Cisco TelePresence Content Server Migration Assistant Tool

December 1, 2017

This document provides procedures for using the Cisco TelePresence Content Server Migration Assistant Tool to copy media and configuration settings from a source Content Server to a destination Content Server. It supports **Release 6.1, 6.2**, **6.2.1**,**7.0,7.1,7.2and 7.2.1**.

See these sections:

Migration Assistant 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

Cisco Systems, Inc.
www.cisco.com

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.

You can run the Migration Assistant on a stand-alone Content Server and on a stand-alone Content Server with Network Attached Storage (NAS). For a Content Server in a cluster, you must first remove the server from the cluster before running the Migration Assistant.

You can order the Migration Assistant software (R-VMTCS-MIG-K9=) from Cisco.com.

What Data is Migrated

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

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

When the data export procedure is finished on the source Content Server, the Migration Assistant places the 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.

Guidelines and Prerequisites

Before you use the Migration Assistant, observe the following guidelines and prerequisites.

- See the "Supported Platforms for Migration" to verify the Content Server hardware and software migration paths. If your Content Server is first- or second-generation hardware running an earlier software release, you must upgrade the software before proceeding with data migration.
- Create a clone of your source Content Server system by using a standard software recovery program. You will need a cloned image for re-imaging the system in the unlikely event of a system failure. For more information, see the *Cisco TelePresence Content Server Release 6.1 Disk Cloning Software Guide*.
- Back up your Content Server and turn off anti-virus applications before using the Migration Assistant. You will need a full backup for restoring in the unlikely event of a data migration failure. See the "Maintaining the Content Server" chapter in the *Cisco TelePresence Content Server Administration and User Guide* for instructions.

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.

- Confirm that the destination Content Server is at full factory default settings before running the Migration Assistant. If the destination Content Server contains data, after data migration the old data will be over written and it will not persist.
- Download the Migration Assistant software (migrate.zip for Release 7.x) from *Cisco.com*.
- Confirm that your external storage device is a Windows-based server. When you migrate data from the source Content Server you must use a Windows-based server that has the required permissions to complete the data transfer.
- Confirm that the source and destination Content Servers configurations are consistent:
  - If the source Content Server is stand alone, then the destination Content Server must also be configured as stand alone.
  - If the source Content Server is NOT configured to use external storage (such as a NAS), then the destination Content Server must 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 the **same** external storage

Note The Migration Assistant will not return any error messages if the source and destination Content Server NAS configurations are inconsistent.

    For more information about configuring NAS. see the "Setting Up External Media Storage" chapter in the *Cisco TelePresence Content Server Administration and User Guide*.
  - Verify that both the source and destination Content Servers are set to the same date, time, and time zone.
- For a source Content Server with NAS confirm that:
  - The source and destination Content Servers are added to the same domain.
  - The destination Content Server has the same permissions on the NAS.
- The sources TCS machine will be off line, after data migration from source TCS to Shared Network Location.
- Confirm that the source Content Server is not in a call and is not transcoding jobs offline.
- 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 access the storage folder, the Migration Assistant will ask for the credentials of an account that does have permission to access the storage folder.
- After data migration you might need to create users manually on the destination Content Server if users were added to the source Content Server in the Users and Groups page.

  For every local Content Server there is one default user, the Administrator. If you have created a user (for example, User1) on the source Content Server and added User1 to the Users and Groups page, after data migration the destination Content Server will show this entry.

  Two scenarios could exist after data migration:

  - No User1 on the destination Content Server. You cannot log in to the Content Server UI with User1 credentials because it does not exist on the Content Server. You need to access the destination Content Server by using Window Desktop Connection and create User1 with the same password that was used on the source Content Server for User1.
  - User1 exists on destination Content Server. You can log in to the Content Server with User1 and change the password if it is not the same as User1 on the source Content Server.
- When data migration is complete you should:
  - Complete the initial configuration on the destination Content Server. For more information, see the *Cisco TelePresence Quick Start Guide* on Cisco.com.
  - Reconfigure any frontend address information to point to the destination Content Server.
  - To migrate from TelePresence Content Server Release 5.x or 6.x to VM Content Server Release 7.x, you will need to obtain the license and option keys from the TelePresence Content Server Release 5.x or 6.x registry and create a license text file to restore the keys on the VM Content Server Release 7.x.

Supported Platforms for Migration

Migration Assistant is supported on these Content Server hardware releases:

- Data migration from **second**-generation Content Server hardware to **third**-generation hardware. See Table 1 for the software release paths.
- Data migration from **first**-generation Content Server hardware to **third**-generation hardware. See Table 2 for the software release paths.
- Data migration from **first**-, **second-**, and **third**-generation Content Server hardware to Content Server on Virtual Machine (VM). See Table 3 for the software release paths.

To verify the software release in the Content Server UI, navigate to **Management > Diagnostics > Server overview**. To confirm the hardware version, navigate to **Management > Diagnostics > Server overview**. (You can also view the device serial number label on the top right front of the Content Server.) These are the hardware serial number formats:

- First-generation hardware serial number: **49A0**xxxx
- Second-generation hardware serial number: **49A2**xxxx
- Third-generation hardware serial number: **49A3**xxxx
- Fourth-generation hardware serial number: **49A4xxxx**

For information about supported software upgrade paths and software upgrade instructions see the Release Notes on Cisco.com.

Table 1 Software Migration Paths for Second-Generation to Third-generation Hardware

Second-Generation Hardware (Source)	Third-Generation Hardware (Destination)
Migrate data from Release 5.3 (3316)	To Release 6.0
Migrate data from Release 5.3.2 (3529)	To Release 6.0.1, Release 6.1 or Release 6.2

Note Data migration from Release 5.3 to Release 6.0.1 or 6.1 is not supported

Table 2 Software Migration Paths for First-Generation to Third-Generation Hardware

First-Generation Hardware (Source)	Third-Generation Hardware (Destination)
Migrate data from Release 5.1 > 5.3.2 (Build 3526) **Note** On Cisco.com, only Release 5.3.2 (Build 3529) is available, which is not supported on first-generation hardware.You must first upgrade to Release 5.3.2 (Build 3526, created only to support migration to release 5.3.2 on first-generation hardware) before running the Migration Assistant.You can contact BU to get the customized build 3526.	To Release 6.0.1, Release 6.1 or Release 6.2 or Release 7.x (VM).
Migrate data from Release 4.x > 5.0 (Build 3043) > 5.1 (Build 3121) > 5.3.2 (Build 3526) **Note** You must first upgrade to Release 5.0. When upgrading, add a new release key for 5.x series for the existing serial number. Then upgrade to Release 5.1 and then to 5.3.2 before running the Migration Assistant. See note above.	To Release 6.0.1, Release 6.1 or Release 6.2 or Release 7.x.(VM).
Migrate data from Release 3.x	Not supported

Table 3 Software Migration Paths for First, Second, and Third-Generation Hardware to VM Content Server

First-Generation Hardware (Source)	Second-Generation Hardware (Source)	Third-Generation Hardware (Source)	Virtual Machine Content Server (Destination)
Migrate data from Release 5.1 > 5.3.2 (also see	Migrate data from Release 5.3.x	Migrate data from Release 6.0.1 > 6.1	To VM Release 6.1 or Release 6.2 or Release 7.x.

Table 4 Software Migration Supported Path

Migration To	Supported Migration From
6.0 (3474)	5.3 (3316)
6.0.1 (3528)	5.3.2 (3526), 5.3.2 (3529)
6.1 (3764)	5.3.2 (3526), 5.3.2 (3529)
6.1 (3802)	5.3.2 (3526), 5.3.2 (3529), 6.0.1(3528), 6.1 (3764)

Table 4 Software Migration Supported Path

Migration To	Supported Migration From
6.2 (3880)	5.3.2 (3526), 5.3.2 (3529), 6.0.1(3528), 6.1 (3764)
6.2.1 (4073)	5.3.2 (3526), 5.3.2 (3529), 6.0.1(3528), 6.1 (3764).
7.0 (4200)	5.3.2 (3526), 5.3.2 (3529), 6.0.1(3528),6.1(3802), 6.1 (3764), 6.2 (3880), 6.2.1(4073).
7.1(4262)	5.3.2 (3526), 5.3.2 (3529), 6.0.1(3528),6.1(3802), 6.1 (3764), 6.2 (3880), 6.2.1(4073).
7.2(4349)	5.3.2 (3526), 5.3.2 (3529), 6.0.1(3528),6.1(3802), 6.1 (3764), 6.2 (3880), 6.2.1(4073).
7.2.1(4380)	5.3.2 (3526), 5.3.2 (3529), 6.0.1(3528),6.1(3802), 6.1 (3764), 6.2 (3880), 6.2.1(4073).

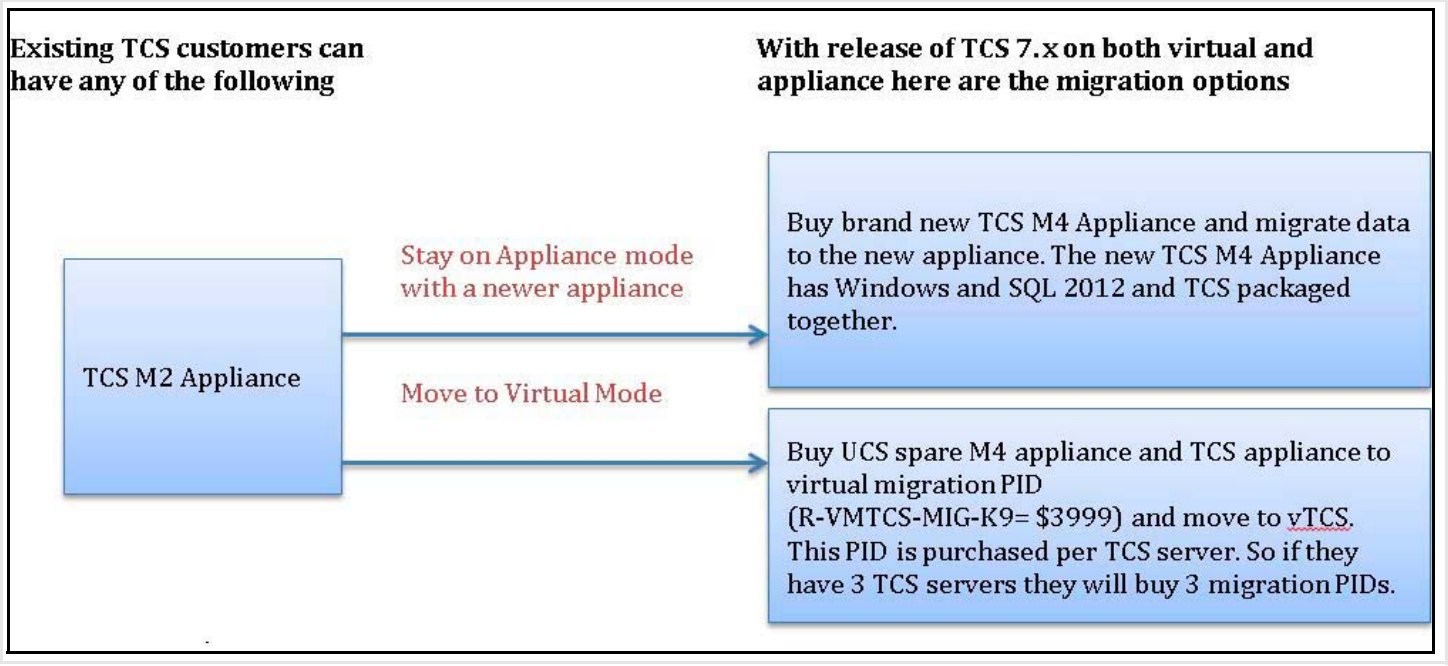
Note For TCS 7.2.1 release use migration.exe of TCS 7.2

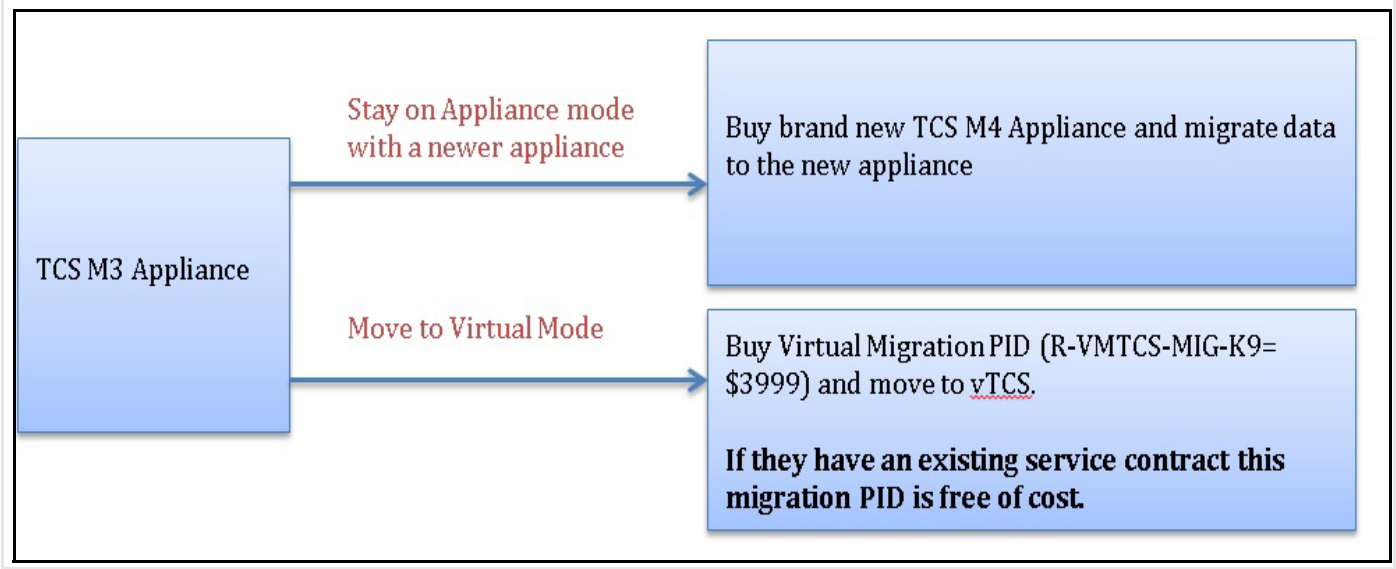
Migrations options for New Customers

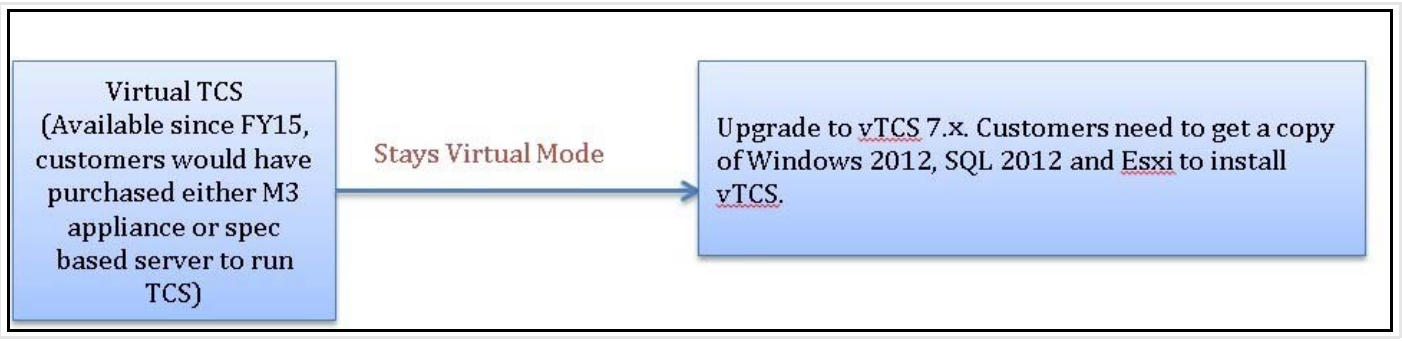
Appliance TCS 7.x Release: M4 Appliance with TCS and Windows and SQL 2012 Packaged**.**

Virtual TCS 7.x Release: Customers can deploy vTCS on a M4 server or spec based.

Migrations options for Existing Customers







Running the Migration Assistant

The approximate duration of a data migration varies based on how much data is migrated and the network conditions.

To run the Migration Assistant, see these sections:

- Migrate Data on a Stand-alone Content Server, page 8
- Migrate Data on a Content Server with NAS, page 13
- Migrate Data on a Content Server in a Cluster, page 13

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

Migrate Data on a Stand-alone Content Server

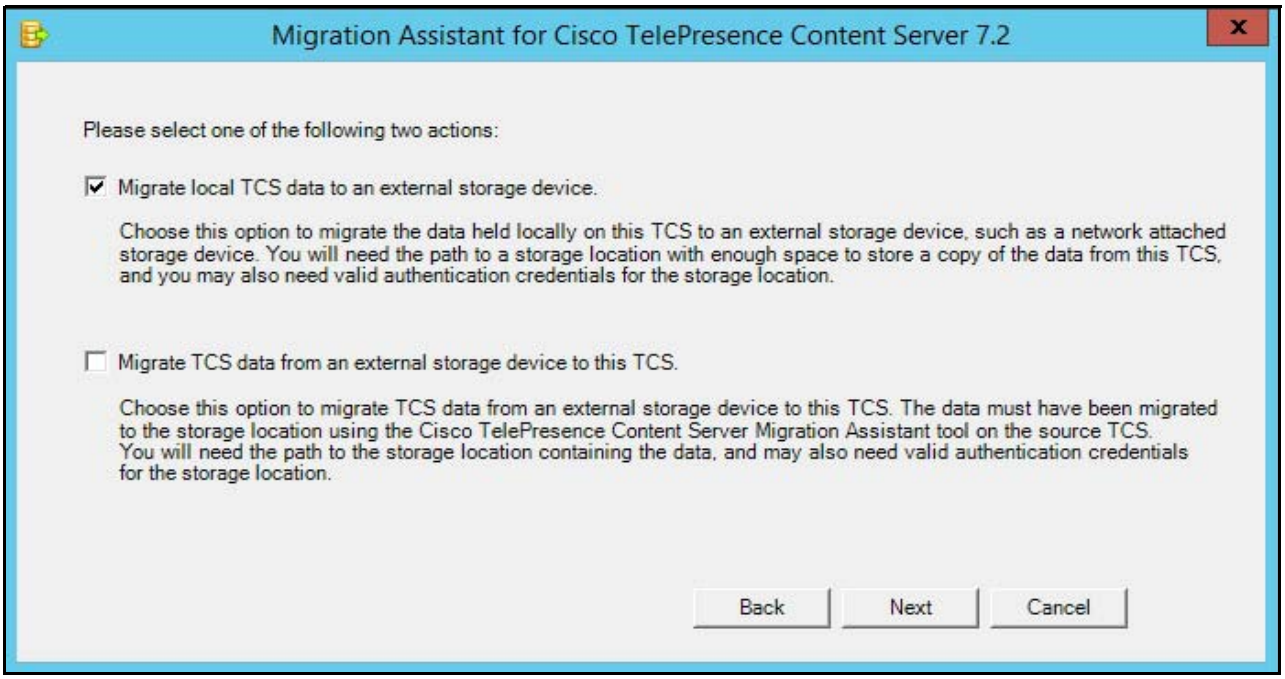
To migrate data from a source Content Server to a destination Content Server, follow these steps:

Step 1 Log in to the source Content Server by using Windows Remote Desktop Connection or through the local console port.

Step 2 Transfer the Migration Assistant file, migrate.exe, to the Content Server desktop. Run the Migration Assistant by double-clicking the file.

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

Step 3 The migrate data screen appears. Check the **Migrate the data from local TCS to external storage device** check box. Click **Next**.



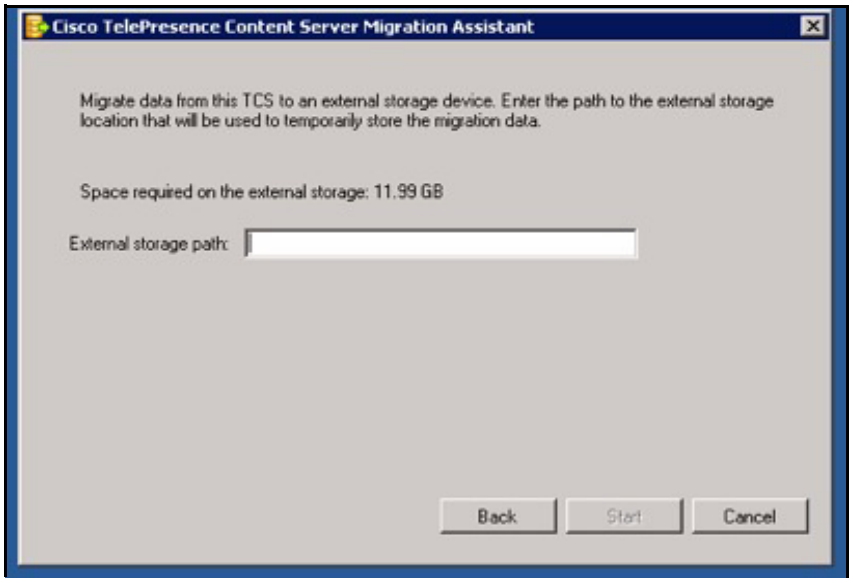
Step 4 The Content Server backup screen appears. Choose the backup option that applies to your Content Server:

- If you choose *The Content Server is backed up*, click **Next** to proceed with the migration.
- If you choose *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 We recommend that you back up the source Content Server before beginning data migration.

Step 5 The Content Server call processing screen appears, Click the two check boxes to acknowledge that the migration process ends current calls and that the Content Server is placed in an offline state when the migration process completes. Click **Next**.

Step 6 Enter the external storage path. Verify that the external storage is a Windows-based server with the required permissions, and that there is sufficient space on the device for the data.

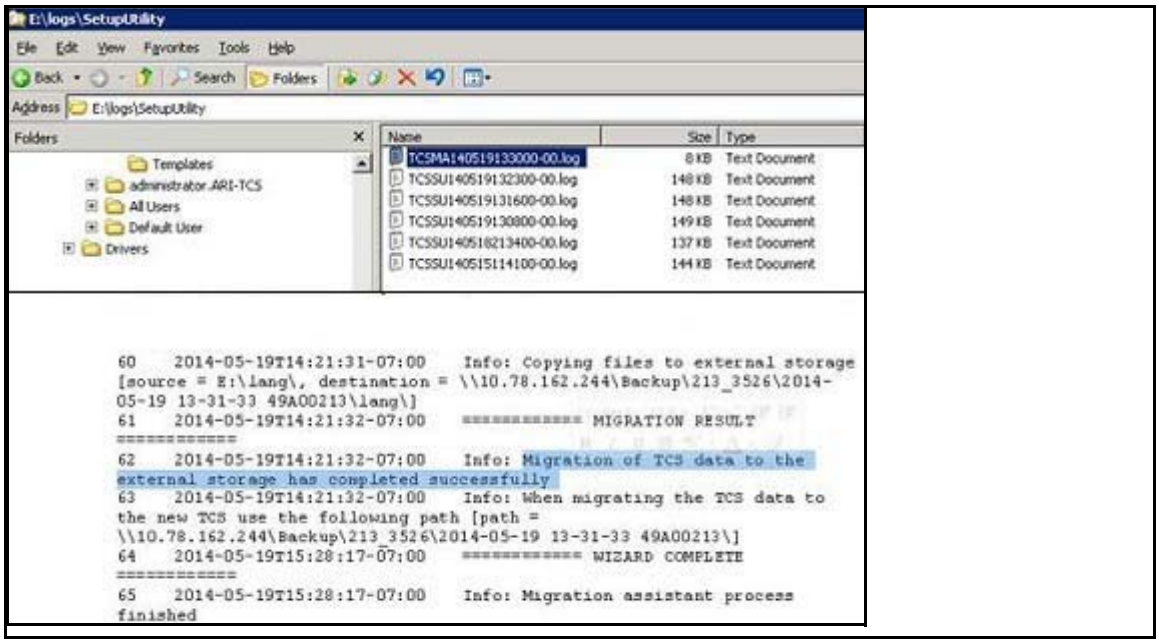


Step 7 Click **Start** to proceed with migrating data to the external storage device or **Cancel** if you want to cancel the migration. An initializing window appears followed by a progress bar that displays the migration status.

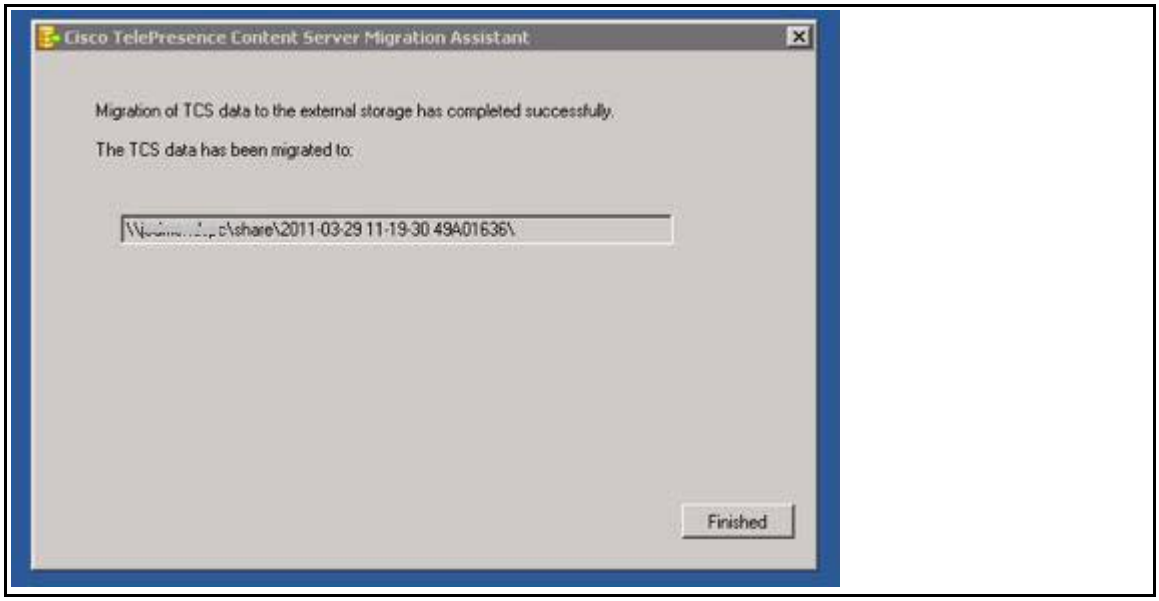
Note At any point during the migration process, you can cancel the process by selecting the Cancel button. This reverts all changes made to the source Content Server.

Step 8 During the migration process, a log file is created at E:\logs\SetupUtility on the source Content Server; the log filename begins with *TCSMA*.

The log file contains all of the logs related to data migration including the status for stopping services, copying files, and process completion. The following example shows the path to the log file and the highlighted text indicates a successful migration.



Step 9 When data migration from the source Content Server is complete, the Migration Assistant displays a success message and the full external storage path for the migrated data. **Write down the full external storage path.** (The external storage path is also displayed at the end of the log file.) Click **Finished**



Step 10 Log in to the destination Content Server by using Windows Remote Desktop Connection or through the local console port.

Step 11 Transfer the Migration Assistant file, migrate.exe, to the Content Server desktop. Run the Migration Assistant by double-clicking the file.

Step 12 The migrate data screen appears. Check the **Migrate data from an external storage device to this TCS** check box. Click **Next**.

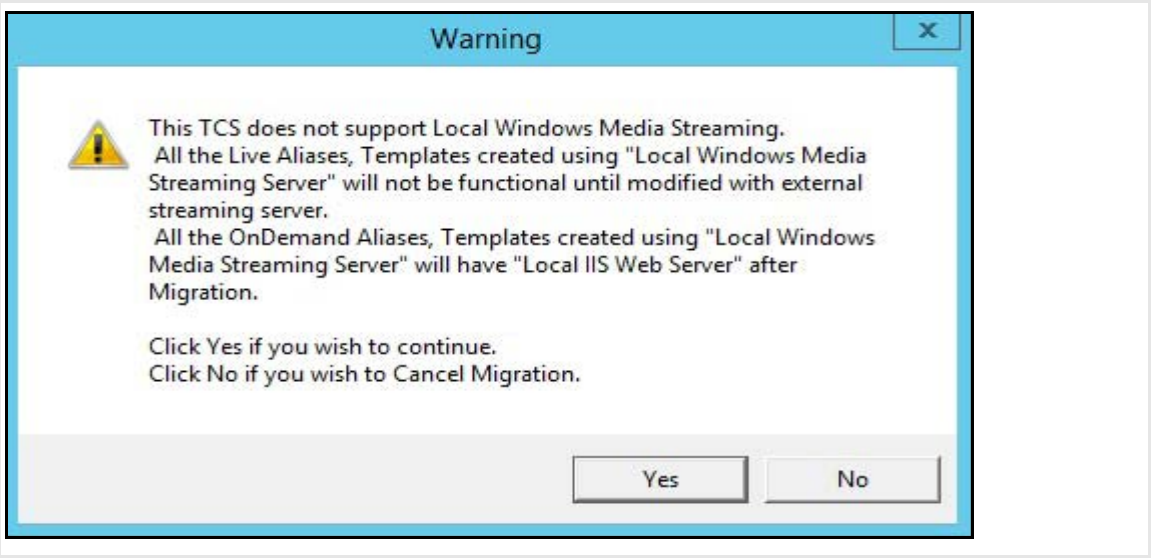
Step 13 Enter the full external storage path for the migrated data from Step 9.

Note Make certain to enter the full external storage path for the migrated data. Migration Assistant does not verify the external storage path of the source files.

Step 14 Click **Start** to proceed with migrating data from the external storage device to the destination Content Server.

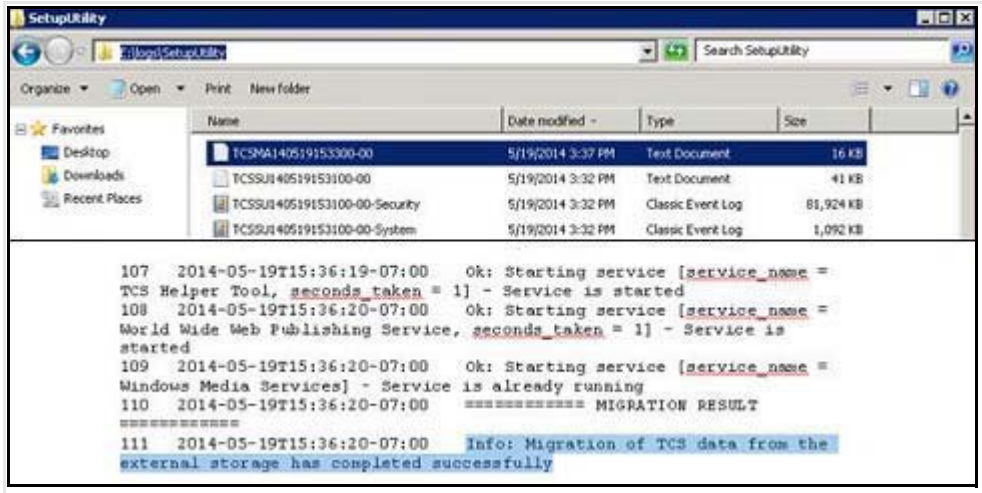
Step 15 An Overwriting Alert dialog box appears. Click **Yes** to continue or **No** to cancel the migration.

Note Following pop up box will appear in case of migration from older release to TCS 7.x.Click **Yes** to continue or click **No** to cancel the migration.



Step 16 During the migration process, a log file is created at E:\logs\SetupUtility on the destination Content Server. The log filename begins with *TCSMA*.

The log file contains all of the logs related to data migration including the status for stopping services, copying files, starting services, and process completion. The following example shows the path to the log file and the highlighted text indicates a successful migration.



Step 17 When data migration from the external storage device is complete, the Migration Assistant displays a success message. Click **Finished**.

After completing data migration, you can continue with initial configuration on the destination Content Server. For more information, see the *Cisco TelePresence Quick Start Guide* on Cisco.com.

We recommend that you run a full restore to factory defaults on the source Content Server to confirm that all recordings and configurations are removed before returning the server to Cisco. For more information, see the *Cisco TelePresence Content Server Administration and User Guide*.

Migrate Data on a Content Server with NAS

Before running the Migration Assistant on a stand-alone Content Server with NAS, confirm that:

- The source and destination Content Servers are added to the same domain.
- The destination Content Server is added to the same NAS as the source Content Server by using the TCS wizard.

  For more information about configuring NAS, see the "Setting Up External Media Storage" chapter in the *Cisco TelePresence Content Server Administration and User Guide*.
- The destination Content Server has the same permissions on the NAS.

Follow the steps in the Migrate Data on a Stand-alone Content Server procedure to migrate data from a source Content Server with NAS to a destination Content Server with NAS.

Migrate Data on a Content Server in a Cluster

Follow these steps to migrate data from a source Content Server in a cluster:

Step 1 Remove all servers except for the source Content Server from cluster.

Step 2 Remove the last (source) Content Server from cluster. The source server becomes a stand-alone Content Server with NAS.

Step 3 Confirm that:

- The source and destination Content Servers are added to the same domain.
- The destination Content Server is added to the same NAS as the source Content Server by using the TCS wizard.

  For more information about configuring NAS, see the "Setting Up External Media Storage" chapter in the *Cisco TelePresence Content Server Administration and User Guide*.
- The destination Content Server has the same permissions on the NAS.

Step 4 Complete the Migrate Data on a Stand-alone Content Server procedure to migrate the data from the source Content Server to the destination Content Server.

Step 5 When you finish the data migration, add the destination Content Server to the cluster as the first cluster member. Add additional cluster members, as needed.

Accessing Data Migration Log Files

The data migration log files are stored in the source Content Server for files that were exported, and the destination Content Server for files that were imported. The migration log is available in the E:\logs\SetupUtility directory. The log filename begins with *TCSMA*.

After data migration the following error message will appear in the destination Content Server log file. It does not affect the functionality of the Content Server.

```
Error: Setting Windows Media Services media location, Error occurred [exception = Unable
to cast COM object of type 'Microsoft.WindowsMediaServices.Interop.WMSServerClass' to
interface type 'Microsoft.WindowsMediaServices.Interop.IWMSServer'
```

Related Documentation

You can access all Cisco TelePresence Content Server Documentation here:

http://www.cisco.com/en/US/products/ps11347/tsd_products_support_series_home.html

Information About Accessibility and Cisco Products

For information about the accessibility of this product, contact the Cisco accessibility team at accessibility@cisco.com.

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

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.

This document is to be used in conjunction with the documents listed in the "Related Documentation" section.