

# MiCollab Advanced Messaging Repartee Data Migration Guide

For version 6.1 and above

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# Preface

This guide is intended for administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM), MiCollab AM terminology, and navigating through MiCollab AM Admin. This document assumes you have a basic understanding of Repartee, MiCollab AM Admin, MiCollab AM Configuration, and Unified Messaging (UM) servers.

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: [connect.mitel.com/connect](http://connect.mitel.com/connect)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

# Migration Overview

The Mitel Repartee to MiCollab Advanced Messaging (MiCollab AM) migration tool is designed to export Repartee data in a format that can be easily imported into MiCollab AM using the existing MiCollab AM Mailbox Archive tool. The migration from the legacy Unified Messaging (UM) server to the new UM server requires an intermediate data storage medium, either in the form of network data storage or USB storage. Once the migration is complete, the legacy server can be re-used for other purposes.

## Requirements

The process for migrating data from Repartee for Windows, Repartee, or Coral Message Center for Windows messaging Systems to a MiCollab AM requires the following:

- Repartee for Windows, Repartee, or Coral Message Center for Windows version 2.5.3.5. All earlier versions must be upgraded to version 2.5.3.5 before attempting the migration.
- A patch file installed on the old messaging system server before migration. For more information, see the section Repartee for Windows Patch.

**WARNING** This is a migration between two very different systems. Not all data migrates. The migration will require substantial preparation before the actual migration and will require substantial manual work, programming, and setting both during and after the migration. Please thoroughly read all documentation before beginning preparation for this migration.

**WARNING** A consequence of this migration will be an increase in audio file size. The source system server uses .vox files for audio storage while the target system uses .wav for audio storage. Additionally, migrating distribution lists messages will result in distribution list messages being created for each subscriber in the target system, versus a single shared message in the source system.

# Tools

The two parts of the migration process each use a different tool. The export of data from Repartee for Windows to a network share or USB hard drive, the first part of the process, uses the Repartee export tool. The second part, the import of the data into MiCollab AM, uses the MiCollab AM Mailbox Archive utility.

## Repartee Export Tool

The heart of the migration system is the Repartee Export tool. The Export tool exports your Repartee data to a format that can be imported into MiCollab AM.

## MiCollab AM Mailbox Archive Tool

Once you have exported the data from Repartee using the Repartee Export tool, the data is imported into MiCollab AM using the MiCollab AM Mailbox Archive tool.



# What Migrates

The settings that migrate are listed in the following tables. Settings not listed are not exported and, therefore, will not be imported into your new MiCollab AM system.

Table 1. Setting Migration

Repartee Subscriber	MiCollab AM Mailbox	Description
Subscriber Directory	Subscriber (Local Store)	The Subscriber Directory is migrated as Subscriber in MiCollab AM.
Primary Extension	Mailbox Number	A Repartee primary extension is the PBX extension assigned to a Subscriber's desktop phone. Repartee supports variable extension number lengths. MiCollab AM doesn't support variable mailbox number lengths. To map primary extensions to MiCollab AM mailbox numbers, all values will be padded to the left (0 by default) to normalize all values to a uniform length.
	Extension Device Number	The primary extension will also be stored in the MiCollab AM Extension Device, but as the original non-padded value from Repartee.
<b>NOTE</b> If the extension has non-numeric characters, those objects will not be migrated and an entry will be added to the ReportSkipObjects.txt report.		
Name	Display Name	The name can either be first or last name or a manually entered friendly name.
Last Name	Last Name	The subscriber's last name.
First Name	First Name	The subscriber's first name.
List In Directory	Subscriber Directory	Repartee does not separate Subscriber and Auto Attendant listings. A Subscriber is always present in Subscriber listings such as message recipients. The MiCollab AM

		Subscriber Directory option will be enabled for all migrated Repartee Subscribers.
List In Directory	Auto Attendant Directory	The Repartee List In Directory option determines if the MiCollab AM subscriber is listed in the Auto Attendant Directory.
Voice Name	Voice Name	A Repartee Recorded Voice is the subscriber's recorded name.
Password	Password	Subscriber passwords are migrated.
Standard Greeting	Standard Greeting	If it has been recorded, the standard greeting will migrate.
Phone (Home > Work > Spare) Notification Device Type	Message Notification, Personal Call List, Normal	Repartee Notification Devices are similar in configuration and function to MiCollab AM Message Notification Personal Call List (PCL) devices. One area where they differ is that Repartee provides execution settings per device whereas MiCollab AM allows execution settings for the entire PCL. Execution settings from the first Repartee Notification Device will be stored as the MiCollab AM PCL settings.
Pager Notification Device Type	Message Notification, Personal Call List, Pin Pager	
Voice Messages	Voice Messages	Voice messages will be migrated.
Messages Read	Folder Read	Repartee unread messages migrate into a new folder and will be saved as unread messages. Read messages migrate into a saved messages folder.
Attachments	Attachments	All voice attachments for messages will migrate.
Type	Voice	Only voice messages migrate.
Recipient	Recipient	Recipient data will be migrated.

**NOTE** When migrating notification devices, the first device schedule is exported and subsequently applied across all MiCollab AM callout devices. The source database supports unique schedules for each device, whereas MiCollab AM supports a single schedule that incorporates all devices.

Table 2. Repartee Greetings

Repartee Greeting	MiCollab AM Greeting	Description
Standard	Standard	Standard greeting will be migrated.
Busy	Busy	Busy Greeting will be migrated only when option <i>Enable busy greeting</i> is enabled.
Alternate Greeting	Out of Office	Alternate greetings will be migrated as <i>Out of Office</i> greetings in MiCollab AM.

Table 3. Repartee Messages

Repartee Messages	MiCollab AM Messages	Description
Voice	Voice	Voice messages will be migrated.
Fax	n/a	Not migrated

Table 4. Repartee Message Groups

Repartee Message Groups	MiCollab AM Mailbox	Description
Message Groups	Distribution List Mailbox	Message groups will migrate as distribution list mailboxes.
Distribution List	Mailbox Number	In Repartee, a distribution list has no extension. A mailbox ID will be generated for each distribution list exported.
Name	Display Name	Takes the value of the Repartee message group name and exports it as the name of a MiCollab AM distribution list mailbox.

**WARNING** Distribution lists with over 500 members will not be migrated.

Table 5. Repartee Transaction Box

Repartee Transaction Box	MiCollab AM Call Processor Mailbox	Description
Name	Name	The Repartee name gets migrated as the name of the call processor in MiCollab AM
Day Greeting	New Call Processor	A new call processor is built and the greeting migrates.
Night Greeting	New Call Processor	A new call processor is built and the greeting migrates.
Recorded Voice	Voice Mail	A Repartee recorded voice is recoded audio of the call handler name.
System ID	n/a	The AD64 transaction box system ID will be built as an ESP.

# What Does Not Migrate

Because of differences between Repartee and MiCollab AM, some settings cannot be migrated automatically. Understanding what will not migrate helps you to plan for any required manual changes. The following describes the data that does not migrate when using the automated tools. If you need a custom migration, please contact Mitel Professional Services for assistance.

## **Subscribers**

- Templates/Defaults
- Guest Directory
- Subscriber Transfer Settings
- Subscriber One-key Settings
- Subscriber After Greeting Options

## **Groups**

- Directory Groups
- Directory Menus

## **Ports**

- Supported Ports
- Extension Remapping

## **Routing Boxes**

- Opening Boxes
- System Boxes
- Language Select Boxes
- Voice Detect Boxes
- Transaction Box Transfer Settings
- Transaction Box One-key Dialing Options
- Transaction Box After Greeting Options
- Public Fax Box

## **Calendar**

- Schedules
- Holidays

## **Reports**

- Usage Reports
- Directory Reports
- Log Reports

## **Traces**

- Diagnostics
- Replog

## **Traces**

- Switch settings
- Exchange server

# Migration Procedure

The migration procedure involves the following basic steps:

- Apply any required patches
- Install the VC9 and VC9 SP1 packages on the Repartee system
- Export the data from Repartee
- Import the data into a fresh installation of MiCollab AM using the Mailbox Archive utility.

## What is Needed

To migrate from Repartee to MiCollab AM, you need the following utilities and resources:

- The Repartee for Windows patch
- The Repartee to MiCollab AM Export Utility
- The MiCollab AM Mailbox Archive Utility
- A qualified technician to perform the move.

## Repartee for Windows Patch

You must install a two patches before running the export utility. The first patch is VMDBMigrator.patch.RFW.exe located in the RFW\_AD-64\_MigrationPatches subdirectory of the Utilities folder. The second patch is VMDBMigrator.patch.2569.exe.

**NOTE** The abovementioned patches must be run in the indicated order.

VMDBExport.exe, the export utility, is also located in the same subdirectory of the Utilities directory of the MiCollab AM Installation Media.

**To export the database, the procedure is as follows:**

- 1 Stop the Repartee messaging system.
- 2 Stop the Tomcat service.
- 3 Stop the Aimworx service.
- 4 Apply the VMDBMigrator.patch.RFW.exe patch to the server.
- 5 During setup, you must provide a Destination Folder for the patch. The folder location must be the current location of your messaging Repartee system.

- 6 Type the Destination Folder path or click **Browse** to set the location of the messaging system, and then click **Install**. Follow the on screen instruction to install the patch.
- 7 When the installation is complete, click **Close** to continue.
- 8 Apply the patch VMDBMigrator.patch.2569.exe.
- 9 Start the messaging system.

**NOTE** The Administrative Console must not be open when running the voicemail export application.

## Install the VC9 and VC9 SP1 Packages

To install the VC9 and VC9 SP1 packages, do the following:

- 1 Insert the MiCollab AM Installation Media into to the Repartee system.
- 2 Browse to \3rd Party Application\VCRedistributables\VC{x}.
- 3 Run **vcredist\_x86**.
- 4 Browse to \3rd Party Application\VCRedistributables\VC{x}\x86.
- 5 Run **vcredist\_x86.exe**.

## Purge Orphan Messages

Before running the Repartee export utility, you must purge orphan messages from the Repartee system. To do this, do the following.

To run dbchk:

- 1 Use the Backup utility and create a Normal Online Backup.
- 2 Stop the Repartee system.
- 3 Access the command line and change to the VMail folder by typing `cd\vmail`.
- 4 Delete the \*.avk files by typing `del *.avk`.
- 5 Run dbchk by typing `voiceserver dbchk /f`.

This will show a rebuild of the database that could take as much as 10 minutes (or even longer, depending on the size of the database) since all the \*.avk files must be rebuilt. Any line breaks that show invalid will indicate corruption that is being deleted. If these occur, run dbchk again until there are no line breaks (at most 3 times).



## To run orphan:

- 1 If the messaging server is still off-line, from running dbchk, proceed to Step 2. If not, stop the Repartee system.
- 2 Access the command line and change to the VMail folder by typing **cd\vmail**.
- 3 Run the command **voiceserver orphan -a -o -x -f -v -b** to purge any orphaned messages.

**NOTE** Do not interrupt orphan, this can result in loss of data.

**NOTE** The Administrative Console must not be open when running the voicemail export application.

## Repartee Export Utility Procedure

Configure your MiCollab AM server using any special instructions listed during the data export procedure. Special Instructions are things like the length of mailboxes in the MiCollab AM system and similar parameters.

### To export the data:

- 1 Start the export utility.

The screenshot shows the 'Voicemail Database Export' window. It is divided into two main sections: 'Administrator Login Information' and 'Migration Options'. In the 'Administrator Login Information' section, the 'Server' field is set to 'localhost', and the 'Personal ID' and 'Security Code' fields are empty. In the 'Migration Options' section, the 'MessageGroups', 'Transaction Boxes', 'Subscribers', and 'Messages' checkboxes are all checked. The 'Default Subscribers, Message Groups and Transaction Boxes' checkbox is unchecked. The 'Pad variant length Subscriber Mailbox ID's with:' field is set to '0'. The 'Start assigning Distribution List Mailbox ID's at:' field is set to '7000'. The 'Start assigning Transaction Box Mailbox ID's at:' field is set to '6000'. The 'Export greetings as language prompt set:' dropdown is set to 'Female Englis'. There is an 'Evaluate' button below these options. At the bottom of the window, there are 'Login & Start Export' and 'Close' buttons.

- 2 In the **Administrator Login Information** section, enter the server name, ID, and security code.
- 3 Select **Subscribers, Message Groups, Transaction Boxes** and then **Messages** in the Migration Options.
- 4 Start the Repartee system.
- 5 Select a destination for exported data on an external drive or a network drive.

**IMPORTANT** All mailbox IDs in MiCollab AM must be the same length.

- 6 Select the digit to normalize the length of mailbox numbers. MiCollab AM requires all mailbox IDs to be the same length, unlike Repartee. For example, Repartee allows some mailboxes to be three digits, for example 201, 202 or 203, with others being another length, for example 20100, 20101 or 20102. The export utility will make all exported mailbox the same length as the longest mailbox number, in this case five digits by front padding shorter mailbox IDs. With the settings below, three digit mailboxes would become 00201, 00202 and 00203. Select a different digit to pad shorter mailbox numbers in the following screen.

Define the starting mailbox number for distribution lists and for call processors. However, consider the total number of subscribers, distribution lists and call processors when defining these to avoid conflicts. For example, if you have 3,000 subscribers, be sure to set the starting number for distribution list IDs above 3,000 to prevent two mailboxes with the same ID.

- 7 Select the language of the prompt set that is installed on MiCollab AM. Please note that this prompt set **must** be installed on MiCollab AM before importing the data exported from Repartee.
- 8 Click **Login & Start Export** to export the data.
- 9 After the export is complete, continue to the following section.

# Repatee Export Reports

The export tool creates some report files during the data export phase. These files are located in the directory that contains your export file. The report files are as follows:

- **Report.txt** contains information on system settings, subscribers, distribution lists, call handlers and transaction boxes, including a summary of each
- **ReportCP.txt** is a report of subscribers and call handlers that have one-key dialing.
- **ReportSkipObjects.txt** contains any mailboxes that contain non-numeric or invalid characters. This report only appears if the export process encounters invalid characters.

## Repatee Export Report

The Repatee export report includes the following information:

- Date of the data export
- Server on which the export occurred
- Location of export file
- Subscribers exported (yes/no)
- Messages exported (yes/no)
- Message groups exported (yes/no)
- Transaction boxes exported (yes/no)
- Default objects exported (yes/no)
- Padding required to normalize mailbox IDs
- Starting number for message groups
- Starting number for transaction boxes
- Length of mailbox IDs
- Minimum password length
- Switch type
- Security code minimum length
- Security code optional/mandatory
- Security code default
- Message group membership and details (if exported)

- Subscriber details and information, including first name, last name, display name, mailbox ID, and status of voice name, standard greeting, and busy greeting. Also can include whether or not the user is forced to reset password and length of current password.
- Transaction box details and information, including box name and number, mailbox ID, voice name, greetings, exclusions from the transaction box.
- Dialing plan information to facilitate setup of the dialing plan on the target voicemail system.

## Repatee Skip Objects Report

The file Repatee skipped objects report lists items that were skipped during the migration. They include the following:

- Subscriber information
- Reason the object was skipped
- Personal ID of the object
- Object's extension.

## Repatee CPS Report

The Repatee CPS report includes the following information:

- Subscriber first name
- Subscriber last name
- Subscriber display name
- Mailbox ID
- Status of voice name recording, standard greeting, and busy greeting
- Key actions associated with the subscriber

# Initial MiCollab AM Setup

There are several steps to importing your data into MiCollab AM. The first step is to configure MiCollab AM with the basic settings required to bring the exported Repartee data into the system. To prepare the MiCollab AM system you must do the following:

- Configure the MiCollab AM mailbox length as indicated in the Repartee export report.
- Configure the MiCollab AM password length as indicated in the Repartee export report.
- Configure the dial plan as indicated in the Repartee export report.

**IMPORTANT** Please confirm that there are no duplicate objects in the MiCollab AM system that match numbers to be imported. For example, a Class of Service box 8000 might conflict if Repartee has a mailbox 8000.

**IMPORTANT** Please examine all export reports for information on how to configure MiCollab AM. Important information that will affect how you should configure MiCollab AM includes information on the dial plan, mailbox ID length, password length, and e-mail servers. The CP reports may also be helpful in configuring the MiCollab AM server and migrating date.

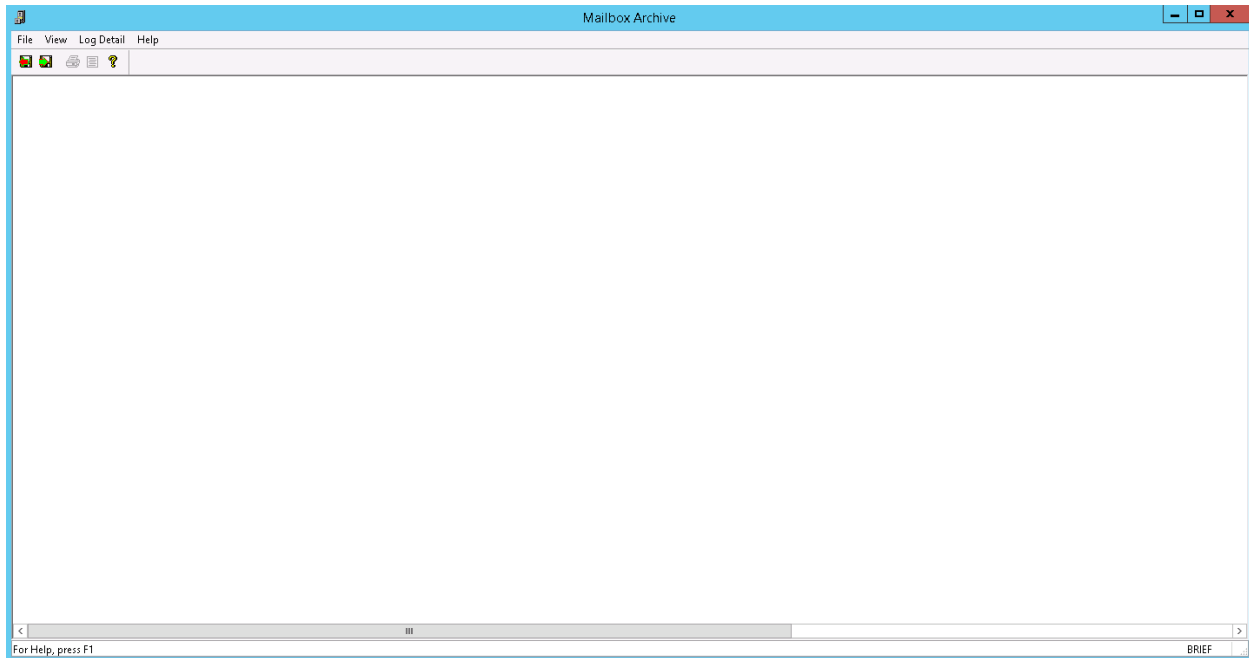
## Running MiCollab AM Archive Utility to Import Transferable Data

**IMPORTANT** Be sure to configure MiCollab AM as instructed during the data export from Repartee. Some settings, such as mailbox length, dialing plan, and e-mail server, may vary depending on how your Repartee system was configured.

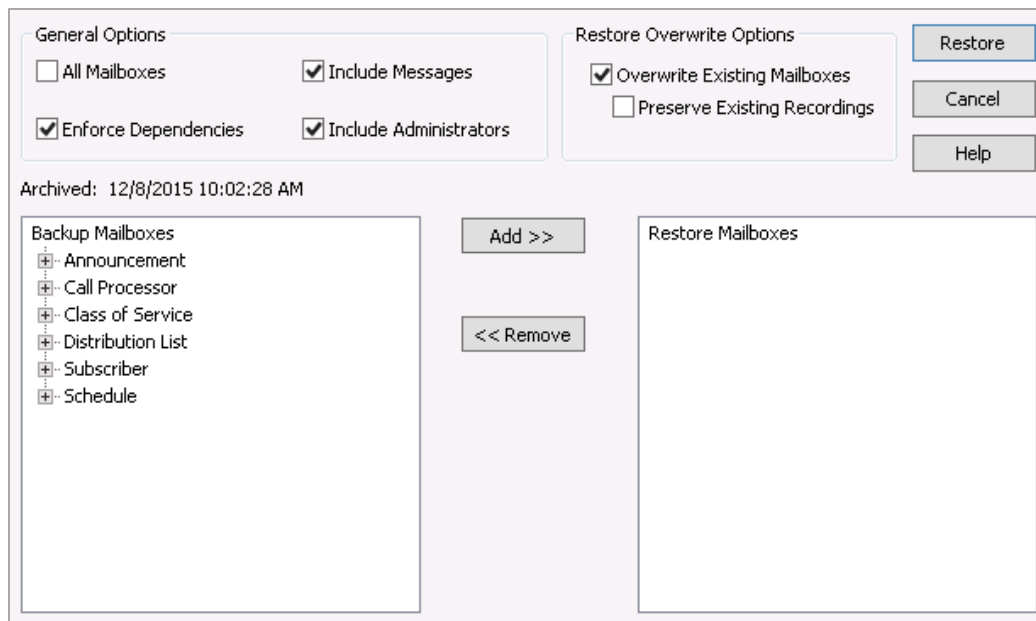
Once you have created your export file, the file will need to be imported into MiCollab AM.

To import the .cxa file into MiCollab AM, do the following:

- 1 Select **Start > All Programs > MiCollab AM Desktop > Archive**. The Archive utility displays.



- 2 From the menu bar, select **File > Restore**. The Restore System From dialog box displays.
- 3 In the Look in list box, select a drive and folder in which to locate the backup.
- 4 Select the file you want to use, and then click **Open**. (All Archive backup files have a filename extension of .cxa .) The Restore Configuration dialog box displays.



- 5 In the Options group box, choose one or more of the following:

Table 6. Options group box options

If you want to...	Then...
Restore All Mailboxes in the system	Select <b>All Mailboxes</b>
Restore all mailboxes that are referenced by the mailboxes explicitly chosen for restore (for example, all mailboxes specified in a selected Distribution List mailbox)	Select <b>Enforce Dependencies</b>
<p><b>NOTE:</b> Dependency mailboxes are only restored if they do not already exist on the target server, independent of whether or not <i>Overwrite Existing</i> is selected.</p>	
Restore the voice messages contained in the mailboxes chosen for backup	Select <b>Include Messages</b>
<p><b>NOTE:</b> The restore process leaves all pre-existing messages for the selected mailboxes intact.</p>	
Restore the system administrator accounts	Select <b>Include Administrators</b>
Overwrite any existing mailboxes within the selected backup information	Select <b>Overwrite Existing Mailboxes</b>
Preserve the existing mailbox recordings	Select <b>Preserve Existing Recordings</b>
<p><b>NOTE:</b> Select this box if you want to keep the current recordings in the mailbox and not overwrite any existing recordings during the restore process.</p>	

- 6 Select the mailboxes you want to restore in the System Mailboxes list, and then click **Add**. The mailboxes selected for restore appear on the Restore Mailboxes list.
- 7 Click **Restore**. Archive restores the selected information from the selected backup. If the system has more than one switch section, you are asked to confirm the Switch Section in which to map the mailboxes.
- 8 The Map Switch Section dialog box displays the source switch section in which the backup was taken and allows you to select the target from a list of the current switch sections. Click the Target Server Switch Section drop-down box to select the switch section in which you want to map mailboxes. (If you only have one switch section, the dialog box does not appear.)

## Manual Configuration of Call Processors

Repartee transaction boxes must be manually configured in MiCollab AM call processors. Specifically, the caller input options must be manually created. Because of the potential requirements for the specifics of this process, detailed instructions are beyond the scope of this document, but a brief introduction to what is next is provided in the next section.

### NOTES

1. Auto attendants must be re-mapped manually.
2. One key dialing for auto attendants does not migrate and will need to be manually configured.

## What is Next?

After you run the MiCollab AM Archive Utility to import the .CXA file that was exported from the Repartee Export Utility, the migration tools have done all that they are able to do, but the migration is not complete. You must complete the migration using the standard MiCollab AM Admin and MiCollab AM Configuration tools to configure what was not migrated from Repartee.

To start, open the MiCollab AM Admin utility and browse through Subscribers, Distribution Lists, and Call Processors to get a feeling for all of the data that was migrated. If you were familiar with the configuration of the Repartee system prior to the migration, this will help you orient towards the additional configuration that is required.

Next, open and browse through each of the reports created by the Repartee Export Utility. The reports contain information that you will use to complete the migration.

Now that you have reviewed data that was migrated and the data available to you in the reports, it is time to work through a couple of scenarios to get you started on finishing the migration.

## Transaction Box Migration

Depending on how a Repartee Transaction Box was configured determines how it was migrated to MiCollab AM. In some cases, Transaction Boxes were mapped to MiCollab AM entities and the migration created them for you. In others, you have to migrate a Transaction Box manually based on information from the ReportCP report. Transaction Boxes in the report are broken into two sections, Subscribers and Transaction Boxes, and the workflow for each is different.

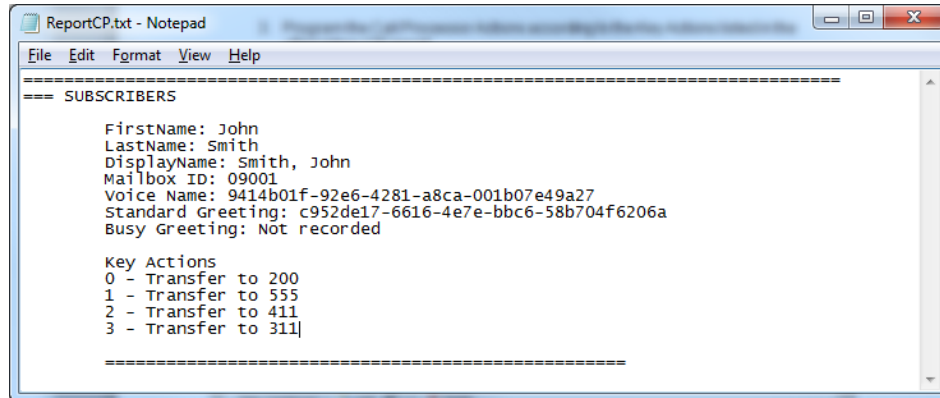
## Subscribers

Transaction Boxes in the Subscriber section of the report were Subscribers in the Repartee system with custom Key Actions (One-Key Dialing). The migration created the Subscriber mailbox for you. To complete the migration of Subscriber and Transaction Box data you must create an ESP Call Processor for each Subscriber listed in the report, program the Call Processor Actions, and link the Call Processor to the Subscriber mailbox via the ESP Call Processor option.



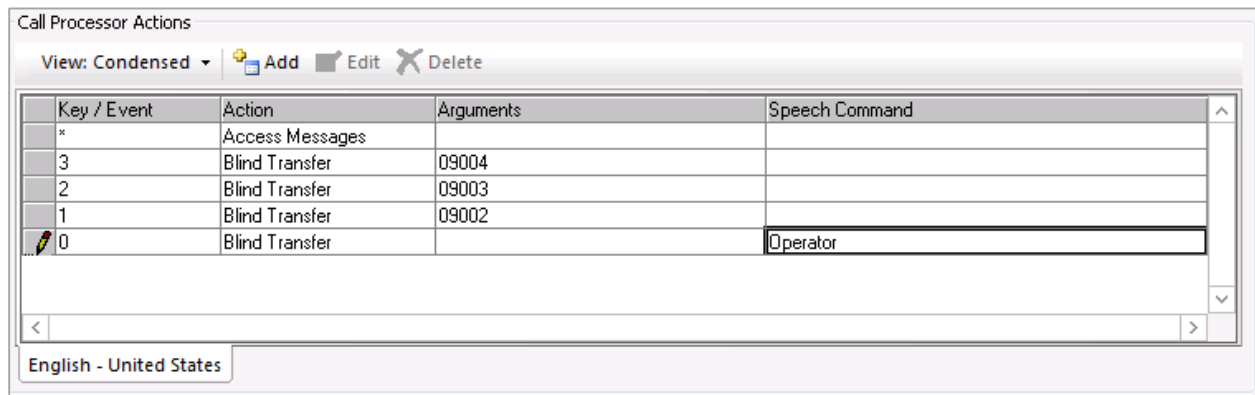
## To complete the migration of subscriber and transaction box data:

- 1 Open the ReportCP report and find the first Subscriber Transaction Box.

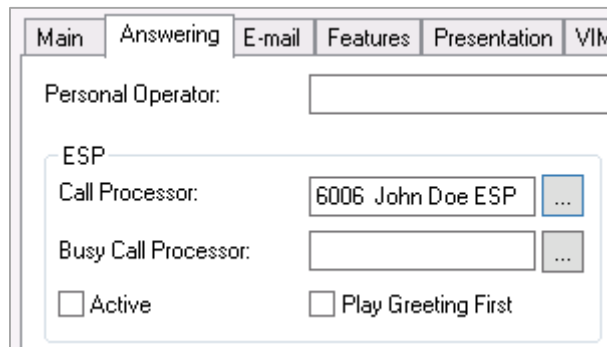


- 2 Next open the MiCollab AM Admin utility and create a Call Processor for the Subscriber. This will be the Subscriber's ESP Call Processor.

- 3 Program the Call Processor Actions according to the Key Actions listed in the ReportCP report.



- 4 Next find and open the Subscriber mailbox by searching for the mailbox ID.
- 5 Navigate to the Answering tab of the mailbox and link the ESP Call Processor field to the Call Processor you just created.



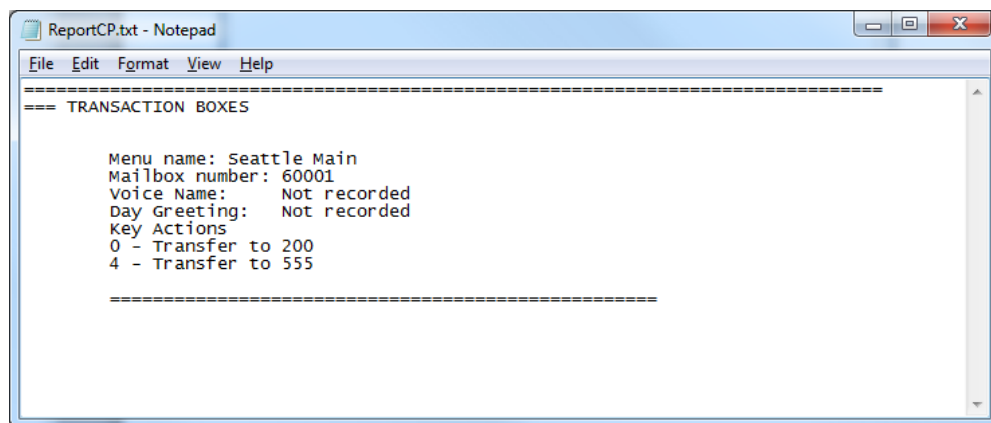
- 6 Repeat this process for every Transaction Box listed in the Subscriber section of the report, but before you do that review the next section.

## Transaction Boxes

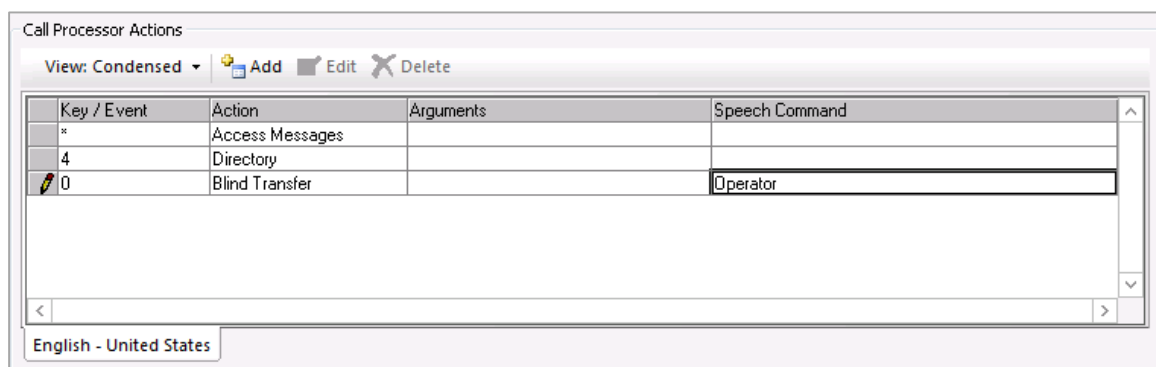
Transaction Boxes in the Transaction Boxes section of the report (this section immediately follows the Subscriber section) were standard Transaction Boxes in the Repartee system. Depending on how the Transaction Box was configured in Repartee determines how it was migrated to MiCollab AM. A Transaction Box without an extension (a numeric System ID) was migrated as a Call Processor. If the Transaction Box had an extension, then it was migrated as a Call Processor and Subscriber ESP pair. In either case the Call Processor's Actions must be programmed. To do this you use Key Actions information from the ReportCP report to program Call Processor Actions in MiCollab AM Admin.

### To Program the Call Processor:

- 1 Open the ReportCP report and find the first Transaction Box in the Transaction Boxes section which is immediately after the Subscribers section.



- 2 Next you will find the migrated Transaction Box's Call Processor in MiCollab AM Admin, so open that utility.
- 3 Find and open the Call Processor by the Mailbox Number listed in the ReportCP report.
- 4 Notice that Call Processor Actions are empty. Now program Call Processor Actions to match the ReportCP report Key Actions.



- 5 If the Transaction Box's System ID was a numeric value (an extension), find the Subscriber ESP that was created for it by searching Subscribers by Display Name. The Subscriber ESP Display Name was formatted as ESP for ##### where ##### is the Transaction Box Mailbox Number.

- 6 Once found, open the mailbox and navigate to the Answering tab and notice that ESP Call Processor is assigned to the Call Processor you previously opened.

The screenshot shows a configuration window with the following elements:

- Tabs: Main, Answering, E-mail, Features, Presentation, VIM
- Personal Operator: [Empty text box]
- ESP section:
  - Call Processor: 6006 Seattle Main [Blue button with "..."]
  - Busy Call Processor: [Empty text box] [Grey button with "..."]
- Active: ☐
- Play Greeting First: ☐

- 7 Repeat this process for every Transaction Box found in the Call Processors section of the report.

## Wrapping Up

Some Repartee features and/or data are not transferable to a MiCollab AM system, but that does not mean they get left behind. Data and features that are relevant to MiCollab AM that were not migrated by the utilities will need to be configured in MiCollab AM. Where applicable, review what is configured in Repartee and program that functionality in MiCollab AM. Start with core functional areas such as Dial Plan or Schedule and build out the new MiCollab AM system until the system is functionally equivalent to the Repartee configuration.