User Migration

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User Migration Between IM and Presence Service Clusters

This section describes how to migrate users between IM and Presence Service clusters. You must complete the following procedures in the order in which they are presented:

1. Before migrating users, remove all stale rosters, group entries and non-presence contract records..

2. Export the contact lists of the migrating users from their current home cluster.

3. Disable the migrating users for IM and Presence Service and Cisco Jabber on their current home cluster from Cisco Unified Communications Manager.

4. If LDAP Sync is enabled on Cisco Unified Communications Manager:

   • move the users to the new Organization Unit, from which their new cluster synchronizes its information

   • synchronize the users to the new home Cisco Unified Communications Manager.

5. If LDAP Sync is not enabled on Cisco Unified Communications Manager, manually provision the migrating users on Cisco Unified Communications Manager.

6. Enable users for IM and Presence Service and Cisco Jabber.

7. Import contact lists to the new home cluster to restore contact list data for migrated users.

Before You Begin

Complete the following tasks:

• Perform a full DRS of the current cluster and the new home cluster. See the *Disaster Recovery System Administration Guide* for more information.

• Ensure that the following services are running:

   • Cisco Intercluster Sync Agent

   • Cisco AXL Web Service

   • Cisco Sync Agent

- Run the Troubleshooter and ensure that there are no Intercluster Sync Agent issues reported. All Intercluster Sync Agent issues reported on the Troubleshooter must be resolved before proceeding with this procedure.

- Cisco recommends that the **Allow users to view the availability of other users without being prompted for approval** setting is enabled. To enable this setting, choose **Cisco Unified CM IM and Presence Administration** > **Presence** > **Settings**. Any change to this setting requires a restart of the Cisco XCP Router.

- Cisco recommends that the following settings are set to **No Limit**:

    - Maximum Contact List Size (per user)

    - Maximum Watchers (per user)

        To configure these settings, choose **Cisco Unified CM IM and Presence Administration** > **Presence** > **Settings**.

- Ensure that the users to be migrated are licensed for Cisco Unified Presence or Cisco Jabber on their current (pre-migration) home cluster only. If these users are licensed on any other cluster, they need to be fully unlicensed before proceeding with the following procedures.

Remove Stale Entries

Before migrating users, remove stale rosters, group entries and non-presence contact records. This is to be done on the publisher IM&P node from which the users had presence disabled.

Note Repeat these steps as necessary in batches of 2000. If it is too time consuming to remove a large amount of stale entries via CLI, open a TAC case to leverage the stale roster script at the end of this section that requires root access.

Procedure

Step 1 Start the CLI session. For details on how to start a CLI session, refer to the "Start CLI session" section of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions*.

Step 2 Check and remove stale roster entries. To do this, run the following queries:

a) Check for stale roster entries:

```
run sql select count(*) from rosters where user_id in (select xcp_user_id from enduser
where primarynodeid is NULL)
```

b) Remove stale roster entries:

```
run sql delete from rosters where pkid in (select * from (select first 2000 pkid from
rosters where user_id in (select xcp_user_id from enduser where primarynodeid is NULL)))
```

Step 3 Check and remove stale group records. To do this, run the following queries:

a) Check for stale group records:

```
run sql select count(*) from groups where user_id in (select xcp_user_id from enduser
where primarynodeid is NULL)
```

b) Remove stale group records:

```
run sql delete from groups where pkid in (select * from (select first 2000 pkid from
groups where user_id in (select xcp_user_id from enduser where primarynodeid is NULL)))
```

Step 4 Check and remove stale non-contact records (in order). To do this, run the following queries:

a) Check for stale non-contact records (in order):

```
run sql select count(*) from nonpresencecontacts where fkenduser in (select pkid from
enduser where primarynodeid is null)
```

b) Remove stale non-contact records (in order):

```
run sql delete from nonpresencecontacts where pkid in (select * from (select first 2000
 pkid from nonpresencecontacts where fkenduser in (select pkid from enduser where
primarynodeid is null)))
```

c) Use this query if you have root access:

```
run sql delete from epascontactaddinfo where pkid in (select * from (select first 2000
pkid from epascontactaddinfo where pkid not in (select fkepascontactaddinfo from
nonpresencecontacts)))
```

Export User Contact Lists

Complete this procedure to export the contact lists of the migrating from their current cluster.

Procedure

Step 1 Export the contact lists of the migrating users from the current home cluster.

a) Choose **Cisco Unified CM IM and Presence Administration** > **Bulk Administration** > **Contact List** > **Export**.
b) Choose **All unassigned users in the cluster** and click **Find.**
c) Review the results and use the **AND/OR** filter to filter the search results as required.
d) When the list is complete, click **Next.**
e) Choose a filename for the exported contact list data.
f) Optionally update the Job Description.
g) Click **Run Now** or schedule the job to run later.

Step 2 Monitor the status of the contact list export job.

a) Choose **Cisco Unified CM IM and Presence Administration** > **Bulk Administration** > **Job Scheduler**.
b) Click **Find** to list all BAT jobs.
c) Find your contact list export job and when it is reported as completed, choose the job.
d) Choose the CSV File Name link to view the contents of the contact list export file. Note that a timestamp is appended to the filename.
e) From the **Job Results** section, choose the log file to see a summary of what was uploaded. The job begin and end time is listed and a result summary for the job is presented.

Step 3 Download the contact list export file and store it for use later when the user migration is complete.

a) Choose **Cisco Unified CM IM and Presence Administration** > **Bulk Administration** > **Upload/Download Files**.

    b) Click **Find.**

    c) Choose the contact list export file and click **Download Selected**.

    d) Save the CSV file locally for upload later in the procedure.

What to do next

Proceed to unlicense the users.

Disable Users for IM and Presence Service

The following procedure describes how to disable a migrating user for IM and Presence Service and Cisco Jabber on their current home cluster.

For information about how to update users in bulk, see the *Cisco Unified Communications Manager Bulk Administration Guide*.

Procedure

Step 1	Choose **Cisco Unified CM Administration** > **User Management** > **End User**.
Step 2	Use the filters to find the user that you want to disable for IM and Presence Service.
Step 3	In the **End User Configuration** screen, uncheck **Enable User for Unified CM IM and Presence**.
Step 4	Click **Save**.

Move Users to New Cluster

The procedure to move the users to the new cluster differs depending on whether LDAP Sync is enabled on Cisco Unified Communications Manager.

LDAP Sync Enabled on Cisco Unified Communications Manager

If LDAP Sync is enabled on Cisco Unified Communications Manager, you must move users to the new Organizational Unit and synchronize the users to the new home cluster.

Move Users To New Organizational Unit

If LDAP Sync is enabled on Cisco Unified Communications Manager, you must move the users to the new Organizational Unit (OU) from which their new cluster synchronizes if the deployment uses a separate LDAP structure (OU divided) for each cluster, where users are only synchronized from LDAP to their home cluster.

Note   You do not need to move the users if the deployment uses a flat LDAP structure, that is, all users are synchronized to all Cisco Unified Communications Manager and IM and Presence Service clusters where users are licensed to only one cluster.

For more information about how to move the migrating users to the relevant OU of the new home cluster, see the LDAP Administration documentation.

After you move the users, you must delete the LDAP entries from the old LDAP cluster.

What to do next

Proceed to synchronize the users to the new home cluster.

Synchronize Users To New Home Cluster

If LDAP is enabled on Cisco Unified Communications Manager, you must synchronize the users to the new home Cisco Unified Communications Manager cluster. You can do this manually on Cisco Unified Communications Manager or you can wait for a scheduled synchronization on Cisco Unified Communications Manager.

To manually force the synchronization on Cisco Unified Communications Manager, complete the following procedure.

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **LDAP** > **LDAP Directory**.

Step 2 Click **Perform Full Sync Now**.

What to do next

Proceed to enable users for IM and Presence Service and license users on the new cluster.

Related Topics

Enable Users For IM and Presence Service On New Cluster, on page 5

LDAP Sync Not Enabled On Cisco Unified Communications Manager

If LDAP Sync is not enabled on Cisco Unified Communications Manager, you must manually provision the users on the new Cisco Unified Communications Manager cluster. See the *Cisco Unified Communications Manager Administration Guide* for more information.

Enable Users For IM and Presence Service On New Cluster

When the users have been synchronized, or manually provisioned, on the new home cluster, you must enable the users for IM and Presence Service and Cisco Jabber.

Procedure

Step 1 From Cisco Unified CM Administration, choose **User Management** > **End User**.

Step 2 Use the filters to find the user that you want to enable for IM and Presence Service.

Step 3 In the **End User Configuration** screen, check **Enable User for Unified CM IM and Presence**.

Step 4 Click **Save**.

Step 5   Provision the users on Cisco Unified Communications Manager for Phone and CSF. See the *Cisco Unified Communications Manager Administration Guide* for more information.

For information about how to update users in bulk, see the *Cisco Unified Communications Manager Bulk Administration Guide*.

What to do next

Proceed to import contact lists on the new home cluster.

Import Contact Lists On Home Cluster

You must import the contact lists to restore contact data for the migrated users.

Procedure

Step 1   Upload the previously exported contact list CSV file.

   a) Choose **Cisco Unified CM IM and Presence Administration** > **Bulk Administration** > **Upload/Download Files**.
   b) Click **Add New**.
   c) Click **Browse** to locate and choose the contact list CSV file.
   d) Choose **Contact Lists** as the Target.
   e) Choose **Import Users' Contacts - Custom File** as the Transaction Type,
   f) Optionally check **Overwrite File if it exists**.
   g) Click **Save** to upload the file.

Step 2   Run the import contact list job.

   a) Choose **Cisco Unified CM IM and Presence Administration** > **Bulk Administration** > **Contact List** > **Update**.
   b) Choose the CSV file you uploaded in Step 1.
   c) Optionally update the Job Description.
   d) To run the job now, click **Run Immediately**. Click **Run Later** to schedule the update for a later time.
   e) Click **Submit.**

Step 3   Monitor the contact list import status.

   a) Choose **Cisco Unified CM IM and Presence Administration** > **Bulk Administration** > **Job Scheduler**.
   b) Click **Find** to list all BAT jobs.
   c) Choose the job ID of the contact list import job when its status is reported as complete.
   d) To view the contents of the contact list file, choose the file listed at **CSV File Name**.
   e) Click the **Log File Name** link to open the log.

   The begin and end time of the job is listed and a result summary is also displayed.