ICM 7.0: Troubleshoot Enhanced Data Migration Tool Issue

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Introduction

The Cisco ICM/IPCC Enhanced Database Migration Tool (EDMT) is a wizard application used to migrate the ICM/IPCC database during the ICM/IPCC upgrade process. It can be installed on the destination server (see Installing EDMT for additional information). The time required to complete a data migration varies in a direct relationship to the database size (the larger the database size, the longer it takes to migrate) and the server hardware performance level.

This document discusses an issue that occurs when running the EDMT for the database migration between different ICM versions. The solutions or workarounds for the issue are also discussed in the document.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- EDMT Installation Prerequisites
- Running EDMT

Components Used

The information in this document is based on the Cisco Unified ICM/Contact Center Enterprise and Hosted 7.5.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When running EDMT in order to migrate the databases between different ICM versions, the `Could not create mapped drive to the backup location` error message is received.

Solutions

Use these solutions to solve the problem.

Solution 1

In order for EDMT backup/restore with mapped drives to work properly, the SQL Server service (MSSQLSERVER) on the source machine needs to be set to **Log On** as an ICM domain/AD user with appropriate permissions instead of using the **LocalSystem** account. That same ICM domain/AD user needs to be a local administrator on the source machine and also needs read/write permissions to the backup share. If you are backing up to a third box instead of the destination machine, then the destination machine needs to be set up in a similar fashion. For example: SQL Server service **Log On** as a domain user, the domain user is a local administrator, and has read/write permissions to the backup share.

Note: The above requirement is mentioned on page 133 of Upgrade Guide for ICM 7.5(1) ⬀. Refer to this document for more information.

Solution 2

Another viable workaround is to manually (for example, via SQL Server) backup the database and then restore it on the destination machine. Once you do this, you can then run an EDMT common ground migration instead of technology refresh on the destination machine.

Problem

The restore of the ICM database stops with this error when running EDMT:

```
ERROR: com.cisco.ics.config.edmt.exceptions.RestoreFailedException:
The backup set holds a backup of a database other than the existing 'gslab_sideA'
database.
com.cisco.ics.config.edmt.database.MigrationManager.restore(Unknown Source)
com.cisco.ics.config.edmt.database.MigrationManager.run(Unknown Source)
java.lang.Thread.run(Thread.java:619)
```

Solution

The existence of a logger database can be the cause of this error message. In order to resolve, delete the existing logger database and run EDMT again.

Related Information

- **Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted** ⬀
- **Technical Support & Documentation – Cisco Systems**

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