

AVAYA

OFFICELINX™

Migration from Avaya Modular Messaging



MIGRATION FROM AVAYA MODULAR MESSAGING

This document is a guide to moving from an Avaya Modular Messaging system to Avaya Officelinx. It is intended to be used by Avaya Technical resources personnel or contractors in order to perform a migration from Avaya's Modular Messaging to the Avaya Officelinx using the Mutare provided files.

Mutare must have already setup the migration server that captures all mailboxes and files from the customer's Modular Messaging system. Both must be fully synced.

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AVAYA OFFICELINX MIGRATION FROM AVAYA MODULAR MESSAGING

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AVAYA OFFICELINX MIGRATION FROM AVAYA MODULAR MESSAGING

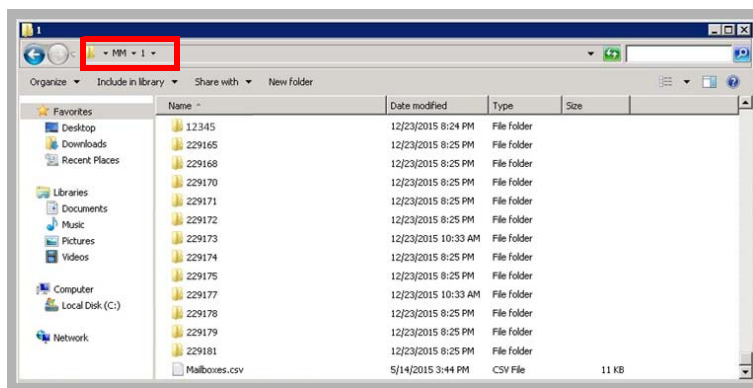
Introduction

This document is a guide to migrating from an Avaya Modular Messaging system to Avaya Officelinx. It is intended to be used by Avaya Technical resources personnel or contractors using the Mutare provided files.

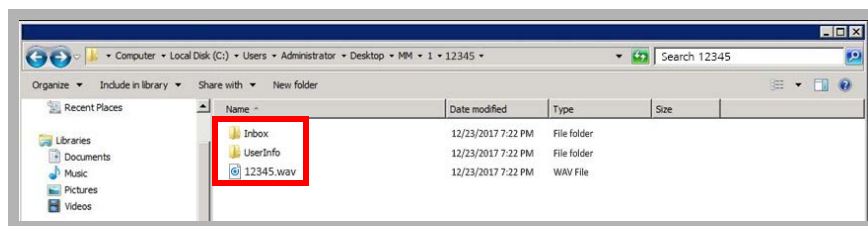
Mutare must have already setup the migration server that captures all mailboxes and files from the customer's Modular Messaging system. Both servers must be synchronized.

The migration requires that the Mutare tool stops synchronizing with Modular Messaging to prevent new messages arriving during the migration. Clients must be informed of this, as it may also stop the Modular Messaging from receiving any new messages.

The Mutare migration tool will be creating a folder (the location will be provided by the Mutare tech after the installation) on its server where it stores all mailboxes, information and messages. The top level folder will be named **1** to match the company number. If multiple companies are present, then multiple folders, numbered accordingly, will be created, but most customers will only have one company configured. Under the company directory, there will be a folder for each mailbox as seen in the picture below (in this example, the folder was saved on the desktop of the server).



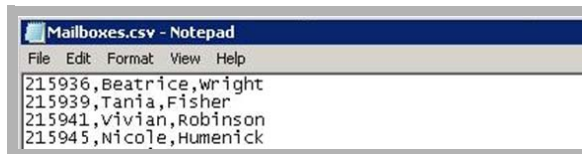
Inside each folder that has a mailbox number, there is the name greeting (if one has been recorded) and 2 folders containing .EML files. The **Inbox** folder contains the user's messages, while **UserInfo** contains their personal greetings.



In order to start the migration, all folders captured by the Mutare migration tool have to be placed on the desktop of the Consolidated server (if on an HA system) or the Voice server (in single server environment).

Create a CSV file that contains all of the mailboxes to be imported. It must be formatted as follows:

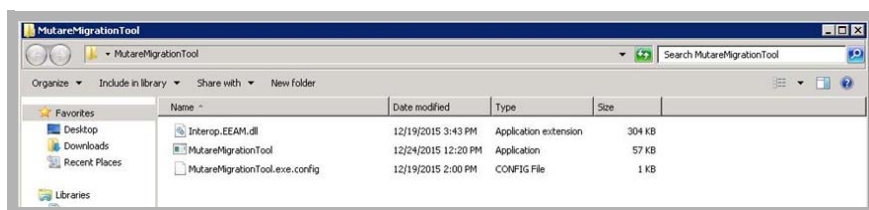
MAILBOX#,FIRST NAME,LAST NAME.



Warning: Only mailboxes that need to be imported should be part of this CSV file. If a mailbox is part of the CSV and does not have corresponding data in the Mutare provided folders (as described above) the mailbox will still be created, but no messages or greetings will be setup.

Note: The file must be called **MAILBOXES.CSV**. No other name is allowed.

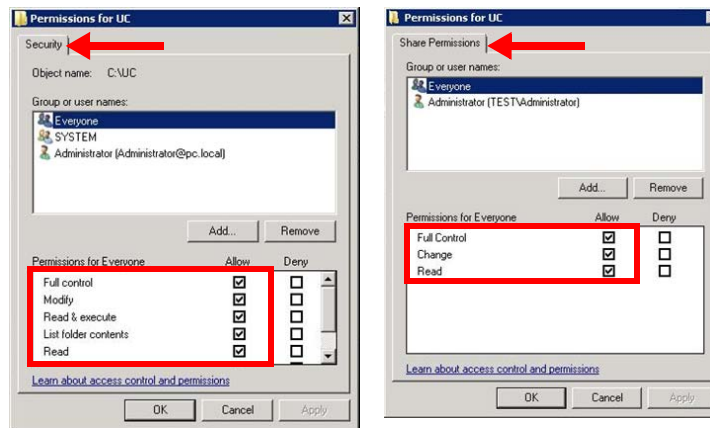
To start the migration, open the **Avaya Mutaremigrationtool** folder provided.



Note: Make sure that the tool version you have matches the version of Officelinx you are migrating to.

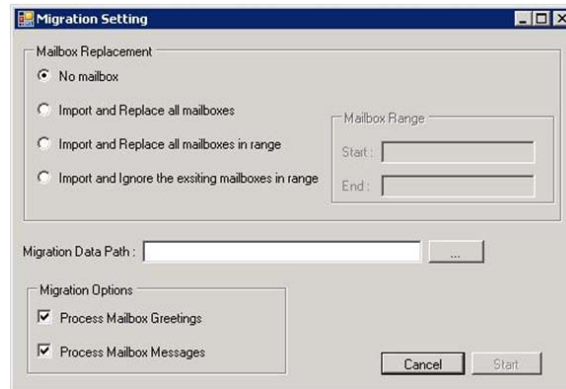
Pre-requisites

Before starting the migration, make sure that the UC folder on all servers has security and share permissions set to **Allow** for **Everyone**.



Running the Migration

Double-click **MutareMigrationTool.exe**. The migration wizard window opens. Enable the desired options.



Mailbox Replacement

No Mailbox – this option will only import the Messages OR greetings depending on the Migration Options chosen below. As a requirement the mailboxes will have to be previously imported to the Officelinx server.

Import and Replace all mailboxes – this will import and overwrite all mailboxes based upon the CSV file contents.

Import and Replace mailboxes in range - provide the Start and End values for the range, these mailboxes must exist in the CSV file.


Import and Ignore the existing mailboxes in range – will import all mailboxes in the range, but if a mailbox exists already it will be ignored.

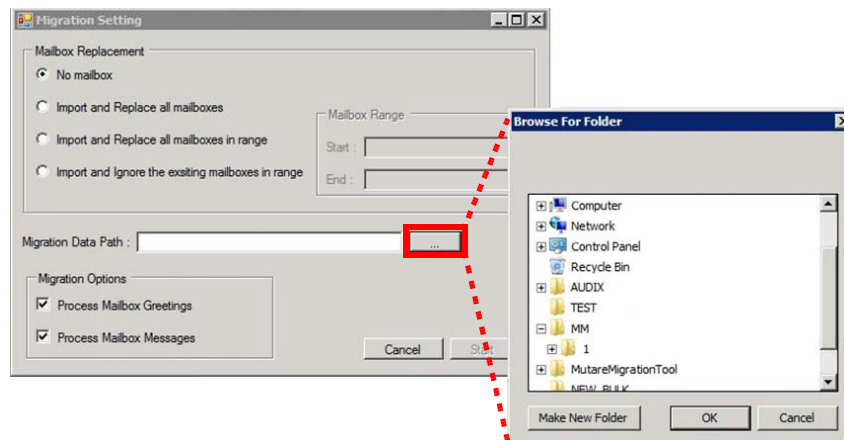
Migration Options

Choose the corresponding options depending on your type of migration:

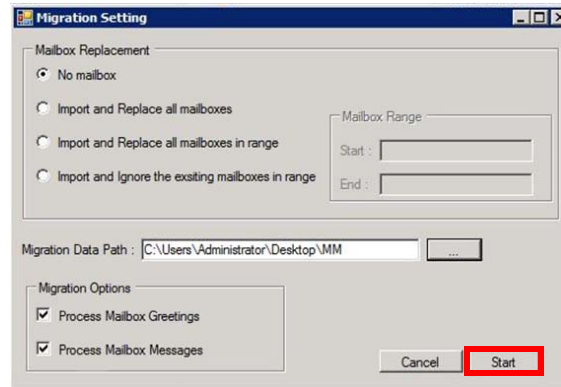
- **Process Mailbox Greetings**
- **Process Mailbox Messages**

Migration Data Path

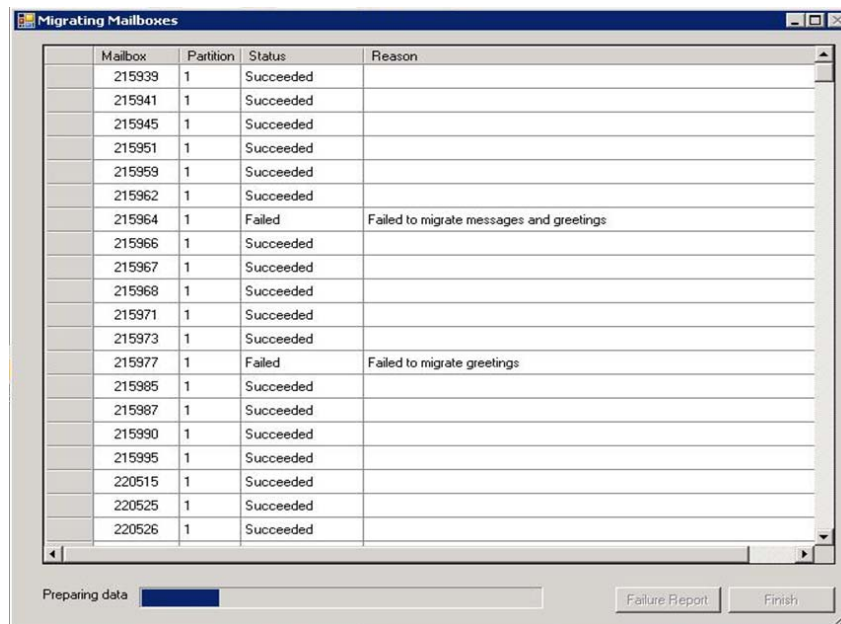
Click the ellipsis button  and locate the Mutare provided files. Here you must point to the Root folder where the 1 folder is located (for company 1).



Once you select the correct folder with the messages and/or prompts, click **Start**.



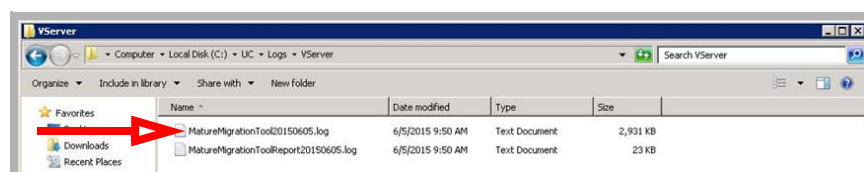
The migration will begin, and the following screen appears.



The Migration status column shows the result of the migration for each mailbox.

Succeeded - Both the messages and greetings were successfully migrated.

Failed - Use the **Reason** column to determine which component(s) failed to migrate successfully. The **Failure Report** button provides a recap of all of the failures shown. For complete details of these failures, refer to the **MatureMigrationTool\yyymmdd.log** file in the **UC\logs\Vserver** folder.



Note: The log files are simple text files that can be read using any suitable program (e.g. Notepad, Word etc.).

When all mailboxes have been migrated successfully, click the **Finish** button.

