

Moving Mitel Contact Center to a New Server

The process for moving a Contact Center server is much different than moving a Mitel HQ or Remote server; one cannot copy the ShoreTel Contact Center directory and install over the top of it. From a high level, the process is to back up the old server, install the software cleanly on the new server, and restore the backup. This document explains the process in detail. Additionally, there are other sources listed at the end of the document for further information.

From the Old Server:

1. Start a backup of the CC database by running `unload_master_db.bat` from a command prompt in the Contact Center installationⁱ \DBProvider" directory. This will generate a file "`ecc_db_master.sql`" in the same directory that will be transferred to the new server.
 - a. If you don't need the most recent data you can use one of the backups done as part of daily maintenanceⁱⁱ.
 - b. As an alternative to running the batch file, you can use the "All Data" button in Contact Center Director Maintenance>Database Backup. The backup type will be shown in the Backup History section. You will need to click on the refresh screen as the backup process is not complete until the status reads "Success".
 - c. A full backup may take hours, depending on the size of the database. You can gauge the rate by finding the size of a recent backup and comparing it to the size of the file being built, if Windows is configured to show the file size as it grows.
2. If you want to be able to gauge the progress of the database load you will do later in the process, note the size of the `dbprovider\data\ibdata1` file.
3. While step 2 is in process, copy the following folders from the existing CC installation directoryⁱ and transfer them to a temporary location on the new server
 - Agents (This directory holds Agent Toolbar settings).
 - IVR (This directory is where any custom prompts reside).
 - Storage (The directory is only used for the optional email functionality).
 - Any other custom storage directories that have been created. (Typically there is a directory created to store historical reports).

4. As soon as the database backup is complete, move the ecc_db_master.sql file to the temporary location on the new server.
5. Power off the old server (or disconnect it from the network) after all data has been copied to the new server. It is a good idea to give it a new IP address and disable all Mitel IPBX services and the ShoreTel Contact Center and ShoreTel MySQL-CC services. If you ever need to get a file or look at a setting from the old server, you can bring the server up without conflict.

From the New Server:

1. Program the correct IP address on the new server. This can be a new IP address, but if so, all Agent Toolbars will have to be manually re-configured to point to the new primary server IP address.
2. Be certain all Mitel pre-requisites are installed on the server. (See Article 000005670 *TAC Tools Powershell Scripts* for more information). Install the DVS software on the server and make sure it is running properly.
3. Install the same build of Contact Center to the same path used on the old serverⁱ. Unlike the core product where the procedure is to copy the Shoreline Data folder before installing and pointing to the installation directory, the Contact center needs to be a "fresh" install. It is important to use the same path if there are absolute path references to wav files in scripts. Otherwise, a new path is acceptable, or modifying the scripts will correct this should the old path not be available. Reboot, if prompted.
4. Manually stop and disable the ShoreTel Contact Center service. It is important that the Contact Center service be stopped so that only the database restore is writing to the database.
5. Move the folders from the temporary location that was copied to the new server in step 2 to the new server Contact Center installation.
6. Move the "ecc_db_master.sql" file that was copied to the new server in step 2 to the new server Contact Center installationⁱ \DBProvider".

7. From a command prompt in the dbprovider folder type "load_master_db" and press enter. This will load the database and may take several hours depending on the size of the database. When the command prompt returns to the dbprovider prompt, the process is finished. You can gauge the progress by monitoring the size of the dbprovider\data\ibdata1 file, if you know the size of the file on the old server.
8. After the database load is complete, the Contact Center service can be started and all functionality thoroughly tested.
9. Request a new node locked system key from CC Director (Maintenance : License : Request License).

Additional steps that may be required:

1. Install any custom Microsoft ODBC connectors, if there are custom scripts that make external database connections.
2. Install and configure the GhostScript print driver.
3. Add the Windows account used for the ECC Printer Account, or change it appropriately in CC Director (Maintenance:Printer Account).

For More Information:

Please see Chapter 6 of the Mitel Contact Center Installation Guide, "Upgrading, Maintaining, and Troubleshooting Contact Center". The backup process and restoring Contact Center processes are thoroughly discussed. Call TAC if there are any questions.

¹ The default path for the Contact Center installation is %DRIVE%\Program Files\ShoreTel\ShoreTel Contact Center Server. For 64 Bit systems it is %DRIVE%\Program Files (X86)\ShoreTel\ShoreTel Contact Center Server.

² The default path is the ECC installation folder \backups, but is configurable in CC Director in Maintenance : Database Backup.