



User Migration

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Download Cisco User Migration Tools

Cisco provides the following tools to aid the user migration process from Lync/OCS/LCS to Cisco Unified Presence:

- **Export Contact List tool**—Allows you to export contact lists in bulk from Lync/OCS/LCS for migrating users
- **Disable Account tool**—Allows you to disable the Lync/OCS/LCS account of migrating users
- **Delete Account tool**—Allows you to delete migrating users from Lync/OCS/LCS so that availability requests for these users are later routed to Cisco Unified Presence

These user migration tools can be collectively downloaded as a zip file from the Cisco Unified Presence Download Software page on Cisco.com at <http://www.cisco.com/en/US/products/ps6837/index.html>.

The zip file contains the three tools and a text file called version.txt. The text file contains the current version number of the tools and must be saved in the same folder as the tools. If the tools are stored in different folders, you must store a copy of the text file in each location. If the text file is not in the same folder when you run a tool, you receive an error and the tool does not run.

Recommendations Before Migration

Cisco recommends that you perform the following tasks before you begin to migrate users from Lync/OCS/LCS to Cisco Unified Presence:

- Set unlimited contact lists and watchers
- Enable automatic authorization of subscription requests
- Disable new subscriber notification popups on Microsoft Lync

Set Unlimited Contact Lists and Watchers

Before you migrate users from Lync/OCS/LCS to Cisco Unified Presence, Cisco recommends that you set the Maximum Contact List Size and Maximum Watchers settings on Cisco Unified Presence to Unlimited. This ensures that each migrated user contact list is fully imported to Cisco Unified Presence.

After *all* users have been migrated to Cisco Unified Presence, reset the Maximum Contact List Size and Maximum Watchers settings on Cisco Unified Presence to the desired values. The system default value is 200 for Maximum Contact List Size and 200 for Maximum Watchers size.

The following procedure describes how to set unlimited values for the Maximum Contact List Size and Maximum Watchers settings.

Procedure

-
- Step 1** Select **Cisco Unified Presence Administrator > Presence > Settings**.
 - Step 2** For **Maximum Contact List Size (per user)**, check the **No Limit** option.
 - Step 3** For **Maximum Watchers (per user)**, check the **No Limit** option.
 - Step 4** Select **Save**.
 - Step 5** Restart the Cisco UP XCP Router on all Cisco Unified Presence nodes in the cluster. To restart the Cisco UP XCP Router, select **Cisco Unified Serviceability > Tools > Control Center – Network Services**.
-



Note

If you have a multicluster deployment, you must perform this procedure on each cluster. When you change Presence settings, they are applied to all nodes in the cluster; therefore you need to set them only on the Cisco Unified Presence publisher node within any given cluster.

Enable Automatic Authorization of Subscription Requests

To improve user experience during migration, Cisco recommends that you allow automatic authorization of subscription requests before you begin the migration process. Otherwise, each Cisco Unified Presence user will be forced to manually authorize subscription requests each time they are imported as a contact into Cisco Unified Presence. Disable this setting, if desired, only after all migrations are complete.

The following procedure describes how to enable automatic authorization of subscription requests.

**Note**

This setting is enabled by default on Cisco Unified Presence.

Procedure

-
- Step 1** Select **Cisco Unified Presence Administrator > Presence > Settings**.
- Step 2** Check **Allow users to view the availability of other users without being prompted for approval**.
- Step 3** Select **Save**.
- Step 4** Restart the Cisco UP XCP Router on all Cisco Unified Presence nodes in the cluster. To restart the Cisco UP XCP Router, select **Cisco Unified Serviceability > Tools > Control Center – Network Services**.
-

**Note**

If you have a multicluster deployment, you must perform this procedure on each cluster. When you change Presence settings, they are applied to all nodes in the cluster; therefore you need to set them only on the Cisco Unified Presence publisher node within any given cluster.

Disable New Subscriber Notification Popups on Microsoft Lync

When you migrate users from Microsoft Lync to Cisco Unified Presence, users that remain on Lync may receive subscription notification popups from some of those migrated users. Such a notification will only occur when:

- the migrated user has the Microsoft Lync user in their contact list
- and**
- the Microsoft Lync user does not have that same migrated user in their contact list

If the Microsoft Lync user has the migrated contact in their contact list also, then the user will not receive a notification. After the Microsoft Lync user handles an individual notification, it will not reappear.

If you do not want Lync users to receive new subscriber notification popups you can disable Lync popups. You have two options when disabling these notification popups:

- You can disable popups for the entire duration of user migration
- You can disable popups only during the migration of a batch of users

If you disable popups, then all popups for all Lync users will be disabled until you reenable them.

**Note**

Disabling and enabling Microsoft Lync popups requires a restart of the Lync front-end services.

Disable Microsoft Lync Popups

If you want to disable all popups for all Microsoft Lync users, complete the following procedure before you begin the user migration or the migration of a batch of users.

Procedure

-
- Step 1** On the Lync front-end server, select **Start > All Programs > Microsoft Lync Server 2010 > Lync Server Management Shell**.
- Step 2** Enter the following powershell command:
`Set-CSClientpolicy -EnableNotificationForNewSubscriber $False`
- Step 3** Select **Start > Programs > Administrative Tools > Services**.
- Step 4** Right-click the service **Lync front end server** and select **Restart**.
-

Restore Microsoft Lync Popup Behavior

To restore the previous client behavior for notification popups for Microsoft Lync users, complete the following procedure after user migration is complete or after the migration of a batch of users is complete.

Procedure

-
- Step 1** Enter the following command to restore client popup behavior on Lync:
`Set-CSClientpolicy -EnableNotificationForNewSubscribers $Null`
- Step 2** Select **Start > Programs > Administrative Tools > Services**.
- Step 3** Right-click the service **Lync front end server** and select **Restart**.
-

Verify Lync/OCS/LCS SIP URI Format for Migrating Users

Cisco Unified Presence URIs are composed by joining the Cisco Unified Communications Manager user ID with the Cisco Unified Presence domain as follows:

<userid>@<domain>

If any Lync/OCS/LCS URIs do not match the format <userid>@<domain>, you must modify the URIs of the migrating users as follows:

- For Cisco Unified Presence Release 8.6(4) and earlier you must **modify all Lync/OCS/LCS URIs before the first batch of users** are migrated from Lync/OCS/LCS to Cisco Unified Presence.
- For Cisco Unified Presence Release 8.6(5) and later, you can **modify a batch** of Lync/OCS/LCS URIs **before you migrate each batch** of Lync/OCS/LCS users to Cisco Unified Presence.

For more information about the SIP URI format, see [Maintaining User Identity During Migration](#), page 3-1.

Modify Lync SIP URI

Complete the following procedure to change the format of a Lync user's SIP URI.

Procedure

- Step 1** From the Lync Control Panel, select the **Users** tab.
 - Step 2** Search for the user that you want to change and double-click the user.
 - Step 3** Change the **SIP address** field.
 - Step 4** Select **Commit**.
-

To modify SIP URIs in bulk, use the `Set-CsUser` cmdlet. For more information, see <http://technet.microsoft.com/en-us/library/gg398510.aspx>.

What To Do Next

[Rename Contact IDs in Cisco Unified Presence Contact Lists, page 9-6](#)

Modify OCS/LCS SIP URI

Complete the following procedure on the Active Directory server to change the format of the SIP URI for an OCS/LCS user.

Procedure

- Step 1** On the Active Directory server, select **Start > Control Panel > Administrative Tools > Active Directory Users and Computers**.
 - Step 2** Search for the user that you want to change and double-click the user.
 - Step 3** From the **Properties** window, select the **Live Communications** tab.
 - Step 4** Change the **SIP URI** field.
 - Step 5** Select **OK**.
-

To modify SIP URIs in bulk, use the `System.DirectoryServices` that are provided by Microsoft to update the `msRTCSIP-PrimaryUserAddress` property for each affected user. For more information, see [http://msdn.microsoft.com/en-us/library/ms180835\(v=vs.80\).aspx](http://msdn.microsoft.com/en-us/library/ms180835(v=vs.80).aspx).

What To Do Next

[Rename Contact IDs in Cisco Unified Presence Contact Lists, page 9-6](#)

Rename Contact IDs in Cisco Unified Presence Contact Lists



Note

- This procedure is necessary only if you modified any Lync/OCS/LCS SIP URIs to ensure that they aligned with the Cisco Unified Presence URI format. For more information about URI formats, see [Maintaining User Identity During Migration, page 3-1](#).
- This procedure is applicable only from Cisco Unified Presence Release 8.6(5).
- You must complete this procedure before the modified Lync/OCS/LCS users are licensed for Cisco Unified Presence.
- Cisco recommends that you run this tool during a scheduled maintenance window.

Before you can rename the contact IDs for a set of users, you must upload a file containing a list of contact IDs and the corresponding new format of each of those contact IDs. The file must be a CSV file with the following format:

```
<Contact ID>, <New Contact ID>
```

The following is a sample CSV file with one entry:

```
Contact ID, New Contact ID
john.smith@example.com, jsmith@example.com
```



Note

- It is your responsibility to compile the CSV file with the appropriate contact IDs.
- You must ensure that the header `Contact ID, New Contact ID` is present in all CSV files.

When you run the job, the Cisco Unified Presence Bulk Administration Tool updates the contact lists of any user that referenced the old contact IDs.

Complete the following procedure to upload the CSV file and rename the contact IDs for a list of users.



Note

You must complete this procedure on each Cisco Unified Presence cluster.

Procedure

- Step 1** Upload the CSV file with the list of contact IDs that you want to rename in all contact lists.
- On the publisher node, select **Cisco Unified Presence Administration > Bulk Administration > Upload/Download Files**.
 - Select **Add New**.
 - Select **Browse** to locate and select the CSV file.
 - Select **Contact** as the Target.
 - Select **Rename Contacts – Custom File** as the Transaction Type.
 - Select **Save** to upload the file.
- Step 2** On the publisher node, select **Cisco Unified Presence Administration > Bulk Administration > Contact List > Rename Contacts**.

- Step 3** In the **File Name** field, select the file that you uploaded.
- Step 4** Select one of the following:
- Select **Run Immediately** to execute the Bulk Administration job immediately.
 - Select **Run Later** to schedule a time to execute the Bulk Administration job. For more information about scheduling jobs in the Bulk Administration Tool, see the Online Help in Cisco Unified Presence Administration.
- Step 5** Select **Submit**. If you selected to run the job immediately, the job runs after you select Submit.
-

Results of the Rename Contact IDs Job

You can check the results of the Rename Contact IDs job from the Job Scheduler window (**Bulk Administration > Job Scheduler**). Depending on the number of entries in the CSV file, the Bulk Administration Tool will process the contents of the file in a few minutes. However, it may take several hours for all of the contact lists to be updated. The Job Status shows as Processing during this time and the current progress of the job is shown in the Job Results section.



Note

The Job Results area on the Job Scheduler page is shown only when the CSV file has been processed. The Number of Records Processed and the Number of Records Failed values do not represent the number of entries that were processed on the CSV file; these values represent the number of contact lists that have been updated and the number of failed contact list updates.

What To Do Next

[Provision Lync/OCS/LCS Users on Cisco Unified Communications Manager, page 9-7](#)

Provision Lync/OCS/LCS Users on Cisco Unified Communications Manager

When you are migrating users from Microsoft Lync, Microsoft Live Communications Server (LCS) or Microsoft Office Communications Server (OCS) to Cisco Unified Presence, you must provision the Lync/OCS/LCS users on Cisco Unified Communications Manager and license them for Cisco Unified Presence and a Cisco Unified Presence supported client.

After users are provisioned on Cisco Unified Communications Manager and Cisco Unified Presence, Cisco recommends that you complete the full user migration process during the same maintenance window. Leaving users provisioned on both Cisco Unified Presence and on the Lync/OCS/LCS servers for any time period will disrupt message routing for those users.



Note

You must ensure that the user ID that you specify when you create the user matches the user portion of the user's Lync/OCS/LCS URI. For example, if the Lync/OCS/LCS URI is *bobjones@foo.com*, you must create the user with a user ID of *bobjones*. For more information about the format of the user's SIP URI, see [Maintaining User Identity During Migration, page 3-1](#).

See the *Deployment Guide for Cisco Unified Presence* for information about configuring new users in Cisco Unified Communications Manager and the license requirements for Cisco Unified Presence and Cisco Unified Presence supported clients.

Related Topic

Deployment Guide for Cisco Unified Presence:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

What To Do Next

[Back Up User Lync/OCS/LCS Contact List Information, page 9-8](#)

Back Up User Lync/OCS/LCS Contact List Information

Lync/OCS/LCS provides a tool called `dbimpexp.exe`. Cisco recommends that you use this tool to back up Lync/OCS/LCS user contact list information so that you can restore this information on Lync/OCS/LCS at a later date, if needed.

For the purpose of migrating Lync/OCS/LCS users to a Cisco Unified Presence supported client, you can use this tool to back up the contact list for an individual Lync/OCS/LCS user or all users.

Related Topic

Usage of the dbimpexp.exe tool:

http://www.ocspedia.com/Misc/Explore_Dbimpexp.aspx?ArticleID=41

What To Do Next

[Verify Lync/OCS/LCS SIP URI Format for Migrating Users, page 9-4](#)

Export Contact Lists for Migrating Users

Cisco provides an Export Contact List tool (`ExportContacts.exe`) to allow an administrator to export contact lists in bulk from Lync/OCS/LCS for migrating users. The tool uses Lync/OCS/LCS application programming interfaces (APIs) to export contact lists and output to a comma-separated values (CSV) file. This file can then be used by the Cisco Unified Presence Bulk Administration Tool to import these same contact lists into Cisco Unified Presence at a later point in the migration.



Note

- You can run this tool against all supported Lync/OCS/LCS platforms.
- You can run the tool on any Standard Edition server or Enterprise Edition front-end server.
- To export contact lists for Lync users, the Export Contact List tool requires read access to the Lync RTC database and also read access to LDAP. You must also ensure that `dbo` execution account privileges are granted to the RTC database.
- Running this tool has no effect on the capabilities of other Lync/OCS/LCS users who are signed in to Microsoft Office Communicator or Microsoft Lync. However, Cisco recommends that you run this tool during a scheduled maintenance window to reduce the load on the Lync/OCS/LCS and Active Directory system.

After you run the tool, a file that contains the exported contact lists is created in the same directory as the tool. The filename is `ExportedContacts<Timestamp>.csv`. A time stamp is appended to the filename when the file is created; therefore, each time you run the Export Contact List tool, it creates a unique output file.

The Export Contact List tool also creates a second file that contains the Lync/OCS/LCS SIP URI of each user that you specify for the contact list export. The filename is `UserList<Timestamp>.txt` and it is also created in the same directory as the tool.

**Note**

You can use the `UserList<Timestamp>.txt` file as input to the Disable Account tool and the Delete Account tool.

Log File

The Export Contact List tool also creates a unique time-stamped log file in the same directory as the output file each time you run the tool. The filename for the log file is `ExportContactsLog<Timestamp>.txt`.

It is good practice to check the log file each time you run the Export Contact List tool. You can then scan through the log file to fix any issues. At the bottom of each log file, the following information is summarized:

- Number of users that were successfully processed
- Number of users that were not found
- Number of users that were not processed due to errors
- Largest contact list size
- Total number of contacts that were found
- Average contact list size

Run Modes

The Export Contact List tool has two run modes; `NORMAL` and `STATSONLY`. `NORMAL` is the standard way to run the tool. In this mode, three files are created: the CSV file that contains the exported contacts, the log file, and the users' Lync/OCS/LCS SIP URI file. In `STATSONLY` mode, the Export Contact List tool creates only the log file. This allows you to run the tool to discover any errors that you can fix before you create the exported contacts CSV file and the Lync/OCS/LCS SIP URI file.

Input File Formats

The Export Contact List tool (`ExportContacts.exe`) allows you to specify an input file containing the list of migrating users. The tool then retrieves the contact lists for the users that are specified in that input file. Alternatively, you can specify a command line parameter to export contact lists for all Lync/OCS/LCS enabled users in the domain.

**Note**

If you use choose to export all users with the Export Contact List tool, the resulting UserList<Timestamp>.txt file will contain the contact lists of all Lync/OCS/LCS-enabled users in the domain, regardless of whether they are migrating to Cisco Unified Presence. If you later use the UserList<Timestamp>.txt file as input to the Disable Account tool and the Delete Account tool, be aware that all user accounts in the domain will be affected by the Disable Account and Delete Account tools.

If you are using an input file, the following three input file formats are supported:

Input File Format 1: Lync/OCS/LCS SIP URIs

Note the following:

- Each line in the input file represents a contact list owner.
- The contact list owner is represented by the owner's Lync/OCS/LCS SIP URI, for example, sip:bobjones@foo.com.
- The following is a sample input file:

```
sip:ann@foo.com
sip:bob@foo.com
sip:joe@foo.com
sip:chuck@foo.com
```

Input File Format 2: Cisco Unified Presence User IDs

Note the following:

- You can obtain a file in this format using the Cisco Unified Presence Bulk Administration Tool Subcluster Export option.
- This file is in comma-separated values (CSV) format, in which each line in the input file represents Cisco Unified Presence subcluster assignment data for the contact list owner.
- The contact list owner is represented by the owner's Cisco Unified Presence user ID, for example, bobjones. The user ID (configured on Cisco Unified Communications Manager) must match the user portion of the SIP URI in the Lync/OCS/LCS domain; if the user ID does not match, you must use one of the other input file formats instead.
- The following is a sample input file with user IDs in bold type:

```
UserID,Subcluster Name,Node Name
ann,CUPSubcluster1,CUPServer1
bob,CUPSubcluster1,CUPServer1
joe,CUPSubcluster1,CUPServer1
chuck,CUPSubcluster1,CUPServer1
```

The Export Contact List tool ignores the Subcluster Name and Node Name information and uses only the UserID value.

- If you use this file format, you must provide the domain of the Cisco Unified Presence server when you run the tool. The tool uses the domain to format the user's SIP URI as follows: sip:userID@domain.

Input File Format 3: Users by Organizational Unit in Active Directory

In this input file format, you can specify the Organizational Unit (OU) in Active Directory that contains the users that you want to migrate. The input file must have the following format:

```
DN:OU=OrgUnit1,OU=OrgUnit2,DC=DomainComp1,DC=DomainComp2
```

where OrgUnit1 is an OU in the OrgUnit2 OU and DomainComp1 and DomainComp2 are the domain components. Domains usually have two domain components in AD, for example cisco and com for the cisco.com domain.

You can also specify multiple distinguished names (DNs) in a single input file to export contact lists for users from different OUs. The format of an input file with multiple DNs is as follows:

```
DN: OU=firstOU, DC=DomainComp1, DC=DomainComp2
DN: OU=secondOU, DC=DomainComp1, DC=DomainComp2
DN: OU=thirdOU, DC=DomainComp1, DC=DomainComp2
```

Procedure

The following procedure describes how to export contact lists in bulk from Lync/OCS/LCS for migrating users.

Step 1 Copy and extract the zip file that contains the Cisco user migration tools to the Standard Edition server or Enterprise Edition front-end server.



Note

After extraction, if you move any of the Cisco user migration tools to a different location on the Lync/OCS/LCS servers, you must also copy the version.txt file to the new location to ensure that the tool prints out its current version.

Step 2 Open a command prompt and change the directory to the location of the Export Contact List tool.

Step 3 At the command prompt, run the tool as follows:

| If you want to... | Enter this command |
|--|--|
| Export the contact list for a list of users as specified in a Lync/OCS/LCS SIP URI input file | <pre>ExportContacts.exe -s/LDAPServer -f/input_file -l/logLevel -r/run_mode -i/database_instance</pre> <p>where:</p> <ul style="list-style-type: none"> <i>LDAPServer</i>—The IP or FQDN of the AD server where Lync/OCS/LCS users are stored. <i>input_file</i>—A text file that contains a list of Lync/OCS/LCS SIP URIs, or, a text file that contains a list of distinguished names for AD Organizational Units that contain the users that you want to migrate. <i>logLevel</i>—The logging level, which must be one of the following: <ul style="list-style-type: none"> error info debug (recommended) <i>run_mode</i>—The run mode, which must be one of the following: <ul style="list-style-type: none"> NORMAL STATSONLY <i>database_instance</i>—The Lync datastore instance name. This parameter is required only when you export contacts for Lync users. You do not need to include this parameter when you export contacts for OCS or LCS users. Sample entries are as follows: <ul style="list-style-type: none"> Lync Standard Edition server: localhost\rtc Lync Enterprise Edition server: LyncDatastoreFqdn\rtc |
| <p>or</p> <p>Export the contact list for a list of users in an Organizational Unit in AD, as specified in a Users by Organizational Unit in AD input file</p> | |

| If you want to... | Enter this command (continued) |
|---|--|
| Export the contact list for a list of users as specified in a Cisco Unified Presence User ID input file | <pre data-bbox="651 260 1481 317">ExportContacts.exe -s/<i>LDAPServer</i> -f/<i>input_file</i> -l/<i>logLevel</i> -d/<i>Domain</i> -r/<i>run_mode</i> -i/<i>database_instance</i></pre> <p data-bbox="651 323 730 352">where:</p> <ul data-bbox="651 359 1481 1134" style="list-style-type: none"> <li data-bbox="651 359 1481 436">• <i>LDAPServer</i>—The IP or FQDN of the AD server where Lync/OCS/LCS users are stored. <li data-bbox="651 443 1481 520">• <i>input_file</i>—A text file that contains a list of Cisco Unified Presence user IDs. <li data-bbox="651 527 1481 695">• <i>logLevel</i>—The logging level, which must be one of the following: <ul data-bbox="711 569 998 695" style="list-style-type: none"> <li data-bbox="711 569 803 598">– error <li data-bbox="711 611 803 640">– info <li data-bbox="711 653 998 695">– debug (recommended) <li data-bbox="651 701 1481 772">• <i>Domain</i>—The domain in which the Cisco Unified Presence server resides. <li data-bbox="651 779 1481 905">• <i>run_mode</i>—The run mode, which must be one of the following: <ul data-bbox="711 821 901 905" style="list-style-type: none"> <li data-bbox="711 821 868 850">– NORMAL <li data-bbox="711 863 901 905">– STATSONLY <li data-bbox="651 911 1481 1134">• <i>database_instance</i>—The Lync datastore instance name. This parameter is required only when you export contacts for Lync users. You do not need to include this parameter when you export contacts for OCS or LCS users. Sample entries are as follows: <ul data-bbox="711 1052 1380 1134" style="list-style-type: none"> <li data-bbox="711 1052 1258 1081">• Lync Standard Edition server: localhost\rtc <li data-bbox="711 1094 1380 1134">• Lync Enterprise Edition server: LyncDatastoreFqdn\rtc |

| If you want to... | Enter this command (continued) |
|--|--|
| Export the contact list for all Lync/OCS/LCS enabled users in the domain | <pre>ExportContacts.exe -s/LDAPServer -f/ALL -l/logLevel -r/run_mode -i/database_instance</pre> <p>where:</p> <ul style="list-style-type: none"> • <i>LDAPServer</i>—The IP or FQDN of the AD server where Lync/OCS/LCS users are stored. • <i>logLevel</i>—The logging level, which must be one of the following: <ul style="list-style-type: none"> - error - info - debug (recommended) • <i>run_mode</i>—The run mode, which must be one of the following: <ul style="list-style-type: none"> - NORMAL - STATSONLY • <i>database_instance</i>—The Lync datastore instance name. This parameter is required only when you export contacts for Lync users. You do not need to include this parameter when you export contacts for OCS or LCS users. <p>Note This command exports the contact lists for all Lync/OCS/LCS-enabled users in the specified domain, regardless of whether they are migrating to Cisco Unified Presence. If you use the <code>UserList<Timestamp>.txt</code> file, which is created from this command, as input to the Disable Account tool and the Delete Account tool, be aware that all user accounts in the domain will be affected by the Disable Account and Delete Account tools.</p> |

**Note**

To ensure correct contact list migration, the owners of the exported contact lists must be completely disabled on Lync/OCS/LCS before you import the contact lists into Cisco Unified Presence.

Related Topics

- For troubleshooting tips, see [Export Contact List Tool](#), page 11-12
- *Deployment Guide for Cisco Unified Presence:*
http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

What To Do Next

[Disable Users on Lync/OCS/LCS](#), page 9-14

Disable Users on Lync/OCS/LCS

This section describes the following procedures:

- [Disable Lync/OCS/LCS Account for Migrating Users, page 9-14](#)
- [Verify That Active Directory Updates Synchronized to Lync/OCS/LCS, page 9-15](#)

Disable Lync/OCS/LCS Account for Migrating Users

Cisco provides a tool to disable the Lync/OCS/LCS account of migrating users. This tool (DisableAccount.exe) connects to Active Directory (AD) and updates the users' Lync/OCS/LCS attributes to disable their Lync/OCS/LCS account. Running the Disable Account tool is the first step in a two-step process that must take place to disable a migrating user on Lync/OCS/LCS:

1. Disable Lync/OCS/LCS account for migrating user.
2. Delete Lync/OCS/LCS user data for migrating user.

After you disable the account for migrating user, wait until the Lync/OCS/LCS LDAP changes are synchronized before proceeding with the Delete utility. The LDAP synchronization can take up to 30 minutes.



Note

- You can run this tool on all supported Lync/OCS/LCS platforms.
- You can run this tool on any Standard Edition server or Enterprise Edition front-end server.
- Running this tool has no effect on the capabilities of other Lync/OCS/LCS users who are signed in to Microsoft Lync or Microsoft Office Communicator. However, Cisco recommends that you run this tool during a scheduled maintenance window to reduce the load on the Lync/OCS/LCS and Active Directory system.

The Disable Account tool accepts three inputs, as follows:

- The IP or FQDN of the AD server on which the Lync/OCS/LCS users exist
- An input file containing the list of Lync/OCS/LCS user accounts to disable
- The logging level: error, info, or debug (debug is the recommended setting)

The Disable Account tool reads the list of users to disable from an input file. Each line in the input file represents a contact list owner. The contact list owner is represented by the owner's Lync/OCS/LCS SIP URI, for example, sip:bobjones@cisco.com. The following is a sample input file:

```

sip:ann@cisco.com
sip:bob@cisco.com
sip:joe@cisco.com
sip:chuck@cisco.com

```

You can create your own input file based on this format. However, Cisco recommends that you use the UserList<Timestamp>.txt file as the input file for the Disable Account tool. The UserList<Timestamp>.txt file will not contain any duplicate, disabled, or nonexistent users.

After you run the Disable Account tool, the tool generates a unique, time-stamped log file called DisableAccountLog<Timestamp>.txt in the same directory as the tool. The log file contains details about any failures or errors that occurred.

Before You Begin

You must have read/write permission to AD to run this tool.

Procedure

Step 1 Copy and extract the zip file that contains the Cisco user migration tools to the Standard Edition server or Enterprise Edition front-end server.

**Note**

After extraction, if you move any of the Cisco user migration tools to a different location on the Lync/OCS/LCS servers, you must also copy the version.txt file to the new location to ensure that the tool prints out its current version.

Step 2 Open a command prompt and change directory to the location of the Disable Account tool.

Step 3 At the command prompt, enter the following command:

```
DisableAccount.exe -s/LDAPServer -f/input_file -l/logLevel
```

where:

- *LDAPServer*—The IP or FQDN of the AD server on which the users exist
- *input_file*—The file containing the list of Lync/OCS/LCS user accounts to disable, UserList<Timestamp>.txt
- *logLevel*—The logging level, which must be either error, info or debug (debug is the recommended setting)

Step 4 Check the DisableAccountLog<Timestamp>.txt log file after each execution of the Disable Account tool to ensure that all users were successfully disabled.

What To Do Next

[Verify That Active Directory Updates Synchronized to Lync/OCS/LCS, page 9-15](#)

Verify That Active Directory Updates Synchronized to Lync/OCS/LCS

After you updated the Active Directory to disable the Lync/OCS/LCS accounts, the next step is to verify that those updates synchronized to Lync/OCS/LCS. Verification takes place on the Standard Edition server or Enterprise Edition pool where the disabled Lync/OCS/LCS account was provisioned. You must wait until the Lync/OCS/LCS LDAP changes are synched before proceeding with the Delete utility.

**Note**

Depending on your Lync/OCS/LCS deployment, it may take up to 30 minutes for these changes to synchronize to Lync/OCS/LCS.

Procedure

-
- Step 1** Depending on your deployment, do one of the following:
- If you are using LCS 2005, select **Start > Programs > Administrative Tools > Live Communications Server 2005**.
 - If you are using OCS 2007 R2, select **Start > Programs > Administrative Tools > Office Communications Server 2007 R2**.
 - If you are using Lync Server 2010, select **Start > All Programs > Microsoft Lync Server 2010 > Lync Server Control Panel**.
- Step 2** Depending on your deployment, check the following:
- For OCS/LCS, select **Users** and ensure that the disabled user no longer appears in the list of enabled OCS/LCS users.
 - For Lync, select **Users** and ensure that the disabled user no longer appears in the list of users.
-

Related Topic

For troubleshooting tips, see [Disable Account Tool, page 11-13](#)

What To Do Next

[Delete User Data from Database for Migrating Users, page 9-16](#)

Delete User Data from Database for Migrating Users

**Note**

To delete user data from the Lync/OCS/LCS database for migrating users, you must have read/write access to the Lync/OCS/LCS database.

Lync/OCS/LCS provides an administrative way to delete a user from the Lync/OCS/LCS database. However, if you delete a user from the database in this way, the user is removed from other users' contact lists. To prevent the user being removed from the contact lists of other Microsoft Lync or Microsoft Office Communicator users, Cisco provides an alternative means of deleting the user from the Lync/OCS/LCS database.

This alternative tool (DeleteAccount.exe) allows you to delete migrating users so that availability requests for these users are later routed to Cisco Unified Presence. This tool also ensures that the deleted users are not removed from the contact list of any users that remain on Lync/OCS/LCS. Running the Delete Account tool is the second step in a two-step process to disable a migrating user on Lync/OCS/LCS. The two-step process is as follows:

1. Disable Lync/OCS/LCS account for migrating user.
2. Delete Lync/OCS/LCS user data for migrating user.

After you disable the account for migrating user, wait until the Lync/OCS/LCS LDAP changes are synchronized before proceeding with the Delete utility. The LDAP synchronization can take up to 30 minutes.

**Note**

- You can run this tool on all supported Lync/OCS/LCS platforms.
- You can run this tool on any Standard Edition server or Enterprise Edition pool.
- Running this tool has no effect on the capabilities of other Lync/OCS/LCS users who are signed in to Microsoft Lync or Microsoft Office Communicator. However, Cisco recommends that you run this tool during a scheduled maintenance window to reduce the load on the Lync/OCS/LCS and Active Directory system.

The Delete Account tool reads the list of users to delete from an input file. Each line in the input file represents a contact list owner. The contact list owner is represented by the owner's Lync/OCS/LCS SIP URI, for example, sip:bobjones@cisco.com. The following is a sample input file:

```
sip:ann@cisco.com
sip:bob@cisco.com
sip:joe@cisco.com
sip@chuck@cisco.com
```

You can create your own input file based on this format. However, Cisco recommends that you use the UserList<Timestamp>.txt file as the input file for the Delete Account tool. The UserList<Timestamp>.txt file will not contain any duplicate, disabled, or nonexistent users.

Running the Delete Account Tool on Standard Edition Deployments

When deleting data for a list of users, you must run this tool once on each Standard Edition server. The database is coresident on the Standard Edition server.

Running the Delete Account Tool on Enterprise Edition Deployments

When deleting data for a list of users, you must run this tool once on each Enterprise Edition pool. The LCS SQL server name or Lync/OCS database instance name to which the Lync/OCS/LCS front-end connects must be specified when running the tool.

**Caution**

For Lync Enterprise Edition, you must run this tool first on the back-end database server and then on each front-end server. The Lync database instance name to which the Lync front-end connects must be specified in both options. The name of the database for the front-end servers is rtlocal. The default name of the database for the back-end server is rtc, but that can be changed during system installation. For LCS/OCS Enterprise Edition, the tool must be run on only the back-end database server.

Procedure

- Step 1** Ensure that you have read/write access to the Lync/OCS/LCS database before you run this tool.
- Step 2** Copy and extract the zip file containing the Cisco user migration tools to the Standard Edition server or one of the Enterprise Edition pool servers (front-end or back-end).

**Note**

After extraction, if you move any of the Cisco user migration tools to a different location on the Lync/OCS/LCS servers, you must also copy the version.txt file to the new location to ensure that the tool prints out its current version.

- Step 3** Open a command prompt and change directory to the location of the Delete Account tool.

Step 4 At the command prompt, enter the command as follows:

```
DeleteAccount.exe -s/database_instance -f/input_file -l/logLevel
```

where:

- *database_instance*—The database instance name of the Lync/OCS pool or the SQL server instance of the LCS pool
- *input_file*—The file containing the list of Lync/OCS/LCS user accounts to delete, UserList<Timestamp>.txt
- *logLevel*—The logging level, which must be either error, info, or debug (debug is the recommended setting)



Note After the command executes, the Delete Account tool generates a unique, time-stamped log file called DeleteAccountLog<Timestamp>.txt in the same directory as the tool. The log file contains details about any failures or errors that occurred.

Step 5 For each Standard Edition server or Enterprise Edition pool, repeat Steps 2 to 4.

Step 6 If you are deleting user data from a Lync database you must also repeat Steps 2 to 4 on each front-end server. To access the front-end server database, you must run the command in Step 4 locally on the front-end server. In addition, you must use <front-end_server_hostname>rtcllocal as the value for the database instance parameter.

Related Topic

For troubleshooting tips, see [Delete Account Tool, page 11-14](#)

What To Do Next

[Import Contact Lists for Migrating Users into Cisco Unified Presence, page 9-18](#)

Import Contact Lists for Migrating Users into Cisco Unified Presence

You can use the Cisco Unified Presence Bulk Administration Tool to import Lync/OCS/LCS user contact lists into Cisco Unified Presence.

Complete the following steps to import Lync/OCS/LCS user contact lists into Cisco Unified Presence:

1. [Upload the CSV File Using Bulk Administration Tool, page 9-19](#)
2. [Create a New Bulk Administration Job, page 9-19](#)
3. [Check Results of Bulk Administration Job, page 9-19](#)

Before You Begin

The procedure to import the Lync/OCS/LCS user contact lists is one of the final steps in the user migration process. Before you import the Lync/OCS/LCS user contact lists, you must complete the following procedures:

1. Provision the Lync/OCS/LCS users on Cisco Unified Communications Manager
2. Ensure that the Lync/OCS/LCS users are licensed and assigned to Cisco Unified Presence.

3. Ensure that the Cisco Unified Presence Maximum Contact List Size and Maximum Watchers settings are set to Unlimited to ensure all contact lists are fully imported. See [Set Unlimited Contact Lists and Watchers, page 9-2](#).
4. Run the Export Contact List tool to produce the ExportedContacts<Timestamp>.csv file. See [Export Contact Lists for Migrating Users, page 9-8](#).
5. Ensure that the Lync/OCS/LCS users are fully disabled on Lync/OCS/LCS. See [Disable Users on Lync/OCS/LCS, page 9-14](#).

**Note**

The default contact list import rate is based on the server hardware type. You can change the contact list import rate by selecting **Cisco Unified Presence Administrator > System > Service Parameters > Cisco Bulk Provisioning Service**. However, if you increase the default import rate, this results in a higher CPU and Memory usage on Cisco Unified Presence.

Upload the CSV File Using Bulk Administration Tool

You must upload the ExportedContacts<Timestamp>.csv file to Cisco Unified Presence using the Bulk Administration Tool. See the *Deployment Guide for Cisco Unified Presence* for instructions on how to upload the CSV file.

Related Topic

Deployment Guide for Cisco Unified Presence:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

What To Do Next

[Create a New Bulk Administration Job, page 9-19](#)

Create a New Bulk Administration Job

After you upload the CSV file, you must create a new bulk administration job in Cisco Unified Presence Administration to update the user contact lists. See the *Deployment Guide for Cisco Unified Presence* for instructions on how to create a new bulk administration job.

Related Topic

Deployment Guide for Cisco Unified Presence:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

What To Do Next

[Check Results of Bulk Administration Job, page 9-19](#)

Check Results of Bulk Administration Job

When the bulk administration job is complete, the Cisco Unified Presence Bulk Administration Tool writes the results of the contact list import job to a log file. See the *Deployment Guide for Cisco Unified Presence* for instructions on how to check the results of the bulk administration job.

Related Topics

- *Deployment Guide for Cisco Unified Presence:*
http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html
- For troubleshooting tips, see [Troubleshooting User Migration](#), page 11-12

What To Do Next

[Rename Contact IDs in Cisco Unified Presence Contact Lists](#), page 9-6

Deploy a Cisco Unified Presence Supported Client on Users' Desktop

After you provision the Lync/OCS/LCS users on Cisco Unified Communications Manager and license them for Cisco Unified Presence and a Cisco Unified Presence supported client, you can install the client software on the users' desktops. See the *Deployment Guide for Cisco Unified Presence* for information about deploying Cisco Unified Presence supported clients.

Related Topic

Deployment Guide for Cisco Unified Presence:
http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Reset Maximum Contact List Size and Maximum Watcher Size

Prior to migrating users from Lync/OCS/LCS to Cisco Unified Presence, Cisco recommends that you set the Maximum Contact List Size and Maximum Watchers settings on Cisco Unified Presence to Unlimited. This ensures that each migrated user contact list is fully imported to Cisco Unified Presence.

After you migrate *all* the users to Cisco Unified Presence, reset the Maximum Contact List Size and Maximum Watchers settings on Cisco Unified Presence to the desired values. The system default value is 200 for Maximum Contact List Size and 200 for Maximum Watchers size.

**Note**

If you are performing a phased migration of users from Lync/OCS/LCS to Cisco Unified Presence, do not reset the Maximum Contact List Size and Maximum Watchers values until all users are migrated.

The following procedure describes how to set values for the Maximum Contact List Size and Maximum Watchers settings.

Procedure

-
- Step 1** Select **Cisco Unified Presence Administrator > Presence > Settings**.
 - Step 2** For **Maximum Contact List Size (per user)**, uncheck the **No Limit** check box and enter the desired limit.
 - Step 3** For **Maximum Watchers (per user)**, uncheck the **No Limit** check box and enter the desired limit.
 - Step 4** Select **Save**.

Step 5 Restart the Cisco UP XCP Router on all Cisco Unified Presence nodes in the cluster. To restart the Cisco UP XCP Router, select **Cisco Unified Serviceability > Tools > Control Center – Network Services**.

**Note**

If you have a multicluster deployment, you must perform this procedure on each cluster. When you change Presence settings, they are applied to all nodes in the cluster; therefore you need to set them only on the Cisco Unified Presence publisher node within any given cluster.

■ **Reset Maximum Contact List Size and Maximum Watcher Size**