



Avaya Aura[®] Call Center Elite Multichannel Upgrade and Migration Guide

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Chapter 1: Introduction

Purpose

This guide provides information about how to upgrade or migrate Avaya Aura® Call Center Elite Multichannel from Release 6.2.x, 6.3.x, or 6.4.x to Release 6.5.

 Note:

To upgrade from Contact Center Express to Avaya Aura® Call Center Elite Multichannel Release 6.5, you must first upgrade to Avaya Aura® Call Center Elite Multichannel Release 6.2.3. For more information, see *Avaya Aura® Call Center Elite Multichannel Release 6.2.3 Upgrade and Migration Guide*.

This guide is intended for the implementation engineers and solution architects who want to upgrade from Avaya Aura® Call Center Elite Multichannel Release 6.2.x, 6.3.x, or 6.4.x to Release 6.5.

Requirements

The following is a list of requirements for upgrading Call Center Elite Multichannel:

- Ensure that Call Center Elite Multichannel Release 6.2.x, 6.3.x, or 6.4.x is installed, configured, and operational.
- Become familiar with SQL Server and SQL Server Management.
- Take a backup of all configuration .ini files, custom plug-ins, and any other customizations for roll back and disaster recovery of Call Center Elite Multichannel.

For a complete system rollback, Call Center Elite Multichannel returns appropriate versions of all the .exe files, .dll files, and .ini files.

- Ensure that your system meets hardware and software requirements for Call Center Elite Multichannel Release 6.5.

For information about hardware and software requirements, see *Installing Avaya Aura® Call Center Elite Multichannel*.

Email file storage

Call Center Elite Multichannel stores emails and attachments in form of files. A database stores the location and header information of the emails and attachments. Call Center Elite Multichannel does not store emails and attachments in ASMSControl Database or ASMSData{x} Database.

By default, the Call Center Elite Multichannel installer stores emails in the folders in <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store.

Chapter 2: Upgrade from Call Center Elite Multichannel Release 6.2.x, 6.3.x, or 6.4.x to Release 6.5

This upgrade procedure is applicable for the following releases:

- Call Center Elite Multichannel Release 6.4.x to Release 6.5 on a physical server or a virtual server.
- Call Center Elite Multichannel Release 6.3.x to Release 6.5 on a physical server or a virtual server.
- Call Center Elite Multichannel Release 6.2.x to Release 6.5 on a physical server or a virtual server.

Checklist to upgrade from Call Center Elite Multichannel Release 6.2.x, 6.3.x, or 6.4.x to Release 6.5

Upgrading sequence	References	✓
Before you begin		
Refer to the 6.5 release notes	Available on Avaya support site	
Verify the existing environment	Verifying the existing environment on page 10	
Stop the Call Center Elite Multichannel services	Stopping the Call Center Elite Multichannel services on page 11	
Take a backup of the .ini files and customized files	Taking a backup of the .ini files and customized files on page 12	
Take a backup of the Call Center Elite Multichannel databases	Taking a backup of the Call Center Elite Multichannel databases on page 13	
Take a backup of the data repositories	Taking a backup of the data repositories on page 14	
Upgrade process		

Table continues...

Upgrading sequence	References	✓
Upgrade the Call Center Elite Multichannel core services	List of the core services to be upgraded on page 15	
Upgrade Contact Database and Media Store Database	Upgrading Contact Database and Media Store Database on page 17	
Upgrade ACS Database	Upgrade Configuration Server (ACS) Database on page 17	
Deploy the Reporting files	Deploying the reporting files on page 20	
Upgrade Call Center Elite Multichannel Desktop	Upgrading Call Center Elite Multichannel Desktop on page 19	
Upgrade Call Center Elite Multichannel Reporting Desktop	Upgrading Call Center Elite Multichannel Reporting Desktop on page 22	
Upgrade Application Enablement Services TSAPI Client	Upgrading Application Enablement Services TSAPI Client on page 23	
Post upgrade process		
Start the Call Center Elite Multichannel services	Starting the Call Center Elite Multichannel services on page 23	
Verify the version of Media Store Database	Verifying the version of Media Store Database on page 24	
Verify the version of Contact Database	Verifying the version of Contact Database on page 25	
Verify the version of Call Center Elite Multichannel Control Panel	Verifying the version of Call Center Elite Multichannel Control Panel on page 25	

Before you begin the upgrade process

Verifying the existing environment

Procedure

1. If you are reusing the .ini files from Call Center Elite Multichannel, verify that the .ini files point to the correct Microsoft SQL Server and have the correct credentials.
2. Resolve any configuration errors before upgrading to Call Center Elite Multichannel Release 6.5.

Stopping the Call Center Elite Multichannel services

Procedure

1. Click **Start > Run**.
2. In the Run dialog box, type `services.msc`.
3. Click **OK**.
4. In the Services window, right-click each of the following services and click **Stop**:
 - Active Configuration Server
 - AS Application Management Director
 - AS Call Routing Server
 - AS Email Media Store
 - AS Interaction Data Server-Multimedia
 - AS Interaction Data Server-View
 - AS Interaction Data Server-Voice and Presence
 - AS License Director
 - AS Media Director
 - AS Preview Contact Media Store
 - AS Simple Messaging Media Store
 - AS SMS Gateway
 - AS Task Director
 - AS Virtual Agent
 - AS Voice Media Store
 - AS Web Chat Gateway
 - AS XML Server
 - AS XMPP Gateway
 - Avaya Call Recording Config Service
 - Avaya Trace Server
 - Avaya Experience Portal Config Service

 Note:

Some of these services might not be installed on the system.

Taking a backup of the .ini files and customized files

Procedure

1. Go to the location where you have installed Call Center Elite Multichannel.
2. Search for the *.ini files.
3. Copy all the following *.ini files and customized files to a secure location.
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Application Management Director\ASApplicationManagementDirector.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Call Recording Config Service\Avaya Call recording service.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Call Routing Server\ActiveCallRoutingServer.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Experience Portal Config Service\Voice Portal Config.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Interaction Data Server - Multimedia\ASIDSMultimedia.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Interaction Data Server - View\ASIDSView.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Interaction Data Server - Voice and Presence\AIDServer.ini
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 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Director\ASMediaDirector.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Gateways\Web Chat Gateway\ASWebChatGateway.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store\ASEmailMediaStore.ini

- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Preview Contact Media Store\ASPreviewContactMediaStore.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Simple Messaging Media Store\ASSimpleMessagingMediaStore.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Voice Media Store\ASVoiceMediaStore.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\XML Server\AXMLServer.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Task Director\ASTaskDirector.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Virtual Agent\ASVirtualAgent.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\AE Services\TSAPI Client\TSLIB.ini

 Important:

After the upgrade or migration process is complete, the installer might not restore the Voice Portal Config.ini file from the secure location. Therefore, you might need to manually copy the Voice Portal Config.ini file from the secure location to the Experience Portal Config Service folder.

Taking a backup of the Call Center Elite Multichannel databases

Procedure

1. Go to the server where the Call Center Elite Multichannel database is created.
2. Open the **Microsoft SQL Server Management Studio** application.
3. Login to SQL Server using the sa user account.
4. Right-click a database and click **Task > Backup**.

 Note:

You must take a backup of the databases, such as ASContact, ASMSControl, ASMSData{x}, and ACS.

5. Take a backup of the associated SQL databases and the users of the SQL databases as part of the Call Center Elite Multichannel server backup.
6. Verify that the databases are successfully recreated on another SQL Server.

*** Note:**

- Refer to Microsoft SQL Documentation for the correct backup and restore sequences for the Microsoft SQL Server databases.
- If you change the database instance name to a different name on the Call Center Elite Multichannel server, you must change DataserverName to the current instance name after migrating the database in the **ASMSControl > Databases Table** table.

Taking a backup of the data repositories

About this task

Before you start the upgrade or migration process, you must take a backup of the Email storage folders, Web Service folder, and Web Chat For IIS folder.

*** Note:**

You can skip this procedure if the data repositories are in a location other than the installation folder.

Procedure

1. Go to the location where you have installed Call Center Elite Multichannel.
2. Copy the following folders to another location:
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store\Email Auto Response
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store\Email Storage
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store\Email Temporary
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store\Templates
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Virtual Agent Web Service
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Gateways\Web Chat For IIS

Upgrade process

List of the core services to be upgraded

Important:

Before you upgrade to Call Center Elite Multichannel 6.5, you must install Microsoft .Net 4.5.2 along with Microsoft .Net 3.5 SP1. The installation files for Microsoft .Net Framework 4.5.2 and Microsoft .Net 3.5 SP1 are placed in the `Utilities \Microsoft .Net Redistributable` folder in the installer package of Call Center Elite Multichannel.

Upgrade the following Call Center Elite Multichannel services installed on the Call Center Elite Multichannel server:

- Application Management Director
- Virtual Agent
- XML Server
- License Director
- Media Director
- Media Stores
 - Email Media Store
 - Preview Contact Media Store
 - Simple Messaging Media Store
 - Voice Media Store
- Media Gateways
 - Short Message Service Gateway
 - Web Chat Gateway
 - Web Chat for IIS

Note:

You must upgrade Web Chat for IIS on the IIS server.

- XMPP Gateway
- CS Portal

Note:

Call Center Elite Multichannel now supports a new Tomcat-based Web Chat API called CS Portal. CS Portal supports Web Chat REST-based Web Services API for multi-browser Web Chat client. CS Portal also supports Android applications. If you use CS

Portal, you must install it with current IIS-based Web Chat web service. For more information about CS Portal, see *CSPortal Web API Developer Guide*.

- Configuration Server
- Trace System
- Task Director
- Interaction Data Server
- Call Routing Server
- Call Recording Config Service

 Note:

If this service is not configured correctly, you might require to stop this service forcefully. In such case, you might also require to manually update the `Avaya Call recording service.ini` file for the latest parameters.

- Experience Portal Config Server

Upgrading Application Management Service and Call Center Elite Multichannel Control Panel

About this task

The procedure to upgrade Application Management Service and Call Center Elite Multichannel Control Panel is provided as a reference. You must perform a similar procedure to upgrade the other services installed on the Call Center Elite Multichannel server.

Procedure

1. Run the `setup.exe` file from the folder containing the installation files for Call Center Elite Multichannel.

 Note:

You must have the administrator privileges to upgrade Application Management Service and Call Center Elite Multichannel Control Panel

2. On the Trace System Server Dialog screen, perform the following actions:
 - a. In the **Server** field, enter the host name or IP address for Trace System Server.
 - b. In the **Port** field, enter the port number for Trace System Server.
The default port is 10400.
 - c. Click **Next**.
3. Click **Server > Application Management Service**.
4. On the Application Management Service welcome screen, click **Next**.
5. On the License Agreement screen, click **Yes** to agree with the licensing agreement.

6. Click **Next**.

The system displays a message to stop the service.

7. Click **OK**.
8. Click **Finish** after the installation is complete.
9. Start the **AS Application Management Director** service if the system does not start the service automatically.

Upgrading Contact Database and Media Store Database

Before you begin

You must use the sa user account to upgrade the databases.

Procedure

1. Start Call Center Elite Multichannel Control Panel.
2. In the left pane, expand the **Database Management** node.
3. Expand the **Contact Database** or **Media Store Database** node.
4. Right-click the database and click **Upgrade Database**.
5. On the **Database Utility-Database Upgrade Agent** tab, click **Upgrade**.

The system enables the **Upgrade** button only if the selected database requires any upgrade.

Upgrade Configuration Server (ACS) Database

You can upgrade the ACS database using one of the following instances:

- Default instance
- Named instance

A database with default instance works only when you install the Call Center Elite Multichannel core servers on the same server as the SQL database. To install default instance on a separate database, see *Administering Avaya Aura® Call Center Elite Multichannel*.

Creating or upgrading Configuration Server (ACS) Database

About this task

Using this procedure, you can create or upgrade ACS Database.

Before you begin

You must install Microsoft SQL Server on a dedicated server. For information about installing SQL Server, see *Installing Call Center Elite Multichannel*.

*** Note:**

Microsoft SQL Server must have the mixed mode authentication and not the Windows only authentication. The mixed mode authentication specifies that you have configured SQL Server for Windows and SQL Server.

Procedure

1. From the Call Center Elite Multichannel installation DVD, copy the SQL Script folder from the `<Call Center Elite Multichannel installer>\Avaya Aura CC Elite Multichannel\Server\Configuration Server` directory to the server where Microsoft SQL Server is installed.
2. From the Call Center Elite Multichannel installation DVD, copy the AS Maintain Database folder from the `<Call Center Elite Multichannel installer>\Utilities` directory to the server where Microsoft SQL Server is installed.
3. From the SQL Script folder that you have copied, open the AS Maintain Database.bat file in a text editor, such as Notepad.
4. In the AS Maintain Database.bat file, find the `..\Utilities\AS Maintain Database` string and replace the string with the path where you have copied the AS Maintain Database folder.

For example, if you have copied the AS Maintain Database folder to the `C:\CS_Server` folder, replace the `\Utilities\AS Maintain Database` string with `C:\CS_Server\AS Maintain Database`.

5. Perform one of the following steps:
 - To create the database with default instance, verify that the **ASServerName** parameter is empty.
 - To create the database with named instance, enter the server instance name for the **ASServerName** parameter.
6. Save and close the AS Maintain Database.bat file.
7. Right-click the AS Maintain Database.bat file and click **Run**.

After the batch file finishes running, a log file is created in the same folder to confirm that ACS Database is created successfully.

*** Note:**

When you run the AS Maintain Database.bat file for upgrading the ACS database, only the new configuration parameters and their values are added. However, the values of the existing configuration parameters remain unchanged. Therefore, you must manually change the values of the existing configuration parameters.

For example, you must manually update the values of the following parameters of Microsoft Dynamics CRM:

- Change the value of Microsoft Dynamics CRM Organization Service URL parameter to `http://<yourservername>:5555/<OrganizationName>/XRMServices/2011/Organization.svc` <`http://%3cyourservername%3e:5555/%3COrganizationName%3E/XRMServices/2011/Organization.svc`>.
- Change the value of the Microsoft Dynamics CRM Discovery Service URL parameter to `http://<yourservername>:5555/xrmservices/2011/discovery.svc` <`http://%3cyourservername%3e:5555/xrmservices/2011/discovery.svc`>.

Upgrading Call Center Elite Multichannel Desktop

Before you begin

Ensure that you install the following:

- Microsoft .Net Framework 3.5 SP1

 Note:

The installation file for Microsoft .Net Framework 3.5 SP1 is placed in the `Utilities\Microsoft .Net Redistributable` folder in the installer package of Call Center Elite Multichannel.

- Microsoft .Net Framework 4.5.2

 Note:

The installation file for Microsoft .Net Framework 4.5.2 is placed in the `Utilities\Microsoft .Net Redistributable` folder in the installer package of Call Center Elite Multichannel.

- Microsoft Visual C++ 2008 SP1 Redistributable Package MFC Security Update (x86)

 Note:

The installation file for Microsoft Visual C++ 2008 SP1 Redistributable Package MFC Security Update (x86) is placed in the `Utilities\Microsoft Visual C++ 2008 SP1 Redistributable Package MFC Security Update` folder in the installer package of Call Center Elite Multichannel.

- Microsoft Visual C++ 2010 Redistributable Package (x86)

 Note:

Microsoft Visual C++ 2010 Redistributable Package (x86) is required for the Media Client plug-in. The installation file for Microsoft Visual C++ 2010 Redistributable Package (x86) is placed in the `Utilities\Microsoft Visual C++ 2010 Redistributable Package` folder in the installer package of Call Center Elite Multichannel.

- Microsoft Visual C++ Redistributable Package for Visual Studio 2013 (x86)

*** Note:**

Microsoft Visual C++ Redistributable Package for Visual Studio 2013 (x86) is required for a secure connection between Call Center Elite Multichannel Desktop and Configuration Server. The installation file for Microsoft Visual C++ Redistributable Package for Visual Studio 2013 (x86) is placed in the `Utilities\Microsoft Visual C++ Redistributable Package for Visual Studio 2013` folder in the installer package of Call Center Elite Multichannel.

Procedure

1. Run the **Avaya Aura Call Center Elite Multichannel Desktop.msi** installer.
2. On the Avaya Aura® Call Center Elite Multichannel Desktop welcome screen, click **Next**.
3. On the License Agreement screen, select the **I accept the terms in the license agreement** option and click **Next**.
4. Click **Upgrade**.
5. Click **Finish** when the installation completes.

*** Note:**

Call Center Elite Multichannel Desktop includes a separately-licensed built-in soft phone called Media Client plug-in. This plug-in is installed along with Call Center Elite Multichannel Desktop. However, it remains disabled by default.

Microsoft Visual C++ 2010 Redistributable Package (x86) is required for the Media Client plug-in. The installation file for Microsoft Visual C++ 2010 Redistributable Package (x86) is placed in the `Utilities\Microsoft Visual C++ 2010 Redistributable Package` folder in the installer package of Call Center Elite Multichannel.

Deploying the reporting files

About this task

To deploy the reports to Microsoft SQL Server Reporting Services, the account that you use to log in to Call Center Elite Multichannel Control Panel must have Active Directory permissions.

Procedure

1. Start Call Center Elite Multichannel Control Panel.
2. In the left pane, expand the **Database Management** node and then expand the **Media Store Database** node.
3. Right-click the SQL server and select **Deploy Reporting Files**.
4. In the right pane, click the **Database Utility - Reporting Files Deployment Agent** tab.

5. On the **Database Utility - Reporting Files Deployment Agent** tab, perform the following steps:

- a. In the **Report definition folder location** field, enter the location of Call Center Elite Multichannel Reports folder.

By default, this location is same as the location of Call Center Elite Multichannel Control Panel.

- b. In the **Reporting Service URL** field, enter the web address of Microsoft SQL Server Reporting Services.

*** Note:**

Ensure that you only enter the hostname in this field.

- c. In the **Shared data source name** field, enter the name of the file that contains the login credentials for ASMSControl Database.

The default value for this field is `ASCCEReportingDS`.

- d. In the **Shared data source connection string** field, enter the connection string for the reporting database

The format of the connection string is `Data Source=<Database Server Name>; Initial Catalog=ASMSControl`.

*** Note:**

Ensure that you only enter the hostname in `<Database Server Name>`.

- e. In the **User name** field, enter the user name for the ASMSControl database.

The default value for this field is `ASMSControl`.

- f. In the **Password** field, enter the password for the ASMSControl database.

The default value for this field is `CCEUser0`.

- g. In the **Report Server User name** field, enter the user name for the report server.

- h. In the **Report Server Password** field, enter the password for the report server.

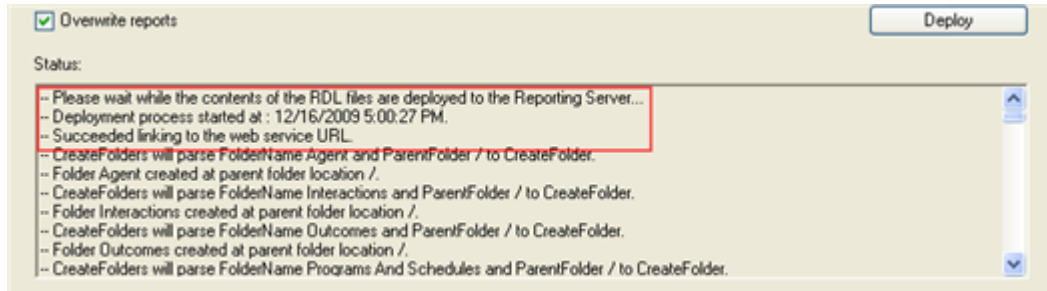
- i. In the **Report Server Domain** field, enter the domain name of the report server.

- j. Select the **Overwrite reports** check box to overwrite all similarly named folders or report definition files on Microsoft SQL Server Reporting Services.

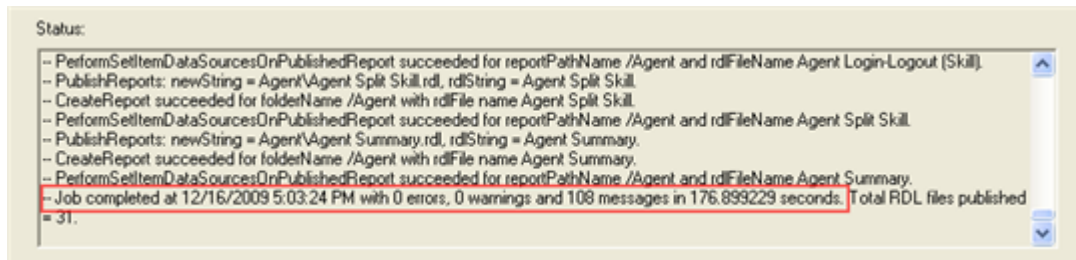
*** Note:**

The system creates a shared data source, which resides in the root node of the reporting server. All published reports use this shared data source. To change this location, change the properties of the defined shared data source using the Microsoft SQL Server Reporting Services web administration page. The changed location reflects in all reports.

6. Click **Deploy**.



A connection is established to the Report server and the deployment of reports begins.



The appropriate folders and reports are created. When the job is completed, the system creates a log.

Upgrading Call Center Elite Multichannel Reporting Desktop

Before you begin

Ensure that you install the following:

- Microsoft .Net Framework 3.5 SP1

*** Note:**

The installation file for Microsoft .Net Framework 3.5 SP1 is placed in the `Utilities\Microsoft .Net Redistributable` folder in the installer package of Call Center Elite Multichannel.

- Microsoft .Net Framework 4.5.2

*** Note:**

The installation file for Microsoft .Net Framework 4.5.2 is placed in the `Utilities\Microsoft .Net Redistributable` folder in the installer package of Call Center Elite Multichannel.

Procedure

1. Run the `setup.exe` file from the folder containing the installation files for Call Center Elite Multichannel.

*** Note:**

You must have the administrator privileges to upgrade Call Center Elite Multichannel Reporting Desktop.

2. On the Trace System Server Dialog screen, perform the following actions:
 - a. In the **Server** field, enter the host name or IP address for Trace System Server.
 - b. In the **Port** field, enter the port number for Trace System Server.
The default port is 10400.
 - c. Click **Next**.
3. Click **Desktop > CC Elite Multichannel Reporting**.
4. On the Avaya Aura® Call Center Elite Multichannel Reporting welcome screen, click **Next**.
5. On the License Agreement screen, click **Yes** to agree with the licensing agreement.
6. Click **Next**.
7. Click **Finish** after the installation is complete.

Upgrading Application Enablement Services TSAPI Client

You must install the new Application Enablement Services TSAPI Client version 7.0.0.138 on the server where XML Server and Interaction Data Service - Voice and Presence are running. The installation file for Application Enablement Services TSAPI Client version 7.0.0.138 is placed in the `Utilities\Avaya AES Client` folder in the installer package of Call Center Elite Multichannel.

For information on how to upgrade Application Enablement Services TSAPI Client, see *Avaya Aura® Application Enablement Services TSAPI and CVLAN Client and SDK Installation Guide*.

Post upgrade process

Starting the Call Center Elite Multichannel services

Procedure

1. Click **Start > Run**.
2. In the Run dialog box, type `services.msc`.
3. Click **OK**.
4. In the Services window, right-click each of the following services and click **Start**:
 - Active Configuration Server
 - AS Application Management Director

- AS Call Routing Server
- AS Email Media Store
- AS Interaction Data Server-Multimedia
- AS Interaction Data Server-View
- AS Interaction Data Server-Voice and Presence.
- AS License Director
- AS Media Director
- AS Preview Contact Media Store
- AS Simple Messaging Media Store
- AS SMS Gateway
- AS Task Director
- AS Virtual Agent
- AS Voice Media Store
- AS Web Chat Gateway
- AS XML Server
- AS XMPP Gateway
- Avaya Call Recording Config Service
- Avaya Trace Server
- Avaya Experience Portal Config Service

Verifying the version of Media Store Database

Procedure

1. Start Call Center Elite Multichannel Control Panel.
2. In the left pane, expand the **Database Management** node.
3. Expand the **Media Store Database** node.
4. Click the database for which you want to view the version information.
5. In the right pane, verify the version of the database.
 - The version of the ASMSControl database must be 6.5.0.9.
 - The version of the ASMSData{x} database must be 6.3.0.0.

Verifying the version of Contact Database

Procedure

1. Start Call Center Elite Multichannel Control Panel.
2. In the left pane, expand the **Database Management** node.
3. Expand the **Contact Database** node.
4. Click the database for which you want to view the version information.
5. In the right pane, verify the version of the database.

The version of ASContact Database must be 6.3.1.0.

Verifying the version of Call Center Elite Multichannel Control Panel

Procedure

1. Start Call Center Elite Multichannel Control Panel.
2. Click **Help > About**.

The version of Call Center Elite Multichannel Control Panel must be 6.5.0.

Chapter 3: Upgrade WebLM Server

Checklist to upgrade WebLM Server

The following checklist outlines the series of steps that you must perform to upgrade WebLM Server.

No.	Task	Description	Notes	✓
1	Stop the Tomcat service	Stopping the Tomcat service on page 27		
2	Take a backup of the files and folders	Taking a backup of the files and folders on page 27		
3	Delete the <code>WebLM.war</code> file and the <code>WebLM</code> folder	Deleting the WebLM.war file and the WebLM folder on page 28		
4	Uninstall the older version of tomcat			
5	Install the newer version of JRE	Installing Oracle Java Runtime Environment (JRE) on page 28	After installing the newer version of JRE, the system contains two versions of JRE installed at two different locations.	
6	Install the newer version of Tomcat	Installing Tomcat on page 28		
7	Modify the environment variables	Modifying the environment variables on page 29		
8	Install WebLM Server	Installing WebLM Server on page 30		
9	Restore the files and folders	Restoring the files and folders on page 30		

Table continues...

No.	Task	Description	Notes	✓
10	Start the Tomcat service	Starting the Tomcat service on page 30		
11	Access WebLM Server		For information about how to access WebLM Server, see <i>Installing Call Center Elite Multichannel</i> .	

Stopping the Tomcat service

Procedure

1. Start the Windows Services application by performing the following actions:
 - a. Click **Start > Run**.
 - b. In the Run dialog box, type `services.msc`.
 - c. Click **OK**.
2. In the Services window, right-click the Tomcat service and click **Stop**.

Taking a backup of the files and folders

Procedure

1. Go to the location where you have installed Tomcat.
2. Copy the following files and folders to a secure location:
 - `<tomcat_installation_dir>/webapps/WebLM/admin/Users.xml`
The file that contains the list of users. Take a backup of this file to retain the list of users.
 - `<tomcat_installation_dir>/webapps/WebLM/data/Product_folder`
The folder that contains the configuration files.
 - `<tomcat_installation_dir>/webapps/WebLM/licenses/<License file (.xml)>`
The license file installed on the system.
 - `<tomcat_installation_dir>/webapps/WebLM/data/webmlserver.properties`
The files that contain the configuration properties specific to WebLM Server. Take a backup of these files if some default settings are modified.

- `<tomcat_installation_dir>/webapps/WebLM/WEB-INF/classes/log4j.properties`

The file that contains the configuration properties related to WebLM logging. Take a backup of this file if some log4j properties are modified.

Deleting the WebLM.war file and the WebLM folder

Procedure

1. Go to the `<tomcat_installation_dir>/webapps` folder.
2. Delete the following:
 - `WebLM.war` file
 - `WebLM` folder

Installing Oracle Java Runtime Environment (JRE)

About this task

You must install JRE 1.7.0_17 on the system where you want to deploy WebLM Server. The version of JRE must be compatible with the operating system of the system where you want to deploy WebLM Server.

Procedure

1. Download the `jre-7u17-windows-x64.exe` file from Oracle website.
2. Run the `jre-7u17-windows-x64.exe` file.
3. On the Java Setup - Welcome screen, click **Install**.
4. On the Java Setup - Progress screen, wait until the installer completes the installation process.
5. On the Java Setup - Complete screen, click **Close**.

Installing Tomcat

About this task

You must install Tomcat 7.0.55 on the system where you want to deploy WebLM Server. The version of Tomcat must be compatible with the operating system of the system where you want to deploy WebLM Server.

Procedure

1. Run the `apache-tomcat-7.0.55.exe` file from the `<DVD drive path>\Utilities\WebLM` folder.
2. On the welcome screen, click **Next**.
3. On the License Agreement screen, click **I Agree**.
4. On the Choose Components screen, perform the following steps:
 - a. Expand the **Tomcat** node and select the **Service Startup** and **Native** check boxes.
 - b. Select the **Host Manager** check box
 - c. Click **Next**.
5. **(Optional)** On the Configuration screen, enter a user name and a password.
6. Click **Next**.
7. On the Java Virtual Machine screen, select the install location of the JRE and click **Next**.
8. On the Choose Install Location screen, click **Install**.
9. On the completion screen, click **Finish**.

Modifying the environment variables

Procedure

1. Right-click **My Computer** and click **Properties**.
2. Click **Advanced system settings**.
3. On the System Properties dialog box, click **Environment Variables**.
The system displays the Environment Variables dialog box.
4. In the System variables list, select the `JAVA_HOME` environment variable and click **Edit**.
5. On the Edit System Variable dialog box, perform the following steps:
 - a. In the **Variable value** field, type the install location of JRE 1.7.0_17.
For example, `C:\Program Files\Java\jre1.7.0_17`.
 - b. Click **OK**.
6. In the System variables list, select the `CATALINA_HOME` environment variable and click **Edit**.
7. On the Edit System Variable dialog box, perform the following steps:
 - a. In the **Variable value** field, type the install location of Tomcat 7.0.55.
For example, `C:\Program Files\Apache Software Foundation\Tomcat 7.0`.
 - b. Click **OK**.

8. In the System variables list, select the Path environment variable and click **Edit**.
9. On the Edit System Variable dialog box, perform the following steps:
 - a. Verify that the value for the **Variable value** field is set as %JAVA_HOME%\bin.
 - b. Click **OK**.

Installing WebLM Server

For information about how to install WebLM Server, see *Installing Call Center Elite Multichannel*.

Restoring the files and folders

Before you begin

Stop the Tomcat service.

Procedure

1. Go to the location where you have installed Tomcat 7.0.55.
For example, C:\Program Files\Apache Software Foundation\Tomcat 7.0.
2. Restore the following backed up files and folders from the secure location:
 - Users.xml
 - Product_folder
 - <License file (.xml)>
 - weblmserver.properties
 - log4j.properties

Important:

You must restore the backed up files and folders to their respective locations. For example, the Users.xml file must be restored to the <tomcat_installation_dir>/webapps/WebLM/admin folder.

Starting the Tomcat service

Procedure

1. Start the Windows Services application by performing the following actions:
 - a. Click **Start > Run**.

- b. In the Run dialog box, type `services.msc`.
 - c. Click **OK**.
2. In the Services window, right-click the Tomcat service and click **Start**.

Chapter 4: Upgrade Application Enablement Services

Application Enablement Services TSAPI Windows Client upgrade

You must install the new Application Enablement Services TSAPI Client version 7.0.0.138 on the server where XML Server is running. The installation file for Application Enablement Services TSAPI Client version 7.0.0.138 is placed in the `Utilities\Avaya AES Client` folder in the installer package of Call Center Elite Multichannel.

For information about how to upgrade from an older version of the Application Enablement Services TSAPI Windows Client to a newer version, see *Avaya Aura® Application Enablement Services TSAPI and CVLAN Client and SDK Installation Guide*.

Chapter 5: Troubleshooting Database Scripts

Parameter '<%ParameterName%>' does not exist on this report

The error Parameter '<%ParameterName%>' does not exist on this report occurs while running the historical reports. For example, Parameter 'IntervalLabel' does not exist on this report.

Proposed solution

Ensure that the Call Center Elite Multichannel Release 6.4 reports are deployed. For information on deploying reports, see [Deploying the reporting files](#) on page 20.

Batch file immediately closes and does not run

When you run the `AS Maintain Database.bat` file after copying the file from the installation DVD of Call Center Elite Multichannel to the server, the batch file immediately closes without running the scripts.

Proposed solution

Procedure

1. Open the `AS Maintain Database.bat` file in a text editor, such as Notepad.
2. Search the entry that shows the location of the utility scripts.
3. Change the existing path to the full path `< CCEM_INSTALL_DIR>\Avaya\Avaya Aura CC Elite Multichannel\Server\Configuration Server\SQL Script`.

 Note:

Use this procedure only for ACS Database.

4. Save and close the batch file.
5. Run the `AS Maintain Database.bat` file.

Using SQL Servers with Named Instances

Call Center Elite Multichannel SQL Scripts are set to **NOT use Named instances of SQL Server**. The batch file needs changes to identify the named instances.

Proposed solution

Procedure

1. Open the `AS Maintain Database.bat` file in a text editor, such as Notepad.
2. Search the entry `SET ASServerName=`.
3. Change this path to the full server name and instance.
4. Save and close the batch file.

An Error has occurred while establishing a connection to the server

The error `An Error has occurred while establishing a connection to the server` is returned in the log file created during the execution of Call Center Elite Multichannel SQL Scripts.

The following are the other error messages that are returned in the log file:

- `Named Pipes Provider: Could not open a connection to the SQL Server.`
- `Login timeout expired.`
- `An error has occurred while establishing a connection to the server. This failure may be caused by the fact that under the default settings SQL Server does not allow remote connections.`

The following are the possible causes of this error:

- Either SQL Server is not operational or is not configured properly.
- SQL Server is configured with a named instance.

Proposed solution

Procedure

1. Administer the SQL correctly.

For more information about SQL Server requirements and configuration, see *Installing Avaya Aura® Call Center Elite Multichannel*

2. Start the SQL Server service.
3. Edit the `AS Maintain Database.bat` file if SQL is configured with a Named instance.

Failed to create _____ database. Job completed 0 ACTION Steps

This error `Failed to create _____ database. Job completed 0 ACTION Steps` is returned in the log file created during the execution of Call Center Elite Multichannel SQL Scripts. The actual text might vary as the description lists the database name that it failed to create.

This error occurs in a testing environment where databases are deleted and recreated. The error commonly occurs when an MDF and LDF file of the database and log already exist in the SQL server data directory, but are not used by SQL Server. This prevents the creation of the new database files.

Proposed solution

Procedure

Remove or rename the existing .MDF and .LDF files from the SQL Server data directory.

Bulk load: An Unexpected end of file was encountered in the data file

The error `Bulk load: An Unexpected end of file was encountered in the data file` is returned in the log file created during the execution of Call Center Elite Multichannel SQL Scripts.

The following are the other error messages that are returned in the log file:

- Bulk load: An unexpected end of file was encountered in the data file.
- The OLE DB provider "BULK" for linked server "(null)" reported an error. The provider did not give any information about the error.

- Cannot fetch a row from OLE DB provider "BULK" for linked server "(null)".

This error occurs when additional blank lines are added to the `AS Script Master.txt` file.

Proposed solution

Procedure

Copy the appropriate `AS Script Master.txt` file from the installation DVD of Call Center Elite Multichannel and replace it with the modified file.

Chapter 6: Resources

Documentation

The following table lists the related documents for the Avaya Aura® Call Center Elite Multichannel product. You can download the documents from the Avaya Support website at <http://support.avaya.com/>.

Title	Description	Audience
<i>Avaya Aura® Call Center Elite Multichannel Call Routing Server User Guide</i>	Provides an overview of Call Routing Server that enables intelligent call routing for inbound calls in Call Center Elite Multichannel.	• Sales engineers • Solution architects • Implementation engineers • System administrators
<i>Installing Avaya Aura® Call Center Elite Multichannel</i>	Provides product overview, supported products, installation, configuration, and licensing requirements for Avaya Aura® Call Center Elite Multichannel.	• Implementation engineers
<i>Avaya Aura® Call Center Elite Multichannel Configuration Client Developer Guide</i>	Provides information about the Configuration Client Developer application, which is a control that facilitates an application to transparently access the configuration information from any location.	• Programmers
<i>Administering Avaya Aura® Call Center Elite Multichannel</i>	Provides information about how to manage databases, configure Call Center Elite Multichannel services, and administer Avaya Aura® Communication Manager.	• Sales engineers • Solution architects • Implementation engineers • System administrators
<i>Avaya Aura® Call Center Elite Multichannel Overview and Specification</i>	Provides an overview of the Call Center Elite Multichannel features.	• Sales engineers • Implementation engineers • System administrators
<i>Avaya Aura® Call Center Elite Multichannel Desktop User Guide</i>	Provides information about Call Center Elite Multichannel	• Sales engineers

Table continues...

Title	Description	Audience
	Desktop and describes how to use Call Center Elite Multichannel Desktop to receive, view, and respond to voice and multimedia work items.	• Solution architects • Implementation engineers • System administrators • End users
<i>Avaya Aura® Call Center Elite Multichannel Application Management Service User Guide</i>	Provides information about how to install and administer Application Management Service in Call Center Elite Multichannel.	• Sales engineers • Solution architects • Implementation engineers
<i>Avaya Aura® Call Center Elite Multichannel Reporting User Guide</i>	Provides information about the reports for Agents, Customers, Interaction, Program and Schedule, Skills, and VDNs. This guide also provides information about historical reports and real-time reports.	• Sales engineers • Solution architects • Implementation engineers
<i>Avaya Aura® Call Center Elite Multichannel TTrace User Guide</i>	Provides information about TTrace and its components, helps you to understand the TTraceConsole and TTraceConfig user interfaces, and explains the operations that you can perform using TTraceConsole and TTraceConfig.	• Sales engineers • Solution architects • Implementation engineers

Finding documents on the Avaya Support website

About this task

Use this procedure to find product documentation on the Avaya Support website.

Procedure

1. Use a browser to navigate to the Avaya Support website at <http://support.avaya.com/>.
2. At the top of the screen, enter your username and password and click **Login**.
3. Put your cursor over **Support by Product**.
4. Click **Documents**.
5. In the **Enter your Product Here** search box, type the product name and then select the product from the drop-down list.

6. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.
7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.

For example, if you are looking for user guides, select **User Guides** in the **Content Type** filter. Only documents in the selected category will appear in the list of documents.

8. Click **Enter**.

Training

The following courses are available on the Avaya Learning website at <http://www.avaya-learning.com>. After logging in to the website, enter the course code or the course title in the **Search** field and press **Enter** or click > to search for the course.

Course code	Course title
5C00092W	Avaya Aura® Call Center Elite Multichannel Overview
10C00010E	Knowledge Access: Avaya Aura® Call Center Elite Multichannel Implementation
10C00094V	Avaya Aura® Call Center Elite Multichannel Implementation and Maintenance
4302	Avaya Aura® Call Center Elite Multichannel Implementation Test
0C00060E	Knowledge Collection Access: Avaya Aura® Call Center Elite Portfolio
E: Self-paced in virtual campus	
W: Web (online) course	
V: Virtual	

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

- In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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