

CCE 3.x to CCE 4.0 Migration scripts

Download Information

This download contains the two database scripts and utility application required to export existing configuration and historical data from the CCE 3.0.3 ASMediaStore database to the CCE 4.0 ASMSControl and ASMSData databases.

Applies To

CCE 3.0.3 migration to CCE 4.0

Migration Instructions

The order in which things are required to happen during an upgrade may vary depending on the customers requirements depending on whether the migration is:

- A straight migration of components on the same server and database server.
- Required to remain working during the migration process while CCE 4.0 goes through User Acceptance Testing before the final change to 4.0.
- The opportunity is taken during upgrade to migrate either or both the CCE servers and SQL Server to new hardware.

The basic order in which the migration needs to be completed is as follows, assuming it is a straight upgrade from CCE 3.x to CCE 4.0:

1. Upgrade the current version of CCE to CCE 3.0.3 or higher, including upgrading the databases to the current version.
2. Create the CCE 4.0 databases on the same SQL server as the existing ASMediaStore database.
3. Run the database script Convert History to ASMSControl 4.0.sql to copy across existing programming and historical data.
4. Upgrade the CCE services to CCE 4.0.
5. Reconfigure the Email Mediastore to connect to the ASMSControl database and commit the changes .
6. Run the Email Mediastore update utility EMSUpdate.exe to associate the existing email program id's with the email mediastore.
7. Finally before putting the new CCE 4.0 version into production the Convert Live Interactions to ASMSControl 4.0.sql script is run to move across any interactions that are not yet completed such as created or suspended interactions.

To complete the CCE upgrade and migration please follow the "Contact Center Express 4.0 Upgrade Migration Guide.pdf" document (starting page 13) along with the additional notes below. An updated Contact Center Express 4.0 Upgrade Migration Guide.pdf is available for download. In this document the pdf output has been corrected with working hyperlinks. **Upgrade and Migration Additional Information**

1. Start the upgrade following the Upgrade and Migration Documentation (Page 13).
2. If required upgrade the existing databases (pages 14 - 20).
3. Create the CCE 4.0 databases (Pages 21 - 22) **Note:** The new databases can be created by running the batch files directly from the DVD if the SQL server has a DVD drive and there is no need to copy the files across.
4. Download the database conversion script below, now renamed Convert History to ASMSControl 4.0.sql (Page 23).
5. Run the sql script noting the new file name (pages 24 - 26)
6. Upgrade the remaining databases and services to CCE 4.0 (pages 27 - 36)

7. Modify the Email Mediastore configuration (Pages 37 - 39)
8. Download the Email Mediastore update utility EMSUpdate.exe from below
 - Copy EMSUpdate.exe to where Email Media Store is installed.
 - The default location is "C:\Program Files\Avaya\Contact Center Express\Server\Media Stores\Email Media Store"
 - To execute the EMSUpdate.exe. Click on the Start button and Run option and run the following assuming installed on the C drive.
"C:\Program Files\Avaya\Contact Center Express\Server\Media Stores\Email Media Store\EMSUpdate.exe" "/f C:\Program Files\Avaya\Contact Center Express\Server\Media Stores\Email Media Store\ASEmailMediaStore.ini"
 - You will see the "Succeed to insert record". To exit, please click on the [x].
 - Check the table of ProgramMediaStore table, the correct program id and EMS Mediastore Entityid is inserted successfully. Note: Re-running the utility will not duplicate records.
 - Email Media Store now able to work as normal after the Email mediastore service has been restarted.
9. Complete the upgrade of the rest of the CCE components as per the upgrade and migration document.
10. Finally complete the migration of any workitems that have not been delivered or may be suspended. Download the Convert Live Interactions to ASMSControl 4.0.sql sql script the same way the first sql script was run.

The upgrade and migration to CCE 4.0 is now complete.

Downloads

Convert History to ASMSControl 4.0.sql

Convert Live Interactions to ASMSControl 4.0.sql

Email Mediastore Update Utility

Contact Center Express 4.0 Upgrade Migration Guide.pdf

Last Modified By: Simon Fitz-Gerald, Thursday, May 28, 2009

<http://support.avayacce.com/Download14170.aspx>

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