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Preface

Purpose

This guide explains how to migrate reports and artifacts from Cisco Unified Intelligence Suite (CUIS) Release 7.x to Cisco Unified Intelligence Center (CUIC) Release 8.5(2). Cisco Unified Intelligence Center Release 8.5(2) can be running on a UCS B-Series or C-Series Server (Virtual Machines) or equivalent MCS servers.

Note: In this guide, wherever you see CUIS Release 7.x, it indicates that the system can be running CUIS Release 7.5(4) ES4 or CUIS Release 7.5(5).

Audience

This guide is prepared for partners, specialists, and system administrators who are responsible for the installation and migration of CUIC.

Note: This document might not represent the latest Cisco product information available. Obtain the most current documentation at this URL: http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html.

Organization

In addition to this preface, this guide is arranged as follows:

<table>
<thead>
<tr>
<th>This Chapter</th>
<th>Covers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1, Before You Install (page 5)</td>
<td>An overview of the Unified IC</td>
</tr>
<tr>
<td></td>
<td>Prerequisites to be met before you start with the migration</td>
</tr>
</tbody>
</table>
Related Documentation


Troubleshooting tips for the Cisco Unified Intelligence Center  (http://docwiki.cisco.com/wkiki/Troubleshooting_Unified_Intelligence_Suite)

The Developers’ Forum for the Cisco Unified Intelligence Center  (http://developer.cisco.com/web/ccr)

Conventions

This manual uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
</table>
| **boldface** font | Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:  
  * Choose **Edit > Find**.  
  * Click **Finish**. |
| **italic** font | Italic font is used to indicate the following:  
  * To introduce a new term. Example: A **skill group** is a collection of agents who share similar skills. |
### Convention

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>For emphasis. Example: <em>Do not</em> use the numerical naming convention.</td>
</tr>
<tr>
<td>A syntax value that the user must replace. Example: IF ( \text{condition}, \text{true-value}, \text{false-value} )</td>
</tr>
<tr>
<td>A book title. Example: See the <em>Cisco CRS Installation Guide</em>.</td>
</tr>
</tbody>
</table>

### Window Font

Window font, such as Courier, is used for the following:

- Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`

### Angle Brackets

Angle brackets are used to indicate the following:

- For arguments where the context does not allow italic, such as ASCII output.
- A character string that the user enters but that does not appear on the window such as a password.

---

### Obtaining Documentation and Submitting a Service Request

For information on 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:


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 using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

### Documentation Feedback

You can provide comments about this document by sending email to the following address:

mailto:ccb_dodfeedback@cisco.com

We appreciate your comments.
Before You Install

This chapter contains the following topics:

• Pre-requisites for Migration, page 5
• CUIS Deployment Models, page 6
• Migration Checklist, page 8

Pre-requisites for Migration

Ensure that you have met the following pre-requisites before you start migrating reports and artifacts from Cisco Unified Intelligence Suite (CUIS) Release 7.x to Cisco Unified Intelligence Center (CUIC) Release 8.5(2).

• Cisco Unified Intelligence Suite Release (CUIS) 7.x running on an MCS server. If you are running an older version of Cisco Unified Intelligence Suite, follow the instructions in the Cisco Unified Intelligence Suite Intelligence Center User Guide, Release 7.x available at http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/intelligence_suite/intelligence_suite_75/user/guide/isic75ug.pdf to install or upgrade to Cisco Unified Intelligence Suite Release 7.5(4) or 7.5(5).

• Identify the deployment model that is applicable for your CUIS Release 7.x reporting system. To know more about the various deployment models, see CUIS Deployment Models (page 6).

• A system running Cisco Unified Intelligence Center (CUIC) Release 8.5(2) on an MCS or UCS server. If you are running an older version of Cisco Unified Intelligence Center, follow the instructions in the Installation and Upgrade Guide for Cisco Unified Intelligence Center available at http://www.cisco.com/en/US/products/ps9755/prod_installation_guides_list.html to install Cisco Unified Intelligence Center Release 8.5(2).
• Java Runtime Environment (JRE) version 1.6.0_XX must be installed on the CUIS 7.x system. For more details, see Installing JRE (page 15).

• At least 1 GB free space on the CUIC 8.5(2) system and 300 MB on the SQL Server System.

In case of a **Simple Deployment**, you must have at least 1.3 GB of free space on the CUIC 8.5(2) system.

**CUIS Deployment Models**

Cisco supports three deployment models for Unified IS: **Simple Deployment** (page 6), **Standard Deployment** (page 7), and **Scaled Deployment**. (page 7)

**Simple Deployment**

In the simple deployment model, the Unified IC web server application and the Unified IC database are installed and configured on a single, dedicated Unified IC server that meets the specifications defined in the *Hardware & System Software Specification (Bill of Materials)* for *Unified ICM/CCE* and the *The Cisco Unified Intelligence Suite 7.5(x) Bill of Materials*. A simple deployment has no Archiver server.

Unified IC is configured to connect to the Unified ICM/CCE Admin Workstation that houses the AW database (_awdb) and the Historical Data Server (_hds). The AW is the data source for real time reports. The HDS is the data source for historical reports.

*Figure 1: Simple Deployment Model*
Standard Deployment

In the standard deployment model, the Unified IC connects to the Unified ICM/CCE Admin Workstation (AW) and to the databases on the Unified IS Archiver.

All Unified IS databases—the Unified IC database and the Archiver databases—are configured on the Archiver server. Microsoft SQL Server is installed on the Archiver server.

As in the simple deployment model, Unified IC builds real time reports directly from the AW database on the Admin Workstation.

Figure 2: Standard Deployment Model

Scaled Deployment

The scaled deployment is a variation of the standard deployment.

In a scaled deployment, there is one Archiver server and there can be multiple Unified IC servers—each with its own Unified IC database.

The Unified IC servers can share SQL DataServer with the Archiver database, but they must have their own Unified IC databases.
## Migration Checklist

### Table 1: Migration Checklist

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Task</th>
<th>System on which the task is to be performed</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perform the tasks in this section only for standard and scaled deployments of CUIS 7.x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Insert the SQL Server 2005 media in the CD/DVD drive or copy the SQL Server setup files to a location that is accessible from the CUIS 7.x system. For more details see Install the prerequisite SQL components (page 11).</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Install the pre-requisites for running SQL Server 2005 and quit the installer.</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Run the SqlRun_Tools.msi file from the SQL Server 2005 media</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Restart the system</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>Perform the tasks from this point onwards on all deployments of CUIS 7.x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Log in to CUIS 7.x system as the user who is going to run the migration tool and make sure that this user has access to the CUIS 7.x data and the application.</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Install JRE Version 1.6.0_XX. For more details see Install JRE (page 15).</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Read the sections detailing What is Exported (page 18), What is not Exported (page 19), and Caveats related to migration (page 20) and make</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
</tbody>
</table>
### Migration Checklist

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Task</th>
<th>System on which the task is to be performed</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Perform a manual system backup. For more details see Perform a system backup (page 16). Note: This is an optional step as this migration does not modify the CUIS database. However, Cisco recommends to take a data backup before you perform the migration.</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Ensure that you do not have any obsolete reports or entities in the CUIS Release 7.x database. Delete all the reports and entities that are not to be migrated.</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Download the migration tool (CUIC75Migrator.exe). For more details, see Download the Migration Tool and Set the Connection Strings (page 16).</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Run the CUIC75Migrator.exe and copy the connection string</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Close the migration tool and open the Migration Configuration file (CUIS75Migrator.exe.config)</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Set the required connection strings in the configuration file</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Save the configuration file</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Run the migration tool and start the backup. For more details, see Run the Migration Tool (page 17).</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Verify the migration log and ensure that the reports and artifacts are exported and are available in the folder that you specified in the tool. Note: The tool classifies reports based on the datasource and report type and saves them in separate zip archives. All other non-report data is saved in another zip archive.</td>
<td>CUIS 7.x</td>
<td></td>
</tr>
</tbody>
</table>

**Perform the tasks from this point onwards on the CUIC 8.5(2) system**

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Task</th>
<th>System on which the task is to be performed</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Create the necessary datasources. For more details, see Create Datasources (page 27).</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Perform a UCCE user integration. Create users and user groups as required. For more details, see Perform Pre-import Tasks (page 29). Note: During migration, the tool creates a user permission report with all the details of the users, groups and permissions. You can use this as a reference while creating users and groups in the CUIC 8.5(2) system.</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Import all the CUIS 7.x reports to the CUIC 8.5(2) system using the Available Reports page. For more details, see Importing Reports (page 30)</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
</tbody>
</table>
## Migration Checklist

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Task</th>
<th>System on which the task is to be performed</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Download and install the Cisco Options Package (COP) file. For more details, see <a href="#">Downloading and Installing COP file</a> (page 31).</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Log in to OAMP and use the OAMP migration tool to import the remaining CUIS 7.x data, such as the Collections, Filters, Schedules, and the Dashboards. For more details, see <a href="#">Import the remaining artifacts</a>.</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Review the Migration log Excel sheet to see if all the reports and entities are migrated to CUIC Release 8.5(2). Alternatively, you can download the Migration Report and Migration Log for future reference. For more details, see <a href="#">Accessing and Downloading the Migration Reports and the Migration Log</a>.</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Reset filters for all Scheduled Reports where filters are not migrated. <strong>Warning:</strong> If the CUIS 7.x schedules do not have a filter set, then they refer to the default filter of the report. If both the schedule and the report do not have filters set, then the query fetches all the records from the tables that are referred by the schedules or reports. In such cases, you must correct the schedule filters before going ahead with the import.</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Set the appropriate user permissions to the imported reports, collections, filters, schedules, and dashboards. For more details, see <a href="#">Setting User Permissions for Imported Entities</a>.</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Modify wildcard based collections. For more details, see <a href="#">Tasks to be performed after Migration</a>.</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Modify and correct the date based filters as appropriate. For more details, see <a href="#">Tasks to be performed after Migration</a>.</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Ensure that you read and understand the sections detailing the changes in the way the various entities are treated between CUIS 7.x and CUIC 8.5(2) systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Changes to the Dashboards (page 23)</td>
<td>CUIS 8.5(2)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Changes to the Date Filtering (page 24)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Changes to Collections (page 24)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Changes to the Schedules (page 25)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Changes to the Date and Time format (page 25)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### Notes

**Warning:** If the CUIS 7.x schedules do not have a filter set, then they refer to the default filter of the report. If both the schedule and the report do not have filters set, then the query fetches all the records from the tables that are referred by the schedules or reports. In such cases, you must correct the schedule filters before going ahead with the import.
Chapter 2

Extracting Reports and Artifacts from the CUIS Release 7.x System

Perform all the tasks in this section on the Cisco Unified Intelligence Suite Release 7.x system from which you want to migrate reports and artifacts.

Note: In this guide, wherever you see CUIS Release 7.x, it indicates that the system can be running CUIS Release 7.5(4) ES4 or CUIS Release 7.5(5).

This chapter contains the following topics:

• Install the pre-requisite SQL components, page 11
• Install JRE on the Server Running CUIS 7.x, page 15
• Perform a System Backup (Optional), page 16
• Tasks to be Performed before you Run the Migration Tool, page 16
• Download the Migration Tool and Set the Connection Strings, page 16
• Run the Migration Tool, page 17
• What is Exported, page 18
• What is not Exported, page 19
• Important Caveats Related to Migration, page 20

Install the pre-requisite SQL components

Perform the following steps only of CUIS 7.x system that uses Standard (page 7) or Scaled (page 7) deployments. If you are using a Simple (page 6) deployment, skip these step and continue the migration by Installing JRE (page 15).

Note: Perform these steps on your CUIS 7.x system only if SQL server 2005 is not installed on the system. If the system already has SQL server 2005 installed, skip these step and continue the migration by Installing JRE (page 15).
Step 1  Insert the SQL server 2005 media in the CD/DVD drive on the CUIS 7.x system. Alternatively, copy the setup directories from the install media to a file server that you can access from the CUIS 7.x system.

Step 2  Use the Windows Explorer to locate and run the Microsoft SQL Server 2005 setup from the SQL server 2005 setup directory. This file is located in the Servers folder.

Step 3  Accept the End User License Agreement and click Next.

Step 4  In the **Installing Prerequisites** window, click **Install** to perform the configuration check.

*Figure 4: SQL Installation - Prerequisites*

The installer displays the result of the configuration check in the **System Configuration Check** window.
Step 5  Fix errors if any and click Next.

Step 6  Accept the defaults and continue with the installation till the installer displays the following screen:

Step 7  Click Cancel.
The installation aborts.

**Step 8**  Click **Yes** to confirm the cancellation.

*Figure 7: SQL Installation - Cancel Confirmation*

![Image of SQL Server Setup window](image)

- **Step 9**  Exit the SQL Server 2005 Installer.
- **Step 10**  On the SQL Server 2005 setup folder, navigate to `tools/setup/`. Locate and run `SqlRun_Tools.msi`.
- **Step 11**  In the **Feature Selection** window, select to install the **Connectivity Components**, **Management Tools**, **Software Development Kit**, and **SQLXML Client Features**.

*Figure 8: SQL Installation - Feature Selection*

- **Step 12**  Click **Next** to start installing the selected features.
Step 13  Accept the defaults to complete the feature installation.

Step 14  When the installation is complete, exit the installer.

Step 15  To ensure that the installation was successful, run the following command in the command line:

```
sqlcmd
```

If the system returns a number prompt, it indicates that the SQL prerequisites and tools are installed correctly. If you get a message stating that “sqlcmd’ is not recognized as an internal or external command, operable program or batch file.”, it indicates that SQL prerequisites and tools are not installed properly. Contact your system administrator to know more about this issue.

Step 16  Restart the CUIS 7.x system.

Continue the migration by Installing JRE (page 15).

---

Install JRE on the Server Running CUIS 7.x

Before you run the migration tool, ensure that Java Runtime Environment Version 1.6.0_XX is installed in the Cisco Unified Intelligence Suite Release 7.x system.

Skip this step if you have the latest version of JRE running on your CUIS server. Ensure that the System Variable PATH points to the Java executable (Java.exe) that you have running on your server.

---

Step 1  Login to the MCS server running CUIS 7.x.

Step 2  Download and install the Java Runtime Environment (JRE) version 1.6.0_XX on the CUIS 7.x server. You can download JRE from [http://www.oracle.com/technetwork/java/javase/downloads/index.html](http://www.oracle.com/technetwork/java/javase/downloads/index.html).

Step 3  After you have completed installing JRE, open the Environment Variables window. To open the Environment Variables window, right-click My Computer and click Properties. In the Advanced tab, click Environment Variables button. The Environment Variables window opens.

Step 4  Set the System Variables PATH to point to the Java executable (Java.exe) that you just installed. Click OK to save the changes and close the Environment Variables window.

Step 5  Click OK to close the System Properties window.
Perform a System Backup (Optional)

During this migration, the migration tool does not make any changes to the CUIS 7.x database. However, if the Administrator or the user performing the migration wishes to take a back up of the database prior to the migration, they can do so.

Backup the MS-SQL database of CUIS Release 7.x to an external file server. You can restore this database in case of a migration failure. Note that restoring the system involves reinstalling Windows and setting up the platform. This could be a time consuming process and it could increase the down time of your CUIS system. Plan for this in advance before performing a system restore.

Note: Cisco recommends that you keep the CUIS 7.x system up and running till the migration to CUIC 8.5(2) is complete.

Tasks to be Performed before you Run the Migration Tool

Step 1
Ensure that you do not have any obsolete reports in the CUIS Release 7.x database. If there are any reports that need not be migrated, you must delete them before starting the migration.

Step 2
Ensure that the report field to which the gauge view is applied has a footer formula set.

Note: If the footer formula is not set, then the system writes the following error in the migration log: Footer formula not set for field <name of the display column>. You would have to manually set this for Gauge view of this report to work.

However, after migration also you can set the footer formula in CUIC 8.5(2) report definition field properties.

Step 3
Ensure that the CUIS 7.x system that is being migrated and the CUIC 8.5(2) system on which the data is to be imported, are on the same same time zone. If these two systems are in different time zones, then you may need to correct the date settings for filters and the date and time settings for schedulers.

Download the Migration Tool and Set the Connection Strings

Step 1
Download the CUIS Migration Tool (CUIC75Migrator.exe) from Software Download Area (http://www.cisco.com/cisco/software/release.html?id=28216829&softwareid=28237062&release=8.5.2&rellifecycle=&rellife=AVAILABLE&reltype=all) to the CUIS Release 7.x machine from which you want to migrate data to CUIC Release 8.5(2).

Step 2
Run the CUIC75Migrator.exe file.

Step 3
From the Tools menu, select Get 7.5 Connection String.
The Migration Tool displays the status of the connection status followed by the CUIS 7.x connection string.

**Step 4** Copy the connection string from the status screen as shown in the figure below:

*Figure 9: CUIC Migration Tool*

![Connection String](image)

**Step 5** Close the Migration Tool.

**Step 6** Open the Migration Configuration file (`CUIS75Migrator.exe.config`) that is part of the Migration Tool using any text editor.

**Step 7** Paste the copied connection string inside the `ConnectionStrings` tag of the configuration file as shown below:

*Figure 10: Configuration File*

```
<connectionStrings>
  :  <add name="CUISConnectionString" connectionString="[change-me] providerName=""/>  
</connectionStrings>
```

Ensure that you paste the connection string in one single line. If there are any linebreaks that are introduced while copying the string, delete it after pasting it in the configuration file.

**Step 8** Save and close the configuration file.

---

**Run the Migration Tool**

**Step 1** Run the Migration Tool.

**Step 2** From the Application menu, click **Start BackUp** to export the reports and the related artifacts.

**Step 3** Specify the location where you want to save the exported data.

The migration tool exports the report and data to the location that you specified. To know more about the exported files and formats, see **What is Exported** (page 18).
What is Exported

The migration tool saves the report data, artifacts, and user permission report, within the Migrated Data folder, in the location that you specify:

- Reports, Report Definitions, and Value List data as one or more zip archives. The migration tool creates one or more (depending on the number of reports per datasource) zip archives per data source for real time and another set for historical reports. So, if your CUIS Release 7.x uses two datasources for historical and real time reports, the migration tool creates a minimum of four zip archives. The migration tool stores all the report data in the Reports folder in the location that you specified.

**Note:** If there are more than 50 reports to be exported per datasource, the migration tool splits the remaining report data to a second zip archive. The archives are named as `<datasource name>_part#` where # represents the serial number of the archive, starting with 1. The system saves the report archives with `_historical` and `_realtime` suffixes only for reports that use Unified ICM/UCC AW as the data source in CUIS 7.x. For example, consider the following migration output directory:

**Figure 11: Migration Output Folder**

```
1 - This set of reports use Archiver as the data source
2 - This set of reports use Unified ICM/UCC AW as the datasource and has report type as Historical.
3 - This set of reports use Unified ICM/UCC AW as the datasource and has report type as Realtime.
4 - The system creates these folders as part of the migration process. The folders essentially contain the same files that are available in the zip archives. However, Cisco recommends you to use the zip archives while importing the reports to the CUIC 8.5(2) system.

- Dashboard, schedule, Filters, and Collections data as a .zip archive. The name of this archive is SCDF.zip.

- User permissions report: As part of the migration process, the tool does not automatically migrate the owner and sharing details of the various CUIS 7.x entities. After migration, the Administrator needs to know the owner and sharing details of these entities. This allows the reporting user to assign the permissions for all the migrated entities in the CUIC 8.5(2) system.
As part of the migration process, the tool creates an Excel Report (SecurityPermission.xls) that contains the following details for each entity (Report, Schedule, Dashboard and Collection):

- **Name**: Name of the entity. The tool suffixes the entity name with the Category name in case of Reports and Schedules, and Value List Name in case of Collections.

- **Permission**: Permissions for the entity. Permissions can be **Public** or **Private** type. This is applicable only for Reports, Schedules, and Dashboards.

- **Owner**: Owner of the entity. This is applicable only for Reports, Schedules, and Dashboards.

- **Shared Group**: All the Groups for which a given entity is shared. This is applicable only for Reports, Dashboards, and Collections.

- **Shared User**: All the Users for whom a given entity is shared. This is applicable only for Reports, Dashboards, and Collections.

- The **User** sheet that is part of this report contains information about the User Groups and list of Users associated with each User Group.

### What is not Exported

The Migration tool exports most of the critical data required for continuing your work seamlessly in CUIC Release 8.5(2). However, there are certain items the tool does not migrate. Refer to the table below for more details.

<table>
<thead>
<tr>
<th>Name of the entity that is not migrated</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threshold images</td>
<td>If any of the reports that you are migrating has thresholds for some fields, and if those thresholds are referring to images that are stored in the CUIS 7.x system using a file path, then the tool migrates only the path information to the CUIC 8.5(2) reports. The images are not copied. The migrated thresholds continue to refer to those images using the file path. After migration, you must copy or move these images to a web server and modify the image path of each of the migrated threshold to point to the web server image. With CUIC 8.5(2), you cannot specify a local file path to threshold images. This must be a path to a web server.</td>
</tr>
<tr>
<td><strong>Category Information</strong> for Schedules</td>
<td>The tool migrates all the schedules from CUIS Release 7.x without the category information.</td>
</tr>
<tr>
<td>Report List Widget Type</td>
<td>There is no corresponding widget type for the <strong>Report List</strong> widget type used in CUIS 7.x in CUIC 8.5(2). So the tool does not migrate these widgets.</td>
</tr>
<tr>
<td>Drilldowns that have Decimal type as field and uses a operator <strong>Less than a field</strong> or <strong>Greater than a field</strong></td>
<td>The migration tool does not export drilldowns that have Decimal type as field and uses a operator 'Less than a field' or 'Greater than a field'. You can find the list of such drilldowns from the Migration log.</td>
</tr>
</tbody>
</table>
## Important Caveats Related to Migration

<table>
<thead>
<tr>
<th>Name of the entity that is not migrated</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Data By</strong> field</td>
<td>The tool does not export the <strong>Group Data By</strong> field present in the Chart Series Settings.</td>
</tr>
<tr>
<td>Datasources</td>
<td>The migration tool does not export the CUIS 7.x datasources. You must manually create the datasources in the CUIC 8.5(2) system before you import the reports and artifacts.</td>
</tr>
<tr>
<td>Users and user Groups</td>
<td>The tool does not export the users and user groups. After the migration, you must perform a user integration and subsequently create the users and groups in the CUIC 8.5(2) system.</td>
</tr>
<tr>
<td>Security Associations</td>
<td>The tool does not export the security associations from CUIS 7.x system. However, the tool creates a detailed report with details about users and groups and their respective permissions to various entities. You can use this report as a reference to manually set the permissions in the CUIC 8.5(2) system.</td>
</tr>
<tr>
<td>Configuration</td>
<td>The tool does not export the CUIS 7.x configuration data, such as the debug levels, email server address and so on. You must set these details in the CUIC 8.5(2) system after the migration.</td>
</tr>
</tbody>
</table>

### Important Caveats Related to Migration

Following are some important caveats related to migration:

- You can delete any unwanted reports (XML) after the migration tool exports the reports to the specified directory by opening the report archive and deleting the report XML file. However, if you delete a report XML file, the dependent schedules, dashboard items, and value lists (if the value list appears only in the deleted report) also will not appear in the CUIC 8.5(2) system after the migration.

- All the migrated reports point to CUIC Release 8.5(2) UCCE Stock value lists. If you made any changes to the stock value lists in CUIS 7.x, you must manually make the same changes in the CUIC 8.5(2) system after importing the data on the 8.5(2) system.

- Migration does not involve moving user information from CUIS Release 7.x to CUIC Release 8.5(2). If you want to have the same users in the migrated system, then you must perform a user integration before starting migration. Refer the CUIC user guide to know more about user integration. When you start the migration after performing user integration, the tool automatically assigns the user name of a migrated scheduled report to the user name that was originally assigned in 7.x scheduled report. If the user name does not exist, then by default the tool assigns the Administrator user as the owner for the schedule.

- CUIS 7.x supports various gauge styles such as **semi-circular**, **circular**, **horizontal**, **vertical**, **thermometer**, **numeric digital** and so on. After migrating to CUIC 8.5(2), the system maps all these types to **semi-circular** gauge.

- In CUIS 7.x, a single view can have multiple charts called chart series with different chart types (Line, Column, Pie and so on). After migration, the tool converts each of these chart series to a separate CUIC view under the same report.

- The CUIS 7.x system allows users to specify a low and high value for critical ranges while using Gauge. This is a sub-range within a overall Gauge range. After migration, CUIC 8.5(2) system treats the high value of the critical range as the maximum value in the Gauge. In
addition to this change, in CUIC 8.5(2) the color for high range is always red and for lower range is green.

• The migrated scheduled reports will start working in CUIC 8.5(2) only from the next day of migration
Important Caveats Related to Migration
Changes to the Dashboards

Note the following changes regarding the Dashboards between CUIS Release 7.x and CUIC Release 8.5(2):

• The tool creates all the migrated Dashboards under the Dashboard root category.

• All the migrated dashboard entities have the title as New dashboard Item instead of titles such as Report, Widget, URL and so on in CUIS 7.x.

• The migration tool prefixes the personal Dashboard name with the user name. For example user1_dash1 and user1_dash2 where user1 is the username and dash1 is the name of the dashboard.

• If there is a clash in the dashboard naming when concatenating the user name and the dashboard name for personal reports and truncating to the maximum permissible number of characters, the migration tool distinguishes these dashboards by appending _DB<serial number> to the dashboard name. For example,
Changes to the Date Filtering

Note the following changes regarding the Date Filtering feature between CUIS Release 7.x and CUIC Release 8.5(2):

- There is a change in the way the DATE filters work between CUIS 7.x and CUIC 8.5(2). CUIS 7.x filtering is based on date and it starts with a given date and time and gets ALL records up to the end date and time. However in CUIC 8.5(2), the behavior is different.

For example, consider this scenario:

Filter = 10 AM on 1-Mar to 10.30 AM on 5-Mar

CUIS 7.x output = All records on 1-Mar from 10 AM, all records on 2nd, 3rd & 4th of march, plus records on 5-March-2011 upto 10.30 AM.

CUIC 8.5(2) output = Records between 10 AM and 10.30 AM on 1st, 2nd, 3rd, 4th, and 5th of March 2011.

- End date and time are used differently in CUIS 7.x and CUIC 8.5(2) for the between operator. In CUIS 7.x the system considers the start date and time as the same as that specified by the user, however the system considers the end time as a time that is less than the specified end time. For example, if the filter time that the user specified is 10 AM to 10.30 AM, CUIS 7.x considers the end time as 10 hours 29 minutes 59 seconds. However with CUIC 8.5(2) this behavior has changed and the system considers the end time as 10 hours and 30 minutes.

You must make the necessary modifications to the date filters in the migrated CUIC 8.5(2) system to achieve the output that you require.

Changes to the Collections

Wildcard based collections – CUIS 7.x wildcards are based on MS SQL Server LIKE operator and supports the syntax used by it. (Refer http://msdn.microsoft.com/en-us/library/ms179859.aspx to know more about the wildcard usage with MS SQL Server). However this behavior has changed in CUIC 8.5(2).

The CUIC 8.5(2) system only allows %, __[ ], and ^ as special characters. If the wildcard contains %, the system converts it to.*.

It is the responsibility of the users to make changes to the other wildcards as required.

Note the following important points related to Collections:
Changes to the Schedules

Note the following important changes to the Schedules after migrating them to the CUIC 8.5(2) system:

- If the CUIS 7.x schedules do not have a filter set, then they refer to the default filter of the report. If both the schedule and the report do not have filters set, then the query fetches all the records from the tables that are referred by the schedules or reports. In such cases, you must correct the schedule filters before going ahead with the import.

Changes to the Date and Time format

There is a change in the date and time format between CUIS 7.x and CUIC 8.5(2). The following table lists some of the major changes:

<table>
<thead>
<tr>
<th>Date and Time format in CUIS 7.x</th>
<th>Date and Time format in CUIC 8.5(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, June 15, 2009 1:45 PM</td>
<td>Monday, June 15, 2009 1:45:30 PM</td>
</tr>
<tr>
<td>June 15</td>
<td>Jun 15, 2009</td>
</tr>
<tr>
<td>Mon, 15 Jun 2009 20:45:30 GMT</td>
<td>Monday, June 15, 2009 08:45:30 PM GMT</td>
</tr>
<tr>
<td>June, 2009</td>
<td>Jun 19, 2009</td>
</tr>
<tr>
<td>2009-06-15 20:45:30Z</td>
<td>06/15/09 08:45:30 PM EST</td>
</tr>
<tr>
<td>2009-06-15T13:45:30</td>
<td>06/15/09 08:45:30 PM EST</td>
</tr>
<tr>
<td>Custom date-time format of CUIS 7.x</td>
<td>Jun 19, 2009 1:45 PM</td>
</tr>
</tbody>
</table>

Changes to the Charts

The tool migrates the charts from the CUIS Release 7.x to CUIC Release 8.5(2) as follows:

<table>
<thead>
<tr>
<th>CUIS Release 7.x Chart Type</th>
<th>CUIS Release 8.5(2) Chart Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pie Chart</td>
<td>Pie Chart</td>
</tr>
<tr>
<td>Line Chart</td>
<td>Line Chart</td>
</tr>
<tr>
<td>Column Chart</td>
<td>Column Chart</td>
</tr>
<tr>
<td>Doughnut Chart</td>
<td>Pie Chart</td>
</tr>
<tr>
<td>Area Chart</td>
<td>Line Chart</td>
</tr>
</tbody>
</table>
Common Changes that Apply to all Entities

<table>
<thead>
<tr>
<th>CUIS Release 7.x Chart Type</th>
<th>CUIS Release 8.5(2) Chart Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spline Chart</td>
<td>Line Chart</td>
</tr>
</tbody>
</table>

Note the following common changes that apply to most entities - Dashboards, Schedules, Collections, and Collection Values.

- If the number of characters in an entity property (For example, the entity name, description, and so on) exceeds the maximum permissible number specified in the CUIC 8.5(2) database table, then the migration tool truncates the entity property to this number.

- The migration tool converts ^ in the entity name to ~.

- The migration tool also converts the blank spaces in the entity name to _.
Chapter 4

Importing Reports and Artifacts on the CUIC 8.5(2) System

Perform all the tasks in this section on the Cisco Unified Intelligence Center Release 8.5(2) system on which you want to import the previously migrated reports and artifacts.

This chapter contains the following topics:

- Create or Edit a Data Source, page 27
- Performing the Pre-Import Tasks, page 29
- Importing CUIS Release 7.x Reports into the CUIC Release 8.5(2) System, page 30
- Downloading and Installing the COP file, page 31
- Importing the Related Artifacts, page 32
- Tasks to be Performed after Migration, page 34
- Reports and Categories, page 35
- Setting User Permissions for the Imported Entities, page 35

Create or Edit a Data Source

Use this page to add a new data source.

**Step 1**
Select Data Sources drawer > Data Sources page > Create to open the Data Sources create page.

**Step 2**
Complete fields on this page as follows:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
</table>
| Name   | Enter the name of the data source.  
When users create Report Definitions and Value Lists, they see only the name of the data sources. As a Best |
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice</td>
<td>Practice, to benefit those users, give a meaningful name to a new Data Source.</td>
</tr>
<tr>
<td>Description</td>
<td>Enter a description for this data source.</td>
</tr>
<tr>
<td>Type</td>
<td>Select a value from the list. Options are Informix and MS SQL Server.</td>
</tr>
<tr>
<td></td>
<td><strong>Type is disabled in Edit mode.</strong></td>
</tr>
<tr>
<td>Database Host</td>
<td>In a single-node deployment, enter the DNS name or IP address of the database server.</td>
</tr>
<tr>
<td></td>
<td>In a multinode cluster, use the DNS name. Do not use the IP address.</td>
</tr>
<tr>
<td>Port</td>
<td>Enter the port for the database</td>
</tr>
<tr>
<td></td>
<td>For SQL Server, leave this field blank to use the default port (1433).</td>
</tr>
<tr>
<td>Database Name</td>
<td>Enter the database name.</td>
</tr>
<tr>
<td>Instance</td>
<td>Required for Informix. Specify the server instance name of the Informix database you are connecting to.</td>
</tr>
<tr>
<td></td>
<td>The environment INFORMIXSERVER on the Informix database server should contain the instance information.</td>
</tr>
<tr>
<td></td>
<td>Optional for SQL Server. For the UCCE data source, leave this field blank. The Unified ICM/CC database does not use instance names.</td>
</tr>
<tr>
<td>Timezone</td>
<td>Select the correct timezone for the data stored in the database.</td>
</tr>
<tr>
<td>Database User ID</td>
<td>Enter the ID for the user who is authorized to access the database.</td>
</tr>
<tr>
<td>Password and Confirm Password</td>
<td>Enter and confirm the password for the database user.</td>
</tr>
<tr>
<td>Charset</td>
<td>The character set used by the database.</td>
</tr>
<tr>
<td></td>
<td>The default character set is ISO-8859-1 (Latin 1).</td>
</tr>
<tr>
<td></td>
<td>If your database uses Non-Latin-1 encoding, select the appropriate character set for your locale from the dropdown.</td>
</tr>
<tr>
<td></td>
<td>If the character set is not correct, the data source may fail to connect to the database or reports may not be readable.</td>
</tr>
<tr>
<td></td>
<td>This must be UTF-8 for the Unified CVP Informix database.</td>
</tr>
</tbody>
</table>
Performing the Pre-Import Tasks

Perform the following tasks before you import reports and artifacts into your CUIC 8.5(2) system.

**Step 1** Perform a UCCE User Integration from OAMP. To perform User Integration, click **Cluster Configuration > UCCE User Integration**.

The User Integration feature facilitates the automatic import of reporting supervisors who are added or modified in Unified ICM Configuration Manager and stored in the Unified ICM/CCE/CCH database.

Once integrated (imported), supervisors are added as users to the cuicdatabase and can sign in Unified IC with their User ID and Password. They are created as users in Unified IC with the User Roles of Dashboard Designer and Report Designer and with the rights to view the collection(s) for their agent team(s).

For more information on UCCE User Integration, refer to the **Online Help for OAMP**.

**Step 2** Create the necessary users and groups in the CUIC 8.5(2) system.
Importing CUIS Release 7.x Reports into the CUIC Release 8.5(2) System

Once you are done with creating all the necessary data sources in your CUIC 8.5(2) system, you can start importing the Release 7.x reports and the various artifacts into CUIC.

Caution: Ensure that you import all the reports before you proceed with the importing the other artifacts.

Step 1
Open the CUIC Web Application.

Note: Cisco recommends that you put all the migrated reports in a separate category. To do this, create a category and proceed with the remaining steps.

Step 2
To import reports, click Import Reports button in the Reports Manager Page of the CUIC Release 8.5(2) machine.

Step 3
To import a report from your computer, click Browse and select the reports ZIP file that you want to import.

Step 4
Select the Data Source from the dropdown.

Note: It is important to select the correct and appropriate data source for the imported report. If a report is associated with the wrong data source, the system displays an error when you try to run the report.

Step 5
Click Save To and navigate to the report category folder into which you want to save the imported reports.

Step 6
Click Import.

Step 7
Click Refresh on the Reports page to see the imported report.

Step 8
Repeat these steps to import the reports for all the datasources.

Note:
- Data from imported reports are extracted from the xml file and saved as configuration data in the CUIC database.
- If your Available Reports page already contains a report template with the same name as a report you are importing, you see a prompt asking if you want to overwrite it.
- The system does not apply the default filters to the drilldown report when you launch the report through the drill down link. For these reports, the system applies the only the drilldown filter.

What is imported:
- Reports
• Report Definition
• Value Lists
• Views
• Thresholds
• Drilldowns

What is not imported:
• Report Filters
• Collections

Note:
• During the import, the software checks to see if any prerequisite objects needed by the report (such as Value Lists) already exist. If they do not, the import will create them. If they already exist, you are prompted to use the existing file or to overwrite it.

• This allows users from one system to write a report that uses a certain Value List (for example, the Skill Groups Value List), and then export the report and import it into another system that has another (different) Skill Groups Value List. There is no need to create a new Value List or to edit the report.

• Reports are language-independent. The report templates and their generated output depends on the locale you select for Unified IC.

Actions on the Import Report page:
• Import - proceeds with the import.
• Cancel - closes the page.
• Refresh updates the page to show changes another user has made.
• Help - opens online help for the page.

Downloading and Installing the COP file

The COP (Cisco Options Package) file provides a way to deploy software outside of the normal MR processes.

Before you import the remaining artifacts into CUIC 8.5(2), you must download and install the COP file. You can install the COP file using the Command Line Interface.

Note: You must install the COP file only on the Publisher Node.
Step 1 Download the COP file from the [Software Download Area](http://www.cisco.com/cisco/software/release.html?mdfid=282163829&softwareid=282377062&release=8.5.2&rellifecycle=&relind=AVAILABLE&reltype=all) to the SFTP server that can be accessed from the CUIC 8.5(2) system.

Step 2 Access the CUIC Command Line Interface (CLI) from the server console. To access the CLI, you must specify the System Administration username and password.

Step 3 Enter the following command at the CLI command prompt

```bash
utils system upgrade initiate
```

Step 4 Select Remote Filesystem as the source.

Step 5 Enter the remote path to the directory on the SFTP server where you have downloaded the COP file.

If the COP file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path. For example, if the COP file is in the patches directory, enter `/patches`. If the COP file is located on a Windows server, check with your system administrator for the correct directory path.

Step 6 Enter the server name or IP address.

Step 7 Enter your user name on the remote server.

Step 8 Enter your password on the remote server.

Step 9 Select the transfer protocol as `SFTP`.

The system displays the list of COP files available in the SFTP location that you specified.

Step 10 Select the number corresponding to the COP file that you want to install and press Enter.

Step 11 Enter Yes when you are prompted to Start Installation. If you encounter difficulties, refer to [What To Do if the COP Install Stalls](page 39).

Step 12 If the system does not restart automatically, manually restart the server after the COP installation completes.

**Importing the Related Artifacts**

Once you have completed the import of reports and value lists to CUIC 8.5(2) system, you must log in to the OAMP console. The OAMP console, available on all deployments, is a web-based centralized interface for setting and displaying configuration information about the cluster.

**Step 1** Log in to the CUIC Release 8.5(2) OAMP using the URL address `https://<HOST ADDRESS>/oamp` where HOST ADDRESS is the IP Address or Hostname of your CUIS server.
Step 2  Sign in using your Super User (system application user) ID and password.

Note: The System Application User who is defined during the Installation is by default the initial Super User who can sign in to the Administration Application.

Step 3  Click Tools > 7.5 Migration Tool to open the Migration Upload window.

Figure 12: 7.5 Migration Tool Link in OAMP

![Migration Tool Link in OAMP](image)

Note: The system displays the 7.5 Migration Tool link only if you have successfully installed the COP file on this CUIC 8.5(2) system.

Step 4  Browse and select the zip archive (SCDF.zip) that has all the migrated data except the Reports, Report Definitions, and Value List data.

Step 5  Select the entities that you want to import. You can choose to import the Collections, Filters, Schedules, and Dashboards.

Step 6  Click Submit to import the selected entities into the CUIC 8.5(2) system.

The system displays a message indicating that the migration of entities is complete.

Step 7  Click OK.

The system opens the Logging window that displays the logs related to the migration.

Step 8  Click the Migration Report tab to see the result of the migration. The Migration Report tab displays the comparison of the entities that were present in the CUIS 7.x system before migration and the entities present in the CUIC 8.5(2) system after the migration. Alternatively you can download the Migration Report as an Excel file for future reference. This report provides details about the reports, collections, value lists, schedules, dashboards, report filters, and schedule filters. Do the following to download the Migration Report:

warning: You must download the migration report immediately after the migration. Once you navigate away from the Migration Result page, the system does not allow you to download the report.
a. Click the **Download Migration Report** link in the **Migration Result** page.

b. Specify the location where you want to save the Migration Result Excel file.

c. Click **Save**.

**Note** the following additional details that the Migration Report tab provides you with:

- In the **Schedules** section and the **Reports** section, the system appends the name of the entity with the respective category name.

- In the **Dashboard** section, the system displays the name as the `<user name> - <dashboard name>`.

- In the **Collection** section, the system displays the name as `<value list name> - <collection name>`.

**Step 9** You can also download the Migration Log from the **Migration Result** page. To download the migration log, do the following:

*Warning:* You must download the migration log immediately after the migration. Once you navigate away from the **Migration Result** page, the system does not allow you to download the log.

a. Click the **Download Logs** link in the **Migration Result** page.

b. Specify the location where you want to save the Migration Result Excel file.

c. Click **Save**.

---

**Tasks to be Performed after Migration**

Perform the following tasks after migrating the reports and artifacts on the CUIC Release 8.5(2) system

**Step 1** Change wildcard based collections. For more details, refer to Changes to Collections (page 24).

**Step 2** If there are report filters that use absolute date filters, then tweak or correct these as appropriate. This is required because CUIC 8.5(2) does not consider the entire time between two dates.
Unlike in CUIS 7.x, when you apply a date filter in CUIC 8.5(2), the end point is not considered. For more details, refer to Changes in Date Filtering (page 24) for more details.

Reports and Categories

After importing the reports, the reports are created in the same category structure as in CUIS Release 7.x. This is based on the category point from where the zip has been imported into.

For example if the Agent Detail report is to be migrated from CUIS Release 7.x from the following category:

Root (Reports) -> CustomerA -> AgentReports

After importing the reports zip to CUIC Release 8.5(2) at the category Root (Reports) -> Migration, then the Agent Detail report appears in the following category:

Root (Reports)-> Migration--> CustomerA--> AgentReports

The migration tool retains the similar category structure that was created for report definitions under the Imported Report Definitions category.

Setting User Permissions for the Imported Entities

Migration does not involve moving user information from CUIS Release 7.x to CUIC Release 8.5(2). If you want to have the same users in the migrated system, then you must perform a user integration before importing the reports and artifacts to the CUIC 8.5(2) system. Refer to the CUCI user guide to know more about user integration. When you start the migration after performing a user integration, the tool automatically assigns the user name of a migrated scheduled report to the user name that was originally assigned in 7.x scheduled report. If the user name does not exist, then by default the tool assigns the Administrator user as the owner for the schedule.

Use the User permissions report that the Migration tool created as a reference to set the user permissions for the imported entities in the CUIC 8.5(2) system

**Step 1**

Do the following for setting the user permissions for reports:

a. Provide all permissions (Read, Write, and Execute) for Report and corresponding ReportDefinition to the owner of the Report.

b. Provide Read and Execute permission for Reports and Report definitions to the shared group and shared users. Ensure that you assign the same permissions to the corresponding parent categories (up to the root level) of these reports and report definitions.

c. For public reports, edit report and report definition to set Read and Execute permission to group "All Users".
Step 2 During migration, all schedules are created by the Admin user. So, if a non-admin user has created any schedule in CUIS 7.x then that user will not have edit permission after migration in the CUIC 8.5(2) system. In CUIC 8.5(2), there is no provision to change the permission for schedules. But the system creates schedules and the user continues to receive report emails according to CUIS 7.x schedule.

Step 3 Do the following for setting the user permissions for dashboards:

a. Provide all permission (Read, Write and Execute) to the entity owner.

b. Provide Read and Execute permissions to shared groups and shared users.

c. For public dashboards, edit dashboard to set Read and Execute permission to group "All Users".

Step 4 In CUIC 8.5(2) a user with "Value List Designer" privilege can create value lists. But in CUIS 7.x value lists can be created and edited by any Admin user. So provide Read, Write, or Execute permissions to all migrated value lists to Administrator group.

Step 5 For collections, provide Read and Execute permission to shared users and groups.

Step 6 The migration tool does not migrate the Users and groups from CUIS 7.x to CUIC 8.5(2). CUIC 8.5(2) has a feature to automatically import all UCCE Agent supervisor users through OAMP. For more details, refer to the CUIC user guide.

If there are non-supervisor users in CUIS 7.x and you want to have all those users available in the CUIC 8.5(2) system, then you must create these users and groups in CUIC Security page and provide roles as required based on the CUIS 7.x roles. This User permissions report provides all available users in CUIS 7.x with their groups and roles.

Note: In CUIC 8.5(2), the user authentication is done through an LDAP server. After migration you can configure this using the OAMP.
Frequently Asked Questions

To troubleshoot any issues that you encountered during the migration, refer to the Migration specific sections in the Troubleshooting Wiki Site. (http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Unified_IC_8.0).

This chapter contains the following topics:

- How Do I Access Log Files?, page 37
- How Do I Sign In to the Administration Console?, page 38
- How Do I Sign In to Unified IC Reporting?, page 38
- How Do I Switch Between the Administration Console and Unified IC Reporting?, page 38
- Where is a Fresh Installation Installed?, page 39
- What To Do if the COP Install Stalls, page 39

How Do I Access Log Files?

If you encounter problems with the installation, you can obtain and examine the install log files by entering the following commands in Command Line Interface.

- To obtain a list of all install log files from the command line, enter the CLI command `file list install *`.

- To view the log file from the command line, enter the CLI command `file view install <log_file>` where `log_file` is the log file name.

Other ways to access log files are as follows:

- Using the CLI `file dump` commands.

- Using the Syslog Viewer in the Real-Time Monitoring Tool (RTMT). You can download RTMT from the Administration console. (Tools > RTMT Plugin Download)
How Do I Sign In to the Administration Console?

Direct a browser to the URL for the Administration console. The URL is \textit{http://<HOST ADDRESS>/oamp} where HOST ADDRESS is the IP Address or Hostname of your Controller node.

Enter the System Application user ID and password that you defined during installation. This person is the initial, default Super User.

Any Super Users who were added after the installation can also log in.

How Do I Sign In to Unified IC Reporting?

There are two ways to do this:

1. From the browser:
   
   – Direct a browser to the URL for the Reporting application. The URL is \textit{http://<HOST ADDRESS>} where HOST ADDRESS is the IP Address or Hostname of your Member node.
   
   – Enter your login credentials.

2. From the Administration Console:
   
   – Open the Control Center page.
   
   – Locate the Member you want to access.
   
   – Click the Member name to open the sign in page for that Member.
   
   – Enter your login credentials.

The System Application user ID and password defined during installation can log in to the Reporting application. Any additional Login Users who have been created and authenticated can also log in.

How Do I Switch Between the Administration Console and Unified IC Reporting?

If you are signed in to the Administration Console and wish to redirect your browser to the Unified IC Reporting web page:

1. Open \textbf{Control Center} > \textbf{Device Control}.

2. Locate the Member node you want to access.
3. Click the name for that Member node. The name is a link that opens the sign in page for the node.

4. Enter your login credentials.

Where is a Fresh Installation Installed?

All Controller servers have an active bootable partition, an inactive bootable partition, and a common partition.

The installation creates these partitions, and a fresh (first-time) installation places the new software and operating system on the active partition. The system boots up and operates on the active partition.

What To Do if the COP Install Stalls

During the installation of COP file, the installation may appear to stall. The install log stops displaying new messages. When the install stalls, you must cancel the installation, disable I/O throttling, and restart the install procedure. When you successfully complete the installation, you do not need to reenable I/O throttling.

To disable I/O throttling, enter the CLI command `utils iothrottle disable`.

To display the status of I/O throttling, enter the CLI command `utils iothrottle status`.

To enable I/O throttling, enter the CLI command `utils iothrottle enable`. By default, iothrottle is enabled.

If the system does not respond to the cancellation, you must reboot the server, disable I/O throttling, and restart the upgrade process procedure.
Chapter 5: Frequently Asked Questions

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