



Data Migration Assistant User Guide

Release 6.1(2)

This document describes the Data Migration Assistant (DMA), explains how to install and use it, and provides related information.

Use this document if you are running Cisco Unified CallManager versions 4.0(x), 4.1(x), or 4.2(x) and are ready to upgrade to Cisco Unified Communications Manager 6.1(2).



Note For information on supported releases, refer to the *Cisco Unified Communications Manager Compatibility Matrix* located at the following URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html

This document includes the following topics:

- [Overview of DMA](#)
- [Obtaining DMA](#)
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- [Running DMA](#)
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- [Administering and Troubleshooting DMA](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines](#)

Overview of DMA

DMA migrates data for Cisco Unified Communications Manager and Cisco Emergency Responder, as specified in the following sections.



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DMA assists you with the first step in migrating Cisco Unified Communications Manager data from supported versions of 4.x to Cisco Unified Communications Manager 6.1(2) by exporting this data in a format that Cisco Unified Communications Manager 6.1(2) can read.



Note For information on supported releases, refer to the *Cisco Unified Communications Manager Compatibility Matrix* located at the following URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html

Cisco Unified CallManager 4.2(x) versions run in a Windows environment, and Cisco Unified Communications Manager 6.1(2) runs in a Linux environment, so DMA exports Windows-based data to a format that Linux can import. The Cisco Unified Communications Manager 6.1(2) installation process converts the backed up data as needed for Cisco Unified Communications Manager 6.1(2), which completes the data migration. DMA also exports data for upgrading Cisco Emergency Responder 1.3. For more information, refer to *Cisco Emergency Responder Administration Guide.0*

DMA saves the data that it exports in a tape archive (TAR) file in a location that you specify. DMA also generates a configuration file (platformConfig.xml) to facilitate installation of Cisco Unified Communications Manager first nodes. The configuration file pre populates several fields during the upgrade, including domain name, IP address, primary DNS, secondary DNS, and NTP server. The Data Migration Assistant generates the configuration file during the DMA export process. If you choose to store the DMA tar file on a network directory or local directory, DMA stores the platformConfig.xml in the same directory. If you choose to store the DMA tar file on a tape drive, DMA stores the platformConfig.xml in D:/DMA.



Note For information on using the configuration file during an upgrade, refer to the *Upgrade to Cisco Unified Communications Manager Release 6.0(1) from Cisco Unified Communications Manager 4.x Releases*.



Note Make sure that you copy the platformconfig.xml to the USB key and apply this USB to the publisher server before the W1 upgrade.

You must install and run DMA on the Cisco Unified Communications Manager publisher server before you upgrade to Cisco Unified Communications Manager 6.1(2).



Note If you make any configuration changes after running DMA, the system does not retain these changes when you upgrade.

In addition to exporting Cisco Unified Communications Manager data, DMA exports data for these related applications:

- Cisco Unified Communications Manager Attendant Console (AC)
- Cisco Extension Mobility (EM)
- Cisco Unified Communications Manager CDR Analysis and Reporting (CAR)
- Certificate Authority Proxy Function (CAPF)
- Certificate Trust List (CTL)
- International Dial Plan (IDP)

DMA does not export this information:

- Custom Music on Hold (MOH) files—You must reapply these files after you upgrade to Cisco Unified Communications Manager 6.1(2).
- TFTP phone load files—You must reapply these files after you upgrade to Cisco Unified Communications Manager 6.1(2).
- Files on Cisco Unified Communications Manager subscriber servers—Subscriber servers obtain required information from the publisher server as part of the Cisco Unified Communications Manager upgrade process.
- CDR data—Data Migration Assistant does not migrate CDR data except the records in the CAR database. If you generate CDRs after you have run CDR loader in CAR, DMA does not migrate those CDRs. For information on configuring the CAR load schedule before you upgrade, see the *Cisco Unified CallManager Serviceability Administration Guide* for the version of Cisco CallManager running on your system.
- Bulk Administration Tool Templates—Data Migration Assistant does not export Bulk Administration Tool templates.
- Passwords and PINs—Data Migration Assistant does not migrate passwords and PINs for users.

For Cisco Emergency Responder, DMA exports the following data from the publisher server:

- Cisco Emergency Responder database
- Call history files located in C:\Program Files\Cisco Systems\CiscoER\CallHistory
- Contents of the following directories:
 - C:\Program Files\Cisco Systems\CiscoER\etc
 - C:\Program Files\Cisco Systems\CiscoER\export
 - C:\Program Files\Cisco Systems\CiscoER\Import
 - C:\Program Files\Cisco Systems\CiscoER\ena_msag_records
 - C:\Program Files\Cisco Systems\CiscoER\Subscriber_backup

Obtaining DMA

If you do not have DMA software on a disk, perform the following steps to download it to the Cisco Unified Communications Manager publisher server. Only a registered user of Cisco.com can download this software.

Procedure

- Step 1** Go to this URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-61>
- Step 2** Select DMA file.
- Step 3** Follow the prompts and provide the required information to download the software.
-

Installing DMA

This section provides detailed installation information and instructions for DMA. It includes the following topics:

- [Preinstallation Guidelines and Procedures, page 4](#)—Review this information before you install DMA.
- [DMA Installation Procedure, page 6](#)—Follow these steps to install DMA.

Preinstallation Guidelines and Procedures

Review the following guidelines and perform the appropriate procedures before you install DMA:

- Ensure that one of the supported products is installed on the server before you install DMA on that server:
 - A supported release of Cisco CallManager is installed and configured as the publisher server.
 - Cisco Emergency Responder 1.3.



Note DMA installation wizard checks for the presence of a supported product. You cannot install DMA unless a supported product has been previously installed on the server.

- Do not use Terminal Services to install DMA.
- You can use Virtual Network Computing (VNC) to install DMA. For more information about VNC, refer to the latest version of *Using Virtual Network Computing*, which is available at this URL:
http://www.cisco.com/en/US/customer/products/hw/voiceapp/ps378/prod_installation_guides_list.html
- Make sure that you uninstall previous versions of DMA. For detailed procedures, refer to the “[Removing DMA](#)” section on page 7.
- DMA requires 4 GB of free disk space on the C:\ drive and 5 KB of free disk space on the D:\ drive of the Cisco Unified Communications Manager server.

- Disable the Cisco Security Agent for Cisco Unified Communications Manager, if it is enabled.



Note In some cases, you may have to uninstall Cisco Security Agent for Cisco Unified Communications Manager before you can run DMA. If you have difficulties, contact Cisco support for more information.

Make sure to enable the CSA after you complete the installation.

For instructions on disabling and enabling the CSA, refer to *Installing Cisco Security Agent for Cisco Unified Communications Manager*.

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

- Before you upgrade the Cisco Unified Communications Manager or Cisco Emergency Responder servers, consider the following:
 - If you choose to store the DMA tar file in a local directory when you run DMA, make sure that you move the tar file to an external device before you begin the upgrade.
 - Make sure that the server being used for the upgrade is supported. Refer to the release notes for your product.
 - Make sure that you obtain the necessary licenses for your product. Refer to the *Cisco Emergency Responder Administration Guide 2.0* or to the *Upgrading to Cisco Unified Communications Manager Release 6.1(2)*.
 - DMA does not export the Cisco Emergency Responder cluster configuration. You must set up the clusters again after you upgrade successfully to Cisco Emergency Responder 2.0.

DMA Installation Procedure

Before you install DMA, make sure to review the information in the [“Preinstallation Guidelines and Procedures”](#) section on page 4.



Note

If you have an earlier version of DMA installed, you must remove it before you can install another version. See the [“Removing DMA”](#) section on page 7 for more information.

To install DMA, perform the following steps. This procedure should take about 20 to 40 minutes to complete.

Procedure

Step 1 Log in to the server as the Windows Administrator.

Step 2 Take one of these actions:

- If you have a DMA installation disk, insert the disk.
- If you have downloaded DMA, go to the folder in which you saved the DMA installation file and double-click the file: DataMigrationAssistant-6-1-1.exe.

The DMA Welcome window displays.

Step 3 In DMA Welcome window, click **Next**.

The License Window displays.

Step 4 Accept the license agreement and click **Next**. The Informix Password window displays.

Step 5 Enter a password for the Informix Database Server (IDS) in the **Informix Password** text box.

The password must contain 8-14 characters, including at least one of each of the following character types:

- Upper case letter (A-Z)
- Lower case letter (a-z)
- Numeral (0-9)
- Special character ({ } , . < > : ? / | \ ` ~ ! @ \$ ^ & * () _ - +)



Note The Informix password cannot contain 3 back slash (\) characters.



Caution

Do not change the Informix password after installing DMA. Changing the password will cause DMA exports to fail.

Step 6 Enter the password again in the **Confirm Password** text box.

The Ready to Install the Program window displays.

Step 7 In the Ready to Install window, click **Install**.

The installation begins. The Installing Data Migration Assistant window shows you the status as the installation proceeds.

After about 20 minutes, the InstallShield Wizard Completed window displays.

- Step 8** In the InstallShield Wizard Completed window, click **Finish**.
You are prompted to restart the server.
- Step 9** To restart the server, click **Yes**.
The server restarts, and DMA installation completes.
-

Removing DMA

You must remove DMA and the applications that are installed with it before installing another DMA version. See the following sections for instructions:

- [“Stopping DMA” section on page 7](#)
- [“Uninstalling DMA” task on page 8](#)

Stopping DMA

Ensure that DMA is not running on your system. DMA is a server application controlled through a browser interface that can continue to run after you close the browser. To verify that you have stopped DMA, perform the following procedure:

Procedure

- Step 1** Choose **Start > Programs > Cisco DMA > Cisco DMA**.
- Step 2** When prompted, log in as the Windows Administrator.
The Data Migration Assistant Home window displays.
- Step 3** From the Data Migration Assistant menu bar, choose **Export > Export Data**.
The Export Data window displays.
- Step 4** Click the **View Status** link.
- Step 5** Review the status to determine if the last execution has completed.
If you are not sure whether the DMA process completed, you can cancel the DMA operation by choosing **Start > Programs > Cisco DMA > Cancel Export**. The system could require several minutes to cancel the export process.
- Step 6** Continue the DMA removal, as described in the [“Uninstalling DMA” section on page 8](#).
-

Uninstalling DMA

To uninstall DMA, follow these steps:

Procedure

- Step 1** Choose **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 2** From the Add/Remove Programs Window, choose **Cisco Data Migration Assistant**.
- Step 3** Click **Remove**.
- Step 4** Choose **Yes** to uninstall.
- Step 5** Make sure that a restart of the server is possible, and choose **Yes** to restart the server.



Note If you use Virtual Network Computing (VNC) to access your server, you may want to remotely restart the server by choosing **No** and restarting the server using the VNC facility that sends Ctrl-Alt-Delete to the server.

Before You Begin

Before you start DMA, refer to one of the following tables:

- For Cisco Unified Communications Manager, perform the procedures that are shown in [Table 1](#).
- For Cisco Emergency Responder, perform the procedures that are shown in [Table 2](#).

Table 1 *Procedures to Follow Before Running DMA for Cisco Unified Communications Manager*

Procedure	Reference
Use the Cisco Unified Communications Manager Backup and Restore Utility (BARS) to back up your data. You can use the BARS backup to fall back to your current software version, if necessary.	Refer to the appropriate version of <i>Backup and Restore Utility Administration Guide</i> and related documentation at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
Cisco recommends that you use the Cisco Unified Communications Manager Upgrade Utility to verify that your system is in a good state before the upgrade	Refer to the appropriate version of <i>Using Cisco Unified Communications Manager Upgrade Utility</i> at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html
To back up CAR data, ensure the CAR plug-in is installed on the publisher server	See the “ Migrating CAR Data ” section on page 10.

Table 1 **Procedures to Follow Before Running DMA for Cisco Unified Communications Manager (continued)**

Procedure	Reference
<p>Purge any system data that you no longer need, such as CAR database records.</p> <p>Purging the CAR data speeds up the migration process and decreases the size of the DMA TAR file. You may need to purge the CAR database or other system data if the DMA TAR file exceeds 2 GB.</p> <p>Make sure that you purge any CAR records older than 180 days. The version of CAR that runs on Cisco Unified Communications Manager 6.1(2) does not retain CDRs older than 180 days in the CAR database. If you migrate records older than 180 days, the system deletes them immediately after you upgrade. The Cisco Unified Communications Manager installation program limits the time in which CAR records are migrated from the DMA TAR file to the CAR database on the upgraded system. The installer migrates approximately 100,000 to 150,000 of the oldest individual CAR records within the time limit.</p> <p>Any records that cannot be exported during the specified time will not be migrated.</p>	<p>For information on manually purging CAR records, refer to the <i>Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide</i>.</p> <p>For information on configuring automatic database purging after you upgrade, refer to the <i>Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide</i> for Cisco Unified Communications Manager.</p>
<p>If you use Cisco Unified Communications Manager CDR Analysis and Reporting, make sure that the latest CDRs exist in the CAR database by setting the CDR load schedule to run before you execute the Data Migration Assistant. DMA will not migrate any CDRs generated after you have run the loader.</p>	<p>For information on configuring the CAR load schedule before you upgrade, see the <i>Cisco Unified Serviceability Administration Guide</i> for the version of Cisco Unified Communications Manager running on your system.</p>
<p>If you use Cisco Unified Communications Manager Attendant Console, ensure the required files exist on the publisher server.</p>	<p>See the “Migrating Cisco Unified Communications Manager Attendant Console Data” section on page 10.</p>
<p>Copy CAPF data from the subscriber servers to the publisher server.</p>	<p>See the “Migrating Existing CAPF 1.0(1) Data” section on page 11.</p>
<p>Ensure that DMA will work correctly if Cisco Security Agent is installed on the server.</p>	<p>See the “Ensuring DMA Compatibility with Cisco Security Agent for Cisco Unified Communications Manager” section on page 13.</p>

Table 2 Procedures to Follow Before Running DMA for Cisco Emergency Responder

Procedure	Reference
Use the Cisco Unified Communications Manager Backup and Restore Utility (BARS) to back up your data on the Cisco Emergency Responder publisher. You can use the BARS backup to fall back to your current software version, if necessary.	Refer to the appropriate version of <i>Backup and Restore Utility Administration Guide</i> and related documentation at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
Create the following directory on the publisher server: C:\Program Files\Cisco Systems\CiscoER\Subscriber_backup. Copy the call history files from the Cisco Emergency Responder subscriber that are located in C:\Program Files\Cisco System\CiscoER\callHistory into the directory that you created on the publisher.	For more information, refer to the appropriate version of <i>Cisco Emergency Responder Administration Guide</i> .
Disable Cisco Security Agent.	
Before you run DMA, make sure to shut down all Windows monitoring programs, such as PROGNOSIS.	

Migrating CAR Data

Before you can back up Cisco Unified Communications Manager CDR Analysis and Reporting (CAR) data, you must ensure that the CAR plug-in is installed on the publisher server. If the CAR plug-in is not installed, navigate to **Application>Install Plugins** and install the CAR plug-in. For more information, see the *Cisco Unified Communications Manager Administration Guide* or the *Cisco Unified Serviceability Administration Guide*.

Migrating Cisco Unified Communications Manager Attendant Console Data

If you use Cisco Unified Communications Manager Attendant Console, make sure that the following files exist on the publisher server before you run DMA. If the files do not exist on the publisher server, copy them to the publisher server from the subscriber server before you run DMA.

- C:\Program Files\Cisco\Communications ManagerAttendant\etc\acserver.properties
- C:\Program Files\Cisco\Communications ManagerAttendant\etc\DialRules.xml

DMA backs up the file CorporateDirectory.txt if it exists in the following location on the server: C:\Program Files\Cisco\Communications ManagerAttendant\UserLists\CorporateDirectory.txt.

Migrating Existing CAPF 1.0(1) Data



Caution

Failing to perform the tasks that are described in this section may cause a loss of CAPF data. Use the following information in conjunction with the [“Copying CAPF 1.0\(1\) Data from a 4.x Subscriber Server to the 4.x Publisher Database Server”](#) section on page 11.

For information on using CAPF with Cisco Unified Communications Manager 6.1(2), refer to the *Cisco Unified Communications Manager Security Guide*.

Review the following details before you upgrade to Cisco Unified Communications Manager 6.1(2):

- Upgrades from Cisco Unified Communications Manager (formerly Cisco Unified CallManager) 4.0 where CAPF was installed on the Cisco Unified Communications Manager 4.0 publisher database server—If you performed certificate operations with Cisco Unified Communications Manager 4.0 and CAPF 1.0(1) ran on the publisher database server, the latest operation status migrates to the Cisco Unified Communications Manager 4.1 database.
- Upgrades from Cisco Unified Communications Manager where CAPF was installed on a Cisco Unified Communications Manager 4.0 subscriber server—If you performed certificate operations with Cisco Unified Communications Manager 4.0 and CAPF 1.0(1) ran on a subscriber server, you must copy the CAPF data to the 4.0 publisher database server before you upgrade to Cisco Unified Communications Manager 6.1(2).



Caution

If you fail to copy the data prior to the Cisco Unified Communications Manager 6.1(2) upgrade, the CAPF data on the Cisco Unified Communications Manager 4.x subscriber server does not migrate to the Cisco Unified Communications Manager 6.1(2) database, and a loss of data may occur. If a loss of data occurs, the locally significant certificates that you issued with CAPF utility 1.0(1) remain in the phones, but CAPF 6.1(2) must reissue the certificates, which are no longer valid.

- Upgrades from Cisco Unified Communications Manager release 4.1 and later to Cisco Unified Communications Manager 6.1(2)—The upgrade automatically migrates the CAPF data.

Copying CAPF 1.0(1) Data from a 4.x Subscriber Server to the 4.x Publisher Database Server



Caution

If you installed CAPF utility 1.0(1) on a Cisco Unified Communications Manager 4.x subscriber server, you must copy the CAPF data to the 4.x publisher database server before you upgrade to Cisco Unified Communications Manager 6.1(2). Failing to perform this task causes a loss of CAPF data; for example, you may lose the phone record files in C:\Program Files\Cisco\CAPF\CAPF.phone. If a loss of data occurs, the locally significant certificates that you issued with CAPF utility 1.0(1) remain in the phones, but CAPF 6.1(2) must reissue the certificates because the certificates are not valid.

Use the following procedure in conjunction with the [“Migrating Existing CAPF 1.0\(1\) Data”](#) section on page 11. To copy the files, perform the following procedure:

Procedure

Step 1 Copy the files in [Table 3](#) from the machine where CAPF 1.0 is installed to the publisher database server where Cisco Unified Communications Manager 4.x is installed:

Table 3 Copy from Server to Server

Files to Copy	From Machine Where CAPF 1.0 Is Installed	To Publisher Database Server Where Cisco Unified Communications Manager 4.x Is Installed
*.0	in C:\Program Files\Cisco\CAPF	to C:\Program Files\Cisco\Certificates
CAPF.phone	in C:\Program Files\Cisco\CAPF	to C:\Program Files\Cisco\CAPF
CAPF.config files	in C:\Program Files\Cisco\CAPF	to C:\Program Files\Cisco\CAPF

Step 2 Upgrade every server in the cluster to Cisco Unified Communications Manager 6.1(2).

Step 3 After you upgrade the cluster to Cisco Unified Communications Manager 6.1(2), perform the following tasks before you use the phones:

- a. Delete the existing Cisco CTL client.
- b. Install the latest Cisco CTL client by choosing **Application->Plugins** in Cisco Unified Communications Manager Administration.
- c. Configure the client to create or update the CTL file.



Tip For information on installing and configuring the Cisco CTL client, refer to the *Cisco Unified Communications Manager Security Guide*.

The Cisco CTL client copies the CAPF certificate to all the servers in the cluster.

Step 4 Uninstall the CAPF utility that you used with Cisco Unified Communications Manager 4.x.

Step 5 See the [“Generating a New CAPF Certificate”](#) section on page 12.

Generating a New CAPF Certificate

If you need to regenerate the CAPF certificate, use the Cisco Unified Communications Manager Certificate Management features. For instructions and more information, refer to the *Cisco Unified Communications Operating System Administration Guide*.

Ensuring DMA Compatibility with Cisco Security Agent for Cisco Unified Communications Manager

Cisco Security Agent for Cisco Unified Communications Manager will cause DMA export to fail in some cases. In some of these cases, DMA automatically disables Cisco Security Agent for Cisco Unified Communications Manager during the export. In other cases, you must manually disable the Cisco Security Agent for Cisco Unified Communications Manager service prior to running the DMA export, or the export will fail.

For instructions on disabling and enabling the CSA, refer to *Installing Cisco Security Agent for Cisco Unified Communications Manager*, which is available at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

If you manually disable Cisco Security Agent for Cisco Unified Communications Manager, remember to enable it after the DMA export finishes.



Note

In some cases, you may have to uninstall Cisco Security Agent for Cisco Unified Communications Manager before you can run DMA. If you have difficulties, contact Cisco support for more information.

The following rules apply to the interaction between DMA and Cisco Security Agent for Cisco Unified Communications Manager:

- Cisco Security Agent for Cisco Unified Communications Manager versions lower than 2.0(5) are automatically disabled during DMA export.
- Cisco Security Agent for Cisco Unified Communications Manager versions 3.0(2) and higher can remain running without interfering with the DMA export.
- Cisco Security Agent for Cisco Unified Communications Manager versions between 2.0(5) and 3.0(2) are not automatically disabled. You must manually disable Cisco Security Agent for Cisco Unified Communications Manager prior to DMA export.

Running DMA

To run DMA on a Cisco Unified Communications Manager publisher server, perform the following steps.

Before you start DMA, make sure to review the information in the “[Before You Begin](#)” section on page 8.

Procedure

-
- Step 1** Choose **Start > Programs > Cisco DMA > Cisco DMA**.
- Step 2** When prompted, log in as the Windows Administrator.
The Data Migration Assistant Home window displays.
- Step 3** From the Data Migration Assistant menu bar, choose **Export > Storage Location**.
The Storage Location window displays.
- Step 4** In the Storage Location window
- a. Choose the destination where DMA stores the TAR file by clicking one of the following radio buttons:

- **Windows Network Directory**—Stores the TAR file in a network folder. Enter information in these fields:

Path Name—Network path to the appropriate folder

User Name—Username for network access

Password—Password for network access

- **Local Directory**—Stores the TAR file in a folder on the server on which you are running DMA. In the Path Name field, enter the path to the folder or click **Browse** to choose a folder.



Note Do not specify a mapped network directory for the Local Directory. If you do, DMA may not be able to create the destination folder.

- **Tape Device**—Stores the TAR file to a backup device. Choose an available tape device from the pulldown menu.

DMA allows you to save two TAR files in each destination directory. If you try to save a third TAR file, the older of the existing TAR files gets deleted, after the new TAR file is successfully created.

b. Click Update.

- c.** If you chose **Local Directory** as the export storage location, click **OK** when you see this prompt:

Please ensure that you transfer the contents from the LOCAL path to an external device before upgrading. The files will not be readable from the local directory during the upgrade installation

Step 5 From the Data Migration Assistant menu bar, choose **Export > Export Data**.

The Export Data window displays. The window provides information on documentation that you need to read before proceeding as well as an estimate of the time required to perform the export.

Step 6 Read the “[Before You Begin](#)” section on page 8 of this document to help you understand and complete all the critical tasks before you use DMA to export data from the Windows system. After you have done so, check the checkbox to indicate that you understand and have completed all the pre-DMA tasks.

Step 7 Click **Start Export Now**.

The export begins.

A status window shows you the status of the export as it proceeds. The status window includes an estimate of the time that is required to complete the export, both at the start of the export and at the start of the validation phase. If you close the status window, you can display it again by clicking the **View Latest Status** link in the Export Data window.

You can also view a log of the export progress in the file C:\Program Files\Cisco\Trace\DMA\Progress\AllProgress.log. Additional log files are also located in that folder. For more information, see the “[Log Files](#)” section on page 18.

The export process can take a long time to complete. You can stop this process at any time by choosing **Start > Programs > Cisco DMA > Cancel Export** and then clicking **Cancel Export Now** in the Cancel Export Process dialog box. The system could require several minutes to cancel the export process.



Note Cisco recommends minimizing the DMA window rather than closing it. If you close the DMA window while a export process is running, the export continues; however, when you restart DMA, the main window will display the **Reset Status** button. Clicking the **Reset Status** button cancels the export process that is currently running.

When the export completes, the status window displays the following lines:

```
Archive built successfully
Export information file DMABackupinfo.inf saved to D:\DMA
```



Note DMA might make some minor modifications to your data to ensure that it can be successfully migrated.

If the export does not complete successfully, the status window displays the appropriate error message(s). You must review the error logs and correct problems, as described in [“Validating Export Data” section on page 15](#).

Step 8 If you saved the TAR file in a local directory in [Step 4](#), copy that file to a network server or to a tape device before you upgrade.

The name of the TAR file varies, depending on whether the successful validation completes with errors, warnings, or no warnings:

- If the DMA export and validation succeeds without warnings or errors, the system creates DMAExportSuccessful<mm-dd-yy>#<hh:mm>.tar.
- If the DMA export succeeds but DMA detects warnings during the validation phase, the system creates DMAExportWithWarnings<mm-dd-yy>#<hh:mm>.tar.



Note Cisco suggests that you correct these warnings and run DMA again.

- If DMA export succeeds but DMA detects errors during the validation phase, the system creates DMAExportFailed<mm-dd-yy>#<hh:mm>.tar.



Note You must correct these errors and run DMA again.

You must perform this step because a TAR file on the local disk will not be accessible during the upgrade process, and the file will be deleted when the upgrade process reformats the local server disks.



Note Any changes to the system after DMA generates the TAR file will not be migrated. To include those changes, you must run DMA export again.

Step 9 Verify that the TAR file does not contain errors, as described [“Validating Export Data” section on page 15](#).

Validating Export Data

After performing a DMA export, you must examine the error, warning, and auto-correction logs created by DMA to ensure that the TAR file does not contain any problems that may result in a loss of functionality after the Cisco Unified CallManager upgrade. You can access these logs by clicking the appropriate log button on the status page or by navigating to C:\Program Files\Cisco\Trace\DMA.

The logs contain the following information:

- Errors Log (DMAErrors.log)—Errors found during the DMA export data and data validation phases. These errors must be reviewed and fixed in the Windows 4.x system before re-running DMA export again.

**Caution**

Failure to correct these issues prior to the final DMA export and subsequent upgrade will result in an unsuccessful upgrade. This could present a serious service impacting situation, because the upgrade involves a complete software replacement.

**Note**

Be aware that an error in the DMAErrors.log file does not indicate that the DMA tool has failed. It indicates that errors exist in the data configured in the 4.x Windows database. You must correct the data in the 4.x system to successfully carry out the migration process.

- Warnings Log (DMAWarnings.log) —Warnings found during the DMA export and data validation phases. The warnings indicate that some data does not comply with all rules in the version of Cisco Unified CallManager to which you are attempting to upgrade. Cisco strongly recommends that you address the warnings and run DMA again prior to running the upgrade. Using a DMA archive that contains warnings may result in a loss of functionality after the Cisco Unified CallManager upgrade.

**Caution**

Failure to correct these issues before or after migration may prevent future successful upgrades, including upgrades to service releases.

- Auto-corrected Log (DMAAutoCorrected)—Data that is not compliant with the Cisco Unified CallManager schema and that DMA automatically corrected during the Cisco Unified CallManager database and directory data export. Review the auto-corrected logs. If you do not agree with the changes, make your own changes and run DMA again.

**Caution**

Failure to review the auto-corrections may result in auto-corrected changes in the migrated data with which you do not agree.

For information on displaying the status page, see the [“Reviewing the Results of the last DMA Export Procedure” section on page 17](#).

For information about other logs generated by DMA, see the [“Log Files” section on page 18](#).

DMA Export Information File

DMA automatically creates an export information file named DMABackupInfo.inf in the D:\DMA folder on the server on which you run DMA. This file contains configuration and environment data regarding the DMA software, the server on which you ran DMA, and the software for which you backed up data. The file also gets saved as part of the TAR file.

The product installation program checks for the presence of this file to determine if you are upgrading the same server or replacing the server during the upgrade. For this reason, do not do anything with the D:\DMA\DMABackupInfo.inf file.

Administering and Troubleshooting DMA

The following sections provide information that you can use to administer and troubleshoot DMA:

- [Determining DMA Software Version, page 17](#)
- [Reviewing the Results of the last DMA Export Procedure, page 17](#)
- [Log Files, page 18](#)
- [Trace Files, page 22](#)

Determining DMA Software Version

To determine the version of DMA that is installed on a server, follow these steps:

Procedure

- Step 1** Take one of these actions to display the Data Migration Assistant window, if it does not display already:
- If DMA is running, choose **Export > Home** from DMA menu bar.
 - If DMA is not running, choose **Start > Programs > Cisco Data Migration Assistant > Cisco DMA** and log in as the Windows Administrator when prompted.
- Step 2** In the Data Migration Assistant window, click the **Details** button.
-

Reviewing the Results of the last DMA Export Procedure

To see the results of the last export procedure that you performed with DMA, follow these steps:

Procedure

- Step 1** Choose **Start > Programs > Cisco Data Migration Assistant > Cisco DMA**.
- Step 2** When prompted, log in as the Windows Administrator.
- Step 3** From the Data Migration Assistant menu bar, choose **Export > Export Data**.

- Step 4** In the Export Data window, click the **View Latest Status** link.
- If you click the **View Latest Status** link during an export procedure, the status of the current procedure displays.
- Step 5** Once the export completes, you can view the errors log, warnings log, and auto-corrected log by clicking the corresponding button.

Log Files

[Table 4](#) describes the log files that DMA creates. If necessary, you can provide log files to the Cisco Technical Assistance Center (TAC) for assistance with troubleshooting.

Table 4 DMA Log Files

File Type	Description	File Location	File Name
DMA installation log files	Created each time that you perform the DMA installation procedure.	C:\Program Files\ Common Files\Cisco\Logs\ DMA	DMAInstalldate_time.log, where <i>date_time</i> specifies the date and time that the file was created in the format MM-DD-YYYY HH.mm.ss DMAInstUI.log IDSInstall.log InstallUtils.log
Database installation log file	This file contains logs generated by the Informix Dynamic Server (IDS) installation and contains information regarding the path settings and installation result. This represents a third party generated log file.	C:\Program Files\Common Files\Cisco\Logs\DMA\	dbcmds.log
Export operation log file	Created each day that you run DMA to back up data. If you run the export procedure more than once on the same day, DMA appends information to the existing file for that day.	C:\Program Files\Cisco\Trace\DMA	DMAStatusdate.log, where <i>date</i> specifies the date that the file was created in the format MM-DD-YY. This log also displays when you click the View Latest Status link.

Table 4 **DMA Log Files (continued)**

File Type	Description	File Location	File Name
Database export operation log file	Created the first time that you run DMA to export data. The log contains information about each request made by the database export command during a single session. Each subsequent time that you run the export procedure, DMA deletes the file and creates a new one to hold the logging information for that session.	C:\Program Files\Cisco\Trace\DMA\DB	exportdb.log These additional database export logs are also located in this folder: <ul style="list-style-type: none"> • createdb.log • dropdb.log • dropdb_w.log
Directory export operation error log file	Created each time that you run DMA to back up data. If the file exists, DMA overwrites it.	C:\Program Files\Cisco\Trace\DMA\DirExport\log	DirExport_Error.log
Data validation log	Contains any validation errors that are found during the verification of database and directory data during the export process	C:\Program Files\Cisco\Trace\DMA\DB\	datavalidation.log
Export progress indicator logs	Created when you run DMA. Contains a high-level log of export and data validation progress.	C:\Program Files\Cisco\Trace\DMA\Progress	AllProgress.log If there are errors in the export progress, the following log files are created in the same folder: <ul style="list-style-type: none"> • CSV_Import*.* • ExportDB_CCM*.* • ExportToCSVs*.* • InstallDB_Full*.*
Consolidated errors log	Contains errors found during the DMA export data and data validation phases. These errors must be reviewed and fixed in the Windows 4.x system before re-running DMA export again.	C:\Program Files\Cisco\Trace\DMA	DMAErrors.log
Consolidated warnings log	Contains warnings found during the DMA export and data validation phases. Cisco strongly recommends that you address the warnings and run DMA again prior to running the upgrade.	C:\Program Files\Cisco\Trace\DMA	DMAWarnings.log

Table 4 **DMA Log Files (continued)**

File Type	Description	File Location	File Name
Consolidated auto-corrected log	Contains data found during the DMA export and data validation phases that are not compliant with the Cisco Unified CallManager schema but that DMA has auto-corrected. You do not need to taken any action for these items.	C:\Program Files\Cisco\Trace\DMA	DMAAutoCorrected.log
DMA uninstall log	This file logs the traces during DMA uninstall.	C:\ProgramFiles\Common Files\Cisco\Logs\DMA\DMAUninstall	<MM-DD-YY-HH.mm.ss>.log where DD-YY-HH.mm.ss specifies the date and time—(date-year-hours-minutes-seconds).

Common Errors

DMA can return the errors that are described in [Table 5](#), which can cause it to fail.

Table 5 *DMA Errors Messages and Descriptions*

Error Message	Description
<p>Failure- Product check; Database contains models that are no longer supported in this release.</p> <p>AT, AS, and ICS gateways are not supported. Please remove unsupported models and repeat export.</p>	<p>This error displays if any of the following items are present in the device table:</p> <ul style="list-style-type: none"> • Cisco AT-2 Gateway PRODUCT_AT2_GATEWAY • Cisco AT-4 Gateway PRODUCT_AT4_GATEWAY • Cisco AT-8 Gateway PRODUCT_AT8_GATEWAY • Cisco AS-2 Gateway PRODUCT_AS2_GATEWAY • Cisco AS-4 Gateway PRODUCT_AS4_GATEWAY • Cisco AS-8 Gateway PRODUCT_AS8_GATEWAY • All ICS platforms
<p>Failure, Pre-SD Unified CM Migration</p>	<p>DMA checks the version of the windows box and if the version is found to be lower than a 4.x version that DMA supports, it pre-migrates the windows box to a supported 4.x version.</p> <p>This error indicates that a problem occurred during the migration from a lower Cisco Unified Communications Manager version to Cisco Unified Communications Manager 4.x.</p> <p>Note Please review the windows upgrade trace files in the folder - C:\Install\DBInstall.</p> <p>Note Make sure that you disable windows monitoring tools such as Prognosis.</p>
<p>Failure - Sony devices exist in the database, but there is no corresponding csv file.</p> <p>Please reinstall the Sony installation.</p>	<p>This error indicates that the system cannot find a CSV file for a Sony phone. Before you can continue with the migration, you must reinstall the device.</p>
<p>Failure - Tandberg devices exist in the database, but there is no corresponding csv file.</p> <p>Please reinstall the Tandberg installation.</p>	<p>This error indicates that the system cannot find a CSV file for a Tandberg phone. Before you can continue with the migration, you must reinstall the device.</p>

Table 5 DMA Errors Messages and Descriptions (continued)

Error Message	Description
Failure- Invalid enum 31970 in Zimbabwe Locale csv file. Zimbabwe network locale needs to be replaced with a newer version before upgrade.	The error indicates that you have an invalid version of the Zimbabwe locale file. Before you can continue with the migration, you must download a new copy of the Zimbabwe locale file from Cisco.com and install it on your system.
Failure- Zimbabwe network locale needs to be replaced with a newer version before upgrade.	The error indicates that you have an invalid version of the Zimbabwe locale file. Before you can continue with the migration, you must download a new copy of the Zimbabwe locale file from Cisco.com and install it on your system.
Failure- Tandberg.xml file is invalid and needs to be replaced before upgrade. Please reinstall Tandberg with a newer installation.	The error indicates that you have an invalid version of the Tandberg.xml file. Before you can continue with the migration, you must download a new copy of the Tandberg.xml file from Cisco.com and install it on your system.

Trace Files

Table 6 describes the trace files that DMA creates. If necessary, you can provide trace files to the Cisco Technical Assistance Center (TAC) for assistance with troubleshooting.

Table 6 DMA Trace Files

File Type	Description	File Location	File Name
DMA operation trace file	Created each day that you run DMA to back up data. If you run the export procedure more than once on the same day, DMA appends information to the existing file for that day	C:\Program Files\Cisco\Trace\DMA	DMA<Tracedate.log>, where <i>date</i> specifies the date that the file was created or updated in the format MM-DD-YY.
Database export operation trace file	DMA creates one file each time that it backs up Cisco Unified CallManager data and one file each time that it backs up CAR data.	C:\Program Files\Cisco\Trace\DMA\DB	<ul style="list-style-type: none"> Export: installdbccm.log W1 install: installdbw1.log
Directory export operation trace file	Created the first time that you run DMA to back up data. Each subsequent time that you run the export procedure, DMA appends information to this file.	C:\Program Files\Cisco\Trace\DMA\DirExport\log	DirExport_Trace.log
CAR export operation log file	Created the first time that you run DMA to export CDR data.	C:\Program Files\Cisco\Trace\DMA\DB	installdbcar.log

Table 6 **DMA Trace Files (continued)**

File Type	Description	File Location	File Name
Database install setup trace file	Displays the Informix setup status	C:\Program Files\Common Files\Cisco\Logs\DMA	dbcmds.log
Cisco Unified Communications Manager Pre-Migration Log and Trace	<p>Created by Cisco Unified CallManager 4.x migration processing, if the current Cisco Unified CallManager database version does not match the version that DMA needs to export.</p> <p>For DMA 6.1, the migration point export version equals Cisco Unified CallManager 4.2. If the Cisco Unified CallManager database version is less than 4.2, then the system migrates the database to that version prior to export.</p> <p>DMA stores the logs and trace files associated with that pre-migration and do not typically require review.</p>	C:\Instal\DBInstall	<p>Various</p> <p>The file modification dates allow you to determine which files apply</p>
Cisco Unified Communications Manager Target Version Migration Test SQL Processing Logs	<p>Created when the migration validation testing processes various SQL files.</p> <p>If SQL processing fails, you can view the associated .sql log file for a record of the problem.</p>	various subdirectories within C:\tmp\db\sql	Files with a “.log” extension that match the sql file in that directory.
Directory export operation report file	Created the first time that you run DMA to back up data. If the file exists, DMA overwrites it.	C:\Program Files\Cisco\Trace\DMA\DirExport\log	DirExport_Report.txt
Directory export operation Warning file	Created each time that you run DMA to back up data. If the file exists, DMA overwrites it.	C:\Program Files\Cisco\Trace\DMA\DirExport\log	DirExport_Warning.log
Directory export operation Auto-corrected file	Created each time that you run DMA to back up data. If the file exists, DMA overwrites it.	C:\Program Files\Cisco\Trace\DMA\DirExport\log	DirExport_Correctedusers.log
Directory export operation results file	Created each time that you run DMA to back up data. If the file exists, DMA overwrites it.	C:\Program Files\Cisco\Trace\DMA\DirExport\log	DirExport_Result.txt

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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