



Esna Officelinx: CallPilot Migration

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Avaya is aware of this limitation and is working to find an alternative solution. Should there be any customer opportunities in the restricted regions, please contact your account manager first to discuss the possibilities.

ESNA OFFICELINX: CALLPILOT MIGRATION

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Esna Officelinx: CallPilot Migration

Introduction

This document is designed to aid site administrators with moving their CallPilot user data onto the Esna Officelinx platform, allowing Officelinx to take over operations. Esna Officelinx will replace the existing CallPilot installation, providing additional features and offering greater control by the administrator over user profiles.

The migration process requires:

- [Export](#) the application and user data from CallPilot to compressed files.
- [Extract](#) the data from the compressed files onto the Voice Server.
- [Map](#) the CallPilot Classes of Service to Feature Groups in Officelinx.
- [Migrate](#) the data into Officelinx.
- [Verify](#) that the migration was successful.

Pre-requisites

This document assumes that CallPilot is operating at the site, and that Esna Officelinx is installed and configured on a Voice Server. Please refer to the product documentation for each program for additional information.

Software	Minimum Version
Esna Officelinx	10.1+
CallPilot	All

**Important:**

Esna Officelinx must be successfully integrated with the site PBX before starting this procedure. If integration is not complete, voicemail will not be accessible, and there will be no connection to incoming calls.



Important:

The installation directory for Esna Officelinx on the Voice Server must be shared across the network so that the files from CallPilot can be stored there.

Administrator Login

The operator MUST be signed on to the computer using an account with full administrative rights. If the user is not logged in as an administrator, the migration will fail.

Export

An Avaya Aura® Messaging utility is used to copy data (prompts and voice messages) from CallPilot into an intermediate format file (XML).

Save the exported file(s) to a folder on the Esna Officelinx voice server.

Note:

The data from multiple sites can be stored in the same local folder. Ensure that each site has a unique file name.



Important:

The instructions found in this guide cannot be guaranteed to work for all installations since each site is unique. Some problems may arise even if you follow these instructions precisely. Therefore, use this document as a reference for your own configuration, making the changes appropriate to your site's specific requirements.

Export applications/user data

Note:

Exporting **applications** is only required for sites that have also been integrating with the Avaya Call Center.

1. Using Remote Desktop, connect to the CallPilot server and access the administrator utility. From the command prompt, enter "mstsc /Console" or "mstsc /Admin". If you are not using this mode, the export process will fail.

**Tip:**

From command line, find the directory that contains:

```
\cp2msg>cp2msg.cmd
```

Enter "cp2msg.cmd" without parameters to see all of the options or the command.

```
D:\cp2msg>cp2msg.cmd
CallPilot to Messaging users and applications migration tool

Usage: CP2MSG password output_file [OPTIONS]
password - password for administrative mailbox <000000>
output_file - full path to result archive folder. Use only external attached or
network mounted storage.
OPTIONS:
  -range "MENUM-MBNUM[;MENUM-MBNUM]" - range of users or applications to archive
  For example: "4000-4099;20000-20050" (quotes are obligatory)
  -type TYPE - type of data to export. Available values: all, profile, greetings
  messages, pdls, app.
  -size SIZE - size of parts archive is split in megabytes. Default 500.
  -admin MENUM - administrative mailbox number if non-default <000000> number is
  required
  -location ID - internal location ID of users to archive.
```

Exporting Applications

2. Enter the command in the following format, making the necessary changes for your site.

```
\cp2msg.cmd 1234 Z:\export_filename -type app -range "1000-1100"
```

1234: This is the admin password for admin mailbox.

Z:\export_filename: Send the exported file to the mapped remote/shared folder on the Officelinx Voice Server.

-type app: Export the application profiles to the listed folder.

-range "1000-1100": Specify the extension range to export the apps to be exported. Enter values appropriate for your site.

```
Exporting data from CallPilot server...
The directory Z:\export_filename\callpilot\application\cp will be used.
Retrieving Applications
The directory D:\cp2msg\logs will be used for logs.
Items range from = 1000 to = 1100
LOG PATH = D:\cp2msg\logs
Scanning
Creating archive StdOut

Everything is Ok
Output data compression has been successfully completed
Migration completed
D:\cp2msg>
```

The exported file will appear in the destination folder with a TGZ extension.

Name	Date modified	Type	Size
export_filename.tgz	9/25/2017 6:08 PM	TGZ File	200 KB

Exporting Users

- Enter the command in the following format, making the necessary changes for your site.

```
\cp2msg.cmd 1234 Z:\other_filename -type all -range "2000-2100"
```

1234: This is the admin password for admin mailbox.

Z:\other_filename: Send the exported file to the mapped remote/shared folder on the Officelinx Voice Server.

-type all: Export all profiles, greeting, etc. to the listed folder.

-range "2000-2100": Specify the extension range of mailboxes to be exported. Enter values appropriate for your site.

```
Exporting data from CallPilot server...
The directory Z:\other_filename\callpilot\application\cp will be used.
Retrieving all data
The directory D:\cp2msg\logs will be used for logs.
Items range from = 2000 to = 2100
Users from all locations
LOG PATH = D:\cp2msg\logs
Setup LDAP connection...success
Authentication.....success
Export started

Compressing output data...
7-Zip (A) 4.65 Copyright (c) 1999-2009
Scanning
Creating archive StdOut

Everything is Ok
Output data compression has been successfully completed
Migration completed
```

The exported file will appear in the destination folder with a TGZ extension.

Name	Date modified	Type	Size
other_filename.tgz	9/25/2017 6:08 PM	TGZ File	200 KB

Exporting the CallPilot data is complete.

Installing the Esna Officelinx Migration Utility

The installer for the utility is included with your Esna Officelinx download.



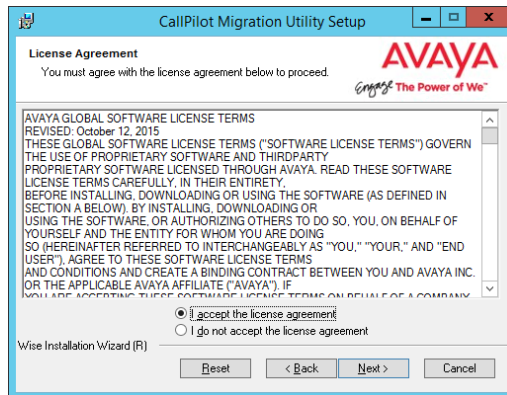
Important:

The operator must login in using an account with full administrative rights.

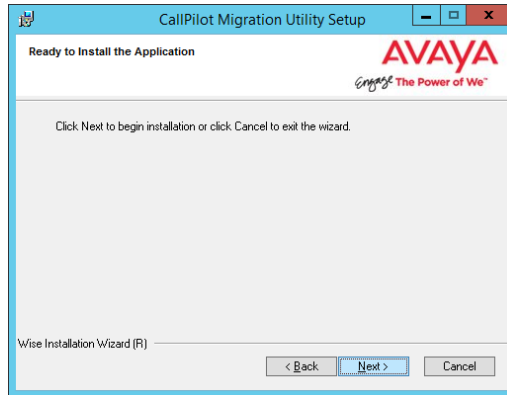
4. Run the executable file to launch the Installation Wizard. Click **Next**.



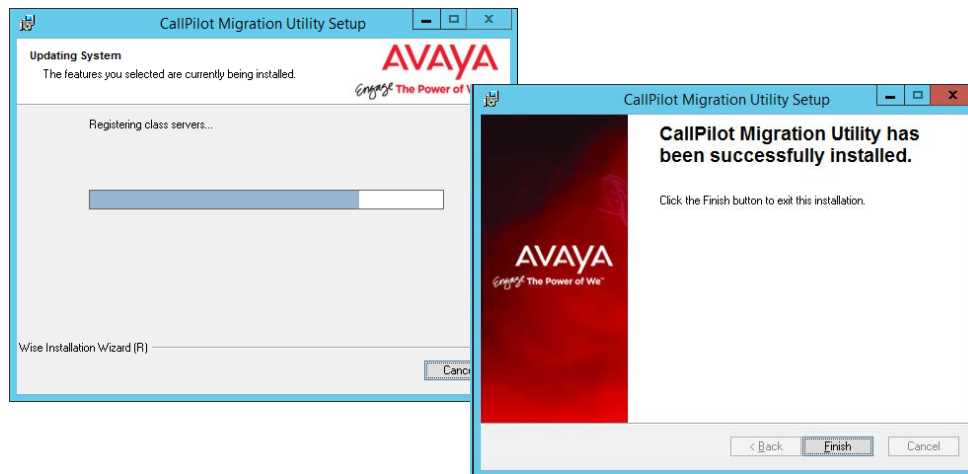
5. Accept the license agreement, then click **Next**.



6. The wizard is ready to begin. Click **Next**.



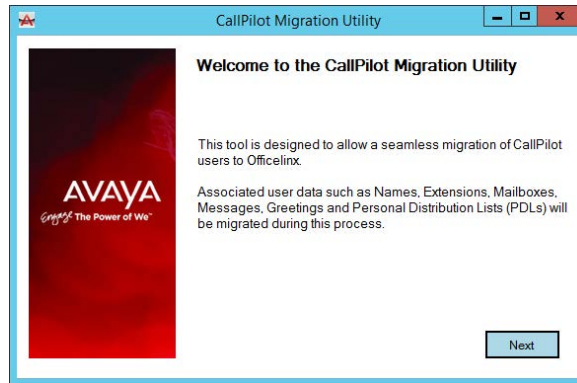
7. The wizard will install the utility onto the Officelinx server. Click **Finish** when ready.



The migration utility will automatically launch once the installation has finished.

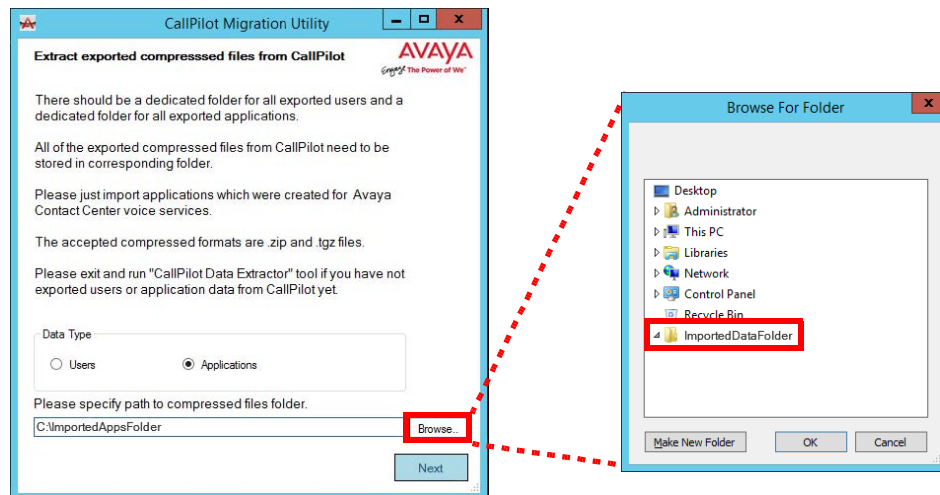
Extract

- When the utility installation wizard has finished, the Migration Utility will be launched automatically. Click **Next**.

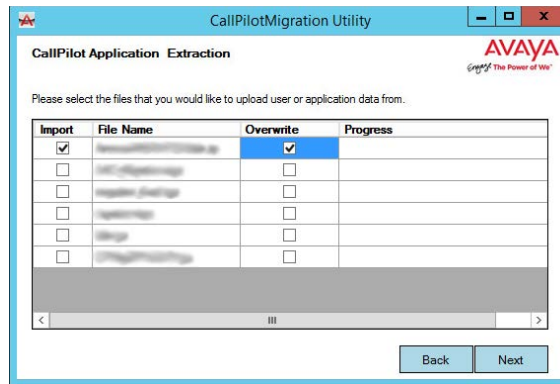


Applications

- Enable **Applications**.
Click the browse button and select the folder where you stored the XML files. Click **OK**.
Click **Next**.



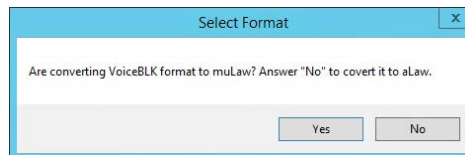
10. Enable **Overwrite** for one or more of the sites listed, then click **Next**.



Tip:

Overwrite will automatically enable **Import**. Use Import alone if a previous migration did not successfully copy all data. Import by itself will not replace the data that already exists in the database.

11. Choose **Yes** to convert the CallPilot BLK audio files into **muLaw**. Choose **No** to convert the files to **aLaw**.



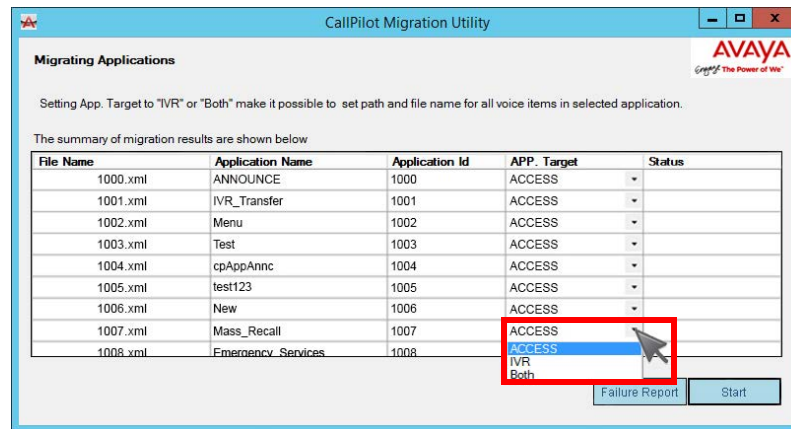
Esna Officelinx: CallPilot Migration

- The **App. Target** column provides a way to extract each app to a specific segment of Officelinx. For each record, choose the correct Target. The default is ACCESS.

ACCESS: Select this option when converting applications used in ACCESS voice command scripts.

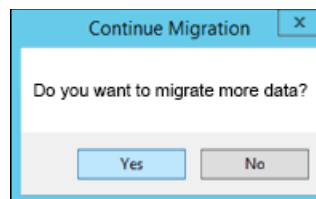
IVR: Choose this option when converting applications used in IVR scripts.

Both: Use this option when converting applications used in both IVR and ACCESS scripts.



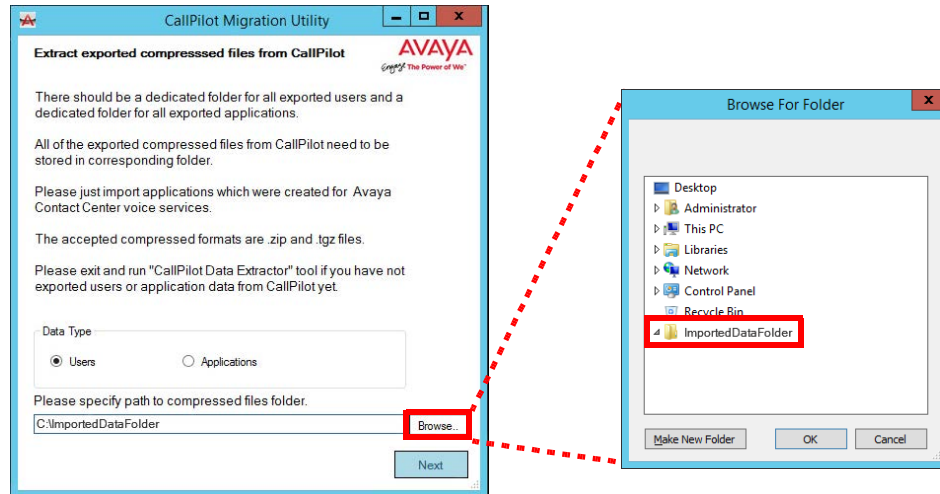
When ready, click **Start**.

- The data from CallPilot will be imported into Esna Officelinx. When finished, you have the option to import additional data (i.e. from other companies).

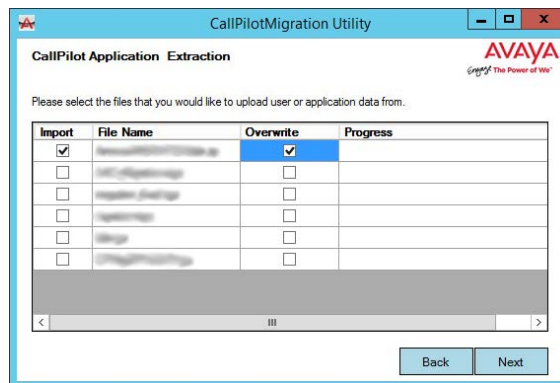


Users

14. Enable **Users**.
Click the browse button and select the folder where you stored the XML files. Click **OK**.
Click **Next**.



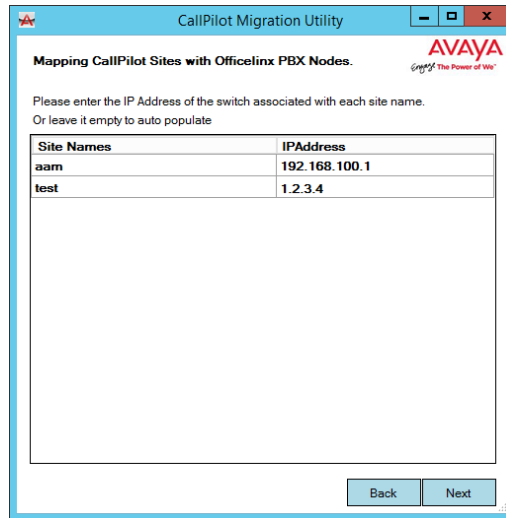
15. Enable **Overwrite** for one or more of the sites listed, then click **Next**.



Tip:

Overwrite will automatically enable **Import**. Use Import alone if a previous migration did not successfully copy all data. Import by itself will not replace the data that already exists in the database.

16. Provide the IP address for each site name. If you do not know the IP address, enter any address and change it through OL Admin once the installation is complete.



Note:

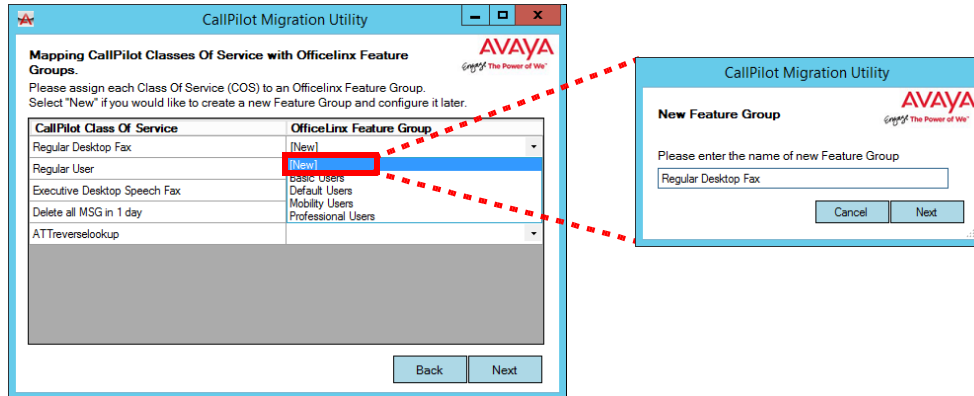
If you enter an IP address and leave those below it blank, the system will automatically populate the remaining fields with the next addresses in sequence (i.e. 1.1.1.1 1.1.1.2 1.1.1.3 etc.).

The migration will continue with the Mapping process.

Map

Now that the data files have been copied, the Class of Service (COS) for each user must be mapped to the corresponding Feature Group within Esna Officelinx.

- For each CallPilot Class of Service listed, use the dropdown menu on the right-hand side and select the appropriate Feature Group from Esna Officelinx.



You can also select **New** to create a Feature Group in Officelinx. New groups will need to be configured later in Officelinx.



Tip:

Give new feature groups the same name as their class of service. This will help to identify each group so that appropriate rights can be assigned.

Note:

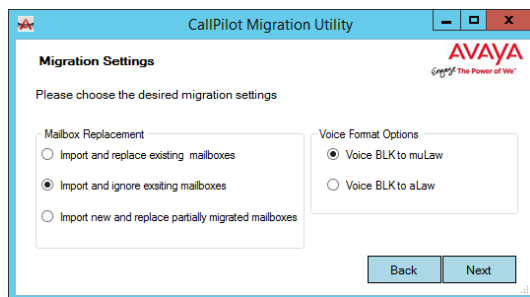
If you leave a COS blank and click Next, you will be prompted to set the value for that COS to Default.

Once the classes of service have been aligned with feature groups, the migration process will continue.

Migrate

The data files will be copied into Esna Officelinx.

18. Enable the desired features and click **Next**.



Mailbox Replacement: Tell the program how to handle duplicate entries. Select one of the following.

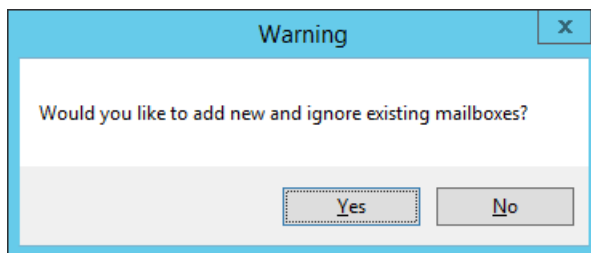
Import and replace... - Copy user data and overwrite existing duplicate entries.

Import and ignore... - Copy user data and but do not overwrite duplicate entries.

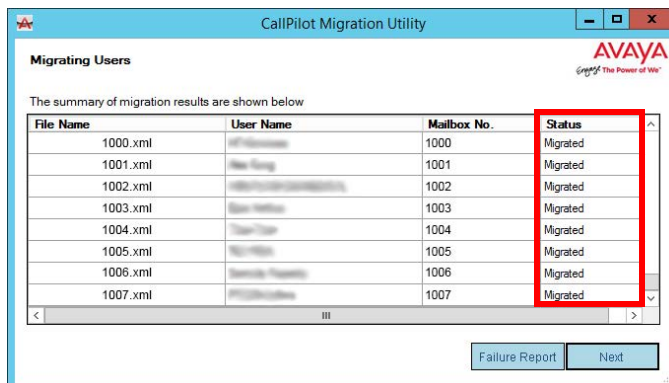
Import new and replace partially... - Copy user data and overwrite previously only partially imported entries.

Voice Format Options: Select the audio coding format to use (muLaw, aLaw).

19. Click **Yes** at the prompts to confirm the chosen settings.



20. The selected sites will be imported into Esna Officelinx, with each user assigned to the Feature Group that corresponds to their CallPilot Class of Service.



Any issues with the migration will be displayed in the Status column. Click **Failure Report** to see the details for each problem entry. Status will be one of the following:

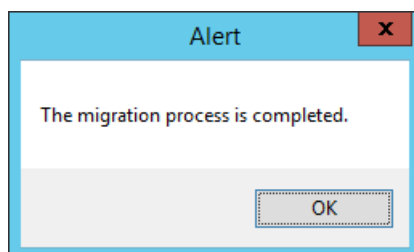
Migrated: Data processed successfully.

Ignored: Duplicate entry detected. No action taken.

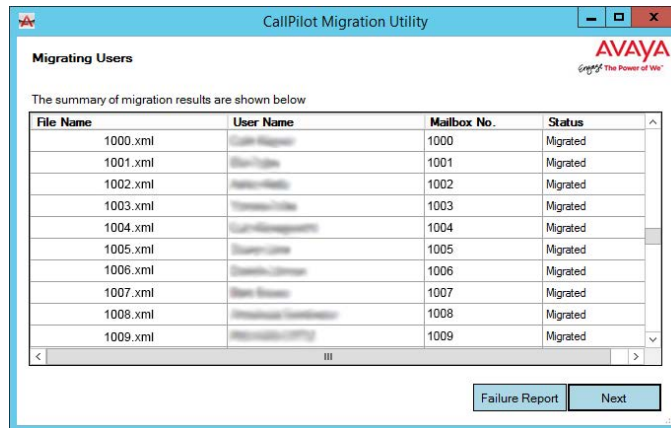
Failed: An error with the data occurred and the record was not imported.

Partial: An error with the data occurred and only some of the record was imported. This usually occurs when there are Distribution Lists associated with a user.

21. When finished, click **OK**.



22. Click **Next**.



23. The migration is complete. Click **Exit**.



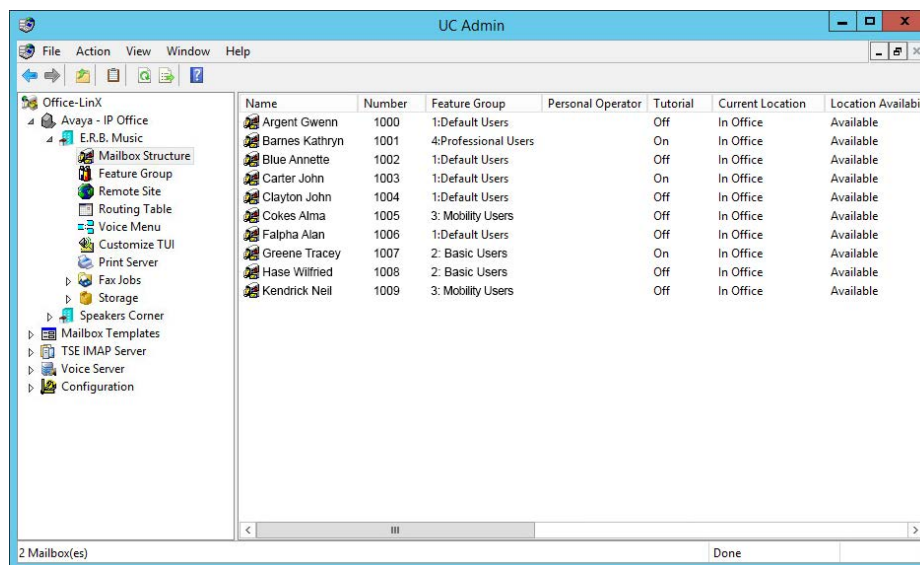
! Important:

The default password assigned to each Officelinx mailbox is **13579**. Users will be asked to change this password immediately during their first login attempt. The password parameters (i.e. minimum and maximum length, allowed/required characters) are configured through the Officelinx Admin program.

Verify

Once the import is complete, open OL Admin and check that it produced the expected results.

24. Under Mailbox Structure, verify that all of the CallPilot mailboxes are present and have been added to the correct Feature Group.



25. Test each mailbox to ensure that it can both send and received telephone calls.
26. Test voicemail.
27. Ensure that each mailbox user can login to their account. The default password is **13579** for all accounts.

Configuring Officelinx

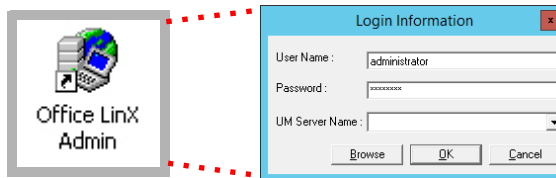
During the Extraction phase (step 14), you entered an IP address for the site computers. If this value needs to be changed, use the Officelinx Admin program.

Any Feature Groups that were created for a CallPilot Class of Service (step 17) must also be configured to give those users the proper access to program features.

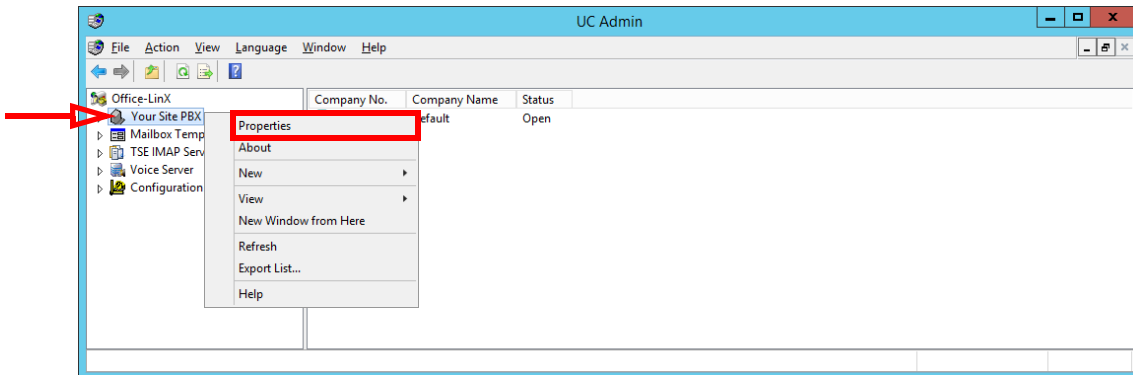
Note:

If you have already entered the correct IP address for each site, skip to step 6.

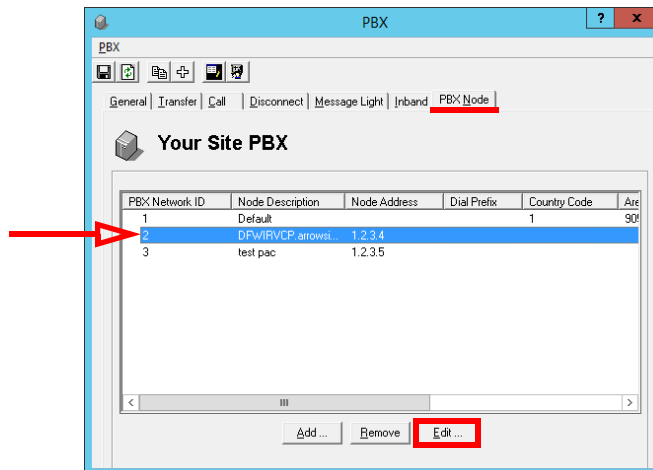
1. From the Esna Officelinx server desktop, open the Officelinx Admin program. Sign in using administrator credentials.



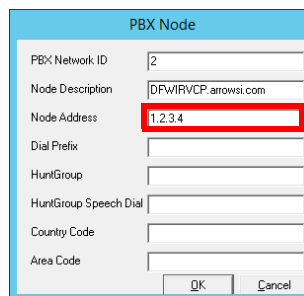
2. Right-click your PBX and select **Properties**.



- Go to the PBX Node tab. Select one of the Site Names shown under Node Description and click **Edit**.



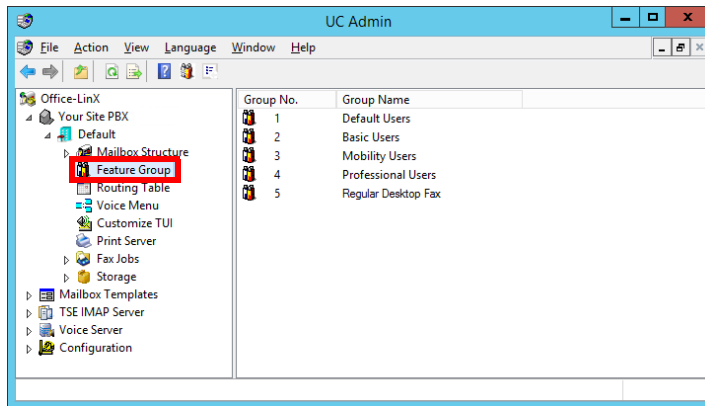
- Change the **Node Address** to the correct IP address for the switch associated with this site. Click **OK**.



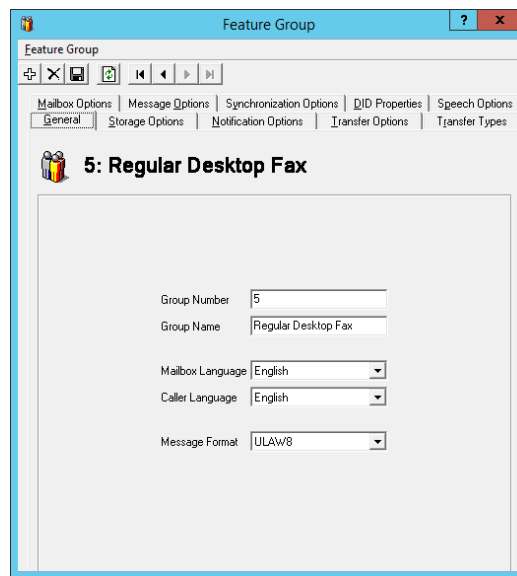
WARNING:
DO NOT change the **Node Description** field. Changing this value will cause the server to disconnect and the synchronization to fail.

- Repeat these steps until all of the sites have been properly routed.

- From the Officelinx Admin, open your site and select **Default > Feature Group**.



- Any Feature Groups created during migration will be shown here beneath the pre-defined groups. Open one of the new Feature Groups and set the access rights for the users of that group. Choose the settings that most closely match the settings for the associated CallPilot Class of Service.



Refer to the Esna Officelinx Server Configuration Guide for complete details on setting up the Feature Group.

- When finished, click **Save** to lock-in the changes. Repeat for each newly created Feature Group.

Switching Over to Esna Officelinx

Once the migration is complete, it is necessary to shutdown CallPilot, and to configure Esna Officelinx to take over operations.



Important:

The default password assigned to each mailbox successfully migrated is **13579**. Users will be asked to change this password immediately during their first login attempt. The password parameters (i.e. minimum and maximum length, allowed/required characters) are configured through the Officelinx Admin program.

Appendix A: Revision History

Date	Issue	Change Summary
4 April, 2016	1.0.0	<ul style="list-style-type: none">● Initial Release
1 August, 2017	1.0.1	<ul style="list-style-type: none">● Corrected the default CP password.
17 October, 2017	1.0.2	<ul style="list-style-type: none">● Added section covering exporting files from CallPilot.
29 November, 2017	1.0.3	<ul style="list-style-type: none">● Modified pre-requisites to include the need to login using administrator credentials.

Appendix A: Revision History