

# MiVoice Business

Migration Guidelines

RELEASE 9.2

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# Introduction

## About this guide

This guide provides guidelines for the preparation and migration of the following:

- MiVoice Business system to MiVoice Business Release 9.0 or later
- Reverse Migration to a pre-9.0 MiVoice Business software release
- Manual Migration of an AX Controller to MiVoice Business 9.1 or later

## What's new

Updated the Release Number to 9.2. No content updates.

## Intended audience

This guide is intended for technicians who plan, install, and configure MiVoice Business software on a 3300 ICP controller, an EX controller, an Industry Standard Server (ISS), or as a software blade on a Virtual Appliance created with VMware or Hyper-V.

## Related Documents

Document Title	Description	Location
MiVoice Business Migration Tool Help	Provides instructions to use the MiVoice Business Migration Tool to perform migration.	Available with the MiVoice Business Migration Tool. You can download the tool from the <b>Downloads</b> page on <a href="#">Mitel MiAccess</a> .
MiVoice Business Technician's Handbook	Provides instructions to install, upgrade, maintain, and troubleshoot the MiVoice Business software on the supported 3300 ICP controllers.	<a href="#">Document Center</a>
MiVoice Business Installation and Administration Guide for Industry Standard Servers (ISS) and Virtual MiVoice Business.	Provides instructions to install and configure the MiVoice Business software on an Industry Standard Server (ISS), or as a software blade on a virtual appliance created with VMWare or Hyper-V.	<a href="#">Document Center</a>

Document Title	Description	Location
EX Controller Installation and Administration Guide.	Provides certified MiVoice Business technicians with instructions to install, upgrade, maintain and troubleshoot the Mitel® MiVoice Business software deployed on an EX Controller.	<a href="#">Document Center</a>
MiVoice Business Express Migration Guide to MiVB and VMiCollab	Provides instruction to install and configure to MiVB and VMiCollab.	<a href="#">Document Center</a>
MiVoice Business Multi-Instance Migration Guide to vMiVB	Provides instruction to install and configure to Virtual MiVB.	<a href="#">Document Center</a>

## About the documentation set

### Mitel Product Documentation

To access the product documentation follow the steps:

1. Go to [www.mitel.com](http://www.mitel.com).
2. Click **SUPPORT**.
3. On the left panel under **Customer Support**, click **Technical Documentation**.
4. Click **BUSINESS PHONE SYSTEMS > MIVOICE BUSINESS**.

### Product Bulletins

To access Mitel Product Bulletins follow the steps:

1. Log on to the [Mitel MiAccess](#) Portal.
2. In the left pane, click **InfoChannel**.
3. In the select **InfoChannel** list, select **Mitel-Worldwide**.
4. In the left pane, click **Product Bulletins & Announcements**.

### Mitel Knowledge Base Articles

To access Mitel Knowledge Base Article follow the steps:

1. Log on to the [Mitel MiAccess](#) Portal.
2. In the left pane, click **Knowledge Management System**.



## Contacting technical support

Contact your local Mitel dealer for technical assistance. If you are unable to find a solution, have the following information ready when you call:

- the product serial number
- the nature of the problem
- what you were doing with the application when the problem occurred
- troubleshooting results

For information about contacting Mitel Technical Support:

1. Go to Mitel MiAccess, and in the left navigation pane, click **InfoChannel**.
2. In the **Select Infochannel** drop-down, click **Mitel - Worldwide**.
3. In the left navigation pane, click **Services and Support > Technical Support**.
4. Under **Technical Support**, click **Contacting Mitel Technical Support**.

## Migration overview

MiVoice Business Release 9.0 introduces architectural changes to the MiVoice Business system, including replacement of the VxWorks operating system with Wind River Linux (WRL) and introduction of Server Manager (see [About Server Manager and Server Console](#)) for 3300 ICP controllers. Due to these changes, certain 3300 ICP platforms, devices, and interfaces are not supported (see [Unsupported hardware and devices](#)), and programming of several forms (see [Impacted programming](#)) in the MiVoice Business System Administration Tool have been impacted.

As a result, to upgrade your MiVoice Business system to MiVoice Business Release 9.0 or later, you must perform a **Migration**, which involves:

1. Performing a pre-migration audit on your MiVoice Business system's database to generate a pre-migration audit report that outlines unsupported hardware and invalid system programming in your system's database, and provides available actions you must take to make your system's database compatible with MiVoice Business Release 9.0 or later. See [Pre-Migration Audit](#).
2. Implementing the actions suggested in the pre-migration audit report on your MiVoice Business system's database. After you implement the actions, your MiVoice Business system database will be compatible with MiVoice Business Release 9.0 or later. See [Prepare your system for migration](#).
3. Performing a migration to MiVoice Business Release 9.0 or later and restoring a compatible database. See [Migration](#).
4. Performing post migration tasks depending on the target platform to which you have migrated. See [Post-migration tasks](#).

## Supported Software Release for Migration

You can migrate to MiVoice Business Release 9.0 or later from Mitel Communications Director Release (MCD) 6.0 SP3 or a later release.

**NOTE:** If your MiVoice Business system release is older than MCD 6.0 SP3, upgrade your system to a supported software release.

## Supported platforms and minimum hardware requirements

The following table lists:

- The supported platforms in MiVoice Business Release 9.0 or later and the minimum hardware requirements
- The unsupported platforms and the recommended replacement

Platform	Supported	Minimum RAM	Minimum HDD	Supported replacement	Recommended replacement
AX <sup>3</sup>	Yes	512 MB	16 GB Compact Flash in Compact Flash slot 2	NA	NA
CX <sup>2</sup>	No	NA	NA	CX II, Mx III, EX	EX <sup>1</sup>
CXi <sup>2</sup>	No	NA	NA	CXi II, EX	EX
CX II	Yes	1 GB	16 GB	NA	NA
CXi II	Yes	1 GB	16 GB	NA	NA
EX Controller	Yes			MiVoice Business Virtual	N.A
LX	No	NA	NA	Mx III, EX	EX
Mx	No	NA	NA	Mx III, EX	EX
Mx II <sup>2</sup>	No	NA	NA	Mx III, EX	EX
Mx III	Yes	1 GB	60 GB	Mx III-L <sup>4</sup>	NA
Mx III-L <sup>4,5</sup>	Yes	1 GB	60 GB	NA	NA
Mx Server	No	NA	NA	MiVoice Business Virtual	NA
Stratus	No	NA	NA	MiVoice Business Virtual	NA
MiVoice Business Virtual	Yes	NA	NA	NA	NA
MiVoice Business for ISS	Yes	NA	NA	NA	NA

Platform	Supported	Minimum RAM	Minimum HDD	Supported replacement	Recommended replacement
Multi-instance Communications Director	No	NA	NA	MiVoice Business Virtual	MiVoice Business Virtual
MiVoice Business - Express	No	NA	NA	MiVoice Business Virtual and MiCollab	MiVoice Business Virtual and MiCollab

- <sup>1</sup>EX is a new controller introduced in MiVoice Business Release 9.0. For more information, see [About the EX controller](#).
- <sup>2</sup>For CX, CXi, MXe II and MXe III controllers with PRI MiVoice Call Recording (MiVCR) recording, you must migrate to CX II, CXi II, MXe III and MXe III-L controllers respectively. The EX Controller does not support the ability to record physical PRI trunk channels. If you migrate to an EX controller, then MiVCR Line Side recording is recommended.
- <sup>3</sup>The AX controller support was discontinued in MiVoice Business Release 9.0. The support is continued from MiVoice Business Release 9.1 or later.
- <sup>4</sup>The MXe III-L controller will be available in Q1, 2020 only for the following regions: North America, UK, Middle East, Africa, Australia, and New Zealand.
- <sup>5</sup>The MXe III-L controller supports MiVoice Business 9.1 and later only. If you have to replace your MXe III controller with an MXe III-L controller, follow the instructions in **KMS article S05142**.

## Supported devices

### Devices with firmware support

The following lists the devices that you can migrate to MiVoice Business Release 9.0 or later, with its firmware support provided either through the MiVoice Business 9.0 software or an alternate source.

- 5010 IP phone
- 5020 IP phone
- 5212 IP phone
- 5215 IP phone
- 5215 IP phone Dual Mode
- 5220 IP phone
- 5220 IP phone Dual Mode
- 5224 IP phone
- 5235 IP phone
- 5304 IP phone
- 5312 IP phone
- 5320 IP phone
- 5320e IP phone

- 5324 IP phone
- 5330 IP phone
- 5330e IP phone
- 5340 IP phone
- 5340e IP phone
- 5360 IP phone
- 5485 IP Pager
- 5505 SIP phone
- 5540 IP Console
- 5560 IPT
- 5603 SIP phone
- 5604 SIP phone
- 5607 SIP phone
- 5610 SIP phone
- 5613 SIP phone
- 5614 SIP phone
- 5624 SIP Phone
- 5634 SIP phone
- 612 SIP-DECT
- 622 SIP-DECT
- 632 SIP-DECT
- 650 SIP-DECT
- 6905 IP phone
- 6910 IP phone
- 6920 IP phone
- 6930 IP phone
- 6940 IP phone
- 6970 SIP phone
- Citel Link 1
- Citel Link 2
- Generic SIP phone
- MiVoice Business Console
- Navigator
- Netvision IP
- OpenPhone 26/27
- Spectralink (wireless)

### Devices with no firmware support

The following lists the devices that you can migrate to MiVoice Business Release 9.0 or later, but its firmware is **not** included in the MiVoice Business 9.0 software. These devices can connect to the MiVoice Business system only if the device has its firmware or if the firmware is provided through a server:

- 5001
- 5005

- 5140
- 5201
- 5205
- 5207
- 5230
- 5302 IP phone (SIP support only)

**NOTE:** Mitel reserves the right to **not** fix specific issues related to the following devices in MiVoice Business Release 9.0 or later:

- 5001 IP phone
- 5005 IP phone
- 5010 IP phone
- 5020 IP phone
- 5140 IP phone
- 5201 IP phone
- 5205 IP phone
- 5207 IP phone
- 5212 IP phone
- 5215 IP phone Dual Mode
- 5215 IP phone
- 5220 IP phone Dual Mode
- 5220 IP phone
- 5224 IP phone
- 5230 IP phone
- 5235 IP phone
- 5240 IP phone

## Unsupported hardware and devices

### Unsupported hardware

The following lists the unsupported hardware in MiVoice Business Release 9.0 or later.

- Analog Service Unit (ASU) if migrating to an x86-based system or an EX controller
- Digital Service Unit (DSU)
- Dual Fiber Interface Module (FIM)
- Digital Trunking Mitel Mezzanine Cards (MMC) if migrating to an x86-based system or an EX controller
- FD PER
- Network Service Unit (NSU)
- SX-200 Bay

The following lists the unsupported devices in MiVoice Business Release 9.0 or later.

- Analog devices on an unsupported hardware
- Analog trunks on unsupported hardware
- Cards on unsupported hardware
- Digital Network Interface Card (DNIC) sets on an unsupported hardware

- Digital trunks on unsupported hardware
- DNIC console:
  - SuperConsole 1000
- IP devices:
  - 5410 IP phone
  - 5550 IP Console
  - 6600 Your Assistant Pro
  - 6600 Your Assistant Pro
  - 6600 Your Assistant Pro
- Loudspeaker pagers on unsupported hardware
- Multi-line DNIC sets on unsupported hardware:
  - Superset 410
  - Superset 420
  - Superset 430
  - Superset 4015
  - Superset 4025
  - Superset 4125
  - Superset 4150
- Single line DNIC sets on unsupported hardware:
  - Superset 401
  - Superset 4001
  - DNIC Music on Hold/Pager Unit (DMP)

## Impacted programming

The following table lists the programming that is impacted due to migration to MiVoice Business Release 9.0 or later.

Form	Impact
Date and Time	The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to <b>Configuration &gt; Date and Time</b> in Server Manager.
DHCP IP Address Range	The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to <b>IP Range Table</b> in the <b>Subnets</b> tab, in <b>Configuration &gt; DHCP</b> in Server Manager. Other fields are ignored.
DHCP Lease Viewer	The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to the <b>Lease View</b> tab in <b>Configuration &gt; DHCP</b> in Server Manager.

Form	Impact
DHCP Server	The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to the <b>Enable DHCP Service</b> field in the <b>DHCP Service</b> tab, in <b>Configuration &gt; DHCP</b> in Server Manager.
DHCP Static IP	The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to the <b>Static Hosts</b> tab in <b>Configuration &gt; DHCP</b> in Server Manager. The <b>Protocol</b> field is not moved to Server Manager. Only MAC address is supported for hardware address.
DHCP Subnet	The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to <b>Subnet List</b> in the <b>Subnets</b> tab, in <b>Configuration &gt; DHCP</b> in Server Manager.
DHCP Options	The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to the <b>Options</b> tab in <b>Configuration &gt; DHCP</b> in Server Manager. Any legacy Mitel option is migrated to DHCP option 125. The options 78-79, 116-117, and 199-121 are not migrated. The option 67 is used for providing bootfile name to DHCP clients associated with E2T cards in earlier releases. This option is migrated (if programmed) but ignored in MiVoice Business Release 9.0. You can optionally delete the programming of this option in the Server Manager.

Form	Impact	
SNMP Configuration	The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to <b>Configuration &gt; SNMP</b> in Server Manager. Refer to the following table for fields mapping:	
	Field in the SNMP Configuration Form	Field in Configuration > SNMP in Server Manager
	Enable SNMP Agent	SNMP service status
	Contact	System contact address
	Location	System location
	Read Only Community	SNMPv2c community string for read-only access
	Read/Write Community	SNMPv2c community string for read-write access
	Accept Requests From All Managers Yes  No (and the Accept Requests from the following Managers table has entries)  No (and the Accept Requests from the following Managers table is empty)	SNMPv2c network access setting All configured trusted network  All configured trusted network  Localhost only
	Other fields are ignored.	



Form	Impact	
SNMP Trap Forwarding	<p>The form is discontinued in the MiVoice Business System Administration Tool.</p> <p>If the <b>ER Notification</b> field for an entry is enabled, then the corresponding values are migrated to the <b>Shared System Options</b> form. Refer to the following table for fields mapping:</p>	
	Field in the SNMP Trap Forwarding Form	Field in the Shared System Option Form
	ER Notification	Enable ER TRAPS
	IP Address	Trap host or address for ER Notification
	Trap Community	TRAP Community String
	<p>The entries which has <b>ER Notification</b> field is disabled, are migrated to <b>Configuration &gt; SNMP</b> in Server Manager.</p>	
	Field in the SNMP Trap Forwarding Form	Field in Configuration > SNMP in Server Manager
	IP Address	Trap host or address <b>NOTE:</b> Entries are migrated separately by a comma
	Trap Community	SNMP v2c Trap community string <b>NOTE:</b> Only the first <b>Trap Community</b> string is migrated.
	Other fields are ignored.	
System IP Properties	<p>The form is continued in the MiVoice Business System Administration Tool with the following changes:</p> <p>The <b>Host Name</b>, <b>System IP Address</b>, and <b>Gateway IP Address</b> fields are read-only, and must be specified from Server Console. The <b>Domain Name Service (DNS)</b> section is removed. Refer to the following table for fields mapping:</p>	
	Field in the System IP Properties Form	Field in Configuration > Review Configuration in Server Manager
	Domain Name	Primary domain (For all 3300 ICP Controllers)
	Primary DNS Server	Primary DNS Server
	Secondary DNS Server	Secondary DNS Server
	Other fields are retained in the <b>System IP Properties</b> form.	

Form	Impact
Web Server Certificate	<p>The form is discontinued in the MiVoice Business System Administration Tool and the functionality is moved to <b>Security &gt; Web Server</b> in Server Manager.</p> <p>In MiVoice Business Release 9.0, the web server certificate is migrated to Server Manager as third-party certificate.</p> <p>If the third-party certificate expires, then you can:</p> <ul style="list-style-type: none"><li>• use your enterprise certificate</li><li>• use a certificate obtained from a Certificate Authority</li><li>• un-install the third-party certificate using Server Manager. See the <b>Uninstall a Let's Encrypt SSL Certificate</b> section in the <b>Manage Third-Party Certificates from Let's Encrypt</b> topic under <b>Security &gt; Web Server</b> in the Server Manager Help.</li><li>• use a third-Party certificate from an alternate certificate authority. See <b>Third Party Certificates</b> under <b>Security &gt; Web Server</b> in the Server Manager Help.</li></ul>

## About Server Manager and Server Console

The MiVoice Business Release 9.0 introduces Server Manager and Server Console to 3300 ICP controllers that you can use to perform certain platform and security related configuration, including server administration tasks. For more information, see **Server Manager** and **Server Console** in the *MiVoice Business System Administration Tool*, Release 9.0.

## About the EX controller

For more information, see the *EX Controller Installation and Administration Guide*.

# Pre-Migration Audit

## Overview

To migrate your MiVoice Business system to MiVoice Business Release 9.0 or later, you must qualify your system through a pre-migration audit. You must perform a pre-migration audit on your MiVoice Business system's database using the **MiVoice Business Migration Tool**. The pre-migration audit generates a pre-migration audit report that identifies unsupported hardware and invalid system programming in your system's database, and provides available options you must take to make your system's database compatible with MiVoice Business Release 9.0 or later.

### NOTE:

1. You can perform the pre-migration audit on any MiVoice Business system.
2. It is mandatory to run the pre-migration audit for your MiVoice Business system and ensure that the database is compatible with MiVoice Business Release 9.0 or later.
3. An attempt to restore an incompatible database results in a default database.

After you implement an option, you must rerun the pre-migration audit to ensure that your system's database is compatible with MiVoice Business Release 9.0 or later.

## About the MiVoice Business Migration Tool

MiVoice Business Release 9.0 introduces the **MiVoice Business Migration Tool** that helps you:

- Perform a pre-migration audit and generate a pre-migration audit report.
- Migrate 3300 ICP controllers to MiVoice Business Release 9.0 or later.

The **MiVoice Business Migration Tool** supports the following operations:

- Pre-migration audit - This operation generates a pre-migration audit report that identifies unsupported hardware and invalid system programming in your system's database, and provides available actions you must take to make your system's database compatible with MiVoice Business Release 9.0 or later.
- Migration with media replacement: This operation migrates the bootloader on your 3300 ICP controller. After the migration, you must manually replace the drive (Hard Disk Drive (HDD) or Compact Flash (CF) on the 3300 ICP controller with a drive containing the MiVoice Business 9.0 or later software. After replacing the drive, you can license the system and restore a compatible database either manually or using the tool. This operation is available only when your controller does not meet the minimum drive requirements or when you the replacement drive with the MiVoice Business 9.0 or a later software readily available. If minimum requirements of the drive are met and the RAM is insufficient, then you must upgrade the RAM and continue with the full migration operation.

This operation supports two sub-operations:

- Migration: This operation performs the complete migration. After the bootloader migration, you must manually replace the drive with a drive containing the MiVoice Business 9.0 or a later software. After replacing the drive, the tool proceeds with licensing the system and restoring the database.
- Bootloader upgrade only: This operation migrates only the bootloader on your 3300 ICP controller. After the bootloader migration, you must manually replace the drive with a drive containing the MiVoice Business 9.0 or a later software, license the system and restore the database.

- Full migration - This operation performs a full migration on your 3300 ICP controller. This operation is available when your controller meets the minimum requirements of HDD/CF and the RAM.

**NOTE:** The full migration option is not supported for an AX controller.

**NOTE:**

1. You can download the **MiVoice Business Migration Tool** from the **Downloads** page on [Mitel MiAccess](#). For PC requirements and installation instructions, see the *MiVoice Business Technician's Handbook* document.
2. For more information on the MiVoice Business Migration Tool, see the *MiVoice Business Migration Tool Help* available with the MiVoice Business Migration Tool.

## Prerequisites for a pre-migration audit

Before you begin the pre-migration audit:

- Ensure that your MiVoice Business system release is MCD 6.0 SP3 or later.
- Ensure that you have downloaded the MiVoice Business Migration Tool.
- Ensure a LAN connection between the PC and MiVoice Business system.
- Ensure that you have configured the networking requirements on the PC running the MiVoice Business Migration Tool to connect to the Mitel Application Management Center (AMC) for License and Options configuration.
- Ensure that you have the IP address of the MiVoice Business system.
- Ensure that you have the login ID with system access and password of the MiVoice Business system.
- Ensure that the **License and Option Selection** form in the MiVoice Business System Administration Tool reflects accurate license allocation.

**NOTE:** If the information in the **License and Option Selection** form is not accurate, then the MiVoice Business Migration Tool might recommend inaccurate system licenses in the pre-migration audit report, which might result in devices not being restored after the migration.

# Prepare your System for Migration

## Overview

The pre-migration audit report outlines hardware and system programming that is incompatible with MiVoice Business Release 9.0 or later, and provides a list of available options you can take to prepare your system's database for migration to MiVoice Business Release 9.0 or later.

The chapter describes the available options listed in the pre-migration audit report that must be implemented to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later.

**NOTE:** Before you proceed, ensure to back up the database. In the event of an issue after migration, you might have to perform a reverse migration and restore the backed up database.

## Minimum HDD/CF and RAM Requirements Not Met on a 3300 ICP Controller

### Overview

Your 3300 ICP controller must meet the [minimum drive or RAM requirements](#) for migration. If your controller does not meet the [minimum drive or RAM requirements](#), you must upgrade the HDD/CF and RAM.

### Before your begin

Ensure that you have procured the minimum HDD or RAM. See [Supported platforms and minimum hardware requirements](#).

### Upgrade HDD/CF or RAM

To upgrade HDD or RAM on your 3300 ICP controller:

1. To upgrade the HDD/CF on CX II, CXi II and MxII controllers, see **Ch. 7, Install and Replace Units > Hard Drives** in the *MiVoice Business Technicians Handbook* document.  
Or, to upgrade a CF on an AX controller, see **Ch. 7, Install and Replace Units > Flash Cards** in the *MiVoice Business Technicians Handbook* document.
2. To upgrade the RAM, see **Ch. 7, Install and Replace Units > Memory Module** in the *MiVoice Business Technicians Handbook* document.

## VLAN ID Considerations before Migration of a 3300 ICP Controller

If you are going to move a 3300 ICP controller to a different VLAN before proceeding with migration, then you must take change the VLAN ID to the appropriate value before taking a backup:

1. Log in to the System Administration Tool.
2. Navigate to the **System IP Properties** form and change the VLAN ID to the VLAN ID of the new network. If you do not know the VLAN ID of the new network, you can change the VLAN ID to the default value (1).
3. In the **Maintenance Commands** form, run the **RESET SYSTEM** command. A confirmation message is displayed.
4. Click **OK** to reboot the system.
5. Configure the network port of the external L2 switch to which the system is connected as either untagged (if the system's VLAN ID is set to 1) or tagged. If you are enabling tagging on the external L2 switch, you must set its VLAN ID to the same VLAN ID as the system.

Verify that you can access the system over the network.

6. Back up the database with the newly assigned VLAN ID (see **Maintenance and Diagnostics --> Backup** in the *System Administration Tool*).
7. After the database backup, if you are moving the controller to a new physical location, then run the **SHUTDOWN** command from the Maintenance Commands form.
8. Power down the system when it is safe to do so. Move the controller to the desired location and power it on.

**NOTE:** In case you have to restore your database manually before the migration, do not restore database with the original VLAN ID unless you can ensure that the external L2 switch can be configured for the same VLAN ID and tagged; instead, verify that you can log into the ESM (before you initiate migration) with the database backup containing the new VLAN ID in place. After the migration and before moving the system back to the original VLAN/location, change the VLAN ID in the **System IP Properties** form to the original VLAN ID and initiate system shutdown from the Server Manager's **Shutdown and reboot** panel. Once safe, power down the system, move it to the desired location, and power it back on.

## Unsupported IP device

### Overview

Certain IP devices are not supported in MiVoice Business Release 9.0 or later. For more information, see [Unsupported hardware and devices](#).

Before migration, do one of the following to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later.

**NOTE:** The 5020 IP, 5220 IP, and 5240 IP phones if used by applications, such as MiCollab, NuPoint, and so on, do not download the firmware, and hence no action is required for these phones.

If you want to	Then perform	Applicable IP Devices	Supported Replacement IP Device
Replace the unsupported IP device with a supported IP device	<i>Replace unsupported IP device with a supported IP device</i>	5001 IP phone 5005 IP phone 5010 IP phone 5020 IP phone 5140 IP phone 5201 IP phone 5205 IP phone 5207 IP phone 5215 IP phone (Non-Dual Mode) 5220 IP phone (Non-Dual Mode) 5230 IP phone 5240 IP phone	69xx series IP phones or 53xx series IP phones
Deprogram the IP device	<i>Deprogramming an IP device, a 5550 IP device, an analog device, or a multi-line DNIC set</i>	5001 IP phone 5005 IP phone 5010 IP phone 5020 IP phone 5140 IP phone 5201 IP phone 5205 IP phone 5207 IP phone 5215 IP phone (Dual and Non-Dual Mode) 5220 IP phone 5230 IP phone 5240 IP phone 5401 IP phone 6600 Your Assistant Pro App Server Port	NA

## Replace unsupported IP device with a supported IP device

Before you begin, ensure that you have the replacement IP device.

To replace an unsupported IP device with a supported device:

1. In the MiVoice Business System Administration Tool, change **Device Type** in the **User and Services Configuration** form. See **System Programming > Users > Changing a User Profile** in the *MiVoice Business System Administration Tool Help*.
2. Install the replacement IP device. Refer to the installation instructions provided with the IP device.
3. Register the IP device. See **Ch. 3, Installation and programming > Register IP devices from the telephones** in the *MiVoice Business Technicians Handbook* document.

## Unsupported 5550 IP console

### Overview

The 5550 IP Console is not supported in MiVoice Business Release 9.0 or later. Before migration, do one of the following to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later:

- [Convert 5550 IP console to MiVoice Business Console](#)
- [Deprogramming an IP device, a 5550 IP device, an Analog device, or a multi-line DNIC set](#)

### Convert 5550 IP console to MiVoice Business Console

Before you begin, ensure that the system release is MiVoice Business Release 7.0 or later.

To convert the 5550 IP Console to a MiVoice Business Console:

- See *5550 IP Console To MiVoice Business Console Transition Guide*, MiVoice Business Release 7.0.

## Analog device on an ASU is not supported on an EX controller

### Overview

If you are migrating to an EX controller, analog devices programmed on an ASU are not supported. You must do one of the following to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later:

- [Convert an analog device to a SIP device](#)
- [Deprogramming an IP device, a 5550 IP device, an Analog device, or a multi-line DNIC set](#)

## Analog device on FD PER or SX-200 Bay is not supported

### Overview

Analog devices programmed on FD PER or SX-200 Bay are not supported in MiVoice Business Release 9.0 or later. You must do one of the following to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later:

- [Migrate an analog device on to a supported ASU](#)
- [Replace an analog device with an IP or SIP device](#)
- [Deprogramming an IP device, a 5550 IP device, an analog device, or a multi-line DNIC set](#)



## Migrate an analog device on to a supported ASU

Before you begin, ensure that you have one of the following supported ASU procured and installed:

- 3300 Universal ASU
- 3300 ASU
- ASU II
- 3300 Embedded Analog

To migrate an analog device to a supported ASU:

1. Install the ASU. See **Appendix A: Hardware reference > Analog Services Unit** in the *MiVoice Business Technician's Handbook* document.
2. Program the ASU. See **Forms Reference > Forms A to C > Analog Services Units** in the *MiVoice Business System Administration Tool Help*.
3. Program a dummy analog device. See **System Programming > Devices > Programming Analog Telephones** in the *MiVoice Business System Administration Tool Help*.
4. Run the MOVE SWAP command to swap the obsolete analog device with the dummy analog set.
5. Delete the dummy analog set.

## Replace an analog device with an IP or SIP device

Before you begin, ensure that you have the replacement IP or SIP device.

To replace an analog device with an IP or SIP device:

1. Deprogramming an IP device, a 5550 IP device, an Analog device, or a multi-line DNIC set.
2. Install the replacement device. Refer to the installation instructions provided with the device.
3. Do one of the following:
  - Register the IP device. See **Ch. 3, Installation and programming > Register IP devices from the telephones** in the *MiVoice Business Technician's Handbook* document.
  - Program the SIP device. See **System Programming > Devices > Programming SIP Phones** in the *MiVoice Business System Administration Tool Help*.

## Loudspeaker pager not supported on an EX controller

### Overview

If you are migrating to an EX controller, loudspeaker pagers are not supported. You must [Deprogramming a loudspeaker page](#) to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later.

# Loudspeaker pager on an FD PER or SX-200 BAY is not supported

## Overview

Loudspeaker pagers programmed on FD PER or SX-200 Bay are not supported in MiVoice Business Release 9.0 or later. You must do one of the following to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later:

- [Replace a loudspeaker pager with an IP or SIP device](#)
- [Deprogramming a loudspeaker pager](#)

## Replace a loudspeaker pager with an IP or SIP device

Before you begin, ensure that you have the replacement IP or SIP device.

To replace an analog device with an IP or SIP device:

1. [Deprogramming a loudspeaker pager](#).
2. Install the replacement device. Refer to the installation instructions provided with the device.
3. Do one of the following:
  - Register the IP device. See **Ch. 3, Installation and programming > Register IP devices from the telephones** in the *MiVoice Business Technicians Handbook* document.
  - Program the SIP device. See **System Programming > Devices > Programming SIP Phones** in the *MiVoice Business System Administration Tool Help*.

# Multi-line DNIC set on FD PER or SX-200 Bay is not supported

## Overview

Multi-line Digital Network Interface Card (DNIC) sets programmed on FD PER or SX-200 Bay are not supported in MiVoice Business Release 9.0 or later. You must do one of the following to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later:

- [Convert a multi-line DNIC set to a multi-line IP phone](#)
- [Deprogramming an IP device, a 5550 IP device, an Analog device, or a multi-line DNIC set](#)

## Convert a multi-line DNIC set to a multi-line IP phone

You can convert a multi-line DNIC set to a supported multi-line IP phone.

The following table lists the replacement IP phones for multi-line DNIC sets.

Multi-line DNIC Set	Replacement IP phone
---------------------	----------------------

<ul style="list-style-type: none"> <li>• Superset 410</li> <li>• Superset 420</li> <li>• Superset 430</li> <li>• Superset 4015</li> <li>• Superset 4025</li> <li>• Superset 4125</li> <li>• Superset 4150</li> </ul>	<ul style="list-style-type: none"> <li>• 5330 IP</li> <li>• 5330e IP</li> <li>• 5340 IP</li> <li>• 5340e IP</li> <li>• 5360 IP</li> <li>• 6920 IP</li> <li>• 6930 IP</li> <li>• 6940 IP</li> </ul>
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**NOTE:** To revert the conversion, you must delete the IP phone and reprogram the multi-line DNIC set.

Before you begin, ensure that:

- The release is MiVoice Business Release 8.0 SP3.
- If the multi-line DNIC set is configured with an Analog Interface Module (AIM), then deprogram the AIM. Multi-line DNIC set configured with an AIM cannot be converted to an IP phone.
- The lines on the multi-line DNIC set or its Programmable Key Module (PKM) are not busy.
- The replacement IP phone is procured.

To convert a multi-line DNIC set to an IP phone:

1. Change the DNIC set device type to a replacement IP phone. See **System Programming > Users > Changing a User Profile** in the *MiVoice Business System Administration Help*.
2. If you have a PKM configured with the DNIC set, and if you are converting the DNIC set to a:
  - 5330 IP, 5330e IP, 5340 IP, 5340e IP, or a 5360 IP phone, then you can retain the PKM, and the system automatically configures and labels the keys based on number of keys on the IP phone.
  - 6920 IP, 6930 IP, or a 6940 IP phone, then you must change the PKM. The system automatically migrates the keys, labels, and statuses to the new PKM.
3. If you have configured MiCollab with the MiVoice Business system, the system does not automatically sync the updates introduced by the conversion of multi-line DNIC to IP phone with MiCollab. You must manually perform the System Data Synchronization (SDS) sync with MiCollab to share the updates. For more information, see **SDS - Synchronizing Data** in the *MiVoice Business System Administration Tool Help*.
4. Install the replacement IP phone. Refer to the installation guide provided with the IP phone, and **Ch. 3, Installation and programming > Install telephones** in the *MiVoice Business Technicians Handbook* document.
5. Register the IP device. See **Ch. 3, Installation and programming > Register IP devices from the telephones** in the *MiVoice Business Technicians Handbook* document.

## Trunks not supported on an x86-based controller

### Overview

If you are migrating to an x86-based controller (MiVoice Business Virtual, MiVoice Business for ISS, MiVoice Business Multi-Instance, and EX controller), analog trunks programmed on Analog Main Board (AMB) and Analog Option Board (AOB), and digital trunks programmed on MMC are not supported. You

must see [Deprogramming a trunk](#) to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later.

## Trunk on FD PER or SX-200 Bay is not supported

### Overview

Trunks (analog trunks programmed on AMB and Analog Option Board AOB, and digital trunks programmed on MMC) programmed on FD PER or SX-200 Bay are not supported in MiVoice Business Release 9.0 or later. You must do one of the following to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later:

- [Convert a trunk to a gateway trunk](#)
- [Replace a trunk with an embedded digital trunk](#)
- [Deprogramming a trunk](#)

### Replace a trunk with an embedded digital trunk

To replace a trunk with an embedded digital trunk:

1. Do one of the following.
  - Programming Embedded MSDN/DPNSS Trunk
  - Programming Embedded PRI/QSIG Trunk
  - Programming Embedded T1/D4 TrunksSee **System Programming > Trunks > Digital Trunks > Programming Digital Trunks** in the *MiVoice Business System Administration Tool Help*.
2. Add the new trunk to the same trunk group as the trunk group.
3. Test whether the new trunk is working.
4. Mark the trunk as out-of-service. See **Forms Reference > Forms S to Z > Trunk Circuit Descriptor** in the *MiVoice Business System Administration Tool Help*.
5. [Deprogramming a trunk](#)

### Replace a trunk with a SIP Peer

To replace a trunk with a SIP Peer:

1. Program a SIP trunk. Do one of the following. See **System Programming > Trunks > Programming SIP Trunks** in the *MiVoice Business System Administration Tool Help*.
2. Modify the ARS route to use the SIP Peer instead of the trunk group. See **Forms Reference > Forms A to C > ARS Routes** in the *MiVoice Business System Administration Tool Help*.

## Unsupported Digital Trunking Mitel Mezzanine Cards (MMC)

### Overview

Digital Trunking Mitel Mezzanine Cards (MMC) are not supported, if you are migrating to an EX controller or if the cards are programmed on FD PER or SX-200 Bay. You must [Deprogram a Digital Trunking Mitel Mezzanine Card](#) to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later.

## ASU is not supported on x86 based controllers

### Overview

If you are migrating to an x86-based controller (MiVoice Business Virtual, MiVoice Business for ISS, MiVoice Business Multi-Instance, and EX controller), ASUs are not supported. You must [Deprogram an Analog Service Unit \(ASU\)](#) to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later:

## Digital Trunking Interface (including R2 Trunk) is not supported on x-86 based controllers

### Overview

If you are migrating to an x86-based controller (MiVoice Business Virtual, MiVoice Business for ISS, and MiVoice Business Multi-Instance, excluding EX controller), digital trunking interfaces, including R2 trunks are not supported. You must first perform [Deprogramming a digital trunking interface](#) to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later.

## Unsupported cabinet

### Overview

Certain cabinets are not supported in MiVoice Business Release 9.0 or later. You must [Deprogramming a cabinet](#) to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later.

# Unsupported interface

## Overview

Certain interfaces are not supported in MiVoice Business Release 9.0 or later. You must [Deprogram an interface](#) to make your MiVoice Business system's database compatible for migration to MiVoice Business Release 9.0 or later.

## Deprogramming procedures

### Deprogramming an IP device, a 5550 IP device, an Analog de-vice, or a multi-line DNIC set

If your MiVoice Business system release is earlier than MiVoice Business 8.0 SP1, then perform the following procedure to deprogram a device:

1. Ensure that you have the Directory Number (DN) of the device you want to deprogram.
2. Log in to the System Administration Tool.
3. Manually delete the reference of the DN from the following forms:
  - ACD Express Groups
    - Interflow Point Directory Number
    - Unavailable Answer Point Directory Number
  - Associated Directory Numbers
  - Call Rerouting Always Alternative
  - Cal Rerouting First Alternative
  - Call Rerouting Second Alternative
  - Guest Rooms
  - Hotel Options
    - Wake-up Call – Expiration Routing
    - Wake-up Call – Wake-Up Directory Number
  - Intercept Handling
  - Page Groups
  - Remote Busy Lamps
  - Suites
  - System Access Points
    - Night Bell Directory Number
    - MNMS: Event Indication Routing Number
    - MNMS: Event Indication Number
  - Trunk Attributes
4. Delete the DN programming from the **User and Services Configuration** form.

If your MiVoice Business system release is MiVoice Business 8.0 SP1 or later, then perform the following procedure to deprogram a device:

1. Ensure that you have the DN of the device you want to deprogram.
2. Log in to the System Administration Tool.
3. In the **Maintenance Commands** form, do either of the following:
  - Run the **DN REF DELETE < Directory Number >** to delete all the references of the DN from the forms in the System Administration Tool. Continue with step 4.
  - Run the **DN DELETE < Directory Number >** to delete all the references of the DN from the forms and the **User and Services Configuration** form in the System Administration Tool.
4. Delete the DN programming from the **User and Services Configuration** form.

## Deprogramming a loudspeaker pager

To deprogram a loudspeaker pager:

1. Log into the System Administration Tool.
2. Deprogram the loudspeaker pager in the **Loudspeaker Paging** form. See **System Programming > Devices > Programming Loudspeaker Paging (Analog)** in the *MiVoice Business System Administration Help* for more information on programming a loudspeaker pager.

## Deprogramming a trunk

To deprogram a trunk, perform the reverse of the procedure for programming a trunk.

## Deprogramming a Digital Trunking Mitel Mezzanine Card

To deprogram an embedded digital trunking Mitel Mezzanine Card (MMC):

1. Log in to the System Administration Tool.
2. Deprogram digital trunks programmed on the MMC. To deprogram a digital trunk, perform the reverse of the procedure for programming a digital trunk. See **System Programming > Trunks > Digital Trunks** in the *MiVoice Business System Administration Help* for more information on programming digital trunks.
3. Deprogram the MMC. To deprogram an MMC, perform the reverse of the procedure for programming an MMC. See **System Programming > Programming Controller Modules** in the *MiVoice Business System Administration Help* for more information on programming MMC.

## Deprogramming an Analog Service Unit (ASU)

To deprogram an ASU:

1. Log in to the System Administration Tool.
2. Depending on the ASU programmed, perform the reverse of one of the following programming procedures described in the *MiVoice Business System Administration Help*:
  - **System Programming > Programming a Universal ASU**
  - **System Programming > Programming an ASU II**

## – System Programming > Programming an ASU

### Deprogramming a digital trunking interface

To deprogram a digital trunking interface:

1. Log in to the System Administration Tool.
2. Perform the reverse of the procedure for programming a digital trunking interface. See **System Programming > Trunks > Digital Trunks** in the *MiVoice Business System Administration Help* for more information on programming a digital trunking interface.
3. If you are migrating an R2 trunk to an EX controller, then continue with .

### Deprogramming a cabinet

To deprogram a cabinet:

1. Log in to the System Administration Tool.
2. Perform the reverse of the procedure for programming a cabinet. See **System Programming > Initial Configuration** in the *MiVoice Business System Administration Help* for more information on programming a cabinet.

### Deprogramming an interface

You must deprogram an interface if it is programmed on an unsupported hardware.



# Migration

## Overview

This chapter provides migration guidelines for your MiVoice Business system:

- [Migration guidelines for a supported 3300 ICP controller](#)
- [Migration guidelines for an unsupported 3300 ICP controller](#)
- [Migration guidelines for Virtual MiVoice Business Virtual or MiVoice Business-ISS](#)
- [Migration guidelines for MiVoice Business Express](#)
- [Migration guidelines for MiVoice Business Multi-Instance](#)

## Before you begin

Before you begin migration:

- Ensure that your MiVoice Business system release is MCD 6.0 SP3 or later.
- Ensure that you have downloaded the MiVoice Business Migration Tool.
- Ensure that you have run the pre-migration audit on your MiVoice Business system, implemented the actions suggested in the pre-migration audit report, and the system's database is compatible for migration to MiVoice Business Release 9.0 or later.
- If you have an unsupported 3300 ICP controller, ensure that you have a replacement platform procured and installed. See the *MiVoice Business Technicians Handbook* for more information.
- For CX II, CXi II, and MXe III controller, ensure that HDD requirements (see Supported platforms and minimum hardware requirements) are met. Otherwise, procure the replacement HDD with MiVoice Business 7.2 SP2 software.
- For an AX controller, ensure that you have the replacement 16 GB CF with MiVoice Business Release 9.1 or later software.
- If you are migrating a 3300 ICP controller, ensure that you have downloaded the MiVoice Business Release 9.0 or later software and copied the file to an external or a local repository. The software can be downloaded from the **Software Download Center** on Mitel MiAccess.
- Ensure that there is a LAN connection between the PC and MiVoice Business system.
- Ensure that you have configured the networking requirements on the PC running the **MiVoice Business Migration Tool** to connect to the Mitel Application Management Center (AMC) for License and Options configuration.
- Ensure that you have the IP address of the MiVoice Business system.
- Ensure that you have the login ID with system access and password of the MiVoice Business system.
- If you are migrating an expanded MXe III controller, ensure that the E2T and the RTC cards have 1 GB RAM.
- For CX II and CXi II controllers with 16 GB drive (SSD), ensure that the voice mail size in the compatible database does not exceed 30 hours.
- Ensure that the **Host Name** field in the **System IP Properties** form in the MiVoice Business System Administration Tool is not blank and has a valid entry.

- If you are restoring a compatible database file during the migration, ensure that the user credentials in the database file contains the same user credentials that is used in the MiVoice Business Migration Tool for connecting to the MiVoice Business system.
- Ensure that the **License and Option Selection** form in the MiVoice Business System Administration Tool reflects accurate license allocation.  
**NOTE:** If the information in the **License and Option Selection** form is not accurate, then the MiVoice Business Migration Tool might recommend inaccurate system licenses in the pre-migration audit report, which might result in devices not being restored after the migration.
- Note that during the migration, your system will be out-of-service. There will be a downtime when performing the migration, unless you have a resilient system.

## Migration guidelines for an unsupported 3300 ICP controller

### Overview

The following section provides guidelines for migrating a MiVoice Business system installed on an unsupported 3300 ICP controller. See [Supported platforms and minimum hardware requirements](#) for unsupported platforms and supported replacements.

### Procedure

Step	Action	Document reference
1	<ol style="list-style-type: none"><li>1. Perform the pre-migration audit of your MiVoice Business system installed on the unsupported platform.</li><li>2. Select a target platform for migration.</li></ol>	See <b>Performing a pre-migration audit</b> in the <i>MiVoice Business Migration Tool Help</i> .
2	Prepare your MiVoice Business system by implementing the actions suggested in the pre-migration audit report. Repeat steps 1 and 2 to ensure that the system's database is compatible.	See <a href="#">Prepare your System for Migration</a> .
3	Back up the compatible database.	See <b>Maintenance &gt; Procedures &gt; Database Maintenance &gt; Backing up a Database</b> in the <i>MiVoice Business System Administration Tool Help</i> .

Step	Action	Document reference
4	Install the MiVoice Business Release 9.0 or later software on the supported platform.	If your replacement (target) platform is a 3300 ICP controller, then see the <i>MiVoice Business Technicians Handbook</i> for installing, initial set up and migration to MiVoice Business 9.0 or later. If your replacement (target) platform is MiVoice Business Virtual or MiVoice Business-ISS, see the <i>MiVoice Business Installation and Administration Guide for Industry Standard Servers (ISS) and Virtual MiVoice Business</i> document. If your replacement (target) platform is an EX Controller, see <i>EX Controller Installation and Administration Guide</i> .
5	Log in to Server Manager and activate the license for the system. <b>NOTE:</b> The default password for Server Manager deployed on an EX Controller is password.	See <b>ServiceLink &gt; View ServiceLink Status</b> in the <i>Server Manager Help</i> .
6	Log in to the MiVoice Business System Administration Tool.	See <b>Ch. 3, Installation and programming &gt; Programming system &gt; Log into the programming tools &gt; Embedded system management tools</b> in the <i>MiVoice Business Technicians Handbook</i> document.
7	Restore the compatible database.	See <b>Maintenance &gt; Procedures &gt; Database Maintenance &gt; Restoring a Database</b> in the <i>MiVoice Business System Administration Tool Help</i> .
8	If you are migrating to an EX Controller, then additional configuration is required.	See <b>Ch. 4, Software Installation &gt; Additional Configuration</b> in the <i>MiVoice Business Technicians Handbook</i> document.

**NOTE:** If the migration fails or if the database in the MiVoice Business System Administration Tool is blank after the migration, you might have to perform a reverse migration as a recovery measure. See [Reverse Migration](#).

# Migration guidelines for a supported 3300 ICP controller

## Overview

The following section provides guidelines for migrating a MiVoice Business system installed on a supported 3300 ICP controller. See Supported platforms and minimum hardware requirements.

## Procedure

Step	Action	Document reference
1	<ol style="list-style-type: none"> <li>1. Perform the pre-migration audit of your MiVoice Business system.</li> <li>2. Ensure to select the current platform as the target for migration.</li> </ol>	See <b>Performing a pre-migration audit</b> in the <i>MiVoice Business Migration Tool Help</i> .
2	Prepare your MiVoice Business system by implementing the actions suggested in the pre-migration audit report Repeat steps 1 and 2 to ensure that the system's database is compatible.	See <a href="#">Prepare your System for Migration</a> .
3	Back up the database.	See <b>Maintenance &gt; Procedures &gt; Database Maintenance &gt; Backing up a Database</b> in the <i>MiVoice Business System Administration Tool Help</i> .
4	Perform migration. <b>NOTE:</b> AX controller supports on the <b>Migration with media replacement</b> option.	See <b>Performing a migration with media replacement</b> or <b>Performing a full migration</b> in the <i>MiVoice Business Migration Tool Help</i> .
5	Log in to the MiVoice Business System Administration Tool.	See <b>Ch. 3, Installation and programming &gt; Programming system &gt; Log into the programming tools &gt; Embedded system management tools</b> in the <i>MiVoice Business Migration Tool Help</i> .

**NOTE:** If the migration fails or if the database in the MiVoice Business System Administration Tool is blank after the migration, you might have to perform a reverse migration as a recovery measure. See [Reverse Migration](#).

# Migration guidelines for Virtual MiVoice Business Virtual or MiVoice Business-ISS

## Overview

The following section provides guidelines for migrating a MiVoice Business Virtual or a MiVoice Business system installed on an ISS.

## Procedure

Step	Action	Document reference
1	<ol style="list-style-type: none"> <li>1. Perform the pre-migration audit of your MiVoice Business system.</li> <li>2. Ensure to select the current platform as the target for migration.</li> </ol>	See <b>Performing a pre-migration audit</b> in the <i>MiVoice Business Migration Tool Help</i> .
2	Prepare your MiVoice Business system by implementing the actions suggested in the pre-migration audit report Repeat steps 1 and 2 to ensure that the system's database is compatible.	See <a href="#">Prepare your System for Migration</a> .
3	Back up the compatible database.	See <b>Maintenance &gt; Procedures &gt; Database Maintenance &gt; Backing up a Database</b> in the <i>MiVoice Business System Administration Tool Help</i> .
4	Install the MiVoice Business Release 9.0 or a later software.	See the <i>MiVoice Business Installation and Administration Guide for Industry Standard Servers (ISS) and Virtual MiVoice Business</i> document.
5	Log in to Server Manager and activate the license for the system.	See <b>ServiceLink &gt; View ServiceLink Status</b> in the <i>Server Manager Help</i> .
6	Log in to the MiVoice Business System Administration Tool.	See the <i>MiVoice Business Installation and Administration Guide for Industry Standard Servers (ISS) and Virtual MiVoice Business</i> document.

Step	Action	Document reference
7	Restore the compatible database.	See <b>Administration &gt; Restore</b> in the <i>Server Manager Help</i> . If you are restoring the database from a MiVoice Business Virtual system in to an EX controller, then after the restore, access the server console, select <b>2. Configure this server</b> , navigate to <b>Select local network adapters</b> , and then select <b>eth1 virtio_net - &lt;IP address of the adapter&gt; [eth1: UP]</b> .
8	Log in to Server Manager and reboot the system.	See <b>Administration &gt; Shutdown or Reboot</b> in the <i>Server Manager Help</i> .

**NOTE:** If the migration fails or if the database in the MiVoice Business System Administration Tool is blank after the migration, you might have to perform a reverse migration as a recovery measure . See [Reverse Migration](#).

## Migration guidelines for MiVoice Business Express

See *MiVoice Business Express Migration Guide to vMiVB and vMiCollab* for more details.

## Migration guidelines for MiVoice Business Multi-Instance

See *MiVoice Business Multi-Instance Migration Guide to vMiVB* for more details.

# Post-Migration Tasks

## Overview

This chapter provides the post-migration tasks required for an EX controller.

- [Convert an analog device to a SIP device](#)
- [Convert a trunk to a gateway trunk](#)

## Convert an analog device to a SIP device

During the database restore conversion of the MiVoice Business system on x86-based platforms (MiVoice Business Virtual, MiVoice Business for ISS, MiVoice Business Multi-Instance, and EX controller), all supported analog devices are migrated to generic SIP device using single line user license. For more information, see **System Applications > SIP > SIP Phone Support > Description > Single Line Phone Support** in the *MiVoice Business System Administration Tool Help*.

When the MiVoice Business 9.0 system is up and running, the administrator must associate the generic SIP devices with the appropriate ONS ports by configuring the directory number (DN) of the generic SIP device. For more information, see **Forms Reference > Forms D to G > Gateway Sets** in the *MiVoice Business System Administration Tool Help*.

## Convert a trunk to a gateway trunk

During the database restore conversion of the MiVoice Business system on x86-based platforms (EX controller), all the analog trunk and digital trunk configurations are cleared resulting in any trunk groups that are added to be empty. As a result, the ARS Routes point to empty trunk groups.

When the MiVoice Business 9.0 system is up and running, the administrator must create a SIP Peer profile for EX controller using the **Gateway Trunk Profiles** form, and then modify the ARS routes using Trunk Groups to use the EX SIP Peer profiles. For more information, see **Forms Reference > Gateway Trunk Profiles** in the *MiVoice Business System Administration Tool Help*.

If you are migrating an R2 trunk to an EX controller, then refer to **Ch. 25 R2 CAS Configuration** in the *Software Configuration Guide* at <https://documentation.media5corp.com/>.

# Appendix A: Reverse Migration

This appendix describes the procedures to reverse migrate to the pre-9.0 software release from which you migrated to MiVoice Business Release 9.0 or later.

## Reverse Migration for CX II, CXi II and MXe III Controllers

Reverse migration procedures for CX II, CXi II and MXe III controllers are broadly divided into the following methods, each of which can be performed using Bootrom or U-Boot:

1. Reverse Migration through Manual Full Installation
2. Reverse Migration through Media Replacement

**NOTE:** The procedures listed above are only applicable for reverse migration for **CX II, CXi II and MXe III controllers**. Do not perform reverse migration to pre-9.0 MiVoice Business software versions on **MXe III-L controllers** because they fully support only MiVoice Business 9.1 or later; however, a pre-9.0 MiVoice Business software version is supported on MXe III-L systems for the purpose of helping with migration to MiVoice Business software version 9.1 or later (for example, when replacing an MXe III controller with an MXe III-L controller). For reverse migration of **AX Controllers**, see [Reverse migration for an AX Controller](#).

## Reverse Migration through Manual Full Installation of MiVB Software

### Using Bootrom

#### Overview

This procedure, *Reverse Migration through Manual Full Installation of MiVoice Business software using Bootrom*, makes use of U-Boot's ability to change the bootloader to Bootrom. You must run the U-Boot commands to flash in Bootrom, and reboot the system. You can then configure Bootrom to perform manual full installation of a pre-9.0 MiVoice Business software version.

This procedure is applicable:

- If the Bootrom files are present in the recovery partition of the 3300 ICP controller's HDD/SSD.
- Regardless of whether the MiVoice Business system is licensed or not.

**NOTE:** This procedure erases the MiVoice Business 9.0 or later content on the disk drive. It is recommended to back up the database before proceeding with this procedure.

#### Before you begin

You will require:

- A controller running MiVoice Business Release 9.0.
- Access to the controller's serial port (Maintenance port).
- A baudrate of 9600 for the controller's serial port (for more information, see **Ch. 6, Maintenance > Access 3300 ICP Controller Through the Maintenance Port** in the *MiVoice Business Technicians Handbook*).
- Database backup file of the pre-9.0 release.



- *MiVoice Business Technicians Handbook* document (appropriate release).
- An external FTP server with the pre-9.0 MiVoice Business software installation files. The FTP server must be provisioned with a user and password to access the files.

## Procedure

1. See **Ch. 6, Maintenance > Access 3300 ICP Controller through the Maintenance Port** in the *MiVoice Business Technicians Handbook* document.
2. Do one of the following:
  - If the controller is powered off, power on the controller.
  - If the MiVoice Business system is already up and running, then log in to the Server Manager, and reboot the controller (**Administration > Shutdown or reboot**).
3. In the communication application, stop the auto-boot sequence by pressing the SPACE key three or more times consecutively within seven seconds at the following message:
 

```
Press <SPACE> key 3 times within 7 seconds to stop autoboot
The system displays => prompt when the auto-boot sequence stops.
```
4. From the U-Boot command prompt, run the following command to reflash the VxWorks Bootrom over U-Boot:
 

```
run upd_bootrom_fromdisk
```
5. After the bootrom is successfully flashed in, run the following command to reset the system:
 

```
reset
```
6. Stop the auto-boot sequence by pressing the SPACE key three times after the countdown starts at the following message:
 

```
Press <SPACE> <SPACE><SPACE> to stop auto-boot AFTER countdown starts...
The system displays [VxWorks Boot]: prompt.
```
7. Type **c** and press ENTER. Follow the prompts to configure the bootline for manual installation of the pre-9.0 software (for example, MiVoice Business Release 8.0 SP3), and then reboot the system (see **Ch. 4, Software Installation > Install System Software Manually** in the *MiVoice Business Technicians Handbook*, Release 8.0 SP3 document for details). After the system reboots, and the software installation is complete, proceed with the next step.
8. For an MXe III Expanded controller (MXe III controller equipped with an E2T card), perform [Reverse migration of an E2T Card](#). Otherwise, skip this step, and continue with the next step.
9. Log in to the System Administration Tool.
10. Navigate to the **Maintenance Commands** form, and run the **UPGRADEBOOTROM ALL** command.
 

*For an MXe III Expanded controller, the system updates the bootloader on both the RTC and E2T cards.*
11. License the system, restore the system's pre-9.0 database, and reboot the system by running the **RESET SYSTEM** maintenance command from the System Administration Tool.
12. If you skip licensing the system as indicated in the previous step, then you must reboot the system by running the **RESET SYSTEM** maintenance command from the System Administration Tool.
13. After the MiVoice Business system reboots, log in to the System Administration Tool, and verify the following:

- there is no **Bootrom** alarm.
- for the MXe III controller, the **Hardware Compute Cards** form shows that the E2T card is connected.
- If you have licensed the system and restored the pre-9.0 database, make an IP-TDM call, a conference call, or leave and retrieve a voice mail message (if your system is using embedded voice mail). Verify that you can make the call, and that you have two-way audio.

## Using U-Boot

### Overview

This procedure, *Reverse Migration through Manual Full Installation of MiVoice Business software using U-Boot*, involves configuring U-Boot to perform a manual full installation of the required pre-9.0 MiVoice Business software load over the current disk content. This is done by booting **Boot\_Install**, and installing the required software load *over the network*.

**NOTE:** This procedure erases the MiVoice Business 9.0 or later content on the disk drive. It is recommended to back up the database before proceeding with this procedure.

### Before you begin

You will require:

- An external TFTP server, and knowledge of its IP address and listening port number (default is 69).
- Copy of the **Boot\_Install** image from the target pre-9.0 MiVoice Business software version to which you want to reverse migrate. The **Boot\_Install** image should be placed on the TFTP server, in the path pointed to by U-Boot's release variable. For example, if you copy **Boot\_Install** to the folder 14.0.3.22/ in the TFTP server's Home folder, then the U-Boot *release* variable should be set to 14.0.3.22.
- An external FTP server with the pre-9.0 MiVoice Business software installation files. The FTP server must be provisioned with a user and password to access the files.
- Valid U-Boot installed on the system.
- Access to the controller's serial port (Maintenance port).
- U-Boot's *baudrate* variable set to 9600.

### Procedure

1. See **Ch. 6, Maintenance > Access 3300 ICP Controller through the Maintenance Port** in the *MiVoice Business Technicians Handbook* document.
2. Do one of the following:
  - If the controller is powered off, power on the controller.
  - If the MiVoice Business system is already up and running, then log in to the Server Manager, and reboot the controller (**Administration > Shutdown or reboot**).
3. In the communication application, stop the auto-boot sequence by pressing the SPACE key three or more times consecutively within seven seconds at the following message:

Press <SPACE> key 3 times within 7 seconds to stop autoboot  
The system displays => prompt when the auto-boot sequence stops.

4. From the U-Boot command prompt, enter the following commands to start the reverse migration:

```
setenv serverip <IP address of TFTP server>
setenv tftpdstp <TFTP server port, default is 69>
```

```

setenv release <path to Boot_Install image>
setenv ftpserverip <IP address of the FTP server>
setenv ftp_user <FTP user name>
setenv ftp_pwd <FTP user password>
setenv vxworks_bootfile Boot_Install
setenv vxworks_other FixPartition
setenv bootcmd run loadvx_ram
saveenv
boot

```

For example, if you want to perform a manual full installation of 3300 ICP load 14.0.3.22 using FTP server 10.44.16.126 with the FTP user *14-0-3-22* and password *passwd*, and a TFTP server 10.35.5.73:69 with a folder 14.0.3.22 containing the *Boot\_Install* image:

```

setenv serverip 10.35.5.73
setenv tftpdstp 69
setenv release 14.0.3.22
setenv ftpserverip 10.44.16.126
setenv ftp_user 14-0-3-22
setenv ftp_pwd passwd
setenv vxworks_bootfile Boot_Install
setenv vxworks_other FixPartition
setenv bootcmd run loadvx_ram
saveenv
boot

```

**NOTE:** The *Boot\_Install* load might fail to download *UpgradeMain.out*; if so, the following messages are presented on the RTC console:

```

Disk configuration complete.
0xcelb40 (tResumeAppStartup): Warning: directory changed via cd to /sysro
Loading UpgradeMain.out .....failed: unable to open "UpgradeMain.out"
ERROR Loading UpgradeMain.out

```

In this case, run the `bootChange` command from the console's VxWorks prompt and step through it by pressing the ENTER key. Then reboot the system by running the `reboot` command. This will restart the install.

5. Once the install completes and the system reboots, log in to the System Administration Tool. If your system is not an MXe-III with E2T card, skip the next step.
6. If your system is an MXe-III with E2T card, follow [Access 3300 ICP Controller Through the Maintenance Port](#). After completion of reverse migration of the E2T card, continue with the next step.
7. Run the Maintenance command `UPGRADEBOOTROM ALL` from the System Administration Tool and verify that it completes successfully. Note that if your system has an E2T card, the command will update the bootloader on both RTC and E2T cards.
8. License the system, restore the system's pre-9.0 database, and reboot the system by running the **RESET SYSTEM** maintenance command.
9. If you skip licensing the system as indicated in the previous step, then you must reboot the system by running the **RESET SYSTEM** maintenance command from the System Administration Tool.
10. After the MiVoice Business system reboots, log in to the System Administration Tool, and verify the following:

- there is no **Bootrom** alarm.
- for the MXe III controller, the **Hardware Compute Cards** form shows that the E2T card is connected.
- If you have licensed the system and restored the pre-9.0 database, make an IP-TDM call, a conference call, or leave and retrieve a voice mail message (if your system is using embedded voice mail). Verify that you can make the call, and that you have two-way audio.

## Reverse Migration through Media Replacement

### Using Bootrom

#### Overview

If you have the original VxWorks-based disk with a pre-9.0 MiVoice Business software load, then you can perform reverse migration by re-flashing Bootrom over U-Boot, configuring Bootrom to boot the pre-9.0 MiVoice Business software load from this VxWorks-based disk, and then performing a disk swap (media replacement).

This method is similar to [Reverse Migration through Manual Full Installation using Bootrom](#) with one difference: instead of performing a manual full installation, you must physically swap your current hard disk with a hard disk that has the required pre-9.0 MiVoice Business software load installed.

#### Before you begin

You will require:

- A controller running MiVoice Business Release 9.0.
- VxWorks-based HDD/SSD with the target pre-9.0 MiVoice Business software load pre-installed.
- Knowledge of active partition on the VxWorks-based HDD/SSD.  
If you do not know the active partition number of the disk, see **Ch. 6, Maintenance > Determine Last Known Active Partition Using U-Boot** in the *MiVoice Business Technicians Handbook, Release 9.1*  
**NOTE:** You are required to remove the disk with MiVB 9.0 from the controller, install the disk with pre-9.0 MiVB to determine the active partition, and then restore the disk with MiVB 9.0 to complete this procedure.
- Access to the controller's serial port (Maintenance port).
- A baudrate of 9600 for the controller's serial port (for more information, see **Ch. 6, Maintenance > Access 3300 ICP Controller Through the Maintenance Port** in the *MiVoice Business Technicians Handbook*).

#### Procedure

1. See **Ch. 6, Maintenance > Access 3300 ICP Controller through the Maintenance Port** in the *MiVoice Business Technicians Handbook* document.
2. Do one of the following:
  - If the controller is powered off, power on the controller.
  - If the MiVoice Business system is already up and running, then log in to the Server Manager, and reboot the controller (**Administration > Shutdown or reboot**).
3. In the communication application, stop the auto-boot sequence by pressing the SPACE key three or more times consecutively within seven seconds at the following message:

```
Press <SPACE> key 3 times within 7 seconds to stop autoboot
The system displays => prompt when the auto-boot sequence stops.
```

4. **WARNING:** Ensure that you have determined the active partition of the VxWorks-based disk with the pre-9.0 MiVoice Business software load (see [Before you Begin](#)) before proceeding with this step.  
From the U-Boot command prompt, run the following command to reflash the VxWorks Bootrom over U-Boot:  

```
run upd_bootrom_fromdisk
```
5. After Bootrom is successfully flashed in, power the system off.
6. Replace your current hard disk with the VxWorks-based hard disk that has the target pre-9.0 MiVoice Business software load installed (See **Ch. 6, Install and Replace Units > Disk Drives** in the *MiVoice Business Technicians Handbook*, pre-9.0 release).
7. Power the controller on.
8. Stop the auto-boot sequence by pressing the SPACE key three times after the countdown starts at the following message:  

```
Press <SPACE><SPACE><SPACE> to stop auto-boot AFTER countdown starts...
```

  
The system displays **[VxWorks Boot]:** prompt when the auto-boot sequence stops.
9. Run the following command to configure the networking parameters, and the active partition number:  

```
c
```
10. Run the following command to boot the system:  

```
@
```
11. After the MiVoice Business system reboots, log in to the System Administration Tool, and verify the following:
  - there is no **Bootrom** alarm.
  - for the MXe III controller, the **Hardware Compute Cards** form shows that the E2T card is connected.
  - If you have licensed the system and restored the pre-9.0 database, make an IP-TDM call, a conference call, or leave and retrieve a voice mail message (if your system is using embedded voice mail). Verify that you can make the call, and that you have two-way audio.

## Using U-Boot

### Overview

If you have the original VxWorks based disk with a pre-9.0 MiVoice Business software load, then you can perform reverse migration by configuring U-Boot to boot the pre-9.0 MiVoice Business software load from this VxWorks based disk, and then perform disk swap (media replacement).

### Before you begin

You will require:

- A VxWorks-based HDD/SSD with the target pre-9.0 MiVoice Business software load pre-installed.
- Knowledge of active partition on the VxWorks-based HDD/SSD.  
If you do not know the active partition number of the disk, see **Ch. 6, Maintenance > Determine Last Known Active Partition Using U-Boot** in the *MiVoice Business Technicians Handbook*, Release 9.1.
- Valid U-Boot installed on the system.
- Access to the controller's serial port (Maintenance port).
- U-Boot's *baudrate* variable set to 9600.

## Procedure

1. See **Ch. 6, Maintenance > Access 3300 ICP Controller through the Maintenance Port** in the *MiVoice Technicians Handbook, Release 9.1* document.
2. If the system is powered on, halt the system by selecting the Shutdown option from the Server Manager (**Administration > Shutdown or reboot**).

Observe the output on serial port (Maintenance port) through the communication application. Power the system down after the system indicates that it is safe to do so.

3. Replace your current hard disk drive with the VxWorks-based disk drive (see **Ch. 6 Install and Replace Units > Disk Drives** in the *MiVoice Business Technicians Handbook*, pre-9.0 release).
4. Power the controller on.
5. In the communication application, stop the auto-boot sequence by pressing the SPACE key three or more times consecutively within seven seconds at the following message:

```
Press <SPACE> key 3 times within 7 seconds to stop autoboot
The system displays => prompt when the auto-boot sequence stops.
```

6. **NOTE:** You must know the active partition number of the hard disk (1 or 4) to boot the pre-9.0 MiVoice Business software load properly (see [Before you Begin](#)).

Run the following commands to configure U-Boot to boot VxWorks from the new disk drive:

```
setenv vxworks_active_partition <1 or 4>
setenv bootcmd run loadvx_ata
saveenv
boot
```

7. Once the system boots, run the *bootChange* command from the console's VxWorks prompt and step through it by pressing the ENTER key; this will save the bootline from RAM to bootline in the bootline FLASH partition.

You should now be able to log in to the System Administration Tool.

8. If your system is an MXe III controller with an E2T card, then see [Reverse migration of an E2T Card](#) to perform reverse migration for the E2T card. Then, proceed to the next step.
9. Run the maintenance command UPGRADEBOOTROM ALL from the System Administration Tool. If you have an MXe III controller with an E2T card, this command will update the bootloader on both the RTC and E2T cards.
10. License the system, restore the system's pre-9.0 database, and reboot the system by running the **RESET SYSTEM** maintenance command.
11. If you skip licensing the system as indicated in the previous step, then you must reboot the system by running the **RESET SYSTEM** maintenance command from the System Administration Tool.
12. After the MiVoice Business system reboots, log in to the System Administration Tool, and verify the following:
  - there is no **Bootrom** alarm.
  - for the MXe III controller, the **Hardware Compute Cards** form shows that the E2T card is connected.
  - If you have licensed the system and restored the pre-9.0 database, make an IP-TDM call, a conference call, or leave and retrieve a voice mail message (if your system is using embedded voice mail). Verify that you can make the call, and that you have two-way audio.



## Reverse migration of an E2T card

The following procedure requires access to the RTC card either through FTP or through its serial port. Access through FTP is available only after the RTC card boots the pre-9.0 software.

1. Copy **E2T8260** from the `/sysro` directory to the `/sysro/tftp` directory in the controller. You can do this in one of the following ways:
  - Using a file transfer application (for example, FileZilla), copy **E2T8260** from the `/sysro` directory in the controller to your PC, and then copy **E2T8260** from your PC to the `/sysro/tftp` directory in the controller.

**NOTE:** Ensure that files are copied in the binary mode. If you are using FileZilla, then clear the **Treat files without extension as ASCII file** check box in **Settings > Transfers > File Types** on the **Edit** menu.

- Connect to the RTC card's serial port, and run the VxWorks shell copy command:

```
cp "/sysro/E2T8260", "/sysro/tftp/E2T8260"
```

The E2T card eventually boots itself and connects to the RTC card.

2. Log in to the System Administration Tool, and navigate to the **Hardware Compute Cards** form to view the details of the E2T card in the slot ID 2.
3. Verify that the E2T card is in the connected state (that is, it does not show **Not responding**), and that the information associated with the E2T card has the same level of details as the RTC card in the slot ID 1.
4. Continue with step 10 of the [Reverse Migration by Manually Flashing Bootrom over U-Boot](#) procedure.

## Reverse migration for an AX controller

### Overview

This section describe the procedure to reverse migrate an AX controller running MiVoice Business 9.1 or later.

**NOTE:** This procedure does not modify the contents of the 16 GB CF. You can reuse the 16 GB CF for migration as described in [Appendix B: Manual Migration of an AX Controller](#).

### Before you begin

You will require:

- 16 GB CF pre-loaded with MiVoice Business 9.1 (installed on the AX Controller).
- 2 GB/4 GB Compact Flash (CF) combo with pre-9.0 MiVoice Business software.
- Knowledge of the active partition number in the 2 GB/4 GB Compact Flash combo.

**NOTE:** If you are using a new 2 GB/4 GB CF combo, then the active partition is 1. If you are reusing a 2 GB/4 GB CF combo removed from the controller then you must determine its active partition number (see **Ch 6, Maintenance > Determine Last Known Active Partition Number Using U-Boot** in the *MiVoice Business Technician's Handbook, Release 9.1* document).

- Database backup file of the pre-9.0 release.
- A maintenance PC and a serial cable.

- Access to the controller's serial port (Maintenance port).
- A baudrate of 9600 for the controller's serial port (for more information, see **Ch. 6, Maintenance > Access 3300 ICP Controller Through the Maintenance Port** in the *MiVoice Business Technicians Handbook*).
- *MiVoice Business Technician's Handbook* document (appropriate release) for reference.

## Procedure

1. See **Ch. 6, Maintenance > Access 3300 ICP Controller through the Maintenance Port** in the *MiVoice Technician's Handbook, Release 9.1* document.
2. Do one of the following:
  - If the controller is powered off, power on the controller.
  - If the MiVoice Business system is already up and running, then log in to the Server Manager, and reboot the controller (**Administration > Shutdown or reboot**).

3. From the communication application, stop the auto-boot sequence by pressing the SPACE key three or more times consecutively within seven seconds at the following prompt:

Press <SPACE> key 3 times within 7 seconds to stop autoboot  
The system displays => prompt when the auto-boot sequence stops.

4. From the U-Boot command prompt, run the following command to reflash the VxWorks bootrom over U-Boot:

```
run upd_bootrom_fromdisk
```

The system flashes in the VxWorks bootrom over U-Boot from a file on the 16 GB CF.

5. After the `run upd_bootrom_fromdisk` is run successfully, power off the controller, and then do the following: (For more information, refer to **Ch. 6, Install and Replace Units > Flash Cards** in the *MiVoice Business Technicians Handbook*, appropriate release)
  - a. Remove the controller card.
  - b. Remove the 16 GB CF from the **COMPACT FLASH 2** slot.
  - c. Insert the 2 GB CF in the **COMPACT FLASH 2** slot.
  - d. Insert the 4 GB CF in the **COMPACT FLASH 1** slot.
  - e. Insert the controller card.
  - f. Power on the controller.

6. From the communication application, stop the auto-boot sequence by pressing the SPACE key three times after the countdown starts at the following prompt:

Press <SPACE> <SPACE><SPACE> to stop auto-boot AFTER countdown starts...  
The system displays **[VxWorks Boot]:** prompt.

7. Type **c** and press ENTER to configure the bootline.
  - If you are reusing a 2 GB/4 GB CF combo removed from the controller before migration, then:
    - i. Modify the bootline to boot the pre-9.0 software from the active partition number determined.
    - ii. Type @ to boot the pre-9.0 software.
  - If you are using a new 2 GB/4 GB CF combo, then:
    - i. Modify the bootline to boot the pre-9.0 software from the active partition 1.



- ii. Type @ to boot the pre-9.0 software.
- iii. Using the MiVoice Business Software Installer tool, upgrade the software to the required version.

**NOTE:** Alternatively, you can configure the bootline to perform a full manual installation. See **Ch. 4, Software Installation > Install System Software Manually** in the *MiVoice Business Technician's Handbook* document (appropriate release) for details.

8. After the MiVoice Business system reboots, log in to the System Administration Tool, and verify the following:
  - there is no **Bootrom** alarm.
  - If you have licensed the system and restored the pre-9.0 database, make an IP-TDM call, a conference call, or leave and retrieve a voice mail message (if your system is using embedded voice mail). Verify that you can make the call, and that you have two-way audio.

# Appendix B: Manual Migration of an AX Controller

## Overview

This section describes the procedure to manually migrate (without using the MiVoice Business Migration Tool) an AX controller to MiVoice Business 9.1 or later.

## Purpose

You can use this procedure for:

- Greenfield installations
- Field replacement of the controller card

## Before you begin

You will require:

- An AX controller with pre-9.0 software (MCD 6.0 SP3 - MiVoice Business 8.0 SP3)
- A 16 GB Compact Flash (CF) preloaded with MiVoice Business 9.1 or later software.
- A maintenance PC and a serial cable.
- Access to the controller's serial port (Maintenance port).

## Procedure

1. Connect a serial cable from the controller's serial port to the maintenance PC.
2. Open the communication application and enter the connection parameters as follows:
  - **Port:** Select any COM port. For example, COM1.
  - **Bits Per Second:** 9600
  - **Data Bits:** 8
  - **Parity:** None
  - **Stop Bits:** 1
  - **Flow Control:** None
  - **Emulation:** VT100
3. Determine the active partition number (1 or 4) by accessing the controller through the Maintenance port, and then running the following command:

```
version
```

You will observe the following system response:

```
VxWorks (for Mitel MMC-C PPC83XX F2500) version5.5.2.
```

```

Kernel: WIND version 2.6.
Made on Nov 26 2018, 17:09:58.
Boot line: ata=0(0,0)mn24:/partition1/RTC8260
e=10.211.26.78:ffffff00 b=0 h=10.211.26.201
g=10.211.26.1 u=14-0-3-51 pw=mcdve tn=MN78 s=c
o=qefcc
value = 145 = 0x91

```

In the above system response, the text partition1 indicates that partition 1 is the active partition.

4. Shut down the system by running the following shell command:

```
appShutdown 3
```

5. Observe the output on the serial port. When the system informs that it safe to shut down the controller, power off the controller.
6. Remove the controller card. See Steps 1-7 of **Ch. 7, Install and replace Units > Controller Card (AX) > To replace the AX Controller Card** in the *MiVoice Business Technician's Handbook*.
7. Remove the 2 GB /4 GB CF combo. Using a marker, label the 2 GB CF with the active partition number determined in [step 3](#).
8. Insert the 16 GB CF in the **Compact Flash 2** slot. See **Ch. 7, Install and replace Units > Flash Cards (AX)** in the *MiVoice Business Technician's Handbook*.
9. Insert the controller card. See **Ch. 7, Install and replace Units > Controller Card (AX)** in the *MiVoice Business Technician's Handbook*.
10. Power on the controller.

The Bootrom boots the VxWorks development image from partition 1.

**NOTE:** If the active partition was set to 4, then the Bootrom fails to boot. To recover, do the following:

- a. From a communication application, stop the auto-boot sequence by pressing the SPACE key three times after the countdown starts at the following prompt:

```
Press <SPACE><SPACE><SPACE> to stop auto-boot AFTER countdown starts...
```

- b. Enter the command **c**, and change the file name parameter to **partition1/RTC8260**
- c. Enter **@**, and press Enter to boot the VxWorks development load.

The system displays the **->** prompt.

11. From communication application, enter the following VxWorks shell commands:

```

Upgrade_Xilinx
Upgrade_Bootrom
reboot

```

The U-Boot copies the VxWorks bootline parameters and automatically boots the software from partition 2, and the Server Console is displayed.

12. From a communication application, stop the auto-boot sequence by pressing the SPACE key three or more times consecutively within seven seconds.
13. If your 16 GB CF is brand-new, skip this step.

If your 16 GB CF is not brand-new, you must configure U-Boot to boot the system from the active partition of the 16 GB CF (see **Ch. 6, Maintenance > Determine Last Known Active Partition using U-Boot** in the *MiVoice Business Technician's Handbook*). To set the correct partition number, run the following command:

```
setenv ata_active_part n
```

where **n** is the active partition number (2 or 3).

14. Initiate a system boot by entering the following command:

```
boot
```

15. Configure the server using the Server Console. Refer to **Server Console** in the *MiVoice Business System Administration Tool Help, 9.x*.
16. After the MiVoice Business system is up and running, log in to the Server Manager as user *admin*, and license the system (**ServiceLink > Status**).

# Appendix C: Migrate EX Controller to MiVoice Business Virtual

Following is the procedure to migrate EX Controller database to MiVoice Business Virtual:

1. Log in to the **System Administration Tool**.
2. Deprogram all the EX Controller specific programming. For more information, see **System Programming > Initial Configuration > Programming an EX Controller > Deleting an EX Controller** in the *System Administration Tool Help*.
3. Back up the MiVoice Business database on the EX Controller. For more information, see **Maintenance > Procedure > Database Maintenance > Backing up a Database** in the *System Administration Tool Help*.
4. Deploy the MiVoice Business Virtual OVA. For more information, see the *Installation and Administration Guide for ISS and MiVoice Business Virtual*.
5. Restore the MiVoice Business database into the MiVoice Business Virtual. For more information, see **Maintenance > Procedure > Database Maintenance > Restoring a Database** in the *System Administration Tool Help*.
6. Reprogram the trunks and replacement devices. For more information, see **System Programming > Devices** in the *System Administration Tool Help*.