



Using the Cisco TelePresence Content Server Migration Assistant Tool for Release 5.0

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This document provides procedures for using the Cisco TelePresence Content Server Migration Assistant Tool to copy media and configuration settings from a first-generation hardware (source) Content Server Release 5.0 to a second-generation hardware (destination) Content Server Release 5.0.

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Overview

The Cisco TelePresence Content Server Migration Assistant Tool (Migration Assistant) provides an easy-to-use utility for copying media and configuration settings between two Content Servers. The Migration Assistant is a standalone executable wizard that you can run from any folder, such as the desktop, on a Content Server.

When you run the Migration Assistant on the source Content Server, it copies relevant data from the source Content Server to a network shared location. When you run the Migration Assistant on the destination Content Server, it copies the data from the network shared location to the correct locations on the destination Content Server. The Migration Assistant also manages the starting and stopping of the Content Server services during the data migration and writes the migration log file to the E:\logs\SetupUtility directory for easy access and reference.



The Migration Assistant is applicable to stand-alone and stand-alone with NAS Content Servers migration scenarios only. For information about upgrading a cluster, see the “[Upgrading a Cluster of First-Generation Content Servers to a Cluster of Second-Generation Content Servers](#)” section on page 6.

**Caution**

Do not use this tool to migrate data to upgrade a cluster of first-generation Content Servers.

What Data is Migrated

The Migration Assistant copies the following data from the source to the destination Content Server:

- All recordings and recording information
- Site settings
- Recording aliases
- Templates
- Categories
- Call configurations
- Language packs
- Media servers

Prerequisites

Before you use the Migration Assistant, observe the following prerequisites:

- The Migration Assistant will migrate data from your first-generation hardware running Cisco TelePresence Content Server Release 5.0 software to a second-generation hardware Content Server also running Release 5.0. If your Content Server is at an earlier version, you must upgrade to Release 5.0 before migrating data. Follow the instructions for upgrading in the Release Notes at http://www.cisco.com/en/US/products/ps11347/prod_release_notes_list.html.

**Caution**

The data migration process using the Migration Assistant assumes that the destination Content Server is a blank factory default server and overwrites any content or configurations found on the destination Content Server.

**Caution**

Back up your Content Server and turn off anti-virus applications before using the wizard to migrate data. You will need a full backup for restoring in the unlikely event of a data migration failure. Follow the instructions for backing up and restoring the Content Server in the online help.

- Verify that both the source and destination Content Servers are at the same version and build number.
- Verify that both the source and destination Content Servers are set to the same date/time and timezone.
- Ensure that the Source content server is not in a call and has no offline jobs transcoding.
- If your Content Server is using a NAS, ensure that both the source and destination Content Servers are added to the same domain.

- If your source Content Server is using a NAS, ensure the destination Content Server has been given the same permissions on that NAS.
- You might need to reconfigure any frontend address information to point to the destination Content Server after running the Migration Assistant.
- The Administrator password might differ if you have not changed it from the default. If the user account that you use to run the Migration Assistant on the source or destination Content Server does not have the appropriate permissions to the storage folder, then the Migration Assistant will ask for the user account details of an account that does have appropriate permissions to the storage folder.

Running the Migration Assistant



Caution

Do not use this tool to migrate data to upgrade a cluster of first-generation Content Servers. See the [“Upgrading a Cluster of First-Generation Content Servers to a Cluster of Second-Generation Content Servers” section on page 6](#) for more information.



Caution

The migration process replaces all configurations and media on the destination Content Server.

Before You Begin

Follow the setup procedures for the destination Content Server in the *Cisco TelePresence Content Server 5.0 QuickStart Guide*. As part of the setup process, confirm the correct frontend address. If the source Content Server was attached to a domain, then the destination Content Server needs to be attached to the same domain.



Note

- If the source Content Server was standalone, then the Migration Assistant requires that the destination Content Server be configured as standalone to use this tool.
- If the source Content Server is NOT configured to use external storage (such as a NAS), then the Migration Assistant requires that the destination Content Server also NOT be configured to use external storage.
- If the source Content Server is configured to use external storage, then the destination Content Server must also be configured to use external storage, according to procedures described in the *Cisco TelePresence Content Server Release 5.0 Administration and User Guide* at http://www.cisco.com/en/US/products/ps11347/prod_maintenance_guides_list.html.

The approximate duration of a data migration varies based on how much data is migrated and network conditions. To migrate data from a source to a destination Content Server, do the following:

- Step 1** Log in to the source Content Server by using Windows Remote Desktop Connection or through local console.
- Step 2** Transfer the Migration Assistant file, migrate.exe, to the Content Server desktop.

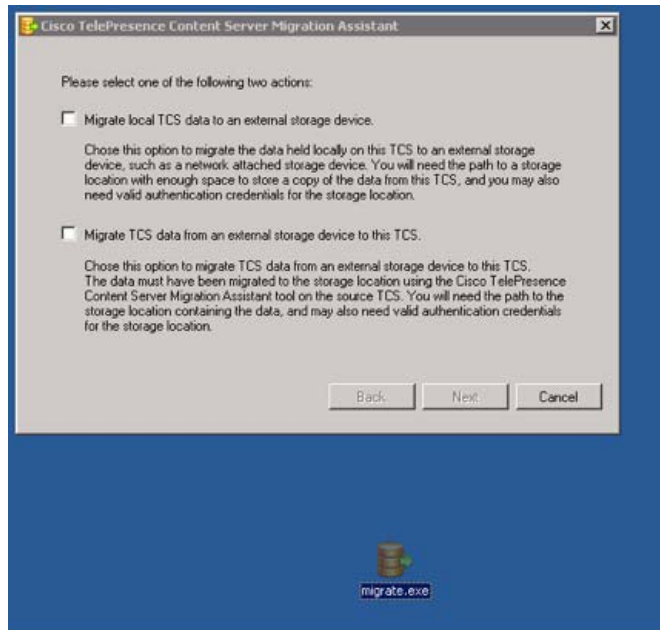


Note

Do not run the Migration Assistant from a mapped or network drive.

- Step 3** Run the Migration Assistant by double-clicking the file.
- Step 4** Check **Migrate local TCS data to an external storage device** to migrate the local data on the source Content Server to an external location.

Figure 1 *Content Server Migration Assistant: Wizard Executable and Migration Actions Screen*



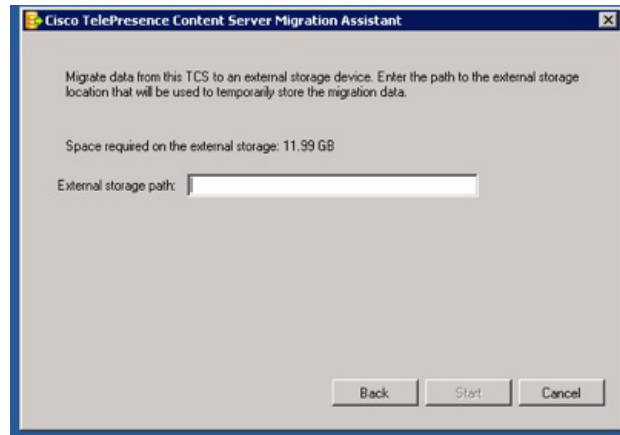
- Step 5** Click **Next** when the Next button is available.
- Step 6** At the Content Server backup prompt you need to select the backup option that applies to your Content Server:
- If you select *The Content Server is backed up*, click **Next** to proceed with the migration.
 - If you select *The Content Server is not backed up*, clicking **Next** proceeds with the migration. The migration log indicates that you have chosen to continue without backing up.



Note Cisco recommends that you back up the source Content Server before data migration begins.

- Step 7** At the second Content Server important information prompt, you need to check the checkboxes to acknowledge that the migration process ends current calls and that the source Content Server is placed in an offline state after the migration process completes.
- Step 8** Click **Next** when the button is available.
- Step 9** At the path to the external storage location prompt, ensure that there is enough space on the external storage device for the data and then enter the external storage path.

Figure 2 *Content Server Migration Assistant: External Storage Path Screen*



- Step 10** Click **Start** to proceed with migrating data to an external storage device or **Cancel** if you want to cancel the migration. A progress bar displays migration status.



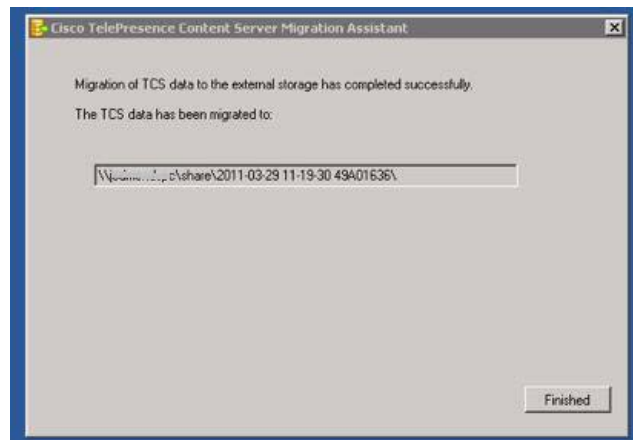
Note At any point during the migration process, you can cancel the process by selecting the Cancel button. This reverts all changes made to the source Content Server.

- Step 11** After the Migration Assistant has migrated data on the source Content Server to the external storage device, it will display a message that the migration has completed successfully and display the full external storage path for the migrated data. Write down the path and then click **Finished**. The path is also at the end of the log file.



Note See the migration log if the Migration Assistant displays errors at the end of the migration process. The migration log is available in the E:\logs\SetupUtility directory; the file name begins with *TCSMA*.

Figure 3 *Content Server Migration Assistant: Full External Storage Path Screen*



- Step 12** Log in to the destination Content Server by using Windows Remote Desktop Connection or through local console.
- Step 13** Transfer the Migration Assistant file, migrate.exe, to the Content Server desktop.



Note Do not run the Migration Assistant from a mapped or network drive.

- Step 14** Run the Migration Assistant by double-clicking the file.
- Step 15** Check **Migrate data from an external storage device to this TCS** to migrate the data on the external storage device to this Content Server.
- Step 16** Click **Next** when the button is available.
- Step 17** At the path to the external storage location prompt, enter the full external storage path for the migrated data from [Step 11](#).
- Step 18** Click **Start** to proceed with the migrating data from an external storage device to this Content Server or **Cancel** if you want to cancel the migration. A progress bar displays migration status.



Note At any point during the migration process, you can cancel the process by selecting the Cancel button. This reverts all changes made to the destination Content Server and leaves it in a factory default state.

- Step 19** After the Migration Assistant has migrated data to the destination Content Server from the external storage device, it will display a message that the migration has completed successfully.
- At the conclusion of exporting the data from the source Content Server, the Migration Assistant places the source Content Server in a mode suitable for returning to Cisco as part of the trade-in process:
- The Content Server will no longer function.
 - All Content Server services are halted.
 - The Content Server will not accept calls to make recordings.



Note Cisco recommends that customers run a full restore to factory defaults on the source Content Server to ensure that all recordings and configurations on the source Content Server are removed before returning it to Cisco. For more information, see the *Cisco TelePresence Content Server Release 5.0 Administration and User Guide* at http://www.cisco.com/en/US/products/ps11347/prod_maintenance_guides_list.html.

Upgrading a Cluster of First-Generation Content Servers to a Cluster of Second-Generation Content Servers

To upgrade clusters of first-generation Content Servers, we recommend that you do the following:

- Step 1** Remove all but one Content Server, leaving a Content Server cluster of one.
- Step 2** Upgrade the Content Server cluster of one to Release 5.0.
- Step 3** Add one second-generation Content Server at Release 5.0 to the cluster.
- Step 4** Repeat [Step 3](#) for each second-generation Content Server that you want to add to the cluster.

Step 5 Remove the sole remaining first-generation Content Server.

Related Documentation

For more information about the Cisco TelePresence Content Server, see these documents at http://www.cisco.com/en/US/products/ps11347/tsd_products_support_series_home.html.

- *Cisco TelePresence Content Server Release 5.0 Quick Start*
- *Cisco TelePresence Content Server Release 5.0 Administration and User Guide*
- *Configuring the Cisco TelePresence Content Server for Streaming from a QuickTime Media Server*
- *Configuring the Cisco TelePresence Content Server for Streaming Flash from a Wowza Media Server*
- *Cisco TelePresence Content Server API Guide*

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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