



Cisco uOne to Unity Migration

NOTE: THIS IS A COMPLETE NEW SYSTEM INSTALL, ALL DATA WILL BE LOST

MIGRATION ASSUMPTIONS	2
ITEMS NEEDED FOR A SUCCESSFUL MIGRATION.....	2
NEW FEATURES WITH UNITY.....	2
MIGRATION STEPS	3
MIGRATION FAQ	3
KNOWN ISSUE:	4
APPENDIX A: UONE DIRECTORY DUMP UTILITY TO CSV FILE.....	5
APPENDIX B: CREATE CSV FILE FOR EXPORT/IMPORT OF DATABASE.....	6
APPENDIX C: IMPORTING A CSV FILE.....	12



Migration Assumptions

- Customer has the uOne 4.01 E corporate edition on a MCS 7835
- Customer is only using the voice mail functionality.
- Customer expectations and the migration delivery are communicated
 - Old messages will be inaccessible after migration
 - Customer will have to go through first-time enrollment for Unity. This includes the following:
 - Re-record Greeting
 - Re-record Recorded Name
 - Add new voicemail password

Items needed for a Successful Migration

Third Party Software

- Windows 2000 Service pack 1
 - Exchange 5.5 Service Pack 4
 - Service Pack <http://www.microsoft.com/exchange/downloads/default.htm>
1. Cisco Unity Software
 - 2.4.6.102 or later (Unity documentation is located on CD 1)
 2. Call Manager Software
 - Cisco Call Manager 3.08 or later
 3. Server Hardware – MCS 7835:
 - Intel Pentium III 733-MHz processor
 - 256-kB secondary cache
 - 512-MB 133-MHz registered ECC SDRAM memory
 - 10/100 TX Fast Ethernet network interface card
 - Integrated-dual-channel wide Ultra SCSI-3 controller
 - Dual 18.2-GB Ultra2 SCSI hot-plug drives
 - 1.44-MB floppy disk
 - Preinstalled high-speed IDE CD-ROM drive
 - Hot-plug redundant 275-watt power supply

New Features with Unity

Unity voice mail includes

- Automated Attendant
- SMTP, Dial out notification
- Active Assistant
- One Key dialing
- Schedule based messages

Specifically NOT included:

- Unified Messaging
- Dual Switch Integration



Migration steps

1. uOne Directory dump Utility to CSV file. *See Appendix A.*
2. Create a CSV file for Unity Import. *See Appendix B.*
3. Clean MCS 7835 Server using Fdisk. All information will be lost
 - a. Create boot disk with Fdisk on it
 - b. Place in A drive boot up
 - c. Change prompt line C:
 - d. Type Fdisk
4. Begin Unity Installation. *See Unity Installation guide on Unity CD 1.* Install applications in the following order:
 - a. Window 2000 and SP1
 - b. Exchange 5.5 and SP4
 - c. Unity 2.4.6
5. Create Class of Service (COS) and Subscriber Templates. *See Online help on the Unity CD 1 under Documentation/Sys Admin Guide and Troubleshooting HTML Help/starhelp.htm*
6. Import CSV File. *See Appendix C.*
7. Configure Unity and CallManager Integration. *See the Unity CallManager Integration guide.*
8. Test Integration and Application.
9. Train Administrator. *See the Unity Administration manual.*
10. Train End users. *See the Unity User guide.*

Migration FAQ

Q: If I have to call TAC, what should I do first?

A: Review all Unity documentation. Please call TAC for support after you have installed successfully the Operating system, the Modem and pcAnywhere.

Q: What installation procedures are being provided to the customers?

A: Use the migration steps documented above, referring to the Unity Installation Guide and Integration Guide, located on the Unity installation CD

Q: Do I have to uninstall uOne?

A: No, the system will be cleaned during the Fdisk process.

Q: Do I have to remove the operating system?

A: Yes, this will be done during the Fdisk process.

Q: Can I keep my existing voicemails,, greetings, and system settings?

A: No.

Q: What action should be taken if Unified messaging, Dual Switch, or additional features like Networking are desired?

A: Please contact the local Cisco Account Manager to purchase an upgrade. This may also require the purchase of a PC that supports voiceboards.



Cisco uOne to Unity Migration

Software version 2.46

Known issue:

Problem: Unity will not install because it cannot find the dongle.

Solution: the MCS-7835 machine by default does not assign an IRQ to LPT1, only the I/O of 378. The dongle is not detected when it is assigned to this. By manually forcing an IRQ (Usually 7) to this port, the dongle is detected. This could also happen with most Compaq Proliant boxes because the MCS-7835 is a Compaq 1850R server.



Appendix A: uOne Directory dump Utility to CSV file

1. On the uOne server, select Start -> Programs -> Netscape SuiteSpot -> Administration.
2. Login with username admin and password admin.
3. Click the "Users & Groups" icon.
4. On the left frame, click Export.
5. On the right frame, type a filename such as "uoneusers.ldif" then click the Begin Export button..
6. The next page will indicate where the file was saved. If the above filename was used, the file is located at "C:\Netscape\SuiteSpot\userdb\uoneusers.ldif".
7. Start -> Programs -> Windows NT Explorer.
8. Locate the file and copy it to a floppy disk.
9. Copy the file from the floppy disk to the Unity server in a temporary directory on the C: drive.
10. Run the uOne to Unity migration tool.
11. Select the "uoneusers.ldif" file copied from the uOne server, and set the converted filename to "uoneusers.csv".
12. Start -> Programs -> Unity -> Import
13. Follow the on-screen directions and select the "uoneusers.csv" file created with the migration tool.

Appendix B: Create CSV file for export/import of database

1. Need subscriber list for the installation of the Unity Product
2. Use uoneusers.csv file for the Import Utility for Unity

Creating accounts with data from comma separated value file (CSV)

***The uOne database does not generate the CSV file, you will need to create an Excel spread sheet with the proper headings, see below for details*

Unity's Import utility creates Unity subscriber, Windows NT/2000, and Exchange mailbox accounts from data saved in a comma-separated value (CSV) file. CSV is a common file format for moving data from one data store to another. It can be used to copy subscriber information from voice messaging systems that run on different operating systems or have different database structures than Unity.

NOTE: The Import utility processes a maximum of 2500 records at once. When you run the Import utility, any records beyond the first 2500 are saved to the output file that you will specify. If you have more than 2500 records with which to create Unity accounts, run the Import utility multiple times.

During the import process, you will specify where the utility accesses or saves the following files:

Source file The CSV file containing data that you want to import. If any source file data is not successfully imported, the Import utility directs that data to either the output log file or the error log file.

Error log file A data file generated by the Import utility. This file contains data the utility could not import because of errors in the source file. Make any necessary changes to data in the error log file, then use it as the new source file.

NOTE: The Import utility reports the first error it detects in any Exchange mailbox. Once that error is corrected, additional errors may be found in the Exchange mailbox when the data is imported again. You may need to repeat the process several times to find and correct all errors.

Output log file A data file generated by the Import utility. This file does not include records with errors. This file contains only records the utility could not import for any of these reasons: you selected not to import them; you tried to import more than 2500 records; or the import process was interrupted. You can use the output log file as a new source file after making any necessary changes.

Because Unity creates NT/2000 and Exchange accounts as well as Unity accounts, the Import utility takes approximately 10 minutes to create 80 subscriber records. When you are finished, new accounts are available almost immediately.

Use the Import utility Help table, below, to make decisions about creating accounts from another voice messaging system or database.

Column headers in a CSV file

The first row in a CSV file must contain column headers. Unity's Import utility translates the information in each column into Unity subscriber attributes, based on the identifying column headers. Before importing the data, verify that the column headers in the CSV file are appropriately named. The column header table, below, contains a list of valid column headers.

During the import process, you will select a subscriber template. In general, attributes in the subscriber template are applied to any new subscriber accounts; however, if column headers in the source CSV file correspond to attributes in the subscriber template, the values in the CSV file override the template values.



Cisco uOne to Unity Migration

Software version 2.46

For example, if the Import utility detects a column header in the source file called COS_NAME, each subscriber is assigned to the class of service (COS) named in this column. If no COS with that name exists in Unity, the Import utility creates a new COS with the name specified in the CSV file. The new COS is a copy of the COS specified in the active subscriber template. After completing the import process, you may need to change the limits and permissions of the new COS.

NOTE: If the source file contains data that you do not want to import, title those column headers "JUNK." During import, the Import utility ignores data in columns titled "JUNK." The Import utility also ignores any columns titled "NOTES."

Example CSV file:

LAST_NAME	FIRST_NAME	DTMF_ACCESS_ID	COS_NAME
Nobili	Frank	3118	Sales
Otterson	Martin	3243	Sales
Hansen	Peter	3110	Sales
Albaum	Dan	3299	Marketing
Cordes	Bob	3420	Marketing
Stewart	Jami	3414	TAC
Salerno	Eileen	3408	CA

CSV file column headers		Description	Values accepted
CSV file column headers		Description	Values accepted
1.1.1.1 Required	DTMF_ACCESS_ID	ID callers enter to reach subscriber (usually the same as extension).	Any combination of digits from 0 to 9, up to a maximum of 64 digits.
	FIRST_NAME	Subscriber's first name.	Any combination of letters and numbers, up to a maximum of 64 characters.
	LAST_NAME	Subscriber's last name.	Any combination of letters and numbers, up to a maximum of 64 characters.



Cisco uOne to Unity Migration

Software version 2.46

1.1.1.2 Optional	AUDIO_SPEED	Defines the speed of message playback.	0 for low speed. 100 for medium speed (default value). 200 for fast speed.
	AUDIO_VOLUME	Indicates the volume for message playback.	0 for low volume. 50 for medium volume (default value). 100 for high volume.
	COS_NAME	The subscriber's class of service (COS).	Any combination of letters and numbers, up to a maximum of 64 characters.
	EXTENSION	Dialing extension (usually the same as the DTMF_ACCESS_ID).	Any combination of digits from 0 to 9, up to a maximum of 64 digits; P (for pulse dialing) and T (for tone dialing); and ",", (comma) or ";" (semi-colon) for pause.
	JUNK	The Import utility ignores columns with this header. "JUNK" is interchangeable with the header "NOTES."	Anything.
	LIST_IN_DIRECTORY	Determines whether the subscriber is listed in the phone directory.	0 turns list in directory off. 1 turns list in directory on.



Cisco uOne to Unity Migration

Software version 2.46

	MAX_MSG_LENGTH	Indicates the maximum length of voice mail messages (in seconds) that outside callers can leave.	Any value from 0 to 999 seconds.
	MWI_EXTENSION	The message waiting indicator (MWI) extension, if different from subscriber's phone extension.	Any combination of digits from 0 to 9 for the extension, and ",", (comma) or ";" (semi-colon) for pause.
1.1.1.3	NOTES	The Import utility ignores columns with this header. "NOTES" is interchangeable with the header "JUNK."	Anything.
	NT_ALIAS	The Windows NT alias, which is derived from a rule specified in the subscriber template, using a combination of first and last name.	Any combination of letters and numbers, up to a maximum of 64 characters.
	RNA_ACTION	Rule to use when XFER_TYPE is set to supervise call transfer.	0 releases the call to the switch. Unity does not monitor the call's progress, so no call handler will be activated. 1 pulls the call back and plays the appropriate greeting. After the number of rings as defined by the XFER_RINGS setting, Unity transfers the



Cisco uOne to Unity Migration

Software version 2.46

			appropriate call handler.
	PRIMARY_FAX_NUMBER	The ID that callers enter to send faxes through ActiveFax to a subscriber. Defines the FAX_ID field on the subscriber's profile page.	Any combination of digits from 0 to 9, up to a maximum of 64 digits.
	TIME_EXPIRES	Turns transfer on, off, or on until a certain date. Used in conjunction with XFER_TYPE.	0 turns transfer on. Entering a date that has already passed sets transfer to off. A date in the format of mm/dd/yy turns transfer on until that date.
	USE_BRIEF_PROMPTS	Indicates whether the subscriber prefers brief or full menus.	0 turns brief menus on. 1 turns full menus on.
	XFER_ANNOUNCE	Defines whether Unity says "transferring call" when the phone is answered on an incoming external call.	0 turns transfer announce off. 1 turns transfer announce on.
	XFER_CONFIRM	Defines whether Unity asks subscribers if they would like to take calls.	0 turns transfer confirm off. 1 turns transfer confirm on.
	XFER_HOLDING_MODE	Determines if the caller can be put on hold when a	0 turns transfer holding mode off.



Cisco uOne to Unity Migration

Software version 2.46

		For this to work, XFER_TYPE must be set to "supervised."	1 turns transfer holding mode on.
1.1.1.4	XFER_INTRODUCE	Defines whether subscribers hear Unity say "call for <subscriber's recorded voice name>" or "call for <extension number>" when they answer an incoming external call. Used when two or more subscribers share a phone.	0 turns transfer introduce off. 1 turns transfer introduce on.
	XFER_RINGS	When doing a supervised transfer, the number of rings to wait before activating the appropriate call handler.	Any digit from 1 to 9.
	XFER_SCREENING	Sets call screening to off, on, or on with "memory" (the caller's recorded name is added to the message).	0 turns transfer screening off. 1 turns transfer screening on. 2 turns transfer screening on with memory.
	XFER_TYPE	Used in conjunction with RNA_ACTION to determine whether Unity monitors the call's progress until the subscriber answers the phone.	0 for unsupervised transfer; Unity does not monitor the call's progress. 1 for supervised transfer; Unity monitors the call's progress.

Appendix C: Importing a CSV file

To prepare a CSV file for import

1. In the database that contains the data from which you want to create Unity accounts, save the data as a CSV file.
2. Open the CSV file in a spreadsheet application such as Microsoft Excel, or another application in which you can edit the data.
3. In the first row, create column headers. The file must contain at least these three column headers: "FIRST_NAME," "LAST_NAME," and "DTMF_ACCESS_ID." All column headers must be spelled as shown here, but case and the order in which they appear do not matter.

All records must contain a valid entry for each column header.

The subscriber template you will select in step 7 of the next procedure, "To create Unity accounts from CSV file data," contains other attributes used to create Unity accounts. If you want to customize the Unity accounts by importing data into additional subscriber attribute fields, add appropriate column headers so the utility will correctly import the data in the file. For a list of the types of data supported by the utility, see the CSV file column header table, above.

4. If the file contains columns of data you do not want to import, title those columns "JUNK" and the Import utility will ignore them.
5. Verify that each row contains the appropriate data corresponding to each column header.
6. Save the data as a CSV file. This is the CSV file you will use in the next procedure.

1.1.2 To create Unity accounts from CSV file data (Use after Unity is installed)

1. On the Unity server, go to Start > Programs > Unity > Import. The Import utility's Overview dialog box appears.
2. Click "Next." The Choose type of Import dialog box appears.
3. Click "Comma Separated Value (CSV) File."
4. Click "Next." The Enter Import Information dialog box appears.
5. Type the path, file name, and file name extension of the source CSV file, or click "Browse..." and select the source CSV file.
6. Type or browse to the path and file name for the output log file.
7. Select a subscriber template to use for import.
8. Type or browse to the path and file name of the error log file.
9. Select the Exchange server on which you would like to create new users.

-
10. Click "Next." The Source data loaded dialog box appears. The dialog box reports the number of errors at this stage of the import process. You will fix any errors later.
 11. Click "OK." The Prepare data dialog box appears.
 12. In the "Selected" column, clear the check boxes of any records you do not want to import. The utility will save this data in the output log file.
 13. Click "Next." The Import subscribers dialog box appears.
 14. Click "Start Import." The Import Subscribers status bar tracks the progress of the import.

NOTE: You can stop the Import utility at any time by clicking "Cancel." Any records that are not successfully imported appear in the output log file.

15. When the utility has finished importing the records, the Import results dialog box reports on any errors that occurred during import. If errors are reported, follow the steps in the next procedure, "To correct CSV file errors," after completing this procedure.
16. Click "Exit." The Import utility closes. The error log and output log files are created when you click "Exit."

NOTE: If you close the Import utility without clicking "Exit," the utility will not create the log files.

1.1.3 To correct CSV file errors

1. Go to the directory location of the error log file you specified in step 8 of the previous procedure.
2. Use a spreadsheet application such as Microsoft Excel to open the error log file.
3. Print the error log file. You will use the error codes in the file to make corrections.

NOTE: The first column of the error log file, titled "NOTES," provides an error code that describes the error found in a record. The second column of the error log file also is titled "NOTES." This second column lists the column number in which the error is found. (Data columns are numbered sequentially starting with one.) You will also see the word "ERROR" next to the data item that contains the error.

4. Refer to [Import utility errors](#). This table lists error codes and suggestions for fixing errors.
5. Go to the directory location of the output log file you specified in step 6 of the previous procedure.
6. Use a spreadsheet application such as Microsoft Excel to open the output log file.
7. Correct any records in the output file that are listed as errors in the error log file.
8. When you have finished editing the output log file, save it with a new name and a CSV file extension. This is your new source file.
9. Reimport the file by following the steps in the procedure, "To create Unity accounts from CSV file data," above.



Import utility Help

1.1.3.1 Choose Type of Import dialog box Field	Considerations
Comma-separated value (CSV) file	With this check box selected, the Import utility translates a comma-separated value (CSV) file into Unity subscriber accounts. The CSV file can be created from Repartee and Replay Plus data or from user information from another voice message system or database.
MS Exchange server	With this check box selected, the Import utility creates Unity subscriber accounts directly from Microsoft Exchange user data.
1.1.3.2 Prepare Data dialog box Field	1.1.3.3 Considerations
Choose source CSV file (CSV imports only)	Browse to or type the location of the source CSV file containing data you want to import. You do not need to choose a source CSV file when importing Exchange data.
Save output log file as (CSV imports only)	Browse to or type a location where the Import utility will save the output log file (output.csv). This file will contain records the utility could not import because you selected not to import them, you tried to import more than 2500 records, or the import process was interrupted. The output log file can be corrected and used again as a CSV source file.
Choose subscriber template to use	Select the Unity subscriber template that best serves the subscribers whose records you are importing. Attributes in a subscriber template are applied to any new subscriber accounts. Note that if column headers in the source CSV file correspond to attributes in the subscriber template, the values in the CSV file override the template values.



Cisco uOne to Unity Migration

Software version 2.46

<p>Save error log file as</p>	<p>Browse to or type a location where the Import utility will save the error log file (export.csv). This file contains data the Import utility could not import because of errors in the source file.</p> <p>The error log file can be corrected and used again as a CSV source file.</p>
<p>Choose Exchange home server</p>	<p>When importing CSV file data, select the Exchange server that will be home to the imported subscribers.</p> <p>When importing Exchange mailbox data, select the Exchange server from which you would like to import subscribers.</p>
<p>Import mail users as subscribers (Exchange imports only)</p>	<p>Select this option to indicate you would like to import traditional Exchange mail users into Unity.</p>
<p>Import custom recipients as Internet subscribers (Exchange imports only)</p>	<p>Select this option if you would like to import custom recipients from Exchange into Unity. Custom recipients are Exchange members who do not have message storage on the Exchange server. They can be imported as Internet subscribers, which means they have limited access to Unity features, including the ability to receive phone messages over the Internet as WAV attachments.</p>
<p>1.1.3.4 Loading Source Data for Import dialog box</p> <p>Field</p>	<p>Considerations</p>
<p>Source data loaded pop-up screen</p>	<p>This screen reports the results of loading the source data, including the number of records found, the number of records successfully loaded, and the number of records with errors.</p>
<p>1.1.3.5 Prepare Data dialog box Field</p>	<p>1.1.3.6 Considerations</p>
<p>Prepare data</p>	<p>Records that can be successfully imported as Unity subscribers are listed in this dialog box.</p> <p>Clear the check box for any users that you do not want to import.</p>



Cisco uOne to Unity Migration

Software version 2.46

1.1.3.7 Import Subscriber dialog box Field	Considerations
Import subscribers	<p>Shows a status bar that tracks import progress. Because Unity creates Windows NT/2000 and Exchange accounts as well as Unity accounts, the Import utility takes approximately 10 minutes to create 80 subscriber records. New accounts should be available almost immediately.</p> <p>You can stop the progress of the Import utility at any time by clicking "Cancel." Any records that were not imported appear in the output log file.</p>
1.1.3.8 Import Results dialog box Field	Considerations
Import results	<p>This dialog box appears when import is complete and reports any errors that occurred during import.</p>