Migration from Cisco Business Edition 5000 to Cisco Business Edition 6000

First Published: May 1, 2013

Americas Headquarters

Cisco Systems, Inc.

170 West Tasman Drive

San Jose, CA95134-1706

USA

http://www.cisco.com

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version
of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: http://www.cisco.com/go/trademarks.Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership
relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown
for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

Preface

Purpose

This document provides step-by-step procedures to migrate from Cisco Business Edition 5000 to Cisco Business Edition 6000.

Audience

The intended audience for this document is Cisco Unified Communications Manager service integrators and service providers.

Obtaining Documentation and Submitting a Service Request

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation at the following url:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop by using a reader application. Be aware that the RSS feeds are a free service, and Cisco currently supports RSS version 2.0.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Migrate from Cisco Business Edition 5000 to Cisco Business Edition 6000

Before You Begin

Before you begin this procedure:

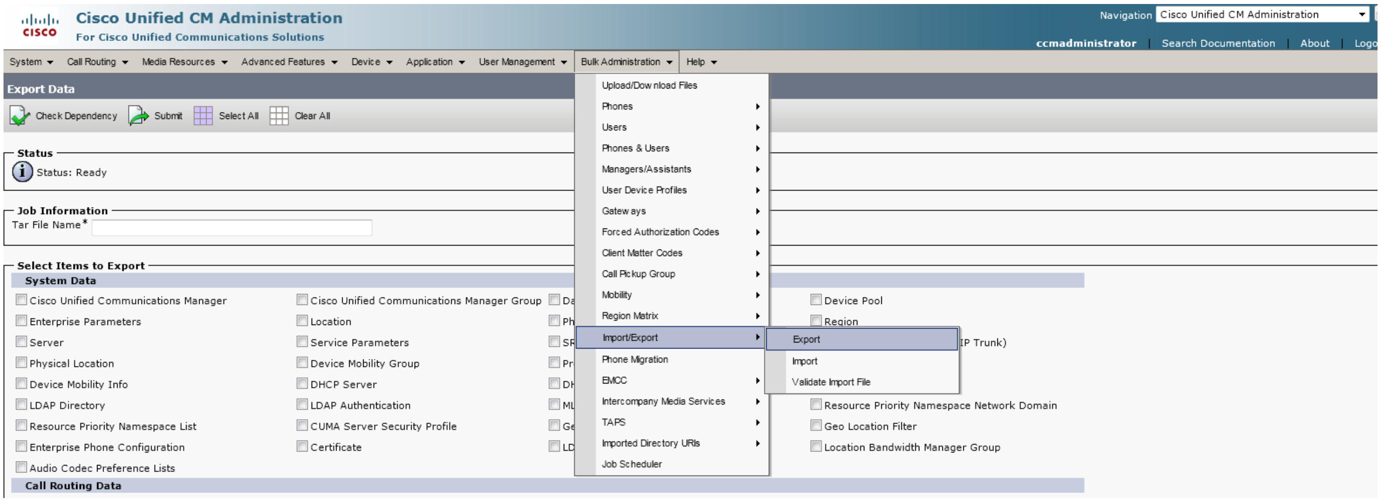
- Ensure that your existing Cisco Business Edition 5000 (Cisco BE 5000) server is running version 9.1(1a) or later. If not, please follow the upgrade procedure for Cisco BE 5000 to upgrade the system to version 9.1(1a) or later before you utilize this migration process.
- Ensure that you have the installation media for the exact version of your Cisco BE 5000 system. If the installation media is not available, please visit http://www.cisco.com/upgrade and utilize the Cisco Product Upgrade Tool (PUT) to order the installation media.
- Record the IP address, hostname, version, services activated, and the MWI On Extension and the MWI Off Extension of your Cisco BE 5000 system.

  Note: The procedure detailed in this document has been verified by migrating Business Edition 5000 release 9.1(1a) to Business Edition 6000/Unified Communications Manager version 9.1(1a). Migrations using this procedure are only supported beginning with version 9.1(1a).

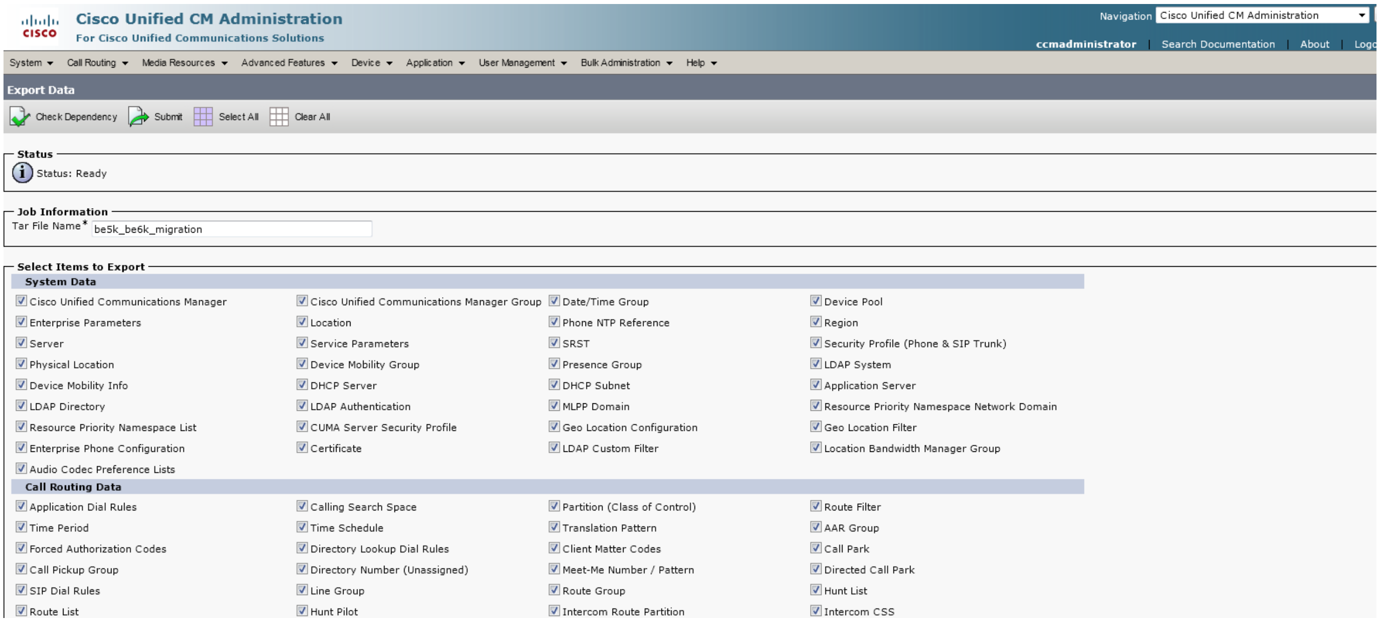
You must have a Windows computer system, for which you have program and driver installation privileges, with Internet access, access to the Cisco BE 5000 system, and at least 600 MB of storage space. The exact amount of storage space that you require depends on the size of your database.

Procedure

1. Log in to the **Cisco Unified CM Administration** interface of Cisco BE 5000 and choose **Bulk Administration > Import/Export > Export**.
   Note: You must activate the Cisco Bulk Provision Service for the Bulk Administration Tool to work. To activate the Cisco Bulk Provision Service, choose **Cisco Unified Serviceability** from the **Navigation** drop-down list and click **Go**. Choose **Tools > Service Activation** and check the **Cisco Bulk Provision Service** check box in the Database Admin and Services area.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Export Data
Check Dependency Submit Select All Clear All
Status
Status: Ready
Job Information
Tar File Name*
Select Items to Export
System Data
Cisco Unified Communications Manager
Enterprise Parameters
Server
Physical Location
Device Mobility Info
LDAP Directory
Resource Priority Namespace List
Enterprise Phone Configuration
Audio Codec Preference Lists
Cisco Unified Communications Manager Group
Location
Service Parameters
Device Mobility Group
DHCP Server
LDAP Authentication
CUMA Server Security Profile
Certificate
Device Pool
Region
IP Trunk)
Resource Priority Namespace Network Domain
Geo Location Filter
Location Bandwidth Manager Group
Call Routing Data
Upload/Download Files
Phones
Users
Phones & Users
Managers/Assistants
User Device Profiles
Gateways
Forced Authorization Codes
Client Matter Codes
Call Pickup Group
Mobility
Region Matrix
Import/Export
Phone Migration
EMCC
Intercompany Media Services
TAPS
Imported Directory URIs
Job Scheduler
Export
Import
Validate Import File

2. In the Job Information area, enter a name for the database export in the **Tar File Name** field. To select all items for export, click **Select All**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Export Data
Check Dependency Submit Select All Clear All

Status

Status: Ready

Job Information

Tar File Name* be5k_be6k_migration

Select Items to Export

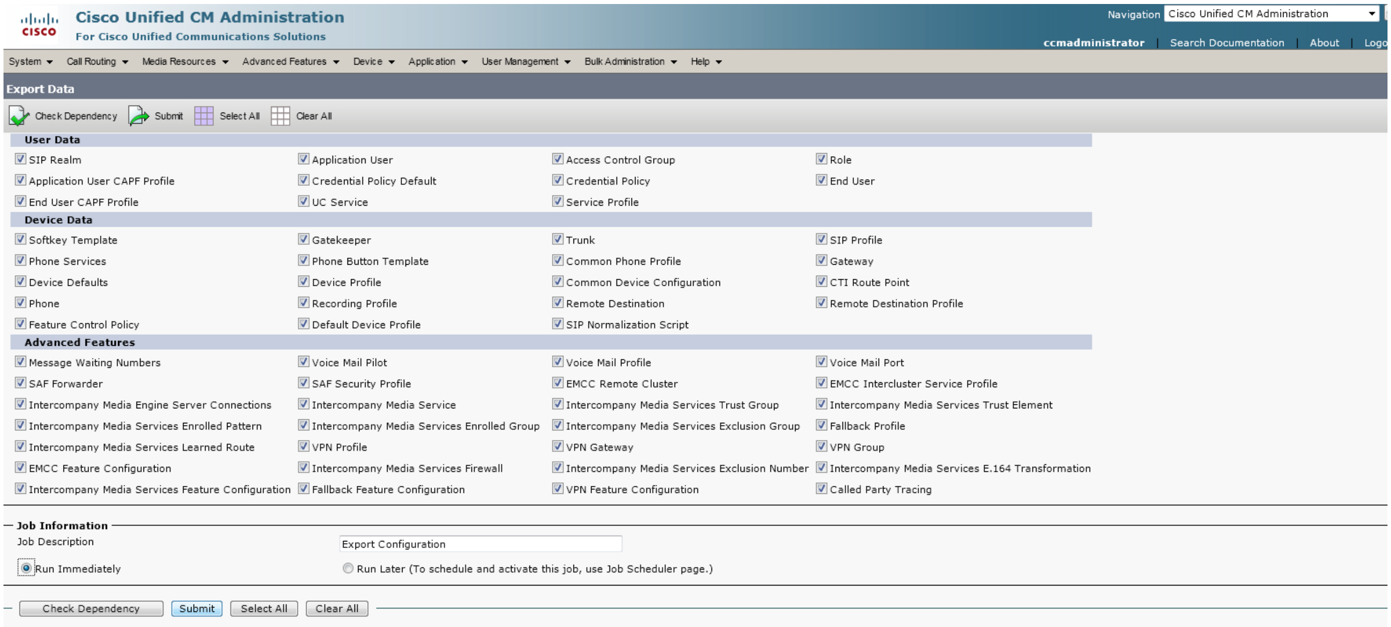
System Data

☑ Cisco Unified Communications Manager
☑ Enterprise Parameters
☑ Server
☑ Physical Location
☑ Device Mobility Info
☑ LDAP Directory
☑ Resource Priority Namespace List
☑ Enterprise Phone Configuration
☑ Audio Codec Preference Lists
☑ Cisco Unified Communications Manager Group
☑ Location
☑ Service Parameters
☑ Device Mobility Group
☑ DHCP Server
☑ LDAP Authentication
☑ CUMA Server Security Profile
☑ Certificate
☑ Date/Time Group
☑ Phone NTP Reference
☑ SRST
☑ Presence Group
☑ DHCP Subnet
☑ MLPP Domain
☑ Geo Location Configuration
☑ LDAP Custom Filter
☑ Device Pool
☑ Region
☑ Security Profile (Phone & SIP Trunk)
☑ LDAP System
☑ Application Server
☑ Resource Priority Namespace Network Domain
☑ Geo Location Filter
☑ Location Bandwidth Manager Group

Call Routing Data

☑ Application Dial Rules
☑ Time Period
☑ Forced Authorization Codes
☑ Call Pickup Group
☑ SIP Dial Rules
☑ Route List
☑ Calling Search Space
☑ Time Schedule
☑ Directory Lookup Dial Rules
☑ Directory Number (Unassigned)
☑ Line Group
☑ Hunt Pilot
☑ Partition (Class of Control)
☑ Translation Pattern
☑ Client Matter Codes
☑ Meet-Me Number / Pattern
☑ Route Group
☑ Intercom Route Partition
☑ Route Filter
☑ AAR Group
☑ Call Park
☑ Directed Call Park
☑ Hunt List
☑ Intercom CSS

3. (a) Click the **Run Immediately** radio button.
   (b) Click **Submit**. To identify the job in the Job Scheduler, record the time that you clicked the Submit button.
   Note: It could take some time for the job to run depending on the deployment.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾
Check Dependency Submit Select All Clear All

Export Data

User Data

☑ SIP Realm	☑ Application User	☑ Access Control Group	☑ Role
☑ Application User CAPF Profile	☑ Credential Policy Default	☑ Credential Policy	☑ End User
☑ End User CAPF Profile	☑ UC Service	☑ Service Profile	

Device Data

☑ Softkey Template	☑ Gatekeeper	☑ Trunk	☑ SIP Profile
☑ Phone Services	☑ Phone Button Template	☑ Common Phone Profile	☑ Gateway
☑ Device Defaults	☑ Device Profile	☑ Common Device Configuration	☑ CTI Route Point
☑ Phone	☑ Recording Profile	☑ Remote Destination	☑ Remote Destination Profile
☑ Feature Control Policy	☑ Default Device Profile	☑ SIP Normalization Script	

Advanced Features

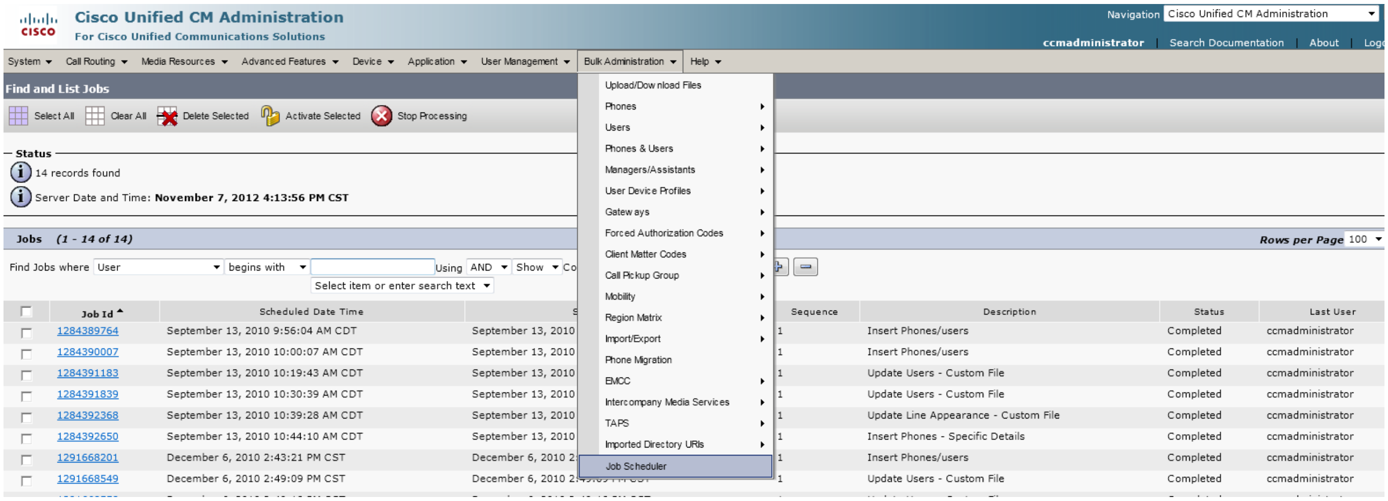
☑ Message Waiting Numbers	☑ Voice Mail Pilot	☑ Voice Mail Profile	☑ Voice Mail Port
☑ SAF Forwarder	☑ SAF Security Profile	☑ EMCC Remote Cluster	☑ EMCC Intercluster Service Profile
☑ Intercompany Media Engine Server Connections	☑ Intercompany Media Service	☑ Intercompany Media Services Trust Group	☑ Intercompany Media Services Trust Element
☑ Intercompany Media Services Enrolled Pattern	☑ Intercompany Media Services Enrolled Group	☑ Intercompany Media Services Exclusion Group	☑ Fallback Profile
☑ Intercompany Media Services Learned Route	☑ VPN Profile	☑ VPN Gateway	☑ VPN Group
☑ EMCC Feature Configuration	☑ Intercompany Media Services Firewall	☑ Intercompany Media Services Exclusion Number	☑ Intercompany Media Services E.164 Transformation
☑ Intercompany Media Services Feature Configuration	☑ Fallback Feature Configuration	☑ VPN Feature Configuration	☑ Called Party Tracing

Job Information

Job Description: Export Configuration

● Run Immediately ○ Run Later (To schedule and activate this job, use Job Scheduler page.)

4. To see the status of the export job, choose **Bulk Administration > Job Scheduler**. Proceed to the next step after the Status displays Completed. Refresh the page or click **Find** to see an updated job status.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾
Upload/Download Files
Phones ▸
Users ▸
Phones & Users ▸
Managers/Assistants ▸
User Device Profiles ▸
Gateways ▸
Forced Authorization Codes ▸
Client Matter Codes ▸
Call Pickup Group ▸
Mobility ▸
Region Matrix ▸
Import/Export ▸
Phone Migration
EMCC ▸
Intercompany Media Services ▸
TAPS ▸
Imported Directory URIs ▸
Job Scheduler
Select All Clear All Delete Selected Activate Selected Stop Processing

Find and List Jobs

Status

ⓘ 14 records found

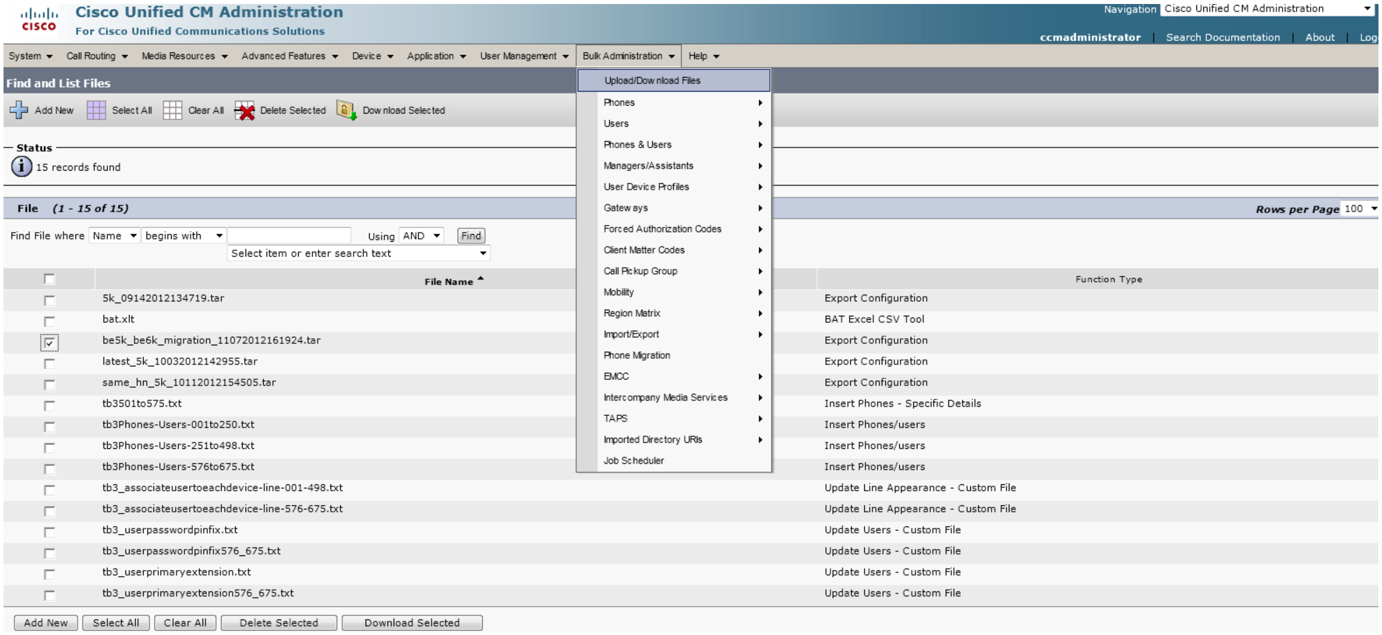
ⓘ Server Date and Time: **November 7, 2012 4:13:56 PM CST**

Jobs (1 - 14 of 14) *Rows per Page* 100

Find Jobs where User ▾ begins with ▾ Using AND ▾ Show ▾ Co
Select item or enter search text ▾

☐	Job Id ▲	Scheduled Date Time	S	Sequence	Description	Status	Last User
☐	1284389764	September 13, 2010 9:56:04 AM CDT	September 13, 2010	1	Insert Phones/users	Completed	ccmadministrator
☐	1284390007	September 13, 2010 10:00:07 AM CDT	September 13, 2010	1	Insert Phones/users	Completed	ccmadministrator
☐	1284391183	September 13, 2010 10:19:43 AM CDT	September 13, 2010	1	Update Users - Custom File	Completed	ccmadministrator
☐	1284391839	September 13, 2010 10:30:39 AM CDT	September 13, 2010	1	Update Users - Custom File	Completed	ccmadministrator
☐	1284392368	September 13, 2010 10:39:28 AM CDT	September 13, 2010	1	Update Line Appearance - Custom File	Completed	ccmadministrator
☐	1284392650	September 13, 2010 10:44:10 AM CDT	September 13, 2010	1	Insert Phones - Specific Details	Completed	ccmadministrator
☐	1291668201	December 6, 2010 2:43:21 PM CST	December 6, 2010 2	1	Insert Phones/users	Completed	ccmadministrator
☐	1291668549	December 6, 2010 2:49:09 PM CST	December 6, 2010 2	1	Update Users - Custom File	Completed	ccmadministrator

5. Choose **Bulk Administration > Upload/Download Files**. Click **Find** and check the check box for the file from Step 0. To save the file, click **Download Selected**. Be sure to note the location the file is saved to.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Log
System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help
Upload/Download Files
Phones
Users
Phones & Users
Managers/Assistants
User Device Profiles
Gateways
Forced Authorization Codes
Client Matter Codes
Call Pickup Group
Mobility
Region Matrix
Import/Export
Phone Migration
EMCC
Intercompany Media Services
TAPS
Imported Directory URIs
Job Scheduler
Add New | Select All | Clear All | Delete Selected | Download Selected

Find and List Files

Status

15 records found

File (1 - 15 of 15) Rows per Page 100

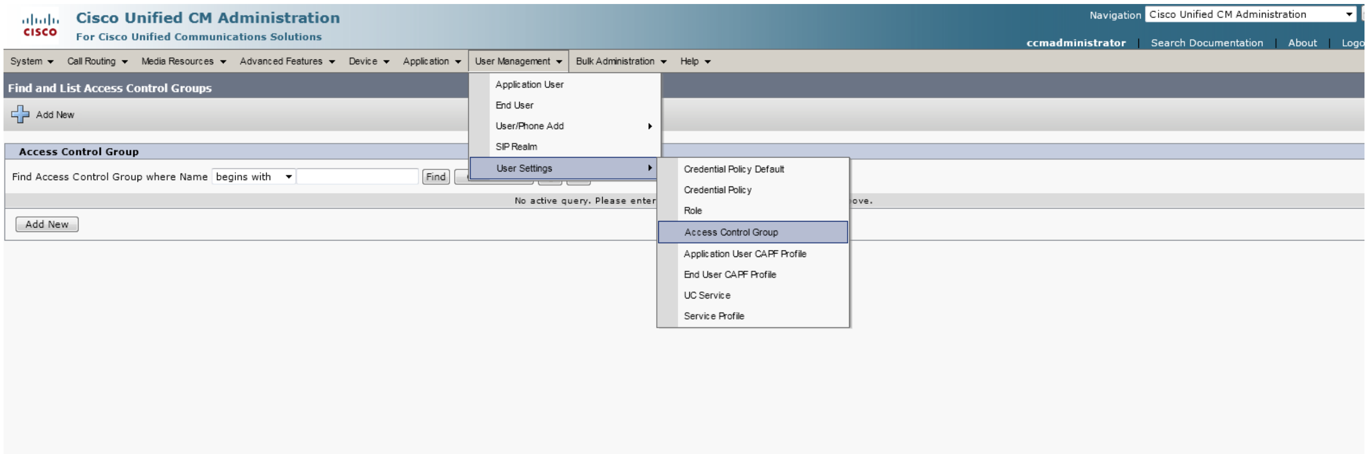
Find File where Name begins with [ ] Using AND Find

Select item or enter search text

□	File Name	Function Type
□	5k_09142012134719.tar	Export Configuration
□	bat.xlt	BAT Excel CSV Tool
☑	be5k_be6k_migration_11072012161924.tar	Export Configuration
□	latest_5k_10032012142955.tar	Export Configuration
□	same_hn_5k_10112012154505.tar	Export Configuration
□	tb3501to575.txt	Insert Phones - Specific Details
□	tb3Phones-Users-001to250.txt	Insert Phones/users
□	tb3Phones-Users-251to498.txt	Insert Phones/users
□	tb3Phones-Users-576to675.txt	Insert Phones/users
□	tb3_associateusertoeachdevice-line-001-498.txt	Update Line Appearance - Custom File
□	tb3_associateusertoeachdevice-line-576-675.txt	Update Line Appearance - Custom File
□	tb3_userpasswordpinfix.txt	Update Users - Custom File
□	tb3_userpasswordpinfix576_675.txt	Update Users - Custom File
□	tb3_userprimaryextension.txt	Update Users - Custom File
□	tb3_userprimaryextension576_675.txt	Update Users - Custom File

Add New | Select All | Clear All | Delete Selected | Download Selected

6. You must create a user with appropriate access permissions to perform an export of the data. To create a user, you must create an Access Control Group for hosting permissions. To create an Access Control Group, choose **User Management > User Settings > Access Control Group** and click **Add New**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help
Application User
End User
User/Phone Add
SIP Realm
User Settings
Credential Policy Default
Credential Policy
Role
Access Control Group
Application User CAPF Profile
End User CAPF Profile
UC Service
Service Profile
Add New

Find and List Access Control Groups

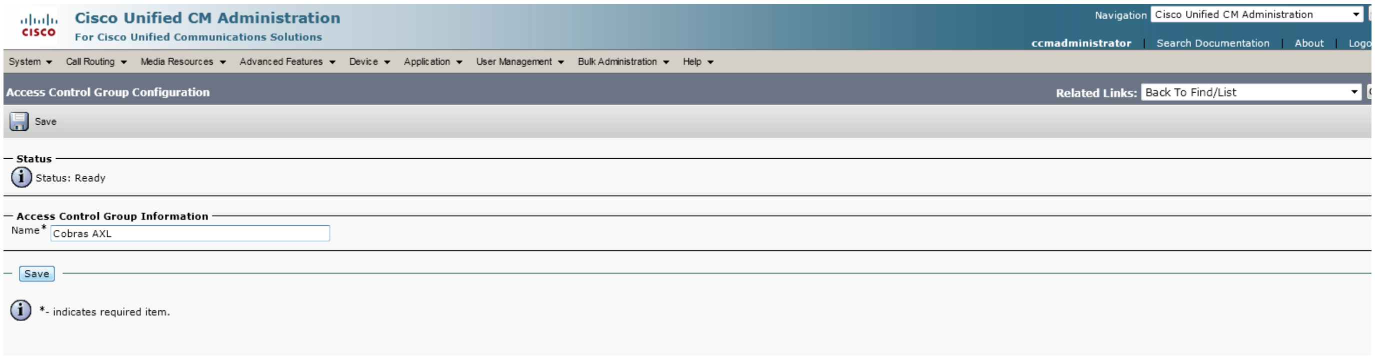
Access Control Group

Find Access Control Group where Name begins with [ ] Find

No active query. Please enter ove.

Add New

7. Enter a name in the **Name** field of the Access Control Group Information area and click **Save**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help
Related Links: Back To Find/List
Save

Access Control Group Configuration

Status

Status: Ready

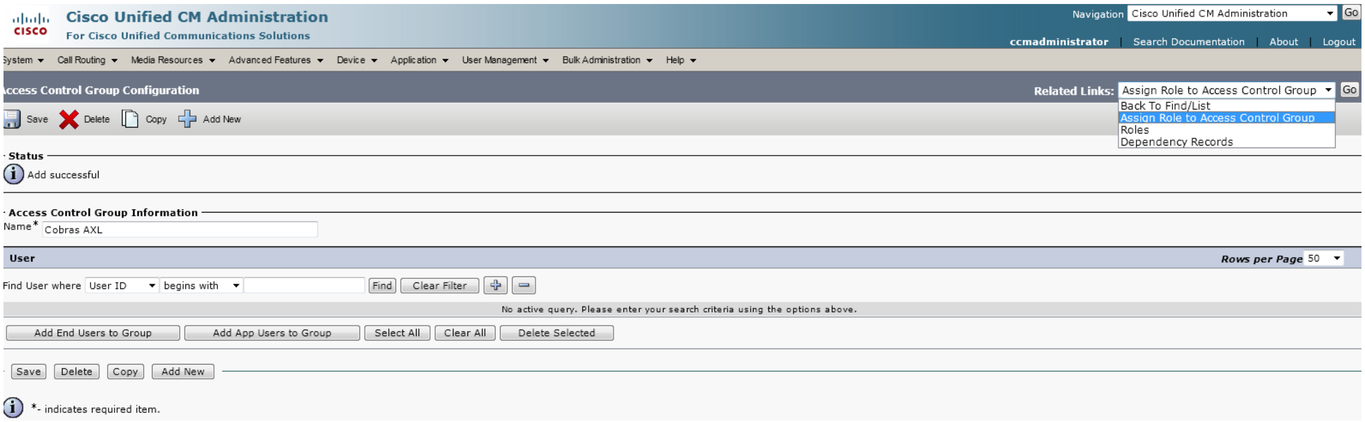
Access Control Group Information

Name* Cobras AXL

Save

*- indicates required item.

8. Choose **Assign Role to Access Control Group** from the **Related Links** drop-down list and click **Go**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration Go
ccmadministrator | Search Documentation | About | Logout
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Related Links: Assign Role to Access Control Group Go
Back To Find/List
Assign Role to Access Control Group
Roles
Dependency Records
Save Delete Copy Add New
Rows per Page 50
Find Clear Filter
Add End Users to Group
Add App Users to Group
Select All
Clear All
Delete Selected
Save Delete Copy Add New

ccess Control Group Configuration

Status

Add successful

Access Control Group Information

Name* Cobras AXL

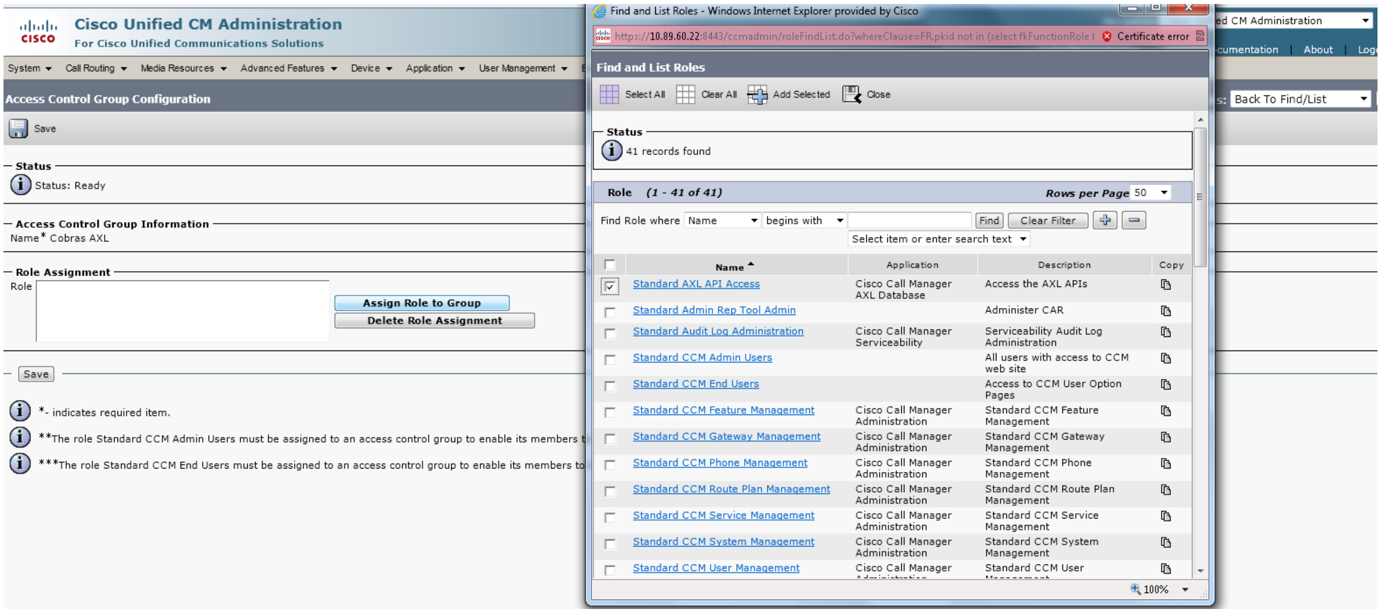
User

Find User where User ID begins with

No active query. Please enter your search criteria using the options above.

*- indicates required item.

9. You must assign roles to the group that you created. Click **Assign Role to Group**. On the pop-up page that displays, click **Find**. Check the **Standard AXL API Access** check box and click **Add Selected**. Click **Save**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
System Call Routing Media Resources Advanced Features Device Application User Management
Save
Assign Role to Group
Delete Role Assignment
Save
Find and List Roles - Windows Internet Explorer provided by Cisco
Certificate error
Select All Clear All Add Selected Close
Rows per Page 50
Find Clear Filter
ed CM Administration
cumentation | About | Log
s: Back To Find/List
100%

Access Control Group Configuration

Status

Status: Ready

Access Control Group Information

Name* Cobras AXL

Role Assignment

Role

*- indicates required item.

**The role Standard CCM Admin Users must be assigned to an access control group to enable its members t

***The role Standard CCM End Users must be assigned to an access control group to enable its members to

https://10.89.60.22:8443/ccmadmin/roleFindList.do?whereClause=FR.pkid not in (select fkFunctionRole f

Find and List Roles

Status

41 records found

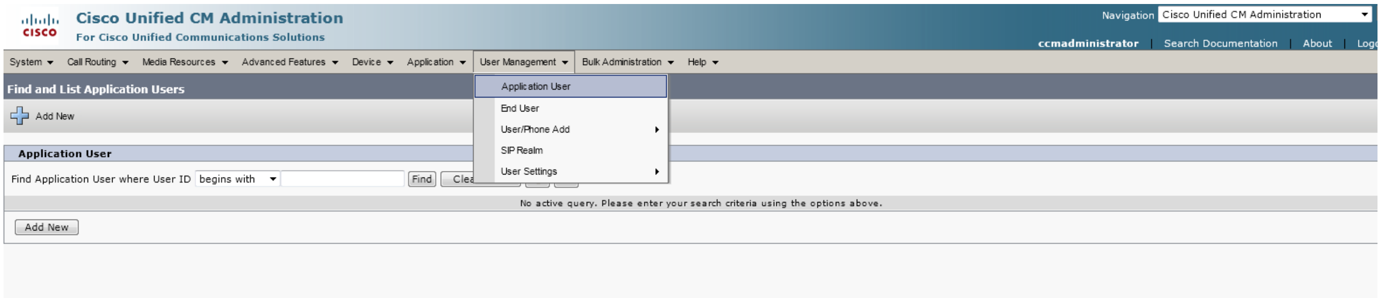
Role (1 - 41 of 41)

Find Role where Name begins with

Select item or enter search text

□	Name	Application	Description	Copy
☑	Standard AXL API Access	Cisco Call Manager AXL Database	Access the AXL APIs	
□	Standard Admin Rep Tool Admin		Administer CAR	
□	Standard Audit Log Administration	Cisco Call Manager Serviceability	Serviceability Audit Log Administration	
□	Standard CCM Admin Users		All users with access to CCM web site	
□	Standard CCM End Users		Access to CCM User Option Pages	
□	Standard CCM Feature Management	Cisco Call Manager Administration	Standard CCM Feature Management	
□	Standard CCM Gateway Management	Cisco Call Manager Administration	Standard CCM Gateway Management	
□	Standard CCM Phone Management	Cisco Call Manager Administration	Standard CCM Phone Management	
□	Standard CCM Route Plan Management	Cisco Call Manager Administration	Standard CCM Route Plan Management	
□	Standard CCM Service Management	Cisco Call Manager Administration	Standard CCM Service Management	
□	Standard CCM System Management	Cisco Call Manager Administration	Standard CCM System Management	
□	Standard CCM User Management	Cisco Call Manager Administration	Standard CCM User Management	

10. To create a user for access to the COBRAS Export for Connection tool, choose **User Management > Application User** and click **Add New**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Log
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Application User
End User
User/Phone Add
SIP Realm
User Settings
Add New
Find Clea
Add New

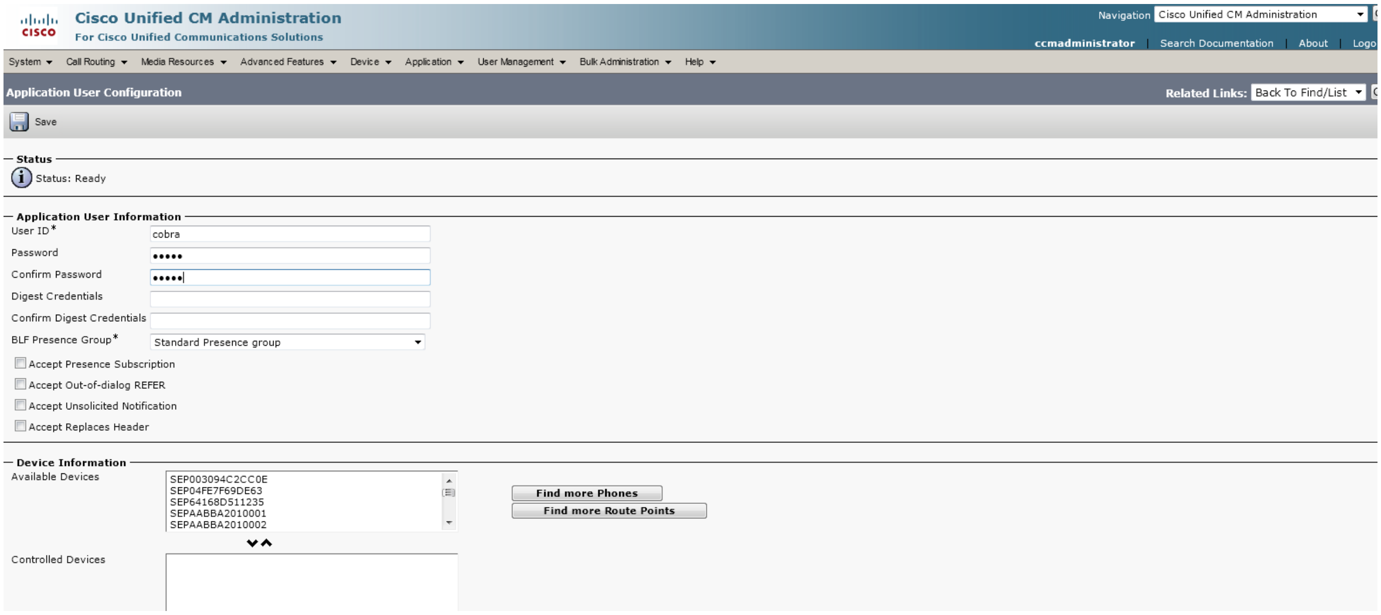
Find and List Application Users

Application User

Find Application User where User ID begins with

No active query. Please enter your search criteria using the options above.

11. Enter the Application User Information for the new user. Be sure to include a password and remember both the password and the username.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Related Links: Back To Find/List
Save
Find more Phones
Find more Route Points

Application User Configuration

Status

Status: Ready

Application User Information

User ID*	cobra
Password	•••••
Confirm Password	•••••
Digest Credentials	
Confirm Digest Credentials	
BLF Presence Group*	Standard Presence group

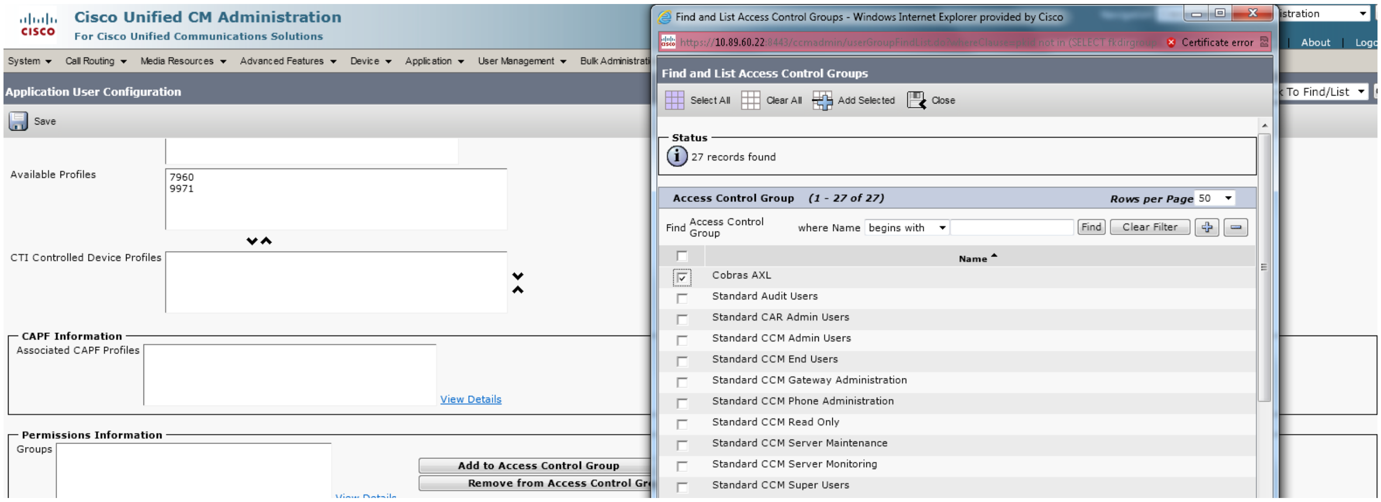
□ Accept Presence Subscription
□ Accept Out-of-dialog REFER
□ Accept Unsolicited Notification
□ Accept Replaces Header

Device Information

Available Devices
SEP003094C2CC0E
SEP04FE7F69DE63
SEP64168D511235
SEPAABBA2010001
SEPAABBA2010002

Controlled Devices

12. Scroll to the Permissions Information area and click **Add to Access Control Group**. On the pop-up page that displays, click **Find** and check the check box next to the access control group that you created in the previous steps. Click **Add Selected** and **Save**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administrati
Save
View Details
Add to Access Control Group
Remove from Access Control Gr
Find and List Access Control Groups - Windows Internet Explorer provided by Cisco
https://10.89.60.22
Certificate error
Select All
Clear All
Add Selected
Close
Find
Clear Filter
istration
About
Logo
To Find/List

Application User Configuration

Available Profiles
7960
9971

CTI Controlled Device Profiles

CAPF Information

Associated CAPF Profiles

Permissions Information

Groups

Find and List Access Control Groups

Status

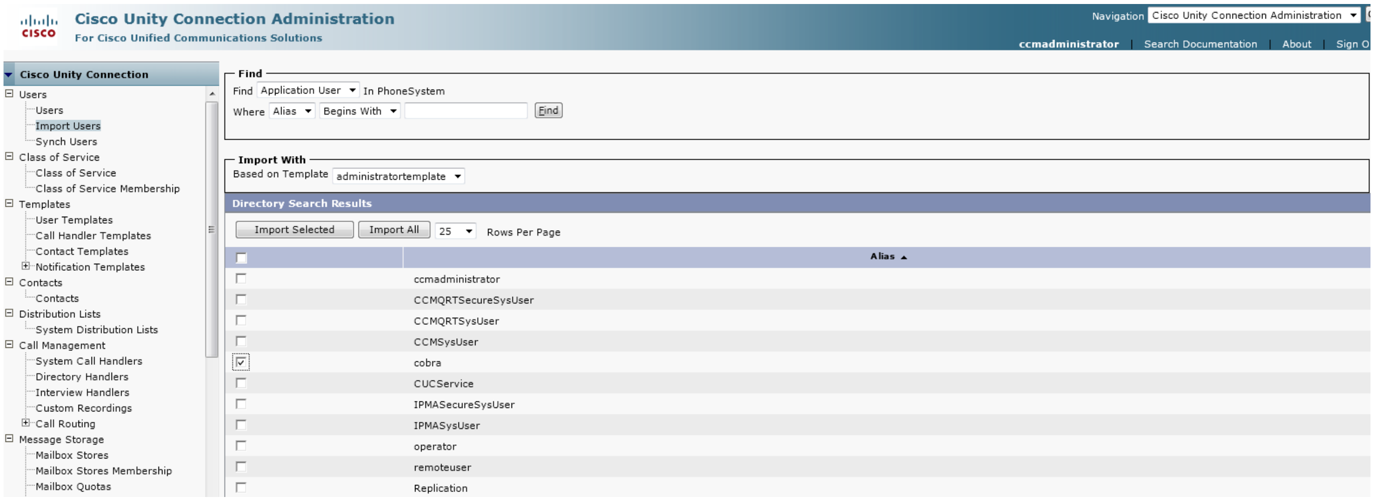
27 records found

Access Control Group (1 - 27 of 27) Rows per Page 50

Find Access Control Group where Name begins with

□	Name
☑	Cobras AXL
□	Standard Audit Users
□	Standard CAR Admin Users
□	Standard CCM Admin Users
□	Standard CCM End Users
□	Standard CCM Gateway Administration
□	Standard CCM Phone Administration
□	Standard CCM Read Only
□	Standard CCM Server Maintenance
□	Standard CCM Server Monitoring
□	Standard CCM Super Users

13. Log in to **Cisco Unity Connection Administration** and choose **Cisco Unity Connection > Users > Import Users**. In the Find area, choose **Application User** from the **In PhoneSystem** drop-down list and click **Find**. Check the check box next to the username that you created in Step 11 and click **Import Selected**.



Find Application User In PhoneSystem

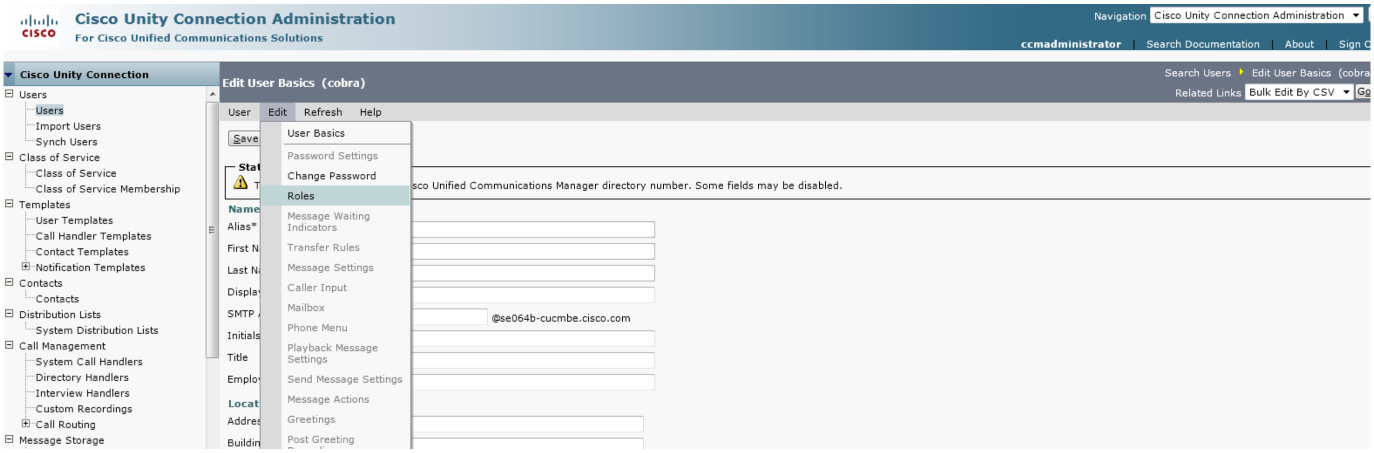
Where Alias Begins With Find

Based on Template administratortemplate

25 Rows Per Page

☐	Alias ▲
☐	ccmadministrator
☐	CCMQRTSecureSysUser
☐	CCMQRTSysUser
☐	CCMSysUser
☑	cobra
☐	CUCService
☐	IPMASecureSysUser
☐	IPMASysUser
☐	operator
☐	remoteuser
☐	Replication

14. Choose **Cisco Unity Connection > Users > Users** and type the username in the field next to the Find button and click **Find**. Click the user alias. Hover over **Edit** in the menu and choose **Roles** from the list of options.



Edit User Basics (cobra)

Stat

T sco Unified Communications Manager directory number. Some fields may be disabled.

Name

Alias*

First N

Last N

Display

SMTP @se064b-cucmbe.cisco.com

Initials

Title

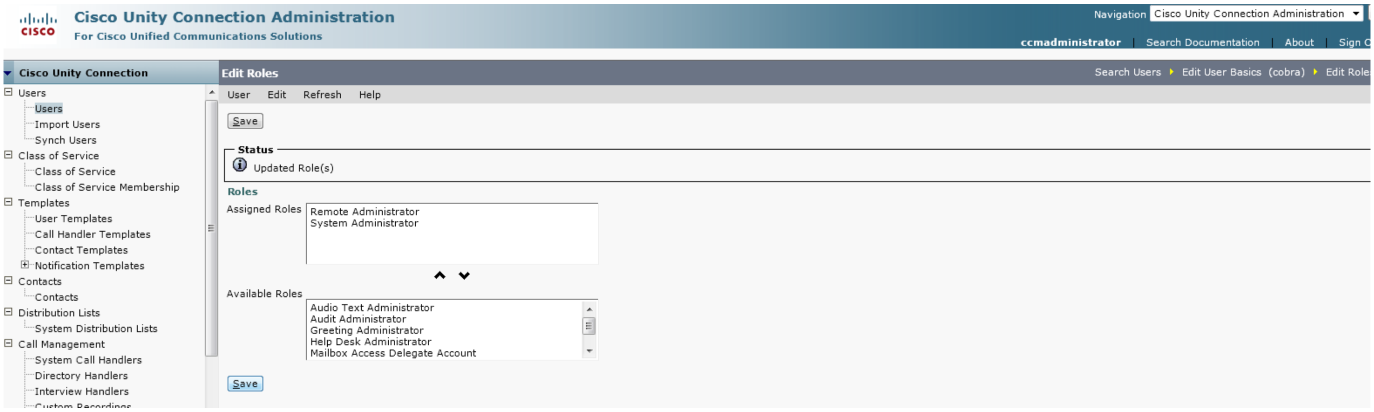
Employ

Locat

Addres

Buildin

15. Choose **Remote Administrator** and **System Administrator** from **Available Roles** and click the up arrow icon (**^**) to move them to **Assigned Roles**. Note that one or both of these roles may already be assigned. Click **Save**.



Edit Roles

Status

Updated Role(s)

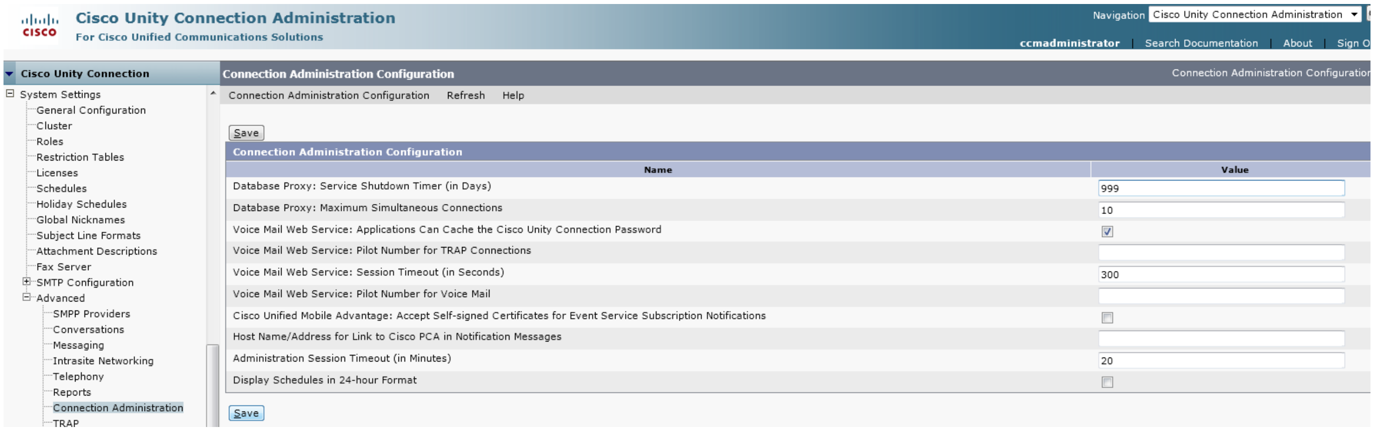
Roles

Assigned Roles: Remote Administrator, System Administrator

Available Roles: Audit Text Administrator, Audit Administrator, Greeting Administrator, Help Desk Administrator, Mailbox Access Delegate Account

16. Choose **Cisco Unity Connection > System Settings > Advanced > Connection Administration**. Enter a value in the **Database Proxy: Service Shutdown Timer (in Days)** field to cover the anticipated upgrade periods and click **Save**.

    Note: Cisco recommends that you do not run the proxy service after the upgrade is complete.



Cisco Unity Connection Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unity Connection Administration
ccmadministrator | Search Documentation | About | Sign O

Cisco Unity Connection
- System Settings
  - General Configuration
  - Cluster
  - Roles
  - Restriction Tables
  - Licenses
  - Schedules
  - Holiday Schedules
  - Global Nicknames
  - Subject Line Formats
  - Attachment Descriptions
  - Fax Server
  - SMTP Configuration
  - Advanced
    - SMPP Providers
    - Conversations
    - Messaging
    - Intrasite Networking
    - Telephony
    - Reports
    - Connection Administration
    - TRAP

Connection Administration Configuration

Connection Administration Configuration   Refresh   Help

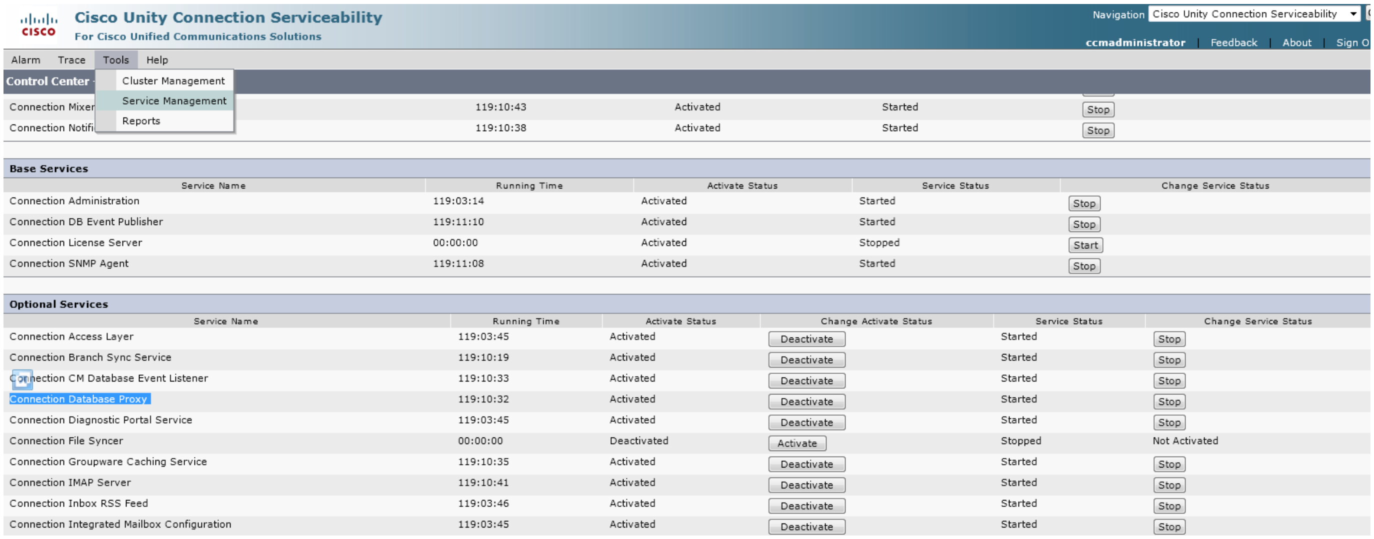
Save

Connection Administration Configuration

Name	Value
Database Proxy: Service Shutdown Timer (in Days)	999
Database Proxy: Maximum Simultaneous Connections	10
Voice Mail Web Service: Applications Can Cache the Cisco Unity Connection Password	☑
Voice Mail Web Service: Pilot Number for TRAP Connections	
Voice Mail Web Service: Session Timeout (in Seconds)	300
Voice Mail Web Service: Pilot Number for Voice Mail	
Cisco Unified Mobile Advantage: Accept Self-signed Certificates for Event Service Subscription Notifications	□
Host Name/Address for Link to Cisco PCA in Notification Messages	
Administration Session Timeout (in Minutes)	20
Display Schedules in 24-hour Format	□

Save

17. Choose **Cisco Unity Connection Serviceability** from the **Navigation** drop-down list and click **Go.** Choose **Tools > Service Management** and activate **Connection Database Proxy** service in the Optional Services area, if it is not activated.
    Note: If you restart the server, the Connection Database Proxy service will remain shut off. After a system restart you must repeat this step to activate the service again.



Cisco Unity Connection Serviceability
For Cisco Unified Communications Solutions

Navigation: Cisco Unity Connection Serviceability
ccmadministrator | Feedback | About | Sign O

Control Center

Connection Mixer	119:10:43	Activated	Started	Stop
Connection Notifi	119:10:38	Activated	Started	Stop

Base Services

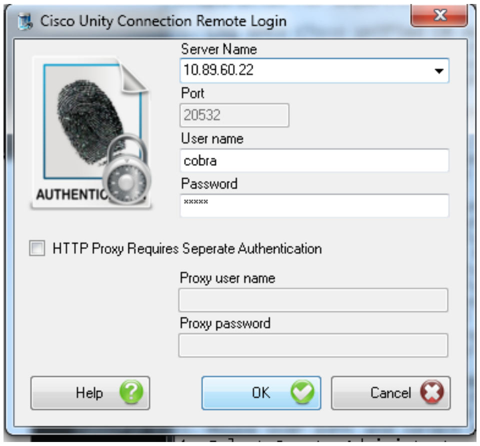
Service Name	Running Time	Activate Status	Service Status	Change Service Status
Connection Administration	119:03:14	Activated	Started	Stop
Connection DB Event Publisher	119:11:10	Activated	Started	Stop
Connection License Server	00:00:00	Activated	Stopped	Start
Connection SNMP Agent	119:11:08	Activated	Started	Stop

Optional Services

Service Name	Running Time	Activate Status	Change Activate Status	Service Status	Change Service Status
Connection Access Layer	119:03:45	Activated	Deactivate	Started	Stop
Connection Branch Sync Service	119:10:19	Activated	Deactivate	Started	Stop
Connection CM Database Event Listener	119:10:33	Activated	Deactivate	Started	Stop
Connection Database Proxy	119:10:32	Activated	Deactivate	Started	Stop
Connection Diagnostic Portal Service	119:03:45	Activated	Deactivate	Started	Stop
Connection File Syncer	00:00:00	Deactivated	Activate	Stopped	Not Activated
Connection Groupware Caching Service	119:10:35	Activated	Deactivate	Started	Stop
Connection IMAP Server	119:10:41	Activated	Deactivate	Started	Stop
Connection Inbox RSS Feed	119:03:46	Activated	Deactivate	Started	Stop
Connection Integrated Mailbox Configuration	119:03:45	Activated	Deactivate	Started	Stop

18. To install the COBRAS Export tool, go to http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html. Scroll down to the **COBRAS Export for Connection 7.x and later** table. Click the **Download Now** link and choose the install option. The installation method and steps to install directly from your browser depend on your browser application. In a worst case, save the file to a known location and run it from there. Note that Version 8.0.0.24 is the version that is utilized for this document. You can see the version during installation and the version should match what is noted on the web page.

19. When prompted to install the Informix ODBC Drivers, click the **Informix ODBC Drivers** link next to the **Download Now** link. Choose either version of the drivers and click **Download Now.** Save the .zip file. Note that this document used Version 3.50 TC9 of the driver; Version 3.70 TC5 will work as well.
20. Extract the .zip file. Browse to the folder where you extracted the .zip file. Right-click the folder and choose **Properties** to ensure that the folder is not read-only.
21. Open a command prompt and navigate to the directory where you extracted the .zip file. On a 64-bit version of Windows, run the command: **set PATH=C:\WINDOWS\SysWOW64\;%PATH%**. To run the installer, type the executable name on the command prompt: **installclientsdk** for 3.70 TC5, or **"IBM Informix Client-SDK"** for 3.50 TC9.
22. Start the COBRAS Export for Connection tool. Enter the IP address of the Cisco BE 5000 server in the **Server Name** field. Leave the **Port** as 20532. Enter the **User name** and **Password** that you created in Step 11 and click **OK**.



Server Name: 10.89.60.22

Port: 20532

User name: cobra

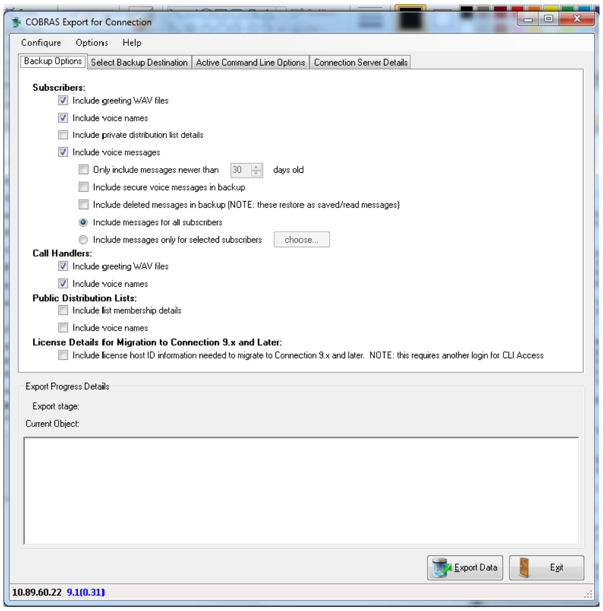
Password: *****

□ HTTP Proxy Requires Seperate Authentication

Proxy user name:

Proxy password:

23. On the **Backup Options** tab, choose the options that you want to back up. Note that choosing to export secure messages requires an encryption key password. If you choose to export secure messages, remember the encryption key password for later use.


COBRAS Export for Connection
Configure
Options
Help
Backup Options
Select Backup Destination
Active Command Line Options
Connection Server Details
choose...
Export Data
Exit

Subscribers:
- ☑ Include greeting WAV files
- ☑ Include voice names
- □ Include private distribution list details
- ☑ Include voice messages
  - □ Only include messages newer than 30 days old
  - □ Include secure voice messages in backup
  - □ Include deleted messages in backup (NOTE: these restore as saved/read messages)
  - ● Include messages for all subscribers
  - ○ Include messages only for selected subscribers

Call Handlers:
- ☑ Include greeting WAV files
- ☑ Include voice names

Public Distribution Lists:
- □ Include list membership details
- □ Include voice names

License Details for Migration to Connection 9.x and Later:
- □ Include license host ID information needed to migrate to Connection 9.x and later. NOTE: this requires another login for CLI Access

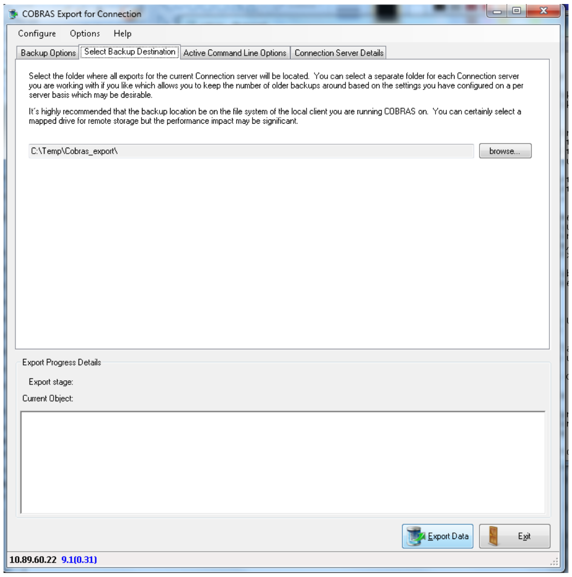
Export Progress Details

Export stage:

Current Object:

10.89.60.22 9.1(0.31)

24. Click the **Select Backup Destination** tab. Click **Browse** and choose a folder to save the export files. Click **Export Data**. If you miss or forget something, you are prompted for an appropriate action to correct the error.


COBRAS Export for Connection
Configure
Options
Help
Backup Options
Select Backup Destination
Active Command Line Options
Connection Server Details
browse...
Export Progress Details
Export Data
Exit

Select the folder where all exports for the current Connection server will be located. You can select a separate folder for each Connection server you are working with if you like which allows you to keep the number of older backups around based on the settings you have configured on a per server basis which may be desirable.

It´s highly recommended that the backup location be on the file system of the local client you are running COBRAS on. You can certainly select a mapped drive for remote storage but the performance impact may be significant.

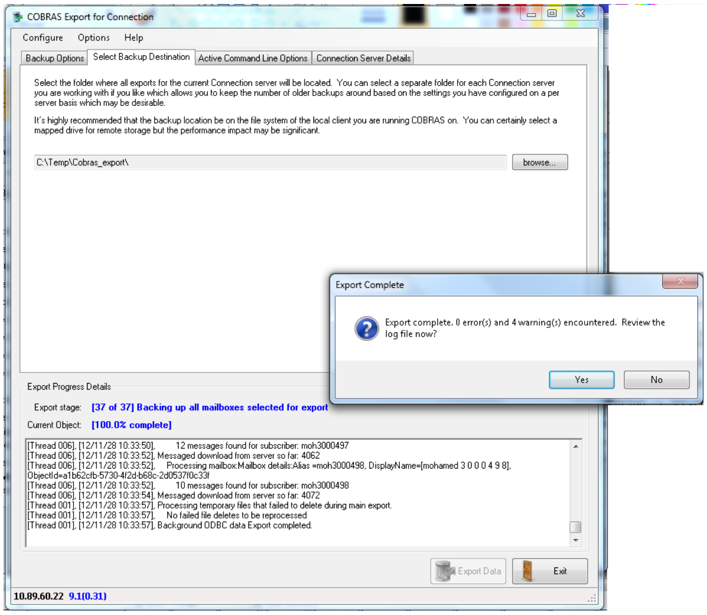
C:\Temp\Cobras_export\

Export stage:

Current Object:

10.89.60.22 9.1(0.31)

When the export is complete, the window refreshes as shown below.


COBRAS Export for Connection
Configure
Options
Help
Backup Options
Select Backup Destination
Active Command Line Options
Connection Server Details
browse...
Export Progress Details
Export Complete
Yes
No
Export Data
Exit

Select the folder where all exports for the current Connection server will be located. You can select a separate folder for each Connection server you are working with if you like which allows you to keep the number of older backups around based on the settings you have configured on a per server basis which may be desirable.

It´s highly recommended that the backup location be on the file system of the local client you are running COBRAS on. You can certainly select a mapped drive for remote storage but the performance impact may be significant.

C:\Temp\Cobras_export\

Export complete. 0 error(s) and 4 warning(s) encountered. Review the log file now?

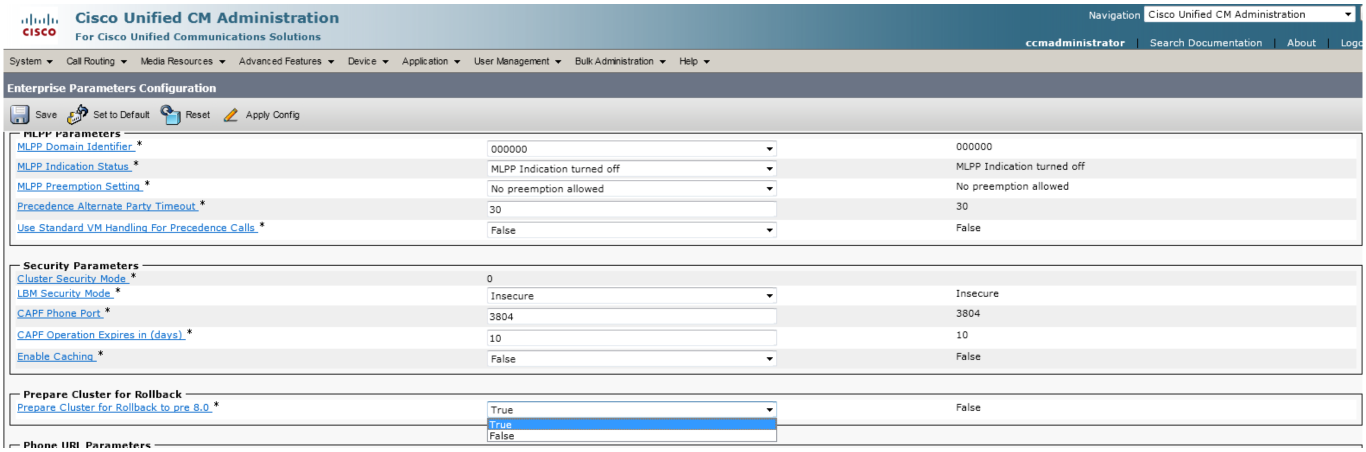
Export stage: **[37 of 37] Backing up all mailboxes selected for export**

Current Object: **[100.0% complete]**

```
[Thread 006], [12/11/28 10:33:50],       12 messages found for subscriber: moh3000497
[Thread 006], [12/11/28 10:33:52], Messaged download from server so far: 4062
[Thread 006], [12/11/28 10:33:52],    Processing mailbox:Mailbox details:Alias =moh3000498, DisplayName=[mohamed 3 0 0 0 4 9 8],
ObjectId=a1b62cfb-5730-4f2d-b68c-2d0537f0c33f
[Thread 006], [12/11/28 10:33:52],       10 messages found for subscriber: moh3000498
[Thread 006], [12/11/28 10:33:54], Messaged download from server so far: 4072
[Thread 001], [12/11/28 10:33:57], Processing temporary files that failed to delete during main export.
[Thread 001], [12/11/28 10:33:57],    No failed file deletes to be reprocessed
[Thread 001], [12/11/28 10:33:57], Background ODBC data Export completed.
```

10.89.60.22 9.1(0.31)

25. Log in to the **Cisco Unified CM Administration** interface of Cisco BE 5000 and choose **System > Enterprise Parameters.** In the Prepare Cluster for Rollback area, change the value for **Prepare Cluster for Rollback to pre 8.0** to **True.**


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Save Set to Default Reset Apply Config

Enterprise Parameters Configuration

MLPP Parameters

MLPP Domain Identifier *	000000	000000
MLPP Indication Status *	MLPP Indication turned off	MLPP Indication turned off
MLPP Preemption Setting *	No preemption allowed	No preemption allowed
Precedence Alternate Party Timeout *	30	30
Use Standard VM Handling For Precedence Calls *	False	False

Security Parameters

Cluster Security Mode *	0	
LBM Security Mode *	Insecure	Insecure
CAPF Phone Port *	3804	3804
CAPF Operation Expires in (days) *	10	10
Enable Caching *	False	False

Prepare Cluster for Rollback

Prepare Cluster for Rollback to pre 8.0 *	True True False	False

Phone URL Parameters

Note: Before you select the value **True** from the drop-down list of **Prepare Cluster for Rollback to pre 8.0** field, make sure to register all the phones and ensure they are online. You will need to manually delete the ITL from all phones that are not online during this process before they register and operate correctly on the new Cisco BE 6000 server.

26. A pop-up appears. Click **OK.**

Note: The information provided in the pop-up is invalid for the current version. It applies only for pre-8.6(1) versions. Phones will reset automatically and you need not restart the services.

27. Click **Save**.

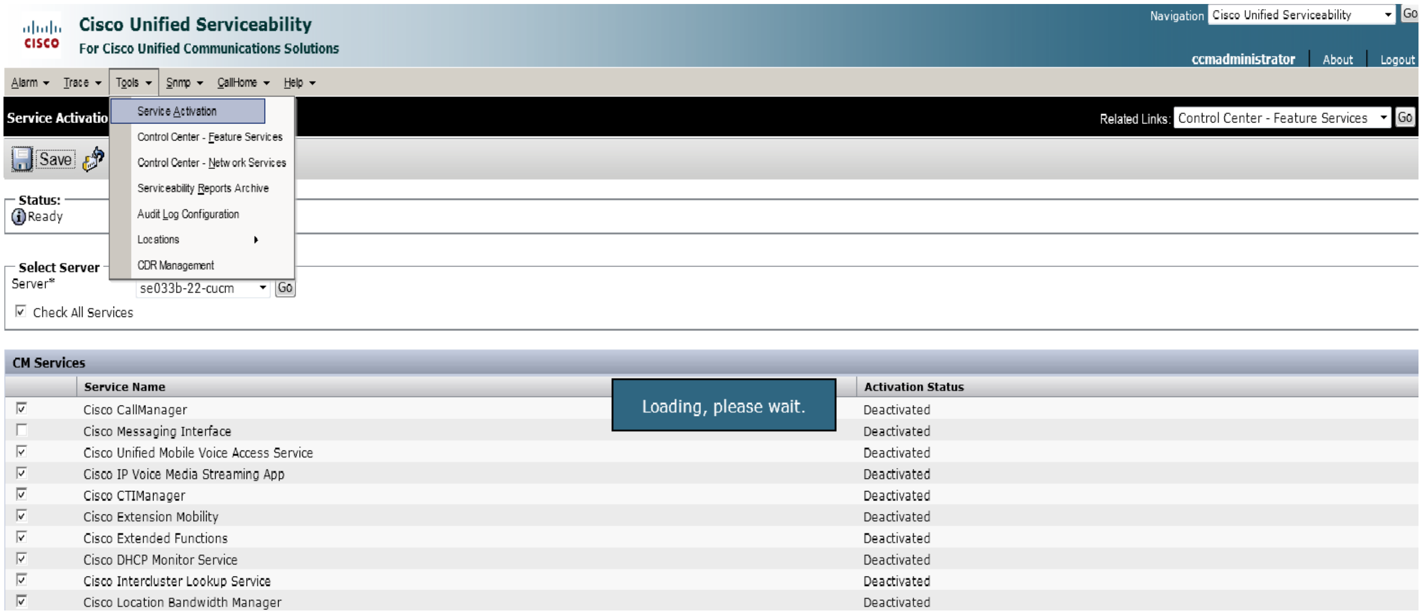
Note: Ensure all the Cisco Unified IP Phones restart and re-register with the Cisco BE 5000 server before you proceed to the next step. Wait for 5-10 minutes for the phones to complete the process.

28. Shut down the Cisco BE 5000 server.

29. Perform a fresh installation of the Cisco Unified Communications Manager application for the Cisco BE 6000 installation. In the Cisco BE 6000 installation, give Unified Communications Manager the same hostname and IP address that are used in the Cisco BE 5000 installation that you are migrating from. Your Cisco BE 6000 installation must have the same version of Unified Communications Manager as the Cisco BE 5000 installation that you are migrating from. Refer to the documentation that is provided with the installation media or the documentation that is available online for assistance with the installation.

Note: The procedure detailed in this document has been verified by migrating Business Edition 5000 release 9.1(1a) to Business Edition 6000/Unified Communications Manager version 9.1(1a). Migrations using this procedure are only supported beginning with version 9.1(1a).

30. After the Cisco BE 6000 installation of Unified Communications Manager is complete, choose the **Cisco Unified Serviceability** interface of Cisco BE 6000 from the **Navigation** drop-down list and click **Go**. Choose **Tools > Service Activation** and activate the services that were activated on the Cisco BE 5000 installation that you are migrating from.
    Note: You must activate the Cisco Bulk Provision Service for the Bulk Administration Tool to work (Refer to Note section of Step 1).



Cisco Unified Serviceability
For Cisco Unified Communications Solutions
Navigation Cisco Unified Serviceability Go
ccmadministrator | About | Logout
Alarm Trace Tools Snmp CallHome Help
Service Activatio
Service Activation
Control Center - Feature Services
Control Center - Network Services
Serviceability Reports Archive
Audit Log Configuration
Locations
CDR Management
Related Links: Control Center - Feature Services Go
Save
Loading, please wait.

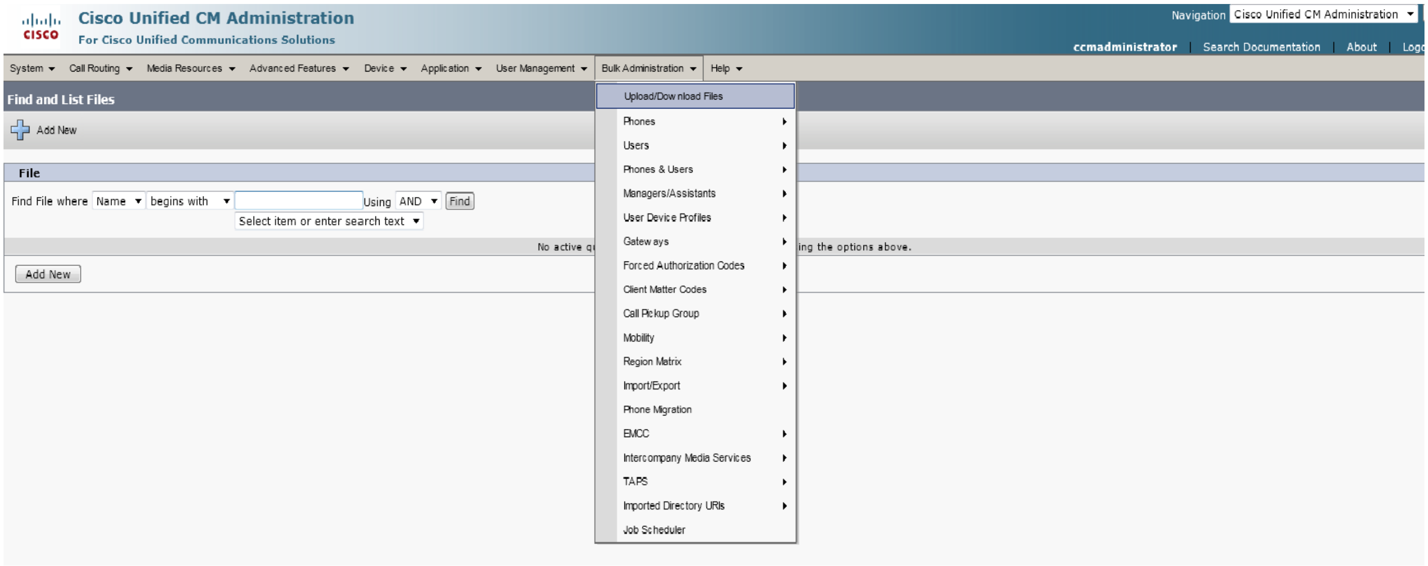
Status:
Ready

Select Server
Server* se033b-22-cucm Go
☑ Check All Services

CM Services

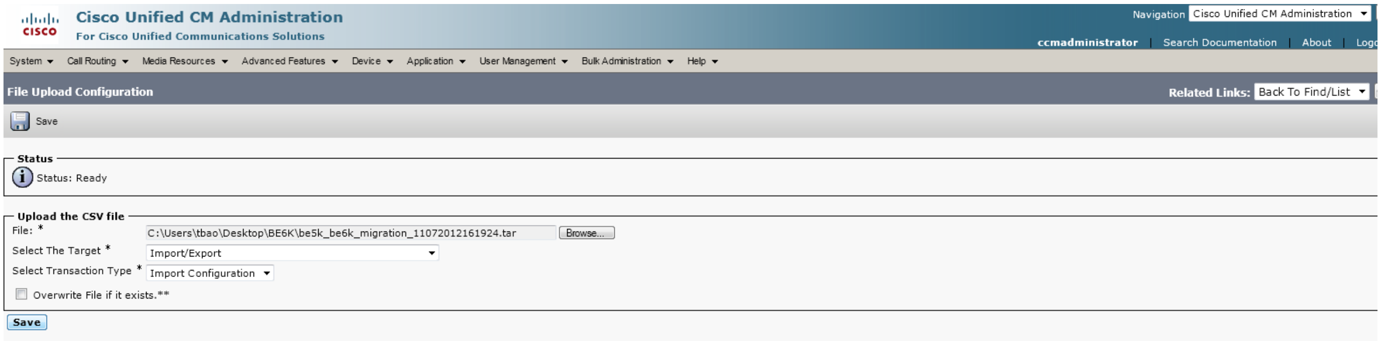
	Service Name	Activation Status
☑	Cisco CallManager	Deactivated
□	Cisco Messaging Interface	Deactivated
☑	Cisco Unified Mobile Voice Access Service	Deactivated
☑	Cisco IP Voice Media Streaming App	Deactivated
☑	Cisco CTIManager	Deactivated
☑	Cisco Extension Mobility	Deactivated
☑	Cisco Extended Functions	Deactivated
☑	Cisco DHCP Monitor Service	Deactivated
☑	Cisco Intercluster Lookup Service	Deactivated
☑	Cisco Location Bandwidth Manager	Deactivated

31. Log in to the **Cisco Unified CM Administration** interface of Cisco BE 6000 using the **Navigation** drop-down list and choose **Bulk Administration > Upload/Download Files**. Click **Add New**.



Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Logo
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Find and List Files
Add New
Upload/Download Files
Phones
Users
Phones & Users
Managers/Assistants
User Device Profiles
Gateways
Forced Authorization Codes
Client Matter Codes
Call Pickup Group
Mobility
Region Matrix
Import/Export
Phone Migration
EMCC
Intercompany Media Services
TAPS
Imported Directory URIs
Job Scheduler
File
Find File where Name begins with Using AND Find
Select item or enter search text
No active q
ing the options above.
Add New

32. In the Upload the CSV file area, click **Browse** and choose the .tar file that you saved in Step 0. Choose **Import/Export** from the **Select The Target** drop-down list. Choose **Import Configuration** from the **Select Transaction Type** drop-down list and click **Save**.



File Upload Configuration

Status

Status: Ready

Upload the CSV file

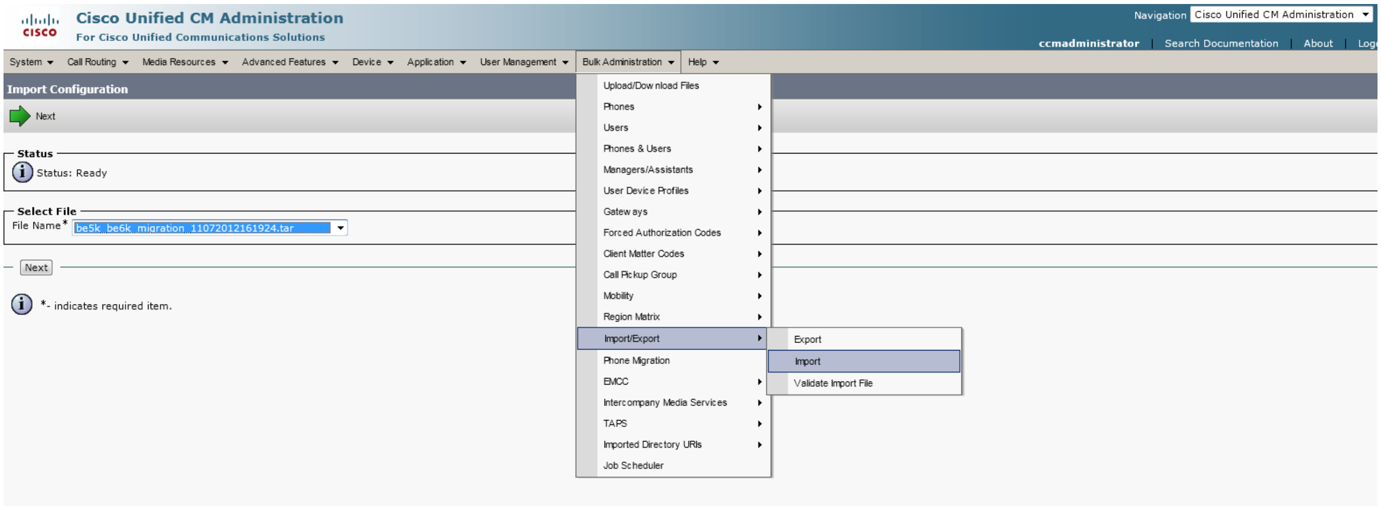
File: * C:\Users\tbao\Desktop\BE6K\be5k_be6k_migration_11072012161924.tar

Select The Target * Import/Export

Select Transaction Type * Import Configuration

□ Overwrite File if it exists.**

33. Choose **Bulk Administration > Import/Export > Import.** From the **File Name** drop-down list in the Select File area, choose the .tar file that you uploaded and click **Next**.



Import Configuration

Status

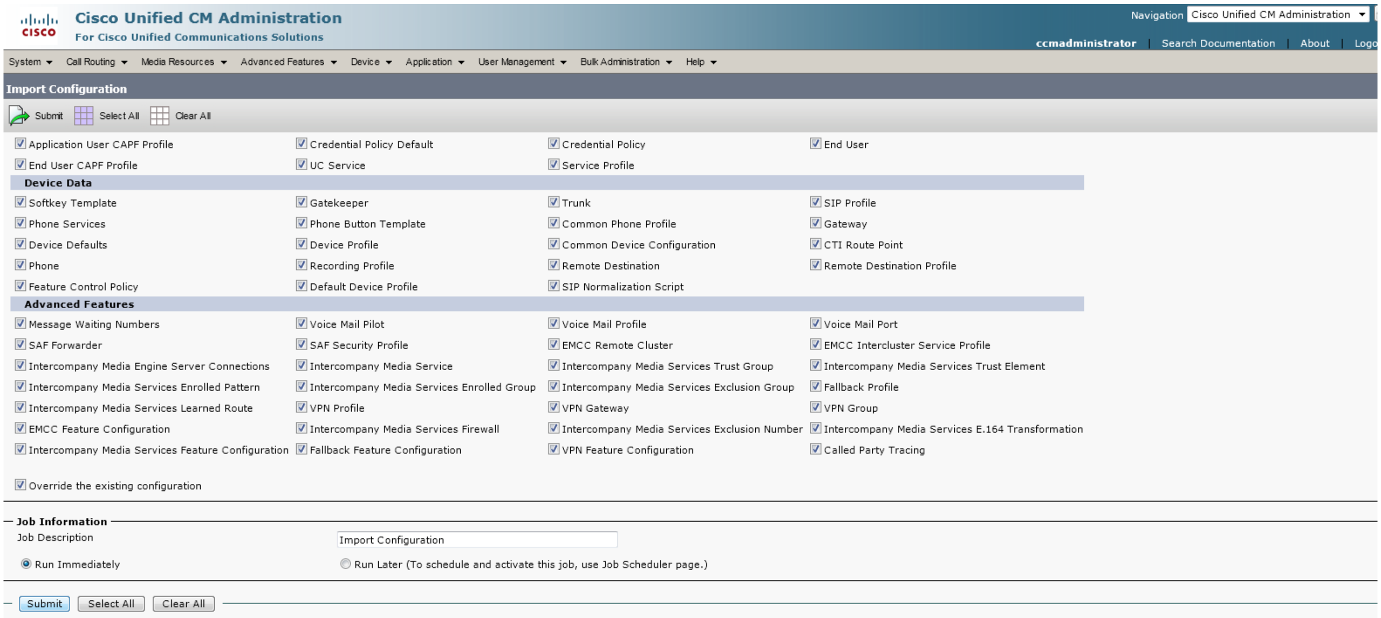
Status: Ready

Select File

File Name* be5k_be6k_migration_11072012161924.tar

*- indicates required item.

34. Click **Select All**. Scroll to the Advanced Features area and check the **Override the existing configuration** check box. Click the **Run Immediately** radio button in the Job Information area and click **Submit**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator Search Documentation About Logo
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Submit Select All Clear All

Import Configuration

☑ Application User CAPF Profile ☑ Credential Policy Default ☑ Credential Policy ☑ End User
☑ End User CAPF Profile ☑ UC Service ☑ Service Profile

Device Data

☑ Softkey Template ☑ Gatekeeper ☑ Trunk ☑ SIP Profile
☑ Phone Services ☑ Phone Button Template ☑ Common Phone Profile ☑ Gateway
☑ Device Defaults ☑ Device Profile ☑ Common Device Configuration ☑ CTI Route Point
☑ Phone ☑ Recording Profile ☑ Remote Destination ☑ Remote Destination Profile
☑ Feature Control Policy ☑ Default Device Profile ☑ SIP Normalization Script

Advanced Features

☑ Message Waiting Numbers ☑ Voice Mail Pilot ☑ Voice Mail Profile ☑ Voice Mail Port
☑ SAF Forwarder ☑ SAF Security Profile ☑ EMCC Remote Cluster ☑ EMCC Intercluster Service Profile
☑ Intercompany Media Engine Server Connections ☑ Intercompany Media Service ☑ Intercompany Media Services Trust Group ☑ Intercompany Media Services Trust Element
☑ Intercompany Media Services Enrolled Pattern ☑ Intercompany Media Services Enrolled Group ☑ Intercompany Media Services Exclusion Group ☑ Fallback Profile
☑ Intercompany Media Services Learned Route ☑ VPN Profile ☑ VPN Gateway ☑ VPN Group
☑ EMCC Feature Configuration ☑ Intercompany Media Services Firewall ☑ Intercompany Media Services Exclusion Number ☑ Intercompany Media Services E.164 Transformation
☑ Intercompany Media Services Feature Configuration ☑ Fallback Feature Configuration ☑ VPN Feature Configuration ☑ Called Party Tracing

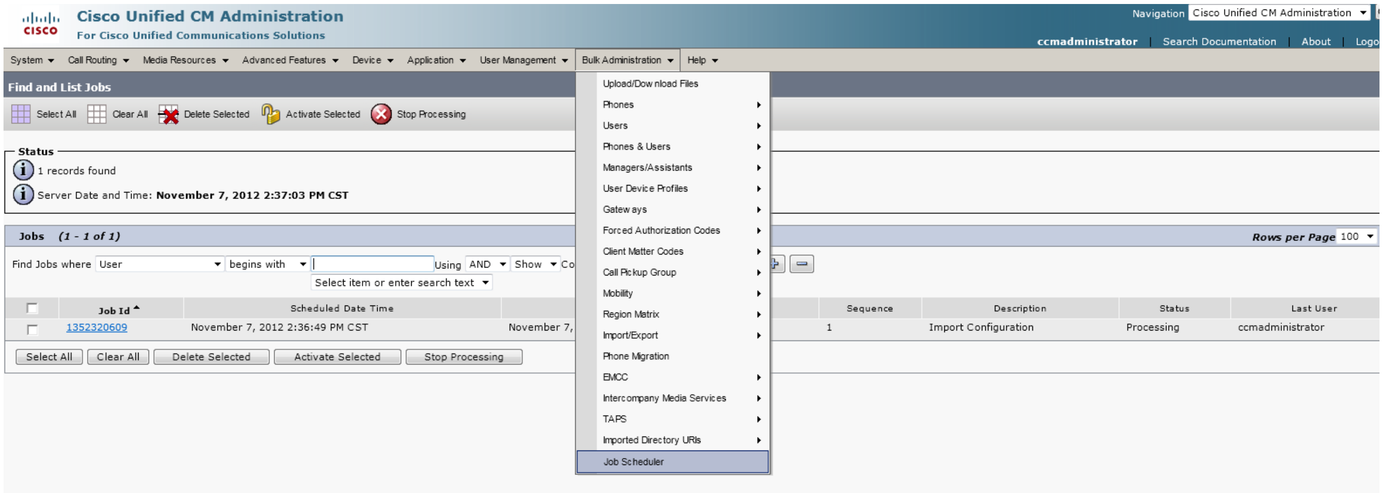
☑ Override the existing configuration

Job Information

Job Description: Import Configuration

● Run Immediately ○ Run Later (To schedule and activate this job, use Job Scheduler page.)

35. To see the status of this job, choose **Bulk Administration > Job Scheduler**. If there are multiple jobs scheduled, look for the job with the latest time. Proceed to the next step after the Status displays Completed. Refresh the page or click **Find** to see an updated job status.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator Search Documentation About Logo
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Select All Clear All Delete Selected Activate Selected Stop Processing
Upload/Download Files
Phones
Users
Phones & Users
Managers/Assistants
User Device Profiles
Gateways
Forced Authorization Codes
Client Matter Codes
Call Pickup Group
Mobility
Region Matrix
Import/Export
Phone Migration
EMCC
Intercompany Media Services
TAPS
Imported Directory URIs
Job Scheduler

Find and List Jobs

Status

1 records found

Server Date and Time: **November 7, 2012 2:37:03 PM CST**

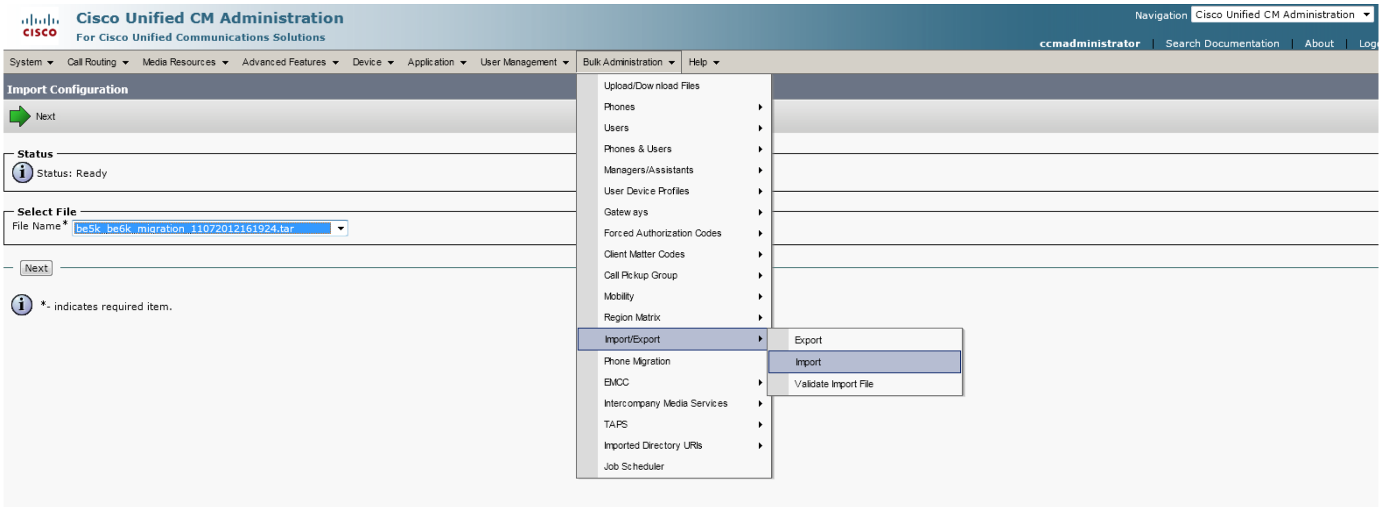
Jobs (1 - 1 of 1) Rows per Page 100

Find Jobs where User begins with Using AND Show Co
Select item or enter search text

Job Id	Scheduled Date Time		Sequence	Description	Status	Last User
1352320609	November 7, 2012 2:36:49 PM CST	November 7,	1	Import Configuration	Processing	ccmadministrator

Select All Clear All Delete Selected Activate Selected Stop Processing

36. You must rerun the import for the end user data, because the first import does not perform directory number associations for the users. To import only the end user data, choose **Bulk Administration > Import/Export > Import**. From the **File Name** drop-down list in the Select File area, choose the .tar file that you uploaded and click **Next**.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
ccmadministrator | Search Documentation | About | Log
System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾
Upload/Download Files
Phones
Users
Phones & Users
Managers/Assistants
User Device Profiles
Gateways
Forced Authorization Codes
Client Matter Codes
Call Pickup Group
Mobility
Region Matrix
Import/Export
Phone Migration
EMCC
Intercompany Media Services
TAPS
Imported Directory URIs
Job Scheduler
Export
Import
Validate Import File

Import Configuration

Next

Status

Status: Ready

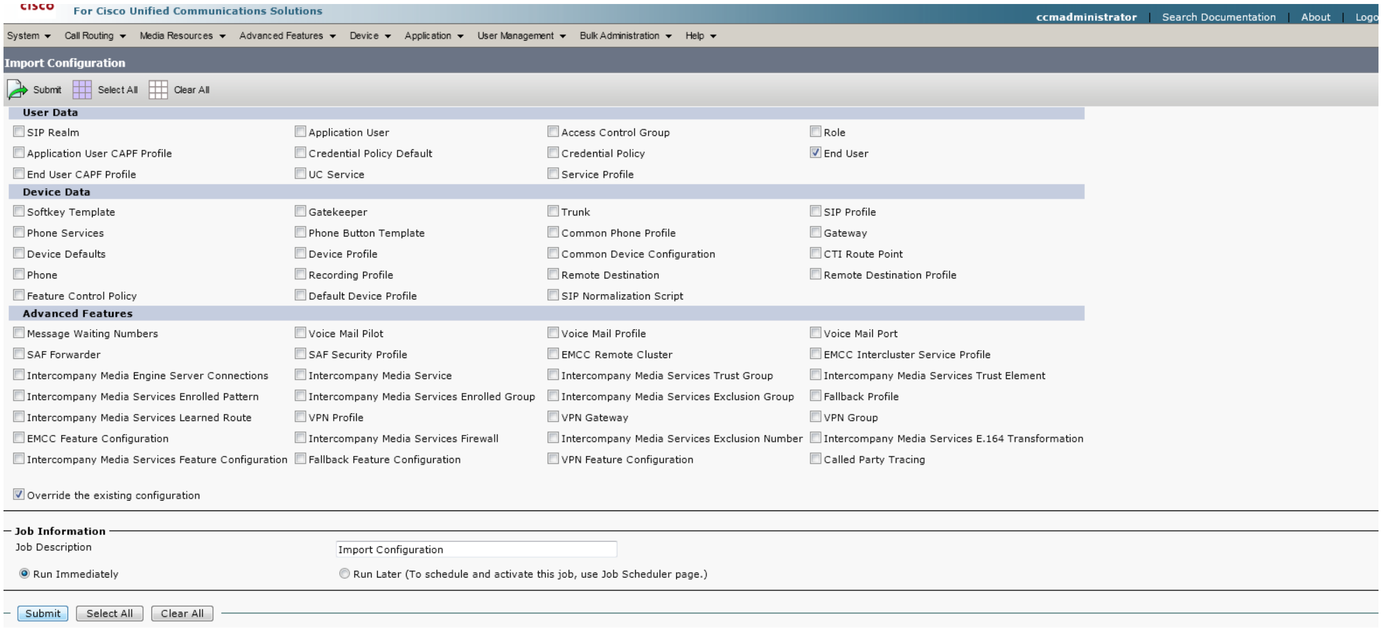
Select File

File Name* be5k_be6k_migration_11072012161924.tar

Next

*- indicates required item.

37. Check the **End User** check box in the User Data area. Check the **Override the existing configuration** check box in the Advanced Features area. Click the **Run Immediately** radio button in the Job Information area and click **Submit**. Choose **Bulk Administration > Job Scheduler** to see the status of this job. If there are multiple jobs scheduled, look for the job with the latest time. Proceed to the next step after the Status displays Completed. Refresh the page or click **Find** to see an updated job status.


For Cisco Unified Communications Solutions
ccmadministrator | Search Documentation | About | Logo
System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾
Submit
Select All
Clear All

Import Configuration

User Data

☐ SIP Realm	☐ Application User	☐ Access Control Group	☐ Role
☐ Application User CAPF Profile	☐ Credential Policy Default	☐ Credential Policy	☑ End User
☐ End User CAPF Profile	☐ UC Service	☐ Service Profile	

Device Data

☐ Softkey Template	☐ Gatekeeper	☐ Trunk	☐ SIP Profile
☐ Phone Services	☐ Phone Button Template	☐ Common Phone Profile	☐ Gateway
☐ Device Defaults	☐ Device Profile	☐ Common Device Configuration	☐ CTI Route Point
☐ Phone	☐ Recording Profile	☐ Remote Destination	☐ Remote Destination Profile
☐ Feature Control Policy	☐ Default Device Profile	☐ SIP Normalization Script	

Advanced Features

☐ Message Waiting Numbers	☐ Voice Mail Pilot	☐ Voice Mail Profile	☐ Voice Mail Port
☐ SAF Forwarder	☐ SAF Security Profile	☐ EMCC Remote Cluster	☐ EMCC Intercluster Service Profile
☐ Intercompany Media Engine Server Connections	☐ Intercompany Media Service	☐ Intercompany Media Services Trust Group	☐ Intercompany Media Services Trust Element
☐ Intercompany Media Services Enrolled Pattern	☐ Intercompany Media Services Enrolled Group	☐ Intercompany Media Services Exclusion Group	☐ Fallback Profile
☐ Intercompany Media Services Learned Route	☐ VPN Profile	☐ VPN Gateway	☐ VPN Group
☐ EMCC Feature Configuration	☐ Intercompany Media Services Firewall	☐ Intercompany Media Services Exclusion Number	☐ Intercompany Media Services E.164 Transformation
☐ Intercompany Media Services Feature Configuration	☐ Fallback Feature Configuration	☐ VPN Feature Configuration	☐ Called Party Tracing

☑ Override the existing configuration

Job Information

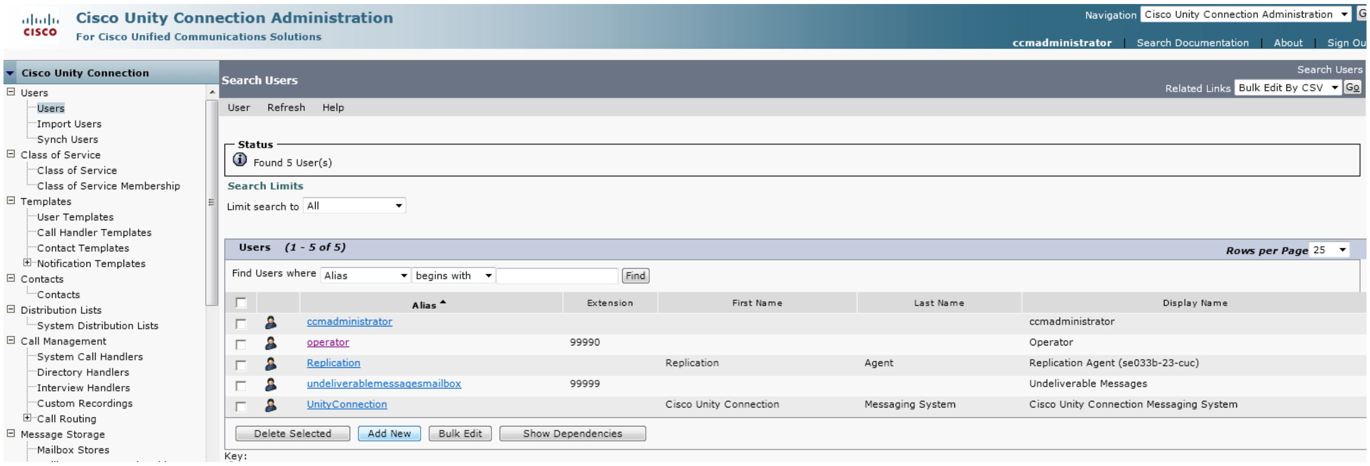
Job Description Import Configuration

● Run Immediately ○ Run Later (To schedule and activate this job, use Job Scheduler page.)

Submit Select All Clear All

38. Perform a fresh installation of Cisco Unity Connection for the Cisco BE 6000 installation. For further information, see the Cisco Unity Connection installation documentation at the following URL: http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html

39. Log in to **Cisco Unity Connection Administration**, choose **Cisco Unity Connection > Users > Users,** and click **Add New**.



Status

Found 5 User(s)

Search Limits

Limit search to All

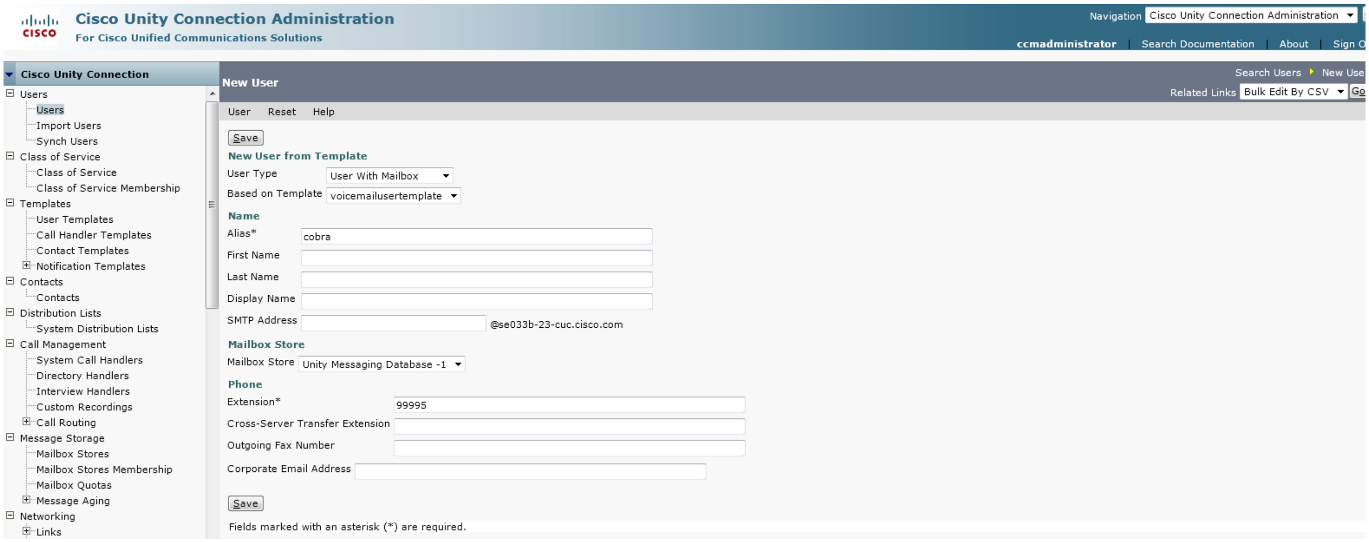
Users (1 - 5 of 5) Rows per Page 25

Find Users where Alias begins with Find

	Alias	Extension	First Name	Last Name	Display Name
□	ccmadministrator				ccmadministrator
□	operator	99990			Operator
□	Replication		Replication	Agent	Replication Agent (se033b-23-cuc)
□	undeliverablemessagesmailbox	99999			Undeliverable Messages
□	UnityConnection		Cisco Unity Connection	Messaging System	Cisco Unity Connection Messaging System

40. In the Name area, enter a username in the **Alias** field. In the Phone area, enter a value in the **Extension** field. Click **Save**.

Note: You will use the user that you created in this step to log into the COBRAS Import for Connection tool that is used to import the Cisco Unity Connection database.



New User from Template

User Type: User With Mailbox

Based on Template: voicemailusertemplate

Name

Alias*: cobra

First Name:

Last Name:

Display Name:

SMTP Address: @se033b-23-cuc.cisco.com

Mailbox Store

Mailbox Store: Unity Messaging Database -1

Phone

Extension*: 99995

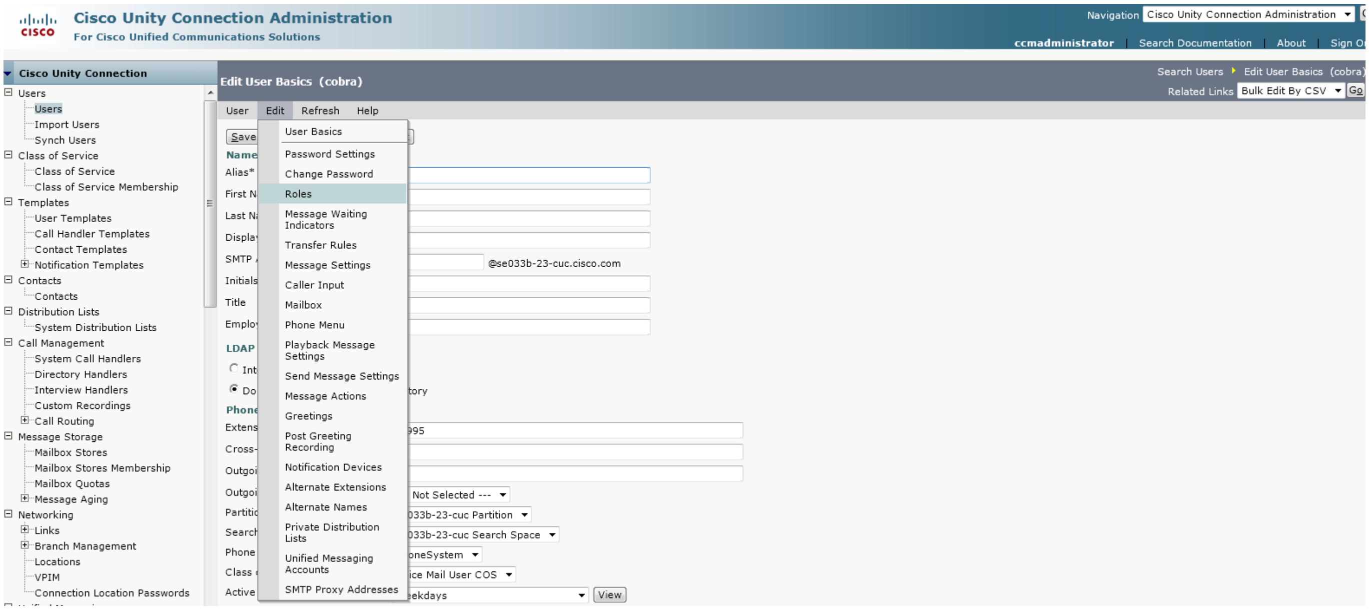
Cross-Server Transfer Extension:

Outgoing Fax Number:

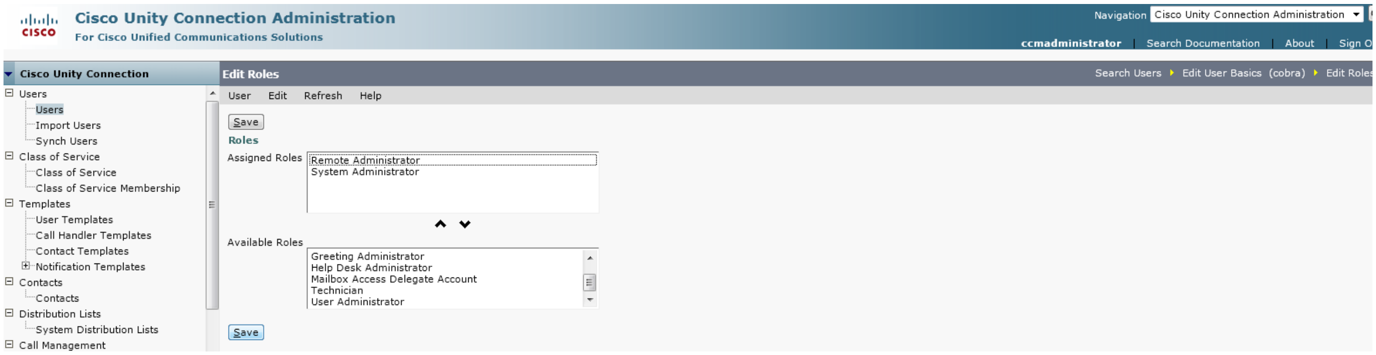
Corporate Email Address:

Fields marked with an asterisk (*) are required.

41. Hover over **Edit** and choose **Roles**.



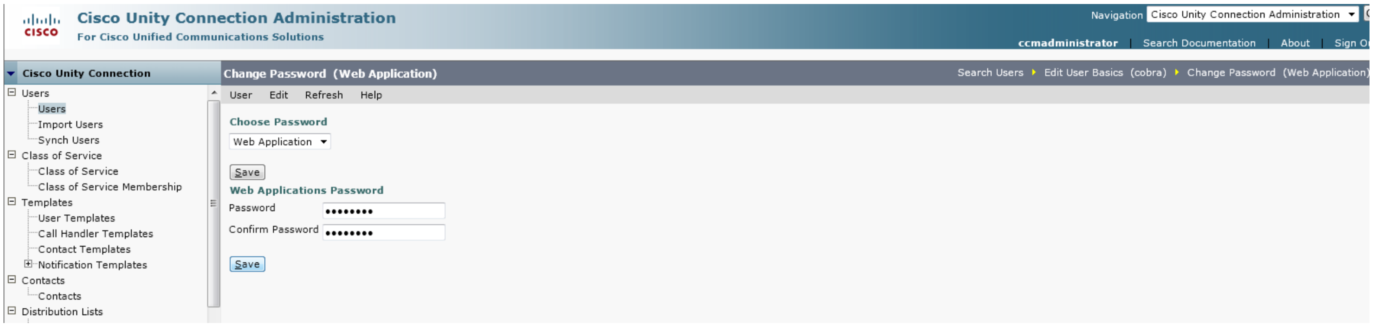
42. Choose **Remote Administrator** and **System Administrator** from **Available Roles** and click the up arrow icon (**^**) to move them to **Assigned Roles**, if those roles are not assigned for this user. Click **Save**.


Cisco Unity Connection Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unity Connection Administration
ccmadministrator | Search Documentation | About | Sign O
Cisco Unity Connection
Users
Users
Import Users
Synch Users
Class of Service
Class of Service
Class of Service Membership
Templates
User Templates
Call Handler Templates
Contact Templates
Notification Templates
Contacts
Contacts
Distribution Lists
System Distribution Lists
Call Management
Edit Roles
Search Users ▸ Edit User Basics (cobra) ▸ Edit Roles
User Edit Refresh Help
Save
Roles

Assigned Roles: Remote Administrator, System Administrator

Available Roles: Greeting Administrator, Help Desk Administrator, Mailbox Access Delegate Account, Technician, User Administrator

43. Hover over **Edit** and choose **Change Password**. In the **Choose Password** drop-down list, choose **Web Application**. Enter a password in the **Password** and the **Confirm Password** fields. Click **Save**.


Cisco Unity Connection Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unity Connection Administration
ccmadministrator | Search Documentation | About | Sign O
Cisco Unity Connection
Users
Users
Import Users
Synch Users
Class of Service
Class of Service
Class of Service Membership
Templates
User Templates
Call Handler Templates
Contact Templates
Notification Templates
Contacts
Contacts
Distribution Lists
Change Password (Web Application)
Search Users ▸ Edit User Basics (cobra) ▸ Change Password (Web Application)
User Edit Refresh Help
Save
Web Applications Password
Save

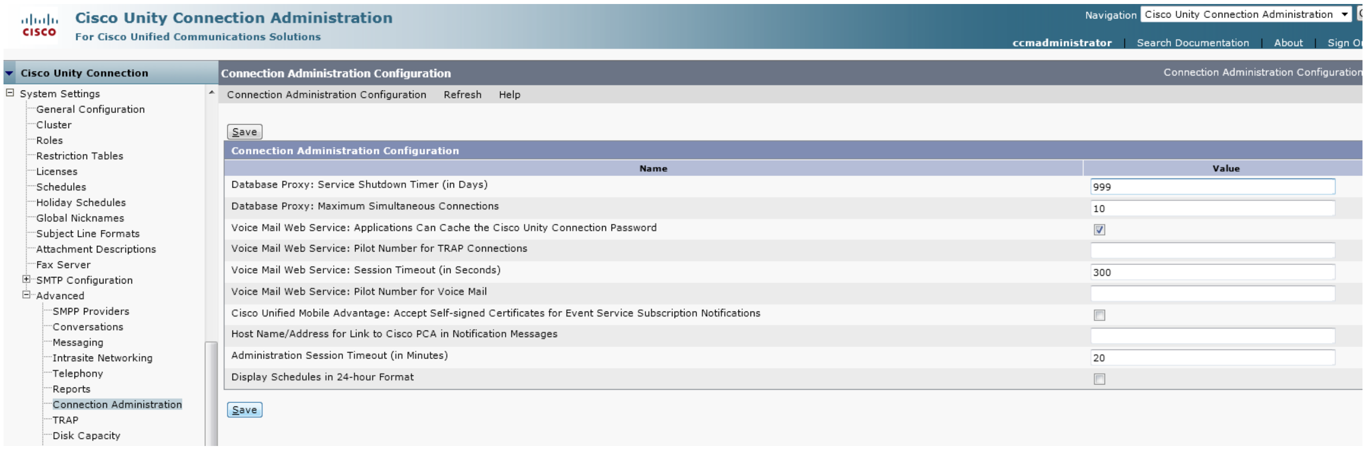
Choose Password: Web Application

Password: ••••••••

Confirm Password: ••••••••

44. Choose **Cisco Unity Connection > System Settings > Advanced > Connection Administration**. Enter a value in the **Database Proxy: Service Shutdown Timer (in Days)** field to cover the anticipated upgrade periods and click **Save**.

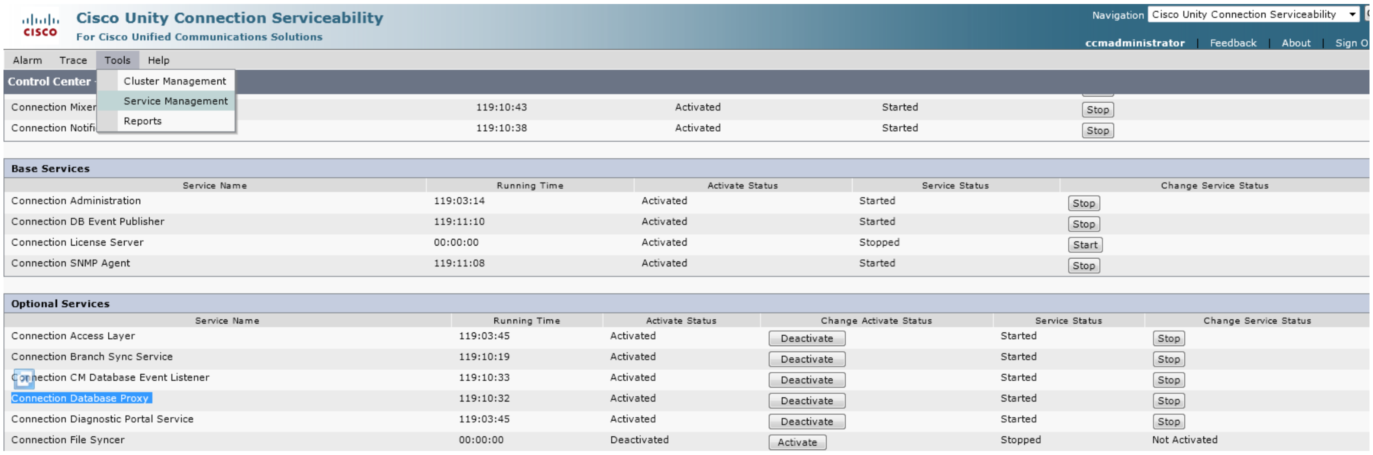
    Note: Cisco recommends that you do not run the proxy service after the upgrade is complete.



Connection Administration Configuration

Name	Value
Database Proxy: Service Shutdown Timer (in Days)	999
Database Proxy: Maximum Simultaneous Connections	10
Voice Mail Web Service: Applications Can Cache the Cisco Unity Connection Password	☑
Voice Mail Web Service: Pilot Number for TRAP Connections	
Voice Mail Web Service: Session Timeout (in Seconds)	300
Voice Mail Web Service: Pilot Number for Voice Mail	
Cisco Unified Mobile Advantage: Accept Self-signed Certificates for Event Service Subscription Notifications	☐
Host Name/Address for Link to Cisco PCA in Notification Messages	
Administration Session Timeout (in Minutes)	20
Display Schedules in 24-hour Format	☐

45. Choose **Cisco Unity Connection Serviceability** from the **Navigation** drop-down list and click **Go**. Choose **Tools > Service Management** and activate the **Connection Database Proxy** service in the Optional Services area, if it is not activated.
    Note: If you restart the server, the Connection Database Proxy service will remain shut off. After a system restart you must repeat this step to activate the service again.



Connection Mixer	119:10:43	Activated	Started	Stop
Connection Notifi	119:10:38	Activated	Started	Stop

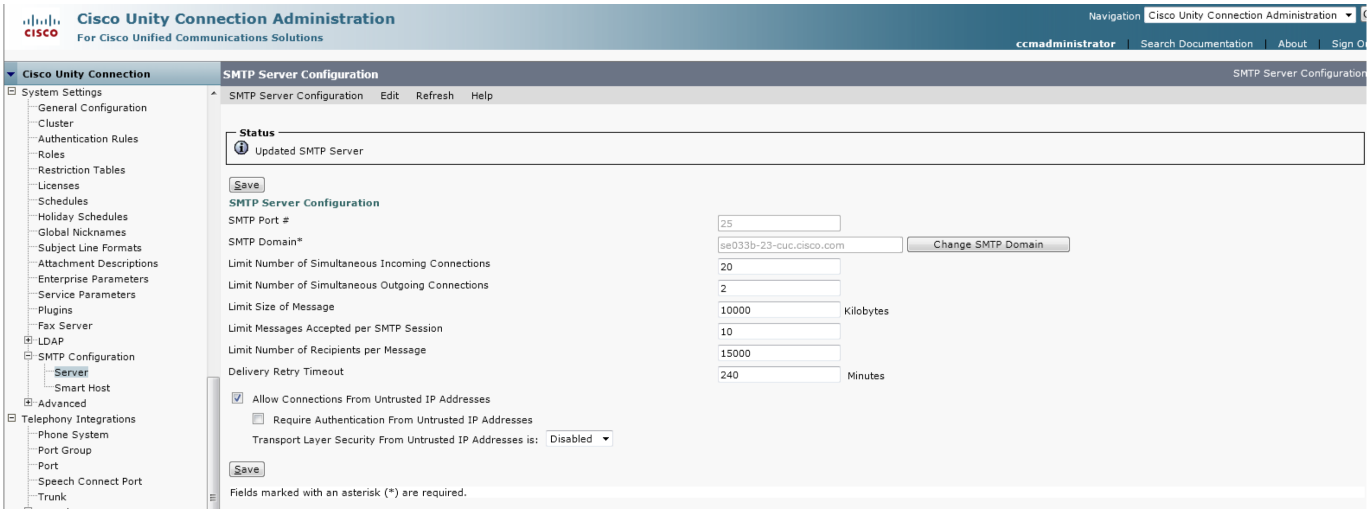
Base Services

Service Name	Running Time	Activate Status	Service Status	Change Service Status
Connection Administration	119:03:14	Activated	Started	Stop
Connection DB Event Publisher	119:11:10	Activated	Started	Stop
Connection License Server	00:00:00	Activated	Stopped	Start
Connection SNMP Agent	119:11:08	Activated	Started	Stop

Optional Services

Service Name	Running Time	Activate Status	Change Activate Status	Service Status	Change Service Status
Connection Access Layer	119:03:45	Activated	Deactivate	Started	Stop
Connection Branch Sync Service	119:10:19	Activated	Deactivate	Started	Stop
Connection CM Database Event Listener	119:10:33	Activated	Deactivate	Started	Stop
Connection Database Proxy	119:10:32	Activated	Deactivate	Started	Stop
Connection Diagnostic Portal Service	119:03:45	Activated	Deactivate	Started	Stop
Connection File Syncer	00:00:00	Deactivated	Activate	Stopped	Not Activated

46. Choose **Cisco Unity Connection Administration** from the **Navigation** drop-down list and click **Go**. Choose **Cisco Unity Connection > System Settings > SMTP Configuration > Server**. Check the **Allow Connections From Untrusted IP Addresses** check box and uncheck the **Require Authentication From Untrusted IP Addresses** check box. Change the value for **Transport Layer Security From Untrusted IP Addresses is** field from the drop-down list to **Disabled**. Click **Save**.



Status

Updated SMTP Server

SMTP Server Configuration

SMTP Port #	25	
SMTP Domain*	se033b-23-cuc.cisco.com	
Limit Number of Simultaneous Incoming Connections	20	
Limit Number of Simultaneous Outgoing Connections	2	
Limit Size of Message	10000	Kilobytes
Limit Messages Accepted per SMTP Session	10	
Limit Number of Recipients per Message	15000	
Delivery Retry Timeout	240	Minutes

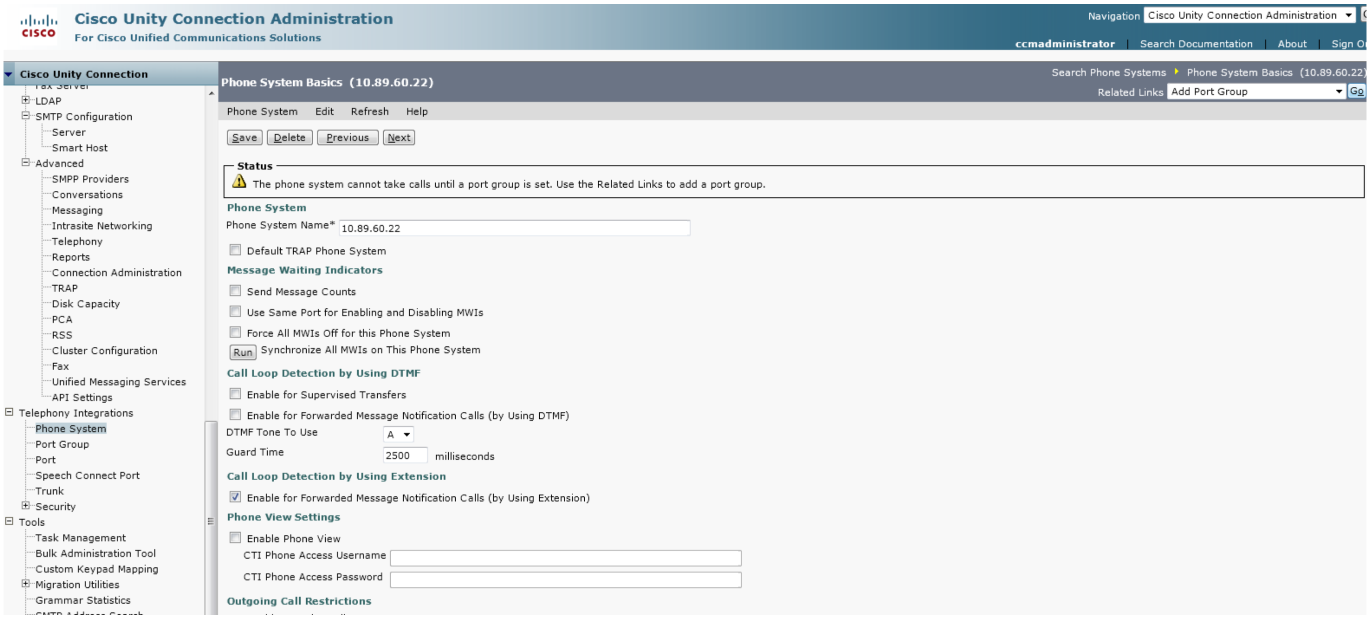
☑ Allow Connections From Untrusted IP Addresses

☐ Require Authentication From Untrusted IP Addresses

Transport Layer Security From Untrusted IP Addresses is: Disabled

Fields marked with an asterisk (*) are required.

47. Choose **Cisco Unity Connection > Telephony Integrations > Phone System** and click **Add New**. Enter the hostname or IP address of the Unified Communications Manager system in the **Phone System Name** field and click **Save**.



Cisco Unity Connection Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unity Connection Administration
ccmadministrator | Search Documentation | About | Sign O
Cisco Unity Connection
LDAP
SMTP Configuration
Server
Smart Host
Advanced
SMPP Providers
Conversations
Messaging
Intrasite Networking
Telephony
Reports
Connection Administration
TRAP
Disk Capacity
PCA
RSS
Cluster Configuration
Fax
Unified Messaging Services
API Settings
Telephony Integrations
Phone System
Port Group
Port
Speech Connect Port
Trunk
Security
Tools
Task Management
Bulk Administration Tool
Custom Keypad Mapping
Migration Utilities
Grammar Statistics
Phone System Basics (10.89.60.22)
Search Phone Systems ▸ Phone System Basics (10.89.60.22)
Related Links Add Port Group Go
Phone System Edit Refresh Help
Save Delete Previous Next
Run

Status

The phone system cannot take calls until a port group is set. Use the Related Links to add a port group.

Phone System

Phone System Name* 10.89.60.22

☐ Default TRAP Phone System

Message Waiting Indicators

☐ Send Message Counts

☐ Use Same Port for Enabling and Disabling MWIs

☐ Force All MWIs Off for this Phone System

Synchronize All MWIs on This Phone System

Call Loop Detection by Using DTMF

☐ Enable for Supervised Transfers

☐ Enable for Forwarded Message Notification Calls (by Using DTMF)

DTMF Tone To Use A

Guard Time 2500 milliseconds

Call Loop Detection by Using Extension

☑ Enable for Forwarded Message Notification Calls (by Using Extension)

Phone View Settings

☐ Enable Phone View

CTI Phone Access Username

CTI Phone Access Password

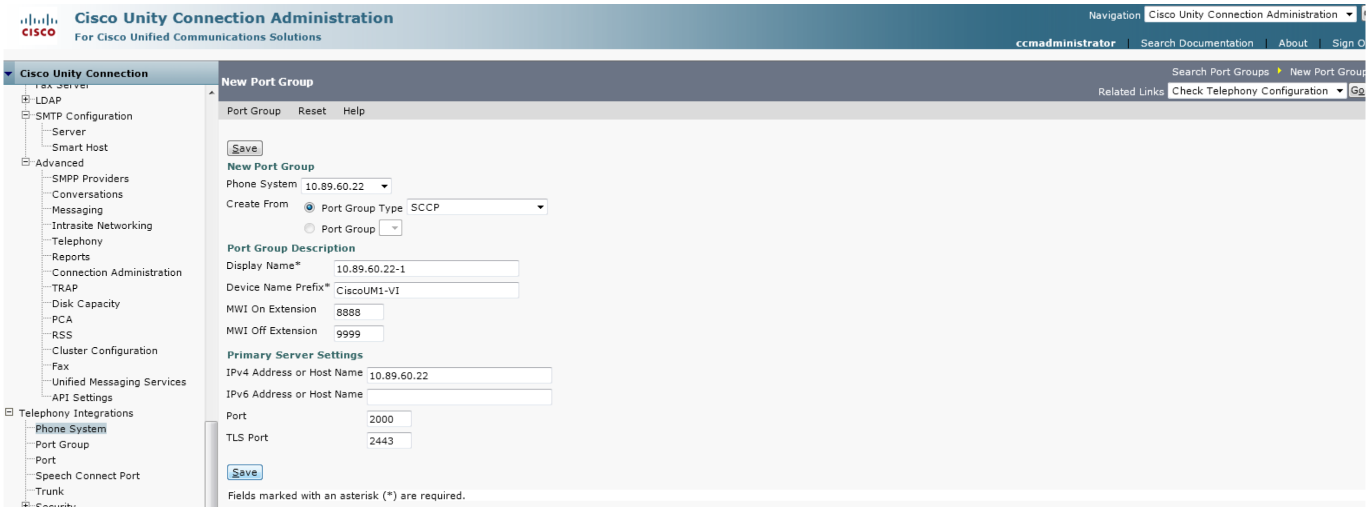
Outgoing Call Restrictions

48. From the **Related Links** drop-down list on the top right, choose **Add Port Group** and click **Go** next to the drop-down list. In the Port Group Description area of the **New Port Group** page, enter the prefix of the port that you configured from the previous install in the **Device Name Prefix** field. Enter your MWI On Extension and your MWI Off Extension in the corresponding fields.

Note: To verify the voice-mail port prefix and MWI numbers, log in to the **Cisco Unified CM Administration** interface of Cisco BE 6000 using the **Navigation** drop-down list. For voice-mail port prefix, choose **Advanced**

Features > Voice Mail > Cisco Voice Mail Port and for MWI, choose Advanced Features > Voice Mail > Message Waiting.

49. In the Primary Server Settings area, enter the hostname or IP address of Unified Communications Manager in the appropriate **IPv4** or **IPv6** field. Click **Save**.



New Port Group

Phone System 10.89.60.22

Create From ● Port Group Type SCCP

○ Port Group

Port Group Description

Display Name* 10.89.60.22-1

Device Name Prefix* CiscoUM1-VI

MWI On Extension 8888

MWI Off Extension 9999

Primary Server Settings

IPv4 Address or Host Name 10.89.60.22

IPv6 Address or Host Name

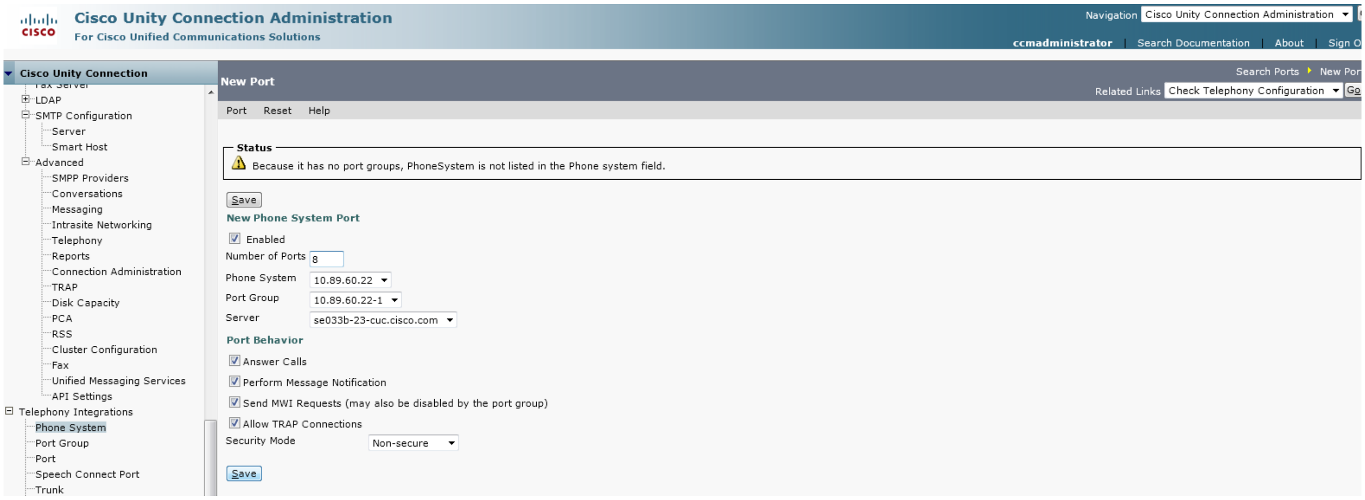
Port 2000

TLS Port 2443

Save

Fields marked with an asterisk (*) are required.

50. From the **Related Links** drop-down list, choose **Add Port** and click **Go**. In the New Phone System Port area of the **New Port** page, enter a value in the **Number of Ports** field, for example 8. Click **Save**.



Status

⚠ Because it has no port groups, PhoneSystem is not listed in the Phone system field.

New Phone System Port

☑ Enabled

Number of Ports 8

Phone System 10.89.60.22

Port Group 10.89.60.22-1

Server se033b-23-cuc.cisco.com

Port Behavior

☑ Answer Calls

☑ Perform Message Notification

☑ Send MWI Requests (may also be disabled by the port group)

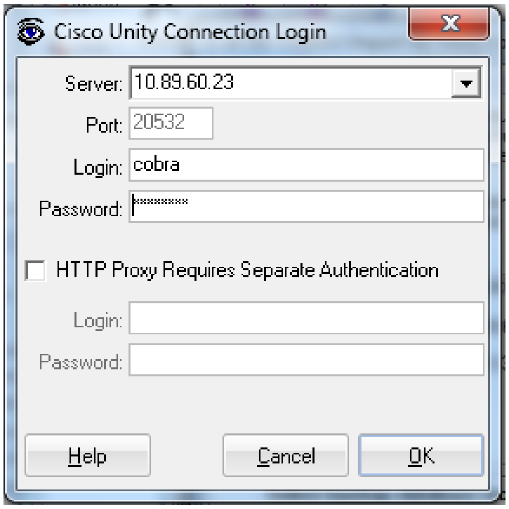
☑ Allow TRAP Connections

Security Mode Non-secure

Save

51. To install the COBRAS Import tool, go to http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html. Scroll down to the **COBRAS Import for Connection 7.x and later** table. Click the **Download Now** link and choose the install option. The installation method and steps to install directly from your browser depend on your browser application. This document utilized Version 1.2.17.0 of the tool. If required, install the Informix ODBC Drivers as described in Step 19.

52. Start the COBRAS Import for Connection tool. Enter the IP address of the Cisco Unity Connection server in the **Server** field. Leave the **Port** as 20532. Log in with the Username and Password that you created in Step 40. Click **OK**.



Cisco Unity Connection Login

Server: 10.89.60.23

Port: 20532

Login: cobra

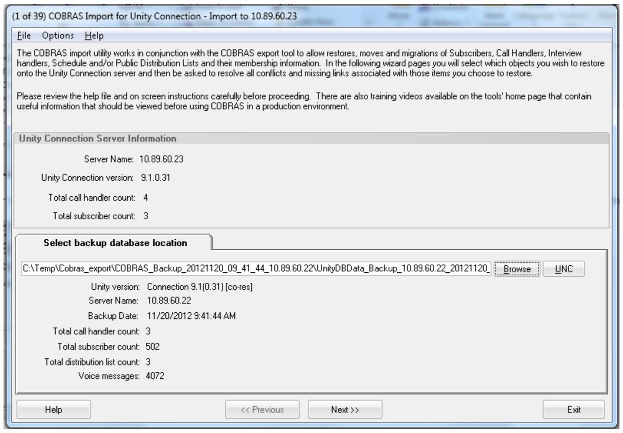
Password: ********

☐ HTTP Proxy Requires Separate Authentication

Login:

Password:

53. In the Select backup database location area, click **Browse** and choose the database backup file that you saved during the export process. The database backup file name usually begins with UnityDBData_Backup_. Click **Next**.



(1 of 39) COBRAS Import for Unity Connection - Import to 10.89.60.23

The COBRAS import utility works in conjunction with the COBRAS export tool to allow restores, moves and migrations of Subscribers, Call Handlers, Interview handlers, Schedule and/or Public Distribution Lists and their membership information. In the following wizard pages you will select which objects you wish to restore onto the Unity Connection server and then be asked to resolve all conflicts and missing links associated with those items you choose to restore.

Please review the help file and on screen instructions carefully before proceeding. There are also training videos available on the tools' home page that contain useful information that should be viewed before using COBRAS in a production environment.

Unity Connection Server Information

Server Name: 10.89.60.23

Unity Connection version: 9.1.0.31

Total call handler count: 4

Total subscriber count: 3

Select backup database location

C:\Temp\Cobras_export\COBRAS_Backup_20121120_09_41_44_10.89.60.22\UnityDBData_Backup_10.89.60.22_20121120_

Unity version: Connection 9.1(0.31) [co-res]

Server Name: 10.89.60.22

Backup Date: 11/20/2012 9:41:44 AM

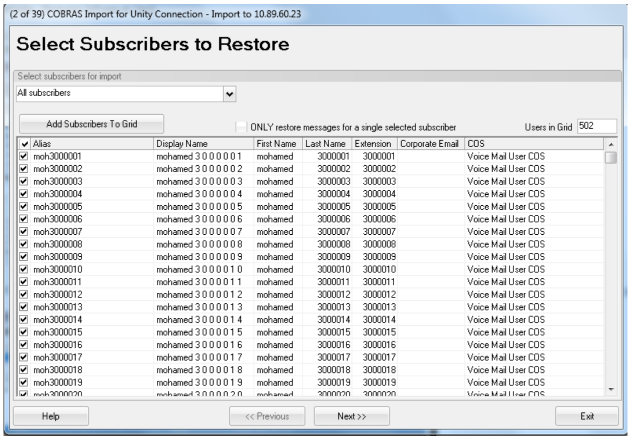
Total call handler count: 3

Total subscriber count: 502

Total distribution list count: 3

Voice messages: 4072

54. In the **Select Subscribers to Restore** window, click **Add Subscribers to Grid** and click **Next**.



(2 of 39) COBRAS Import for Unity Connection - Import to 10.89.60.23

Select Subscribers to Restore

Select subscribers for import

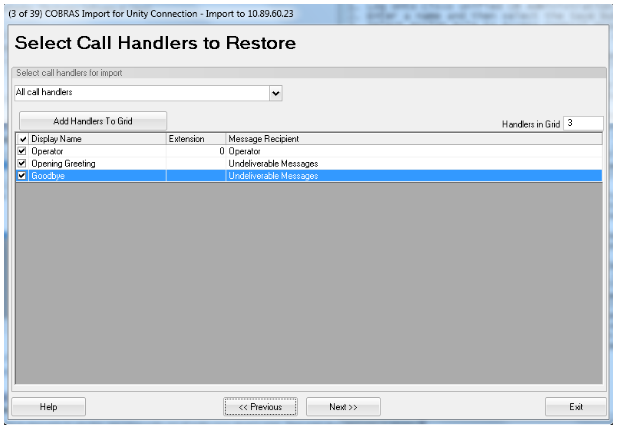
All subscribers

☐ ONLY restore messages for a single selected subscriber

Users in Grid 502

☑	Alias	Display Name	First Name	Last Name	Extension	Corporate Email	COS
☑	moh3000001	mohamed 3000001	mohamed	3000001	3000001		Voice Mail User COS
☑	moh3000002	mohamed 3000002	mohamed	3000002	3000002		Voice Mail User COS
☑	moh3000003	mohamed 3000003	mohamed	3000003	3000003		Voice Mail User COS
☑	moh3000004	mohamed 3000004	mohamed	3000004	3000004		Voice Mail User COS
☑	moh3000005	mohamed 3000005	mohamed	3000005	3000005		Voice Mail User COS
☑	moh3000006	mohamed 3000006	mohamed	3000006	3000006		Voice Mail User COS
☑	moh3000007	mohamed 3000007	mohamed	3000007	3000007		Voice Mail User COS
☑	moh3000008	mohamed 3000008	mohamed	3000008	3000008		Voice Mail User COS
☑	moh3000009	mohamed 3000009	mohamed	3000009	3000009		Voice Mail User COS
☑	moh3000010	mohamed 3000010	mohamed	3000010	3000010		Voice Mail User COS
☑	moh3000011	mohamed 3000011	mohamed	3000011	3000011		Voice Mail User COS
☑	moh3000012	mohamed 3000012	mohamed	3000012	3000012		Voice Mail User COS
☑	moh3000013	mohamed 3000013	mohamed	3000013	3000013		Voice Mail User COS
☑	moh3000014	mohamed 3000014	mohamed	3000014	3000014		Voice Mail User COS
☑	moh3000015	mohamed 3000015	mohamed	3000015	3000015		Voice Mail User COS
☑	moh3000016	mohamed 3000016	mohamed	3000016	3000016		Voice Mail User COS
☑	moh3000017	mohamed 3000017	mohamed	3000017	3000017		Voice Mail User COS
☑	moh3000018	mohamed 3000018	mohamed	3000018	3000018		Voice Mail User COS
☑	moh3000019	mohamed 3000019	mohamed	3000019	3000019		Voice Mail User COS
☑	moh3000020	mohamed 3000020	mohamed	3000020	3000020		Voice Mail User COS

55. In the **Select Call Handlers to Restore** window, click **Add Handlers to Grid** and click **Next**.



(3 of 39) COBRAS Import for Unity Connection - Import to 10.89.60.23

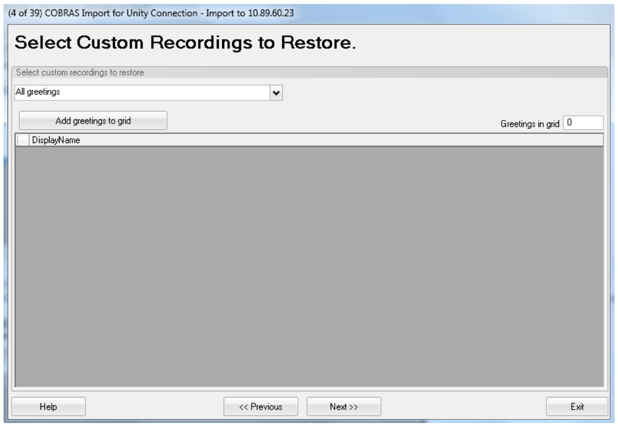
Select Call Handlers to Restore

Select call handlers for import: All call handlers

Handlers in Grid: 3

	Display Name	Extension	Message Recipient
☑	Operator	0	Operator
☑	Opening Greeting		Undeliverable Messages
☑	Goodbye		Undeliverable Messages

56. In the **Select Custom Recordings to Restore** window, click **Add greetings to grid** and click **Next**. Continue in this manner for the next several windows that display and answer any questions when you are prompted, until the **Resolve Partition References** window displays.



(4 of 39) COBRAS Import for Unity Connection - Import to 10.89.60.23

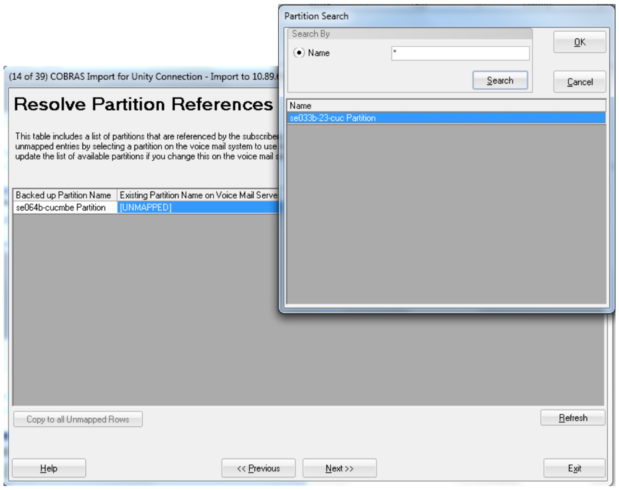
Select Custom Recordings to Restore.

Select custom recordings to restore: All greetings

Greetings in grid: 0

	DisplayName

57. In the **Resolve Partition References** window, double-click **UNMAPPED** and click **Search**. Click the partition that displays in the Name pane of the **Partition Search** window and click **OK**. In the **Resolve Partition References** window, click **Next**.



(14 of 39) COBRAS Import for Unity Connection - Import to 10.89.6

Resolve Partition References

This table includes a list of partitions that are referenced by the subscribe unmapped entries by selecting a partition on the voice mail system to use update the list of available partitions if you change this on the voice mail s

Backed up Partition Name	Existing Partition Name on Voice Mail Serve
se064b-cucmbe Partition	[UNMAPPED]

Partition Search

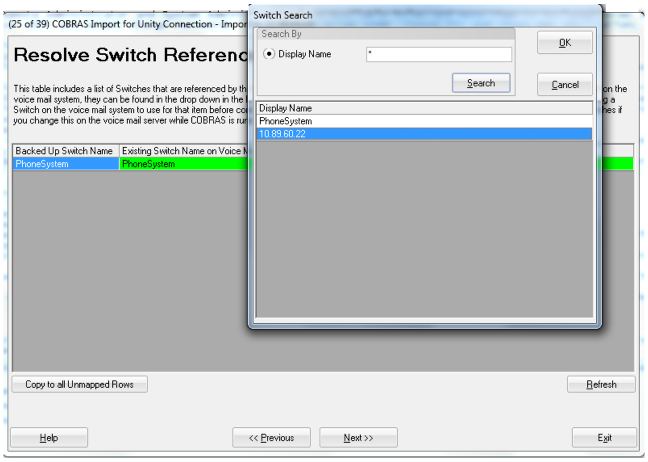
Search By

● Name: *

Name
se033b-23-cuc Partition

58. Continue to click **Next,** unless you obtain an error indicating conflicts. In case of conflicts, click the conflicting row to either overwrite or create a new entry to avoid the conflict. If you change a row, click **Save** in the Update area. You can also choose to ignore a conflict. To ignore a conflict, click **Next** and continue to the next window.

59. In the **Resolve Switch References** window, double-click **Phone System**. Click **Search** in the **Switch Search** window that displays and choose the phone system that you created in Step 47. Click **OK**. In the **Resolve Switch References** window, click **Next**.



(25 of 39) COBRAS Import for Unity Connection - Impor

Resolve Switch Referenc

This table includes a list of Switches that are referenced by th
voice mail system, they can be found in the drop down in the
Switch on the voice mail system to use for that item before co
you change this on the voice mail server while COBRAS is rur

Backed Up Switch Name	Existing Switch Name on Voice N
PhoneSystem	PhoneSystem

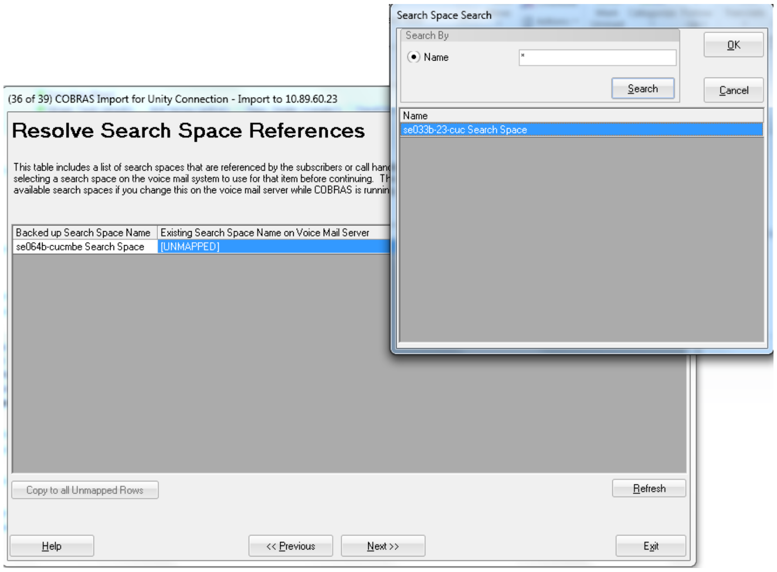
Switch Search

Search By

● Display Name: *

Display Name
PhoneSystem
10.89.60.22

60. In the **Resolve Search Space References** window, double-click **UNMAPPED**. In the **Search Space Search** window that displays, click **Search**. Select the search space name and click **OK**. In the **Resolve Search Space References** window, click **Next**.



(36 of 39) COBRAS Import for Unity Connection - Import to 10.89.60.23

Resolve Search Space References

This table includes a list of search spaces that are referenced by the subscribers or call hand
selecting a search space on the voice mail system to use for that item before continuing. Th
available search spaces if you change this on the voice mail server while COBRAS is runnin

Backed up Search Space Name	Existing Search Space Name on Voice Mail Server
se064b-cucmbe Search Space	[UNMAPPED]

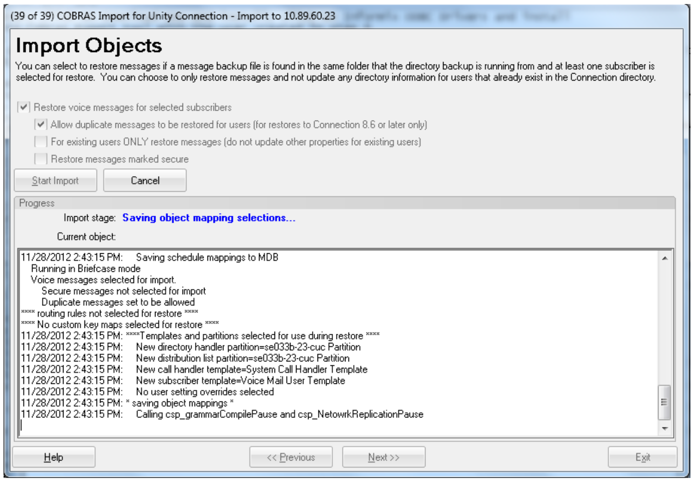
Search Space Search

Search By

● Name: *

Name
se033b-23-cuc Search Space

61. In the **Import Objects** window, click **Start Import**.
    Note: If you saved secured messages during the export initialization in Step 23, check the **Restore messages marked secure** check box. Before you click **Start Import,** in the pop-up window that displays enter the encryption key password that you created at the time of export.



(39 of 39) COBRAS Import for Unity Connection - Import to 10.89.60.23

Import Objects

You can select to restore messages if a message backup file is found in the same folder that the directory backup is running from and at least one subscriber is selected for restore. You can choose to only restore messages and not update any directory information for users that already exist in the Connection directory.

- ☑ Restore voice messages for selected subscribers
  - ☑ Allow duplicate messages to be restored for users (for restores to Connection 8.6 or later only)
  - ☐ For existing users ONLY restore messages (do not update other properties for existing users)
  - ☐ Restore messages marked secure

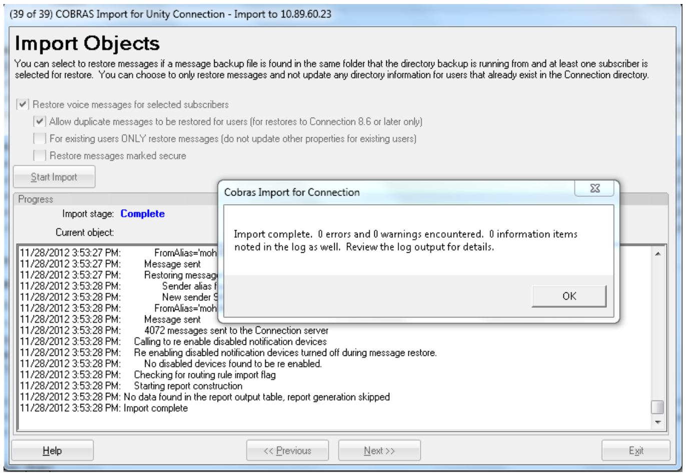
Progress

Import stage: **Saving object mapping selections...**

Current object:

```
11/28/2012 2:43:15 PM:    Saving schedule mappings to MDB
   Running in Briefcase mode
   Voice messages selected for import.
      Secure messages not selected for import
      Duplicate messages set to be allowed
**** routing rules not selected for restore ****
**** No custom key maps selected for restore ****
11/28/2012 2:43:15 PM: ****Templates and partitions selected for use during restore ****
11/28/2012 2:43:15 PM:    New directory handler partition=se033b-23-cuc Partition
11/28/2012 2:43:15 PM:    New distribution list partition=se033b-23-cuc Partition
11/28/2012 2:43:15 PM:    New call handler template=System Call Handler Template
11/28/2012 2:43:15 PM:    New subscriber template=Voice Mail User Template
11/28/2012 2:43:15 PM:    No user setting overrides selected
11/28/2012 2:43:15 PM: * saving object mappings *
11/28/2012 2:43:15 PM:    Calling csp_grammarCompilePause and csp_NetowrkReplicationPause
```

Upon completion of the import process, the **Import Objects** window refreshes and the **Cobras Import for Connection** window displays an import complete message. The import process may take several hours to complete depending on the size of your database.



(39 of 39) COBRAS Import for Unity Connection - Import to 10.89.60.23

Import Objects

You can select to restore messages if a message backup file is found in the same folder that the directory backup is running from and at least one subscriber is selected for restore. You can choose to only restore messages and not update any directory information for users that already exist in the Connection directory.

- ☑ Restore voice messages for selected subscribers
  - ☑ Allow duplicate messages to be restored for users (for restores to Connection 8.6 or later only)
  - ☐ For existing users ONLY restore messages (do not update other properties for existing users)
  - ☐ Restore messages marked secure

Progress

Import stage: **Complete**

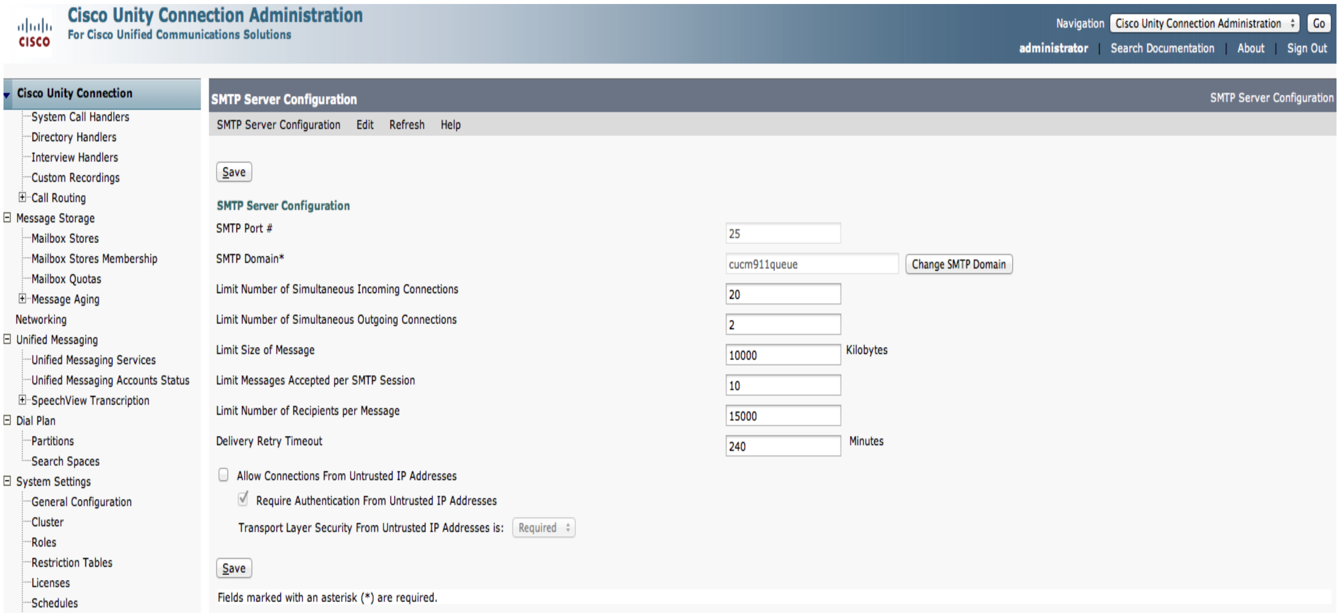
Current object:

```
11/28/2012 3:53:27 PM:        FromAlias='moh
11/28/2012 3:53:27 PM:      Message sent
11/28/2012 3:53:27 PM:      Restoring messag
11/28/2012 3:53:28 PM:          Sender alias f
11/28/2012 3:53:28 PM:          New sender S
11/28/2012 3:53:28 PM:        FromAlias='moh
11/28/2012 3:53:28 PM:      Message sent
11/28/2012 3:53:28 PM:      4072 messages sent to the Connection server
11/28/2012 3:53:28 PM:    Calling to re enable disabled notification devices
11/28/2012 3:53:28 PM:    Re enabling disabled notification devices turned off during message restore.
11/28/2012 3:53:28 PM:      No disabled devices found to be re enabled.
11/28/2012 3:53:28 PM:    Checking for routing rule import flag
11/28/2012 3:53:28 PM:    Starting report construction
11/28/2012 3:53:28 PM: No data found in the report output table, report generation skipped
11/28/2012 3:53:28 PM: Import complete
```

Cobras Import for Connection

Import complete. 0 errors and 0 warnings encountered. 0 information items noted in the log as well. Review the log output for details.

62. Once the migration process is complete, log in to **Cisco Unity Connection Administration** from the **Navigation** drop-down list and click **Go**. Revert the changes made in Step 46 and set the options back to the original values. Click **Save**.



SMTP Server Configuration

SMTP Port #	25
SMTP Domain*	cucm911queue
Limit Number of Simultaneous Incoming Connections	20
Limit Number of Simultaneous Outgoing Connections	2
Limit Size of Message	10000 Kilobytes
Limit Messages Accepted per SMTP Session	10
Limit Number of Recipients per Message	15000
Delivery Retry Timeout	240 Minutes

□ Allow Connections From Untrusted IP Addresses

☑ Require Authentication From Untrusted IP Addresses

Transport Layer Security From Untrusted IP Addresses is: Required

Fields marked with an asterisk (*) are required.

Note: To validate the correct operation of the BE 6000 system, Cisco recommends executing a test plan upon completion of this migration procedure. The test plan should cover all critical features and call paths (for example, incoming PSTN, outgoing PSTN, calls across trunks to external systems, calls to hunt groups, CTI route points, voice messaging, video functionality, Extension Mobility, Single Number Reach (mobility), and 3rd party applications such as call recording, CDR billing servers, operator consoles). The specific test plan depends on the environment and customer requirements. Additionally, Cisco recommends executing a manual backup of the system once proper system operation has been validated.