Avaya Aura® Contact Center NCC 6.0 database

### About this task

Back up the Avaya Aura® Contact Center NCC Release 6.2 database so you can restore it on the new server after you install the Avaya Aura® Contact Center software.

### Procedure

1. On the Network Control Center server, choose **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
  2. In the Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
  3. In the Backup Locations pane, click **Create**.
  4. From the **Drive Letter** list, select the network drive on which you want to store the Network Control Center database.
  5. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
  6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
  7. In the **Password** box, type the user password.
  8. Click **OK**.
  9. In the Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
  10. In the **Media Type** section, select **Network Location**.
  11. In the **Applications** section, select **CCMS**.
  12. From the **Backup Location** list, select the network drive on which to store the backup.
  13. Click **Backup**.
-

---

# Installing the Avaya Aura® Contact Center NCC Release 6.2 software

## Before you begin

- Back up the existing Network Control Center database.
- Download the most recent documentation to the server. See [Downloading the most recent documentation](#) on page 247.
- Download the most recent Contact Center Manager Server (CCMS) and Common Component (CCCC) patches to the server. See [Downloading the most recent patches](#) on page 247.
- Map a drive to the location of the backed up Network Control Center database.
- Partition the drives for Contact Center Release 6.2 as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).

### ! Important:

Ensure that the target server has the same patch level (or higher) as the source server.

### ! Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the Contact Center can result in unpredictable behavior.

## About this task

Install the Avaya Aura® Contact Center NCC Release 6.2 software on the new server and, optionally restore the Network Control Center database on the Avaya Aura® Contact Center Release 6.2 server.

## Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD drive of your server.
2. If the installation does not automatically start, double-click **setup.exe**.
3. You must install the Microsoft .NET Framework and Visual C++ runtime libraries on the server. If you are prompted to accept the Microsoft .NET Framework license agreement, click **Accept**. If you are prompted to restart the server, click **Yes** and repeat Step 2.
4. In the Welcome window, click **Next**.
5. In the License Agreement window, read the terms of the agreement.

6. Click **I ACCEPT the Terms of the End-User License Agreement**.
7. Click **Next**.
8. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.

**! Important:**

You must select the same switch type that you used for the previous release.

9. Under Contact Center Manager Server (CCMS), select **Network Control Center**.
10. Click **Next**.
11. In the **Product Upgrade** window, select **Import existing data to Contact Center Manager Server (CCMS)**.
12. In the **Backup Location** section, click **Browse** and navigate to the location of the backed up Contact Center Manager Server database.
13. From the drop-down list, select the database version to import.
14. Type the **Domain Name\User Name** and **Password** to access the backup location.  
The supplied credentials are authenticated.
15. Click **Next**.
16. In the Installation Destination window, select the default location for the **Application Destination Drive** tab.
17. Click the **Database Destination Drive** tab.
18. Under **Install Manager Server database to**, select the drive for the Manager Server database.
19. Click the **Product Updates Location** tab.
20. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
21. Click **Next**.  
The System Readiness Check utility runs on the server.
22. If the System Readiness Check utility returns a Fail, the software installation cannot proceed until you correct the problem. Review any failures returned by the System Readiness Check and consult *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210) to determine the actions to resolve the issue.  
You can ignore warnings if the potential impact to the operation of the Contact Center is understood and not applicable.
23. Click **Next**.
24. In the Installation Data window, enter the installation details for each tab.
25. Click **Next**.

26. In the Summary window, review and verify the information.
27. Click **Install**.
28. After the installation is complete, click **Finish**.
29. If you are prompted, restart the server.
30. Disable Java Runtime Environment (JRE) updates. See [Disabling Java Runtime Environment updates](#) on page 248.
31. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Network Control Center server.

---

## Procedure job aid

The following table shows the common Contact Center Manager Server variable definitions.

| Name                                    | Description                                                                                                                                                                                                                |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application Destination Drive</b>    | The location to install the Network Control Center software.                                                                                                                                                               |
| <b>Product updates location</b>         | The parent directory of the software patches.                                                                                                                                                                              |
| <b>Backup location</b>                  | The location in which the Network Control Center data is backed up. This must precisely match the location you specified when backing up the database.                                                                     |
| <b>Company Name</b>                     | The name of the company using the Network Control Center software.                                                                                                                                                         |
| <b>Customer Name</b>                    | The designated person in charge of the Network Control Center software at the company.                                                                                                                                     |
| <b>Database Destination Drive</b>       | The location to install the Contact Center Manager cache database.                                                                                                                                                         |
| <b>ELAN Subnet IP Address</b>           | The IP address of the embedded local network, a dedicated Ethernet LAN that connects the Network Control Center and the switch.<br>You must select the check box for the ELAN Subnet IP Address if you use an ELAN subnet. |
| <b>Contact Center Subnet IP Address</b> | The IP address of the subnetwork to which the Contact Center servers (Network Control Center, Contact Center Manager Server,                                                                                               |

| Name                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | Contact Center License Manager, Contact Center Manager Administration, Communication Control Toolkit, Contact Center Multimedia, and optionally, Avaya CallPilot® connect.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>RSM IP Address</b> | The RSM IP address of the server to associate with sending real-time data. The IP address must be from 224.0.1.0 to 239.255.255.255. The default is 234.5.6.10.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Site Name</b>      | The site name for the Network Control Center.<br>The site name must not contain spaces or nonalphabetical characters, except for hyphen (-) and underscore (_). The first character must be a letter. The site name must be a minimum of 6 characters and must be unique.                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Switch Type</b>    | Type of switch you use in your Contact Center to handle telephone contacts. You can choose from the following: <ul style="list-style-type: none"> <li>• AML - Avaya Communication Server 1000</li> <li>• SIP - Avaya Communication Server 1000</li> <li>• SIP - Avaya Aura® 5.2</li> <li>• SIP - Avaya Aura® 6.1. Select this option when integrating Avaya Aura® Contact Center with an Avaya Aura® Unified Communications platform Release 6.1 or 6.2, or an Avaya Aura® Solution for Midsize Enterprise Release 6.1 or 6.2.</li> <li>• No Switch Configured. Select this option when installing Avaya Aura® Contact Center for multimedia only—Non Voice Multimedia.</li> </ul> |

---

## Synchronizing the Network Control Center database

### Before you begin

- Back up the old Network Control Center.
- On the new server, map a drive to the Network Control Center database backup.

## About this task

If the old Network Control Center server ran while you installed Avaya Aura® Contact Center Release 6.2 on a new server, you can synchronize the database to migrate the data to the new server.

## Procedure

1. On the new Network Control Center server, choose **Start > All Program > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance dialog box, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations pane, click **Create**.
4. From the **Drive Letter** list, select the network drive on which you stored the Network Control Center database backup.
5. In the **UNC Path** box, type the location of the Network Control Center database in the format \\Computer Name\Folder\Backup Location. This must precisely match the location you specified when you back up the Release 6.2 Database.
6. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
7. In the **Password** box, type the user password.
8. Click **OK**.
9. If you are restoring an Avaya NES NCC 6.0 database, skip to step 17.
10. In the Database Maintenance dialog box, in the Main Menu pane, click **Restore**.
11. In the **Media Type** section, select **Network Location**.
12. In the **Application** section, select **CCMS**.
13. In the **Restore** contents section, select **Data**.
14. From the **Backup Location** list, select the network drive containing the backed up Contact Center Manager Server database.
15. Click **Restore**.
16. Skip to step 21.
17. In the Database Maintenance dialog box, in the Main Menu pane, click **Migration**.
18. From the **Application** list, select **CCMS 6.0**.
19. From the **Migration Location** list, select the letter of the network drive on which you backed up the NCC 6.0 database.
20. Click **Migrate**.

21. Use the procedures in *Avaya Aura® Contact Center Server Administration* (NN44400-610) to configure your Network Control Center licensed features.
  22. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Network Control Center server.
-



# Chapter 21: Network Control Center patch installation

This chapter describes how to install patches on the Network Control Center. Apply patches to a Network Control Center server to resolve product issues, or when upgrading from Network Control Center 6.0 or Network Control Center 6.1 to Network Control Center Release 6.2.

If your Avaya Aura® Contact Center is licensed for Standby Servers, you can Hot Patch your software to minimize down time. You must ensure that you patch both the active and standby servers to the same patch level. For information about Hot Patching, see [Common procedures](#) on page 247.

---

## Prerequisites to Network Control Center patch installation

- Download the most recent documentation. See [Downloading the most recent documentation](#) on page 247.

---

## Network Control Center patch installation procedures

### About this task

This task flow shows you the sequence of procedures you perform to install patches on the Network Control Center.

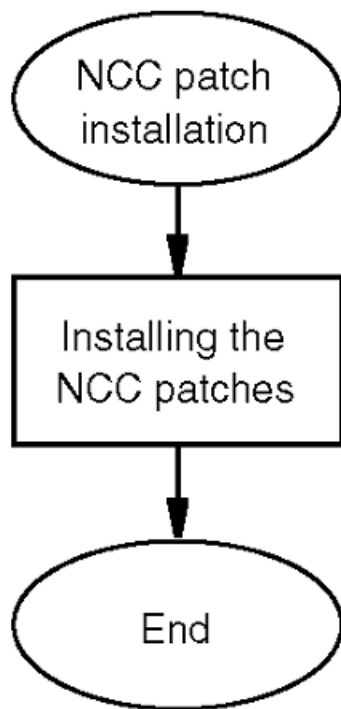


Figure 22: Network Control Center patch installation procedures

---

## Installing Network Control Center software patches

### Before you begin

- Download the most recent Contact Center Manager Server (CCMS) and Contact Center Common Components (CCCC) patches. See [Downloading the most recent patches](#) on page 247.
- Install patches in the following order:
  - Contact Center Common Component patches
  - Network Control Center patches

### About this task

Install the most recent Network Control Center software patches to ensure that you have the most current development updates.

**\* Note:**

The Network Control Center patches appear as CCMS patches.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Manager**.
  2. Click **Install**.
  3. Click **Browse** and navigate to the folder where you downloaded the server packs.
  4. Click **Scan for Updates**.  
The Contact Center Updates section displays the available patches.
  5. Select the appropriate service pack.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the service pack and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed service pack appears under Installed Updates.
-



# Part X: Orchestration Designer migrations

- [Orchestration Designer migration](#) on page 219



# Chapter 22:   Orchestration Designer migration

This chapter describes how to migrate Orchestration Designer to a new server.

Because no database migration occurs to the new server, the migration is a new installation of Orchestration Designer on the new server. If you have Service Creation Environment installed on the server from a previous release, it is upgraded to Orchestration Designer.

Contact Center Manager Administration patches contain and include Orchestration Designer patches. To patch Orchestration Designer, install the most recent Contact Center Manager Administration patches, and re-launch Orchestration Designer. Download the most recent Orchestration Designer environment to your Contact Center Manager Administration client computer to ensure that you are working with the most recent version of the software.

---

## Prerequisites to Orchestration Designer migration

- Ensure that all hardware meets requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).

---

## Orchestration Designer migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to migrate Orchestration Designer to a new server.

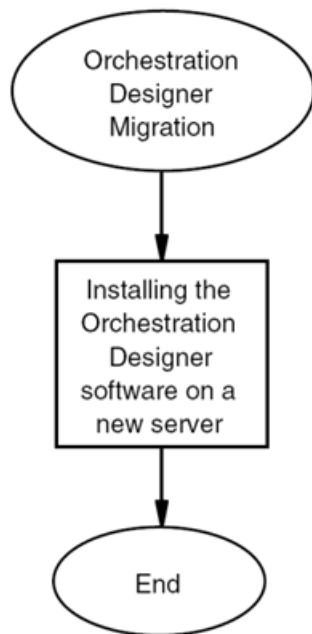


Figure 23: Orchestration Designer migration procedures

---

## Job aid: Installation time

The estimated time to migrate Orchestration Designer is 30 minutes.

This time can vary depending on the server, network infrastructure, and your confidence level with the software.

---

## Installing the Orchestration Designer software on the new server

### Before you begin

- Install Windows Server 2008 Release 2 on your server.
- Download the most recent Contact Center Manager Administration patches to the server. See [Downloading the most recent patches](#) on page 247.

### About this task

Install the Orchestration Designer software on the new server to allow the creation of applications to route contacts.

## Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD drive of your server.
2. If the installation does not automatically start, double-click **setup.exe**.
3. You must install the Visual C++ Runtime Libraries on the server. Click **Install** if prompted to install the Visual C++ Runtime Libraries. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 221.
4. In the Welcome window, click **Next**.
5. In the License Agreement window, read the terms of the agreement.
6. Click **I ACCEPT the Terms of the End-User License Agreement**.
7. Click **Next**.
8. On the Application Selection window, from the **Select Switch Type** box, select the switch type for your system.
9. Select **Orchestration Designer**.
10. Click **Next**.
11. On the Installation Destination window, on the **Application Destination Drive** tab, select the **Application Destination Drive**.
12. Click **Next**.
13. In the Ready to Install Software window, review and verify the information that is presented.
14. Click **Install**.
15. After the installation is complete, click **Finish**.
16. If you are prompted, restart the server.
17. Use the procedures in *Avaya Aura® Contact Center Commissioning* (NN44400-312) to commission your new Orchestration Designer server.

---

## Variable definitions

| Name                                 | Description                                                  |
|--------------------------------------|--------------------------------------------------------------|
| <b>Application Destination Drive</b> | The location to install the Orchestration Designer software. |



# Part XI: Avaya Media Server migrations and patches

- [Avaya Media Server migration](#) on page 225
- [Avaya Media Server patch installation](#) on page 239



# Chapter 23: Avaya Media Server migration

This chapter describes how to migrate Avaya NES Contact Center Express, Media Application Server (MAS), or Avaya Media Server from an existing system to a new server running Avaya Media Server.

Avaya NES Contact Center is supported only on Windows Server 2003, and Avaya Aura® Contact Center Release 6.2 is supported only on Windows Server 2008 Release 2 64-bit. Therefore it is not possible to perform a direct upgrade, Contact Center supports only migrations.

To upgrade from Avaya Aura® Contact Center Release 6.0 to Avaya Aura® Contact Center Release 6.2, you must install an Avaya Media Server patch. For more information, see [Avaya Media Server patch installation](#) on page 239.

Avaya Aura® Contact Center Release 6.2 also supports Avaya Media Server installed on the Linux operating system. Migrating Avaya Media Server from Microsoft Windows to the Linux operating system is not supported. Migrating Avaya Media Server from Linux to the Microsoft Windows operating system is not supported. Migrating an Avaya Media Server database from Microsoft Windows to Linux, or from Linux to Microsoft Windows is not supported.

After you install Avaya Media Server software onto a server, changing the server name is not supported. Therefore, restoring backup data onto a server with a different hostname is not supported.

---

## Prerequisites to Avaya Media Server migration

- Ensure your new server hardware meets the all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Ensure that your new Avaya Media Server license file is available.
- Download the most recent Avaya Media Server Quick Fix Engineering (QFE) (or hotfix) patches to the Avaya Media Server server.

---

## Avaya Media Server migration procedures

### About this task

This task flow shows you the sequence of procedures you perform to migrate your existing Media Application Server or Avaya Media Server configuration data from an existing server to a new server.

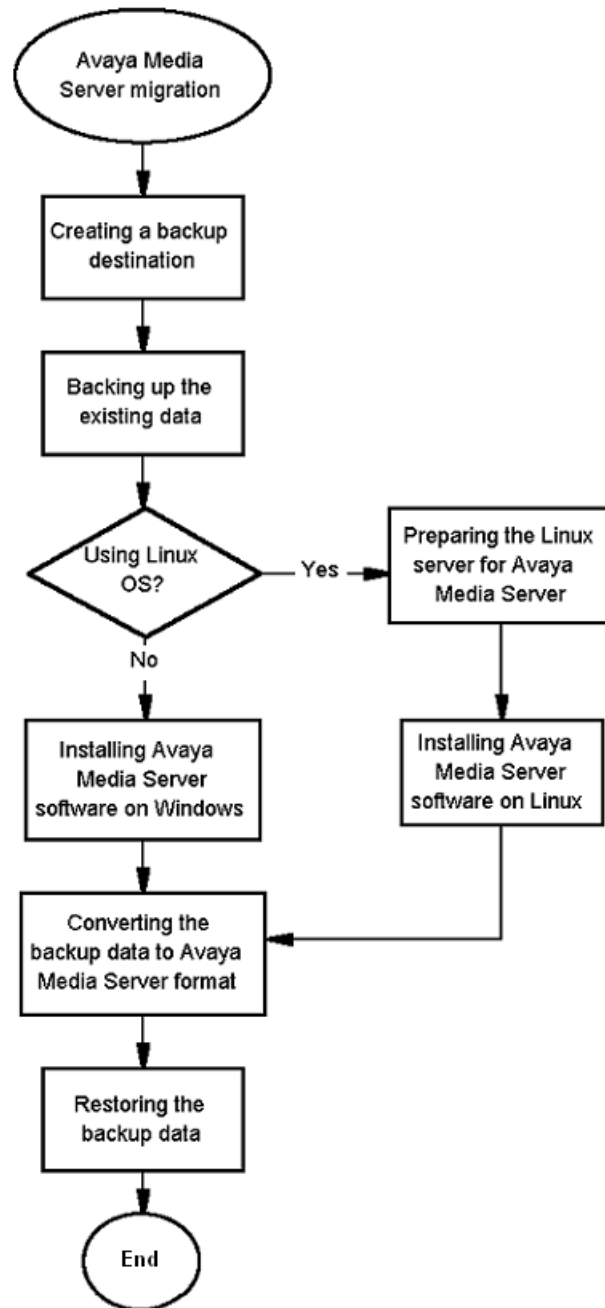


Figure 24: Avaya Media Server migration procedures

---

## Creating a backup destination

### Before you begin

- Configure the destination ftp server and check that it is operational.
- Ensure that you have the address or host name, ftp account details, and path for the backup server.

### About this task

Create a location to store backups. You can specify an ftp server to which you can send Avaya Media Server or Media Application Server (MAS) Element Manager backups.

### Procedure

1. Log on to the existing Avaya Media Server or MAS server.
  2. Access the Element Manager with Administrator privileges.
  3. Expand **Tools**.
  4. Expand **Backup and Restore**.
  5. Select **Backup Destinations**.
  6. On the Backup Destinations window, click **Add**.
  7. On the Backup Destination Properties window, in the **Destination Name** box, type a name for this backup destination.
  8. In the **Host Name** box, type the host name or IP address of the ftp server.
  9. In the **User Name** box, type the ftp user name for the destination server.
  10. In the **Password** box, type the ftp password for the destination server.
  11. In the **Destination Path** box, type the path on the destination server to specify to which directory the backup function writes.
  12. Optionally, select **Remove the temporary local file after transfer**.
  13. Click **Test**. Element Manager tests the details entered by logging on to the specified ftp server.
  14. Click **Save**.
-

---

## Variable definitions

| Name                                         | Description                                                                                                                                                                                                          |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Destination Name</b>                      | A mandatory, unique name for the backup destination. You cannot edit the destination name if it is being used by a backup task.                                                                                      |
| <b>Host Name</b>                             | The name of the FTP server used for the backup.                                                                                                                                                                      |
| <b>User Name</b>                             | The user name required to connect to the FTP server.                                                                                                                                                                 |
| <b>Password</b>                              | The password required to connect to the FTP server.                                                                                                                                                                  |
| <b>Destination Path</b>                      | The path to the backup destination.                                                                                                                                                                                  |
| <b>Remove local temp file after transfer</b> | Select for automatic removal of the local temporary backup file after it has been transferred. If you do not check this box, temporary backup files remain on your hard disk and may consume significant disk space. |
| <b>Test</b>                                  | Tests the connection with the backup destination. A message notifies you of success or failure.                                                                                                                      |
| <b>Save</b>                                  | Save the changes and leave the page.                                                                                                                                                                                 |
| <b>Cancel</b>                                | Leave the page without saving changes.                                                                                                                                                                               |

---

## Backing up the existing data

### About this task

Backup the Media Application Server or Avaya Media Server data so you can restore it on the new server after you install the Avaya Media Server Release 6.2 software.

### Procedure

1. Log on to the existing Avaya Media Server or MAS server.
2. Access the Element Manager with Administrator privileges.
3. Expand **Tools**.
4. Expand **Backup and Restore**.

5. Select **Backup Tasks**.
  6. On the Backup Tasks window, click **Add**.
  7. On the Add New Backup Task window, in the **Backup Task Name** box, type a name for this backup.
  8. Select **System Configuration**.
  9. Select **Application Content**.
  10. Choose the backup destination that you created for the migration.
  11. Select **Manually, as needed**.
  12. Click **Save**.
  13. In the Backup Tasks window, select the backup task you created.
  14. Click **Run Now**.  
The Confirm Backup window appears, showing the backup task name details about the backup.
  15. Click **Confirm**.  
The History Log Window appears. When the backup is complete, the backup details appear in the list.
- 

---

## Variable definitions

| Name                                           | Description                                                                                                             |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Backup Task Name</b>                        | A unique name for the backup task.                                                                                      |
| <b>Backup Type - System Configuration</b>      | Backup the system configuration.                                                                                        |
| <b>Backup Type - Application Content</b>       | Backup the application content.                                                                                         |
| <b>Backup Type - Network Data</b>              | Backup the Network Data.                                                                                                |
| <b>Add</b>                                     | Add an alternate backup destination.                                                                                    |
| <b>Modify</b>                                  | Modify the selected backup destination. You cannot modify the default destination.                                      |
| <b>Run Backup - Manually, as needed option</b> | Create an unscheduled backup task. This type of task must be run manually by clicking Run Now on the Backup Tasks page. |
| <b>Save</b>                                    | Save the selected settings and return to the previous screen. Your backup occurs at the next scheduled time.            |

| Name    | Description                                                                                                          |
|---------|----------------------------------------------------------------------------------------------------------------------|
| Run Now | Run the selected backup tasks immediately. This is the only way to invoke a task that is configured to run manually. |

## Installing the Avaya Media Server software on Windows

### Before you begin

- Ensure your new server hardware meets the all requirements as described in *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).
- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).
- Prepare your new server for software installation. For more information see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Download the most recent Avaya Media Server and common component patches to the server.
- If you are installing Avaya Media Server as a component on a single server SIP-enabled Contact Center, use the System Control and Monitoring Utility to stop all Contact Center services and use the Windows Services to stop the SymposiumWC and Contact Center Tomcat Instance services, before the install.

### About this task

Install the Avaya Media Server software on a Windows 2008 Release 2 operating system to enable the automatic answering of contacts in a SIP-enabled Contact Center environment.

### Procedure

1. Insert the Avaya Aura® Contact Center DVD into the DVD drive of your server.
2. If the installation does not automatically start, double-click **Setup.exe**.
3. You must install Visual C++ Runtime Libraries on the server. Click **Install** to install the Visual C++ Runtime Libraries. If you are prompted to restart the server, click **Yes** and repeat [step 2](#) on page 231.
4. On the **Welcome** window, click **Next**.
5. If you previously installed a Contact Center server software application on this server, click **Add a Component**, and then skip to [step 10](#) on page 232.
6. On the License Agreement window, read the terms of the agreement.
7. Click **I ACCEPT the Terms of the End-User License Agreement**.
8. Click **Next**.

9. On the Application Selection window, from the **Select Switch Type** list, select the PABX type for your system.
10. Select **Avaya Media Server**.
11. Click **Next**.
12. On the Product Data Upgrade window, click **Next**.
13. On the Installation Destination window, on the **Application Destination Drive** tab, select the **Application Destination Drive**.
14. Click the **Product Updates Location** tab.
15. Under **Select the parent directory where patches are stored**, select the drive on which you stored the patches. Click **Browse** to locate the folder.
16. Click **Next**.  
The System Readiness Check runs on the server.
17. If the System Readiness Check utility returns a Fail, the software installation cannot proceed until you correct the problem. Review any failures returned by the System Readiness Check and consult *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210) to determine the actions to resolve the issue.  
You can ignore warnings if the potential impact to the operation of the Contact Center is understood and not applicable.
18. Click **Next**.
19. In the **Summary** window, confirm all information is correct.
20. Click **Install**.
21. After the installation is complete, click **Finish**.
22. If you are prompted, restart the server.

 **Important:**

Updating to an unsupported version of JRE can cause the Contact Center to cease operation and may require the reinstallation of the Contact Center server.

23. Apply the most recent Quick Fix Engineering (QFE) patches for Avaya Media Server and Contact Center to the Avaya Media Server. For more information on patching Avaya Media Server, see [Avaya Media Server patch installation](#) on page 239.
-

---

## Preparing the Linux server for Avaya Media Server

### Before you begin

- Complete the *Avaya Aura® Contact Center Installation Checklist* (NN44400-310).

### About this task

Prepare the Linux server so you can install the Avaya Media Server software. Security Enhanced Linux (SELinux) enforces the access rules, which apply to the processes and files on a Linux server. To support Avaya Aura® Contact Center and Avaya Media Server, you must disable SELinux.

The default firewall settings controlled by the Iptables firewall package block Avaya Media Server network communication. You must disable the default Iptables firewall package to enable Avaya Media Server network communication.

When a network address is added to a Linux server, the corresponding entries in the Linux /etc/hosts configuration file are not compatible with the Avaya Media Server PVI checker. You must edit the Linux hosts file to enable Avaya Media Server network communication. Remove hostname and Fully Qualified Domain Name (FQDN) references from the 127.0.0.1 localhost line in the hosts file.

### Procedure

1. Open a Linux terminal on the Linux server.
2. Use the su command to change to the root user account.  
For example, **su -**
3. Enter **sestatus -v** to check the SELinux status. If the status is disabled, skip to step 7.
4. Using a text editor such as vi, open the /etc/selinux/config file.
5. Change the SELINUX line to read SELINUX=disabled.
6. Reboot the server.
7. Open a Linux terminal on the Linux server.
8. Use the su command to change to the root user account.  
For example, **su -**
9. Using a text editor such as vi, open the /etc/hosts file.
10. In the hosts file, change the localhost 127.0.0.1 line to remove the server name and FQDN. When complete, the line contains only the following text:  
127.0.0.1 localhost.localdomain localhost
11. Save the hosts file.

12. To check the firewall status, enter **service iptables status**. If the response is `firewall is stopped`, skip the remaining steps of this procedure.
  13. On the Linux command line, enter **service iptables save**.
  14. Enter **service iptables stop**.
  15. Enter **chkconfig iptables off**.
- 

---

## Installing Avaya Media Server on Linux

### Before you begin

- Log on to the Linux server.

### About this task

Install the Avaya Media Server software to provide media processing for contacts in a SIP-enabled contact center environment.

#### **Note:**

Contact Center Service Packs 5 and later include an updated version of the Avaya Media Server installation file.

### Procedure

1. On your Linux server, use the `su` command to change to the root user account.  
For example, **su -**
2. Use the `mkdir` command to create a temporary folder on the Avaya Media Server.  
For example, **mkdir /tmp/AvayaMS**
3. Expand the Service Pack iso image in a local directory.
4. In the expanded .iso image, find the folder `\Install Software\MAS\Linux`.
5. Copy the Avaya Media Server and CCSM installation files to the `/tmp/AvayaMS` directory on the Avaya Media Server.
6. Navigate to the `/tmp/AvayaMS` directory.
7. Grant executable permissions to the installation file.  
**chmod +x MediaServer\_7.0.0.623\_2012.03.12.bin**
8. Start the Avaya Media Server installer by running the installation file.  
**./MediaServer\_7.0.0.623\_2012.03.12.bin**
9. The installer displays the License Agreement. Press **Enter** to page through the license agreement.

10. If the license is acceptable, enter Y to accept the terms of the license agreement.
11. When prompted `Install Element Manager?`, enter Y to install the Element Manager.
12. When prompted for the Linux group name, press **Enter** to accept the default or specify the user group you created earlier. For example, select `mediaservergroup` so members of this group and log on an use Avaya Media Server Element Manager.
13. When prompted `Where would you like to install?`, press **Enter** to accept the default of `/opt/avaya`.
14. When the Avaya Media Server completes, reboot the server.
15. Log on to the Linux server.
16. Use the `su` command to change to the root user account.  
For example, `su -`
17. Navigate to the `/etc/AvayaMS` directory.
18. Assign executable permissions to the CCSM installation file.  
**`chmod +x InstallCCSM`**
19. Start the CCSM installer by running the following command:  
**`./InstallCCSM`**  
The installer displays the progress of the CCSM installation.

---

## Converting the backup data to Avaya Media Server format

### Before you begin

- Create a backup.
- Install the Avaya Media Server on the target server.

### About this task

Copy the Media Application Server backup, from the ftp server or other backup destination, to the new Avaya Aura® Contact Center Release 6.2 Avaya Media Server. Then convert the backup to the new Avaya Media Server format.

#### Important:

Skip this procedure if you are migrating from one Avaya Media Server to another Avaya Media Server server.

## Procedure

1. Log on to the new Avaya Media Server.
  2. Copy the backup file to the new Avaya Media Server.
  3. Open a DOS window.
  4. Run the **masupgrade** utility on the file. For example, type `masupgrade <BackupFileName> .`
- 

---

## Restoring the backup data

### Before you begin

- If migrating from a MAS server or from Avaya NES Contact Center Express, convert the MAS backup to the current format using the upgrade utility. For more information about upgrading MAS data, see [Converting the backup data to Avaya Media Server format](#) on page 235.

#### ! Important:

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Running the old applications in the Contact Center can result in unpredictable behavior.

### About this task

Restore the Media Application Server (MAS) or Avaya Media Server backup data to the new server.

Do not perform this procedure if you are migrating from Media Application Server to Avaya Media Server.

#### \* Note:

Restoring backup data onto a server with a different hostname is not supported.

## Procedure

1. Access the Element Manager with Administrator privileges.
2. Expand **Tools**.
3. Expand **Backup and Restore**.
4. Select **Restore**.
5. On the Restore window, from the **Restore Source** list, select **Upload Backup Files**.

6. Click **Browse**.
  7. Select the converted Avaya Media Server backup that you want to restore.
  8. Click **Upload Files**.
  9. On the **Confirm Restore** page, review the information and click **Confirm** to proceed with the restore.
  10. Restart the Avaya Media Server server.
-



# Chapter 24: Avaya Media Server patch installation

This chapter outlines how to install patches on an Avaya Media Server. Install an Avaya Media Server Quick Fix Engineering (QFE) patch to deliver and apply a patch to the Avaya Media Server. You must always install QFE patches sequentially, as QFE patches are dependent on previous patches.

---

## Prerequisites to Avaya Media Server patch installation

- Download the most recent Avaya Media Server Server Quick Fix Engineering patches from [www.avaya.com/support](http://www.avaya.com/support).
- Download and review the Avaya Aura® Contact Center Release Notes. The Release Notes contain the known issues, patches, and workarounds specific to a release and patch line-up of Avaya Aura® Contact Center. For more information about the Avaya Aura® Contact Center Release Notes, see [www.avaya.com/support](http://www.avaya.com/support).

---

## Avaya Media Server patch installation procedures

### About this task

This task flow shows you the sequence of procedures you perform to install patches on the Avaya Media Server.

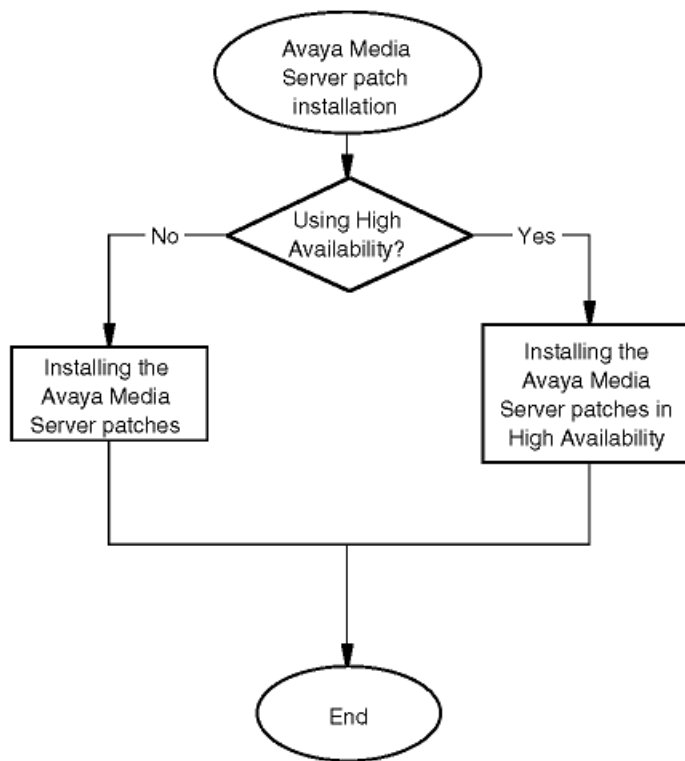


Figure 25: Avaya Media Server patch installation procedures

## Installing the Avaya Media Server patches

### Before you begin

- Download and review the Avaya Aura® Contact Center Release Notes. The Release Notes contain the known issues, patches, and workarounds specific to a release and patch line-up of Avaya Aura® Contact Center. For more information about the Avaya Aura® Contact Center Release Notes, see [www.avaya.com/support](http://www.avaya.com/support).
- Read the QFE Readme files for the most recent information and instructions.
- Download the most recent Avaya Media Server Quick Fix Engineering patches and store them in the QFE subdirectory on the Avaya Media Server. QFE patches are ZIP files, do not un-zip QFE patches. The Avaya Media Server patching utility uses the QFE ZIP files. For a Windows server, the default QFE folder location is D:\Avaya\MAS\Multimedia\_Applications\MAS\QFE. For a Linux server the default QFE folder location is /opt/avaya/ma/MAS/qfe.
- Backup the Avaya Media Server before applying patches. For more information about backing up Avaya Media Server, see [Backing up the existing data](#) on page 229.

## About this task

Install a new Quick Fix Engineering patch to apply a change to the Avaya Media Server system. You must lock Avaya Media Server before applying patches and unlock it after you install the patches.

In a multiple node configuration, apply a patch one node at a time, allowing the calls to be handled by other nodes in the Contact Center. Follow the procedure for each node.

In a High Availability pair, care must be taken to avoid stopping services while patching the server. For specific patching instructions in a High Availability pair, see [Installing the Avaya Media Server patches in High Availability](#) on page 242.

## Procedure

1. Navigate to the Element Manager for the Avaya Media Server node you want to patch.
2. Select **System Status > Monitoring > Active Sessions** to check for active sessions on the server.
3. If there are no active sessions, go to step 7.
4. In the navigation pane, click **System Status > Element Status**.
5. From the **More Actions** list, select **Pending Lock** to lock the Avaya Media Server after all processes finish.
6. Wait for existing active sessions to end.
7. In the **More Actions** menu, select **Lock**.
8. Click **Stop** and confirm the operation on the following page.
9. Close the Element Manager.
10. If you are using a Linux server, open a Linux terminal, OR if you are using a Windows server, open a command prompt window.
11. If you are using a Linux server, change to the root user by running the `su -` command.
12. Obtain the correct name of the new QFE patch by entering the following command:  
`maspatch list all`  
 The name of the file is not necessarily the same as the name of the patch name.
13. Under the **QFE Name** column, note the name of the patch (patchname).
14. Install all of the patches in numerical order. To install a new patch on the system, enter the following command:  
`maspatch apply <patchname>`
15. When the patch application is complete, open the Element Manager navigation pane, and click **Tools > Software Inventory**.
16. Verify the patch version listed in the **Patch Level** column is correct.

17. Select **System Status > Element Status**, and click **Start**. Confirm the operation.
  18. From the **More Actions** list, select **Unlock** to unlock the Avaya Media Server.
  19. Select **System Status > Alarms** and check for service-impacting alarms.
- 

---

## Installing the Avaya Media Server patches in High Availability

### Before you begin

- Download and review the Avaya Aura® Contact Center Release Notes. The Release Notes contain the known issues, patches, and workarounds specific to a release and patch line-up of Avaya Aura® Contact Center. For more information about the Avaya Aura® Contact Center Release Notes, see [www.avaya.com/support](http://www.avaya.com/support).
- Download the most recent Avaya Media Server Quick Fix Engineering patches and store them in the QFE subdirectory on the Avaya Media Server. QFE patches are ZIP files, do not un-zip QFE patches. The Avaya Media Server patching utility uses the QFE ZIP files. For a Linux server the default QFE folder location is /opt/avaya/ma/MAS/qfe.
- Read the QFE Readme files for the most recent information and instructions.
- Backup the Avaya Media Server before applying patches. For more information about backing up Avaya Media Server, see [Backing up the existing data](#) on page 229.

### About this task

Install a new Quick Fix Engineering patch to apply a change to the Avaya Media Server system.

This procedure forces the backup server to become the active instance when the primary server is stopped.

### Procedure

1. Navigate to the Element Manager for the backup Avaya Media Server node you want to patch.
2. In the navigation pane, click **System Status > Element Status**.
3. Click **Stop** and confirm the operation on the following page.
4. Close the Element Manager.
5. On the backup server, open a Linux terminal.
6. On the backup server, change to the root user by running the `su -` command.
7. Obtain the correct name of the new QFE patch by entering the following command:  
`maspatch list all`

The name of the file is not necessarily the same as the name of the patch name.

8. Under the **QFE Name** column, note the name of the patch (patchname).
  9. Install all of the patches in numerical order. To install a new patch on the system, enter the following command:  
`maspatch apply <patchname>`
  10. When the patch application is complete, open the Element Manager navigation pane, and click **Tools > Software Inventory**.
  11. Verify the patch version listed in the **Patch Level** column is correct.
  12. Select **System Status > Element Status**, and click **Start**. Confirm the operation.
  13. Select **System Status > Alarms** and check for service-impacting alarms.
  14. Repeat the steps for the primary server.
-



# Part XII: Common procedures

- [Common procedures](#) on page 247



# Chapter 25: Common procedures

This chapter provides the common procedures that you use to prepare servers for Avaya Aura® Contact Center Release 6.2 software installation and for hot patching commissioned servers.

---

## Downloading the most recent documentation

### Before you begin

- Access the Avaya Web site at [www.avaya.com/support](http://www.avaya.com/support).
- Download the most recent version of Acrobat Reader.

### About this task

Download the most recent documentation to ensure you have the most recent updates. Updates in the documentation accurately reflect the most recent changes in the software.

### Procedure

1. Log on to the Avaya Web site.
  2. Compare the versions of the documentation on the site with the versions you have.
  3. If the version number on [www.avaya.com](http://www.avaya.com) is later than your version, download the most recent version of the document.
  4. Review the Avaya Web site for release notes and readme files.
- 

---

## Downloading the most recent patches

### Before you begin

- Ensure that you use one administrator account on your server to uninstall and install software updates.

### About this task

Download the most recent Contact Center patches from <http://support.avaya.com> to ensure that you have the most current software.

## Procedure

1. Log on to the server by using the administrator account.
  2. Download the most recent patch .msi file and save it on the Contact Center server on drive D.
  3. Register on the support Web site.
  4. If a new patch .msi file exists on the support Web site, download it and save it on the Contact Center server.
  5. Download the design patches from the support Web site.
  6. Extract the contents of the .msi files to <drive>:Avaya\_Support \ProductUpdates.
- 

---

## Disabling Java Runtime Environment updates

### Before you begin

- Install the Contact Center applications.

### About this task

Contact Center supports only specific versions of Java Runtime Environment (JRE). The Contact Center Installer installs a supported JRE version, and Contact Center service packs install any required JRE updates. It is important that you disable JRE automatic updating in the Control Panel on all Contact Center servers.

#### Important:

Updating to an unsupported version of JRE can cause the Contact Center to cease operation and may require the reinstallation of the Contact Center server.

## Procedure

1. Choose **Start > Control Panel > Programs > Java**.
  2. Select the **Advanced** tab.
  3. Expand **JRE Auto-Download**.
  4. Select **Never Auto-Download**.
  5. Click **OK**.
-

---

# Hot patching for Mission Critical High Availability

## Before you begin

- Ensure that you have a standby server license for the server you are hot patching.
- Ensure both existing active and standby servers have the same patch level.

## About this task

Microsoft Windows Server 2008 does not support the patching of running applications. You must stop a Windows Server 2008 application to patch it. Contact Center is supported on the Microsoft Windows Server 2008 operating system. The Contact Center High Availability feature supports hot patching. In a Contact Center that uses the High Availability licensed feature, two sets of Contact Center applications run but only the active set processes contacts. The other set, the standby applications, do not process contacts and therefore can be stopped and patched without shutting down the Contact Center.

A small number of Contact Center patches may not support Hot Patching and these patches may require a maintenance window. Read the patch Readme file to determine if the patch supports Hot Patching.

If your Contact Center is licensed for active and standby servers, you can patch your software to minimize down time. You must ensure that you patch both the active and standby servers to the same patch level.

### Important:

Both the active and standby server must be updated to the same patch level.

For Mission Critical High Availability, use the System Management and Monitoring Component (SMMC) system tray to start and stop shadowing. For more information about the SMMC system tray, see *Avaya Aura® Contact Center Commissioning* (NN44400-312) and *Avaya Aura® Contact Center Server Administration* (NN44400-610).

## Procedure

1. Read the patch Readme file to determine if the patch supports Hot Patching.
2. Use SMMC to stop the standby server system (Server B).
3. Install and apply the patch to the standby server (Server B).
4. Use SMMC to start the standby server B. Ensure that you synchronize the data between the servers.
5. Run a manual switchover, the current standby Server B becomes an active server.  
Server B is now running and processing contacts. Server A is shadowing Server B.
6. Use SMMC to stop Server A.

7. Install and apply the patch to Server A.
  8. Backup all the contact center databases on the active server, Server B.
  9. Restore all the active Server B contact center database backups onto Server A.
  10. Configure High Availability on Server A.
  11. Configure Server A for your contact center.
  12. Use SMMC to start Server A. Ensure that data is synchronized between the servers.
  13. Run a manual switchover, the current standby Server A becomes an active server.  
Server A is now running and processing contacts. Server B is shadowing Server A.
  14. Backup all the contact center databases on Server A.
  15. Restore all the active Server A contact center database backups onto Server B.
  16. Configure High Availability on Server B.
  17. Configure Server B for your contact center.
  18. Use SMMC to start Server B. Ensure that data is synchronized between the servers.  
Server A is now the active server and Server B is now the standby server again.
  19. If your HA solution has a Remote Geographic Node server (RGN) configured as Standby server shadowing data from the campus site Active server, run steps [20](#) on page 250 to [25](#) on page 250, to patch the RGN server.
  20. Use SMMC to stop the RGN standby server system (RGN Server).
  21. Install and apply the patch to the RGN server.
  22. Restore the backup of Server A to RGN Server. Note: Restore the backup taken from Active Server A in the step [14](#) on page 250 above.
  23. Configure High Availability on RGN Server as Remote Geographic Node (Standby server).
  24. Configure RGN Server for your contact center.
  25. On the RGN Standby Server, use SMMC to start shadowing. Ensure shadowing starts on the RGN server.
-

---

## Hot patching for hot or warm standby High Availability

### Before you begin

- Ensure that you have a standby server license for the server you are hot patching.
- Ensure both existing active and standby servers have the same patch level.

### About this task

Microsoft Windows Server 2008 does not support the patching of running applications. You must stop a Windows Server 2008 application to patch it. Contact Center is supported on the Microsoft Windows Server 2008 operating system. The Contact Center High Availability feature supports hot patching. In a Contact Center that uses the High Availability licensed feature, two sets of Contact Center applications run but only the active set processes contacts. The other set, the standby applications, do not process contacts and therefore can be stopped and patched without shutting down the Contact Center.

A small number of Contact Center patches may not support Hot Patching and these patches may require a maintenance window. Read the patch Readme file to determine if the patch supports Hot Patching.

If your Contact Center is licensed for active and standby servers, you can patch your software to minimize down time. You must ensure that you patch both the active and standby servers to the same patch level.

#### Important:

Both the active and standby server must be updated to the same patch level.

For hot-standby and warm standby High Availability use the High Availability utility to start and stop shadowing. For more information about the High Availability utility, see *Avaya Aura® Contact Center Commissioning* (NN44400-312) and *Avaya Aura® Contact Center Server Administration* (NN44400-610).

### Procedure

1. Read the patch Readme file to determine if the patch supports Hot Patching.
2. Stop shadowing on the standby server (Server B).
3. Stop all Contact Center services on the standby server (Server B).
4. Install and apply the patch to the standby server (Server B).
5. Start shadowing on the standby server B. Ensure that the data is synchronized between the servers.
6. Run manual switchover, the current standby Server B becomes an active server. Server B is now running and processing contacts. Server A is shadowing Server B.

7. Stop shadowing on Server A.
  8. Install and apply the patch to Server A.
  9. Backup all the contact center databases on Server B.
  10. Restore all the active Server B contact center database backups onto Server A.
  11. Configure High Availability on Server A.
  12. Configure Server A for your contact center.
  13. Start shadowing on Server A.
  14. Run manual switchover, Server A becomes an active server.
  15. Backup all the contact center databases on active Server A.
  16. Restore all the contact center database backups onto Server B.
  17. Configure High Availability on Server B.
  18. Configure Server B for your contact center.
  19. Start Shadowing on server B.  
Server B is now the standby server and Server A is the active server again.
  20. If your High Availability solution has the Remote Geographic Node server (RGN) configured as standby shadowing data from the Active server, run steps [21](#) on page 252 to [25](#) on page 252.
  21. Install and apply the patch to RGN Server.
  22. Restore backup onto RGN Server. Note: Restore the backup from Server A taken on step [15](#) on page 252 above.
  23. Configure High Availability on RGN Server using High availability utility.
  24. Configure RGN Server for your contact center.
  25. Start Shadowing on the RGN server using High Availability utility.
- 

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## Starting SMMC

### About this task

During a patch installation, all System Management and Monitoring Component (SMMC) services and the SMMC System Tray application stop to allow Contact Center files to be patched.

After patching the server, if the patch does not require a server reboot, you must start the SMMC applications manually.

## Procedure

1. Click **Start > Avaya > Contact Center > Common Utilities > SMMC SystemTray**.
  2. On the Windows system tray, right-click the SMMC system tray icon, and select **Start SMMC**.
-



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