

MiVoice Business Express Migration Guide to vMiVB and vMiCollab

RELEASE 8.1

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MiVoice Business Express Migration Guide to vMiVB and vMiCollab

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Chapter 1

INTRODUCTION

PURPOSE OF THIS GUIDE

This guide provides the instructions for migrating the Mitel[®] MiVoice Business Express (MiVB-X) single virtual appliance deployed on VMware or Hyper-V to Virtual MiVoice Business (vMiVB) and Virtual MiCollab (vMiCollab).

INTENDED AUDIENCE

This guide is intended primarily for

- Service providers who host MiVoice Business Express in a data center and provide it as a software solution to customers
- Data center providers who host the virtual infrastructure on which the MiVoice Business Express resides
- Dealers who deploy, configure, provision, and maintain the MiVoice Business Express solution
- Customers who choose to deploy the virtual infrastructure and then allow a dealer to deploy, configure, provision, and maintain the solution.

Service providers, dealers, and customers who use this document must have successfully completed the required Mitel MiVoice Business Express Deployment Training.

In addition, service providers must have the ability to

- Configure and manage a data center infrastructure
- Deploy and support Hyper-V or VMware product.



Note: This document does not describe management tools that service providers might use or offer to resellers to manage their infrastructure.

ABOUT THE DOCUMENTATION SET

MIVOICE BUSINESS EXPRESS

- *MiVoice Business Express Engineering Guidelines* provides deployment models, limitations and constraints, and performance capacities for the MiVoice Business Express solution.
- *MiCollab Engineering Guidelines* provides guidelines for the supported applications.
- *Virtual Appliance Deployment Guide* provides guidelines for deploying Mitel Virtual Appliances and applications in a virtual infrastructure.

MITEL MIVOICE BUSINESS COMMUNICATIONS PLATFORM

- *MiVoice Business System Administration Tool Online Help* provides instructions on how to configure and program the MiVoice Business communications platform.
- *Migration Guidelines* provides the instructions to migrate MiVoice Business Release 9.0 or later.
- *Installation and Administration Guide for Virtual MiVoice Business and ISS* provides the instructions for installation a MiVoice Business software as a virtual instance on VMware.

MICOLLAB

Administrator

- *Server Manager help* provides configuration, administration, and maintenance procedures for the system server.
- *Users and Services help* provides instructions on how to manage user data (add, edit, and delete users) and assign or remove user services, such as MiVoice Border Gateway or Teleworker.
- *NuPoint Unified Messaging help* provides system administrators with instructions on how to configure and maintain NuPoint Unified Messaging functionality through the web console interface.
- *MiCollab AWW help* provides instructions on how to provision the MiCollab AWW application.

End User

- *MiCollab End User Portal Online Help* provides users with instructions on how to configure their portal settings and use the communication applications.
- *MiCollab AWW Quick Reference Guide* provides procedures on how to set up and use the conferencing features.

NUPOINT UNIFIED MESSAGING

- *NuPoint Unified Messaging User Guide* describes how to use the voice mail system.

- *Nupoint Unified Messaging Mitel TUI Quick Reference Guide* provides a summary of basic user options and procedures for the Mitel TUI.

MIVOICE BORDER GATEWAY (TELEWORKER)

- *Engineering Guidelines*: provides firewall configuration information.
- *Installation and Maintenance Guide with Web Proxy* describes the installation requirements and provides installation instructions for the MBG server.

MICOLLAB CLIENT

- *Administrator Guide* provides instructions on how to configure MiCollab Client on MiVoice Business Platforms.
- *Administrator Portal Online Help* provides information and instructions for the UC Server administrator interface.
- *MiCollab Client Deployment Online Help* provides instructions on how to deploy MiCollab Client for Mobile clients.
- *MiTeam Reference Guide*: provides user information for Mitel's Cloud-based collaboration tool.
- *MiCollab Client Quick Reference Guide*

MITEL STANDARD LINUX

- *Mitel Standard Linux Installation and Administration Guide* provides installation and administration information for the MSL operating system.

USER DOCUMENTATION

- Download end-user documentation for Mitel phones, softphone clients, and applications from the **End-User** screen on the Mitel Customer documentation site.

PHONE INSTALLATION GUIDES

- Download phone installation guides from the Mitel Customer documentation site.

ACCESSING DOCUMENTATION

MITEL PRODUCT DOCUMENTATION

To access product documentation:

1. Log on to **MiACCESS PORTAL**.
2. In the left pane, click **Doc Center**.
3. Click **Business Phone Systems > MiVoice Business > MiVoice Business Express**.

MITEL KNOWLEDGE BASE ARTICLES

To access Mitel Knowledge Base articles:

1. Log on to **MiACCESS PORTAL**.
2. In the left pane, click **Knowledge Management System**.

PRODUCT BULLETINS

To access Mitel Product Bulletins:

1. Log on to **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**.

GLOSSARY

TERM	NAME	DESCRIPTION
3300 ICP	3300 Integrated Communications Platform	Mitel IP communications platform supporting 30 to 60,000 users. The 3300 ICP is the hardware platform that runs the MiVoice Business (MiVoice Business) software.
AMC	Application Management Center	A web-based service that handles licensing of Mitel products
ARID	Application Record ID	An identification number obtained from the Mitel Application Management Center (AMC). Each ARID is used to license software on a specific Mitel product.
Authorized Partner		Dealers, resellers, and solutions providers who are authorized by Mitel to sell and service Mitel products and solutions.
BU P	Bulk User Provisioning	A software tool within the USP application that allows you to bulk import user data from a CSV or LDIF file; use Quick Add to provision a single user; program a range of fields using Auto-Fill; apply roles to multiple users; and resolve detained and failed IDS updates.
CA	Certificate Authority	To securely authenticate connections, applications may request a security certificate signed by the MSL server using a Mitel Certificate Authority (CA). You can manage Certificate Signing Requests (CSRs) and issued certificates using the Certificate Management panel in the MiCollab Server manager.
CESID	Caller Emergency Service Identification.	A number that uniquely identifies the device that dialed an emergency call (for example 911). The CESID is fed into the automatic location identification (ALI) database at the Public Safety Answering Point (PSAP) so that emergency services can be dispatched to the correct location
Cluster (MiVoice Business)		Refers to a grouping of elements (for example, a network of MiVoice Business systems) that share common dialing plans, or common directory information, such as Remote Directory Numbers with Telephone Directory.

TERM	NAME	DESCRIPTION
COR	Class of Restriction	A programming feature of the MiVoice Business that gathers Class of Restriction numbers into groups. The COR Groups define which Classes of Restriction cannot access an outgoing trunk route. COR group numbers are assigned to users to restrict their outgoing call privileges.
COS	Class of Service	A programming feature of the MiVoice Business that specifies the optional features associated with that COS. Classes of Service, identified by Class of Service numbers, are assigned to MiVoice extensions and trunks.
Detained Queue		<p>The <i>Detained Queue</i> in the <i>Bulk User Provisioning</i> tool lists the detained and failed Integrated Directory Services operations:</p> <ul style="list-style-type: none"> • Detained IDS operations are operations that have been performed on the directory server that have not been applied to the USP database yet. • Failed IDS operations are directory server updates that the MiCollab system could not apply to the USP database. <p>From the Detained Queue, you can add, update, or delete IDS operations that have been detained.</p>
DID	Direct Inward Dial	Also known as DDI (Direct Dialing Inwards). This MiVoice Business feature allows an external caller to dial an internal extension without having to go through an attendant or operator.
Directory Server		A directory server is not simply a database, but a specialized server for directories. A directory can be distinguished from a general-purpose database by the usage pattern. A directory contains information that is often searched but rarely modified. Host names or user names, for example, are assigned once and then looked up thousands of times. Directory servers are suited for this type of usage; whereas, relational databases are best suited for maintaining data that is constantly changing. Another difference is that relational databases store information in rows of tables; whereas a directory server uses object-oriented hierarchies of entries.
DMZ	Demilitarized Zone	A computer host or small network inserted as a “neutral zone” between a company’s private network and the outside public network. It prevents outside users from getting direct access to a server that has company data.
ESX Hypervisor		Main Hypervisor from VMware. Phased out in favour of ESXi in Release 4.1.
ESXi Hypervisor		The latest variant of Hypervisor It has a smaller footprint because it does not require or include the ESX Service Console.

TERM	NAME	DESCRIPTION
Hot Desk		<p>Hot Desking allows a number of users to share one or more hot desk sets. Anyone with a Hot Desk DN and User PIN can log to log into an available hot desk-enabled telephone. Once logged in, the user can</p> <ul style="list-style-type: none"> • Receive incoming calls at the set • Place outgoing calls • Retrieve voice messages • Program and use feature keys <p>Hot Desking is ideal for telecommuters, sales agents, and other employees who spend only part of their time in the office. With Hot Desking, a company does not have to provide a dedicated phone for each of these employees. Instead, the company can make a pool of shared phones available on a first-come, first-served basis.</p>
Hunt Groups		<p>A hunt group is a group of phones to which incoming calls are directed by dialing a master number. Two types of hunting are provided by the system, circular and terminal:</p> <ul style="list-style-type: none"> • Circular hunting starts at the extension after the last extension in the hunt group to which a call was placed (the extension rung), and hunts overall extensions in the hunt group in the sequence programmed. Hunting stops at the first idle extension. • Terminal hunting starts at the first extension in the hunt group and ends at the first idle extension found. Hunting takes place in the order in which the extensions were programmed into the hunt group.
Hyper-V (Microsoft)		Microsoft virtualization product that allows you to create and run virtual machines.
Hypervisor	A platform that allows multiple operating systems to run on a host computer at the same time.	
ICP	Integrated Communications Platform	
ICW	Initial Configuration Wizard	A wizard that guides you through the initial configuration of the MiVoice Business Express system. Do not confuse the ICW with the Mitel Integrated Configuration Wizard (MiCW) that technicians use to perform the initial programming of MiCollab and MiVoice Business platforms
IDS	Integrated Directory Services	Synchronizes user and service data between a corporate directory server and the MiCollab-IDS using the Lightweight Directory Access Protocol (LDAP).
LAN Mode	Local Area Network Mode	A deployment model for the MiCollab (or Mitel Standard Linux) server. When MiCollab is deployed in server-only mode, it provides the network with services, but not the routing and security functions associated with the role of "gateway". The LAN mode configuration is typically used for networks that are already behind a separate firewall. In other words, a separate firewall fulfills the role of gateway, providing routing and network security. (Also known as Server-only mode).

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TERM	NAME	DESCRIPTION
LDAP	Lightweight Directory Protocol	Lightweight Directory Access Protocol is a software protocol for enabling anyone to locate organizations, individuals, and other resources such as files and devices in a network. LDAP is a "lightweight" (smaller amount of code) version of DAP (Directory Access Protocol), which is part of X.500, a standard for directory services in a network.
MBG	MiVoice Border Gateway	Formerly know as the Multi-Protocol Border Gateway. MBG software supports teleworking and call recording services. The MBG server supports the Teleworker service in the DMZ.
MCS	Mitel Communications Suite	This communications platform consists of MiVoice Business call processing software running on an SUN Microsystems server. MiCollab supports the MCS platform.
MiCollab		Mitel software solution that enables Mitel applications to be co-resident on one server.
MiCollab Client		Software solution that provides clients (MiCollab Client deskphone users or MiCollab Client softphone users) with a single access point for communication and collaboration needs. It converges the call control capabilities of Mitel communications platforms with contact management, Dynamic Status, and collaboration applications, to simplify and enhance real-time communications
MiCollab Client Deployment		This MiCollab software application supports the simplified deployment of MiCollab for Mobile clients. This functionality is supported in integrated and co-located MiCollab Client deployments. The administrator uses this application to <ul style="list-style-type: none"> • deploy large groups of users • leverage user profiles • download multiple files to the clients • update clients.
MiCollab Client Integration Wizard		A software application (wizard) that integrates MiCollab Client user and phone data with the MiCollab USP data (see MiCollab Client Integrated Mode). If you are installing a new MiCollab system into an existing site that consists of one or more MiVoice Business platforms, you can use this wizard to update the MiCollab database with the user and phone data from the MiVoice Business.
MiCollab Client Integrated Mode		In this mode, the MiCollab system keeps the Users and Services database and MiCollab Client database synchronized so they function like a single database on the MiCollab server. This mode is only supported with MiVoice Business systems. It allows you to provision MiCollab Client services from the MiCollab Users and Services application and supports Single Point of User Provisioning of the MiCollab Client services on the MiVoice Business platform(s). This is the recommended mode for sites that meet the integration requirements.
MiCollab Client Co-located Mode		In this mode, the Users and Services data and MiCollab Client data are contained in separate, independent databases on the MiCollab server. This mode is supported for sites with either MiVoice Business or MiVoice Office platforms. With this mode, you must provision MiCollab Client services separately from the MiCollab Client Service Application interface.

TERM	NAME	DESCRIPTION
MiCollab Client Integration Wizard		Migrates the MiCollab Client database in a MiCollab system from co-located mode to integrated mode.
MiCollab Audio, Web, and Video (AWV) Conferencing		Mitel software solution that provides conferencing and collaboration services using a Web-based browser. In previous MiCollab releases, the product name for this application was Mitel Conferencing Advanced.
MiCollab End User portal		A MiCollab web interface that provides a common portal for users to update/enter user-configurable information for all applications.
MiCollab Server		MiCollab software installed in conjunction with the MSL operating system on a server platform.
MiCollab Virtual Appliance		MiCollab system deployed as a virtual appliance (vApp) running in a virtualization environment.
MiVoice Business Express	Formerly Unified Communications and Collaboration Virtual Appliance (vUCC)	Mitel communications solution for small to medium business that runs as a virtual appliance.
MICW	Mitel Integrated Configuration Wizard	A standalone software application that performs initial system setup of a MiCollab server and MiVoice Business platforms. The MiCW is a separate wizard from the Initial Configuration Wizard (ICW). The MiCW is not used to configure the MiVoice Business Express.
MiTeam		
MiVoice for Lync		An application that integrates with Microsoft Lync Client and allows Microsoft Lync users to use Mitel telephony functionality through its feature-rich MiCollab Client infrastructure.
MiVoice Business	MiVoice Business	MiVoice Business is a communication platform for organizations that delivers voice, messaging, mobility, presence, conferencing, collaboration and applications.
MiVoice Business-ISS	MiVoice Business for Industry Standard Servers	This communications platform consists of MiVoice Business call processing software running on an industry standard platform. MiCollab is supported for the MiVoice Business-ISS platform.
MiVoice Office	MiVoice Office Communications Platform	Mitel IP communications platform (formerly Inter-Tel 5000 Network Communications Solutions) supporting up to 250 users.
MOL	Mitel Online	Mitel's web portal for authorized dealers and technicians.
MSL	Mitel Standard Linux	The operating system that supports MiCollab software that comprises a base for all MiCollab software.
MWI	Message Waiting Indication	Line keys on multi-line phones can be programmed as message waiting indicators which are associated with the mailboxes of other phones. The indicator flashes when a message is waiting in the associated mailbox.

TERM	NAME	DESCRIPTION
Network Edge Mode		<p>A type of deployment for the MiCollab (or Mitel Standard Linux) server. In this deployment configuration, MiCollab manages the connection to the Internet by routing Internet data packets to and from the network (which allows all the computers on the network to share a single Internet connection) and by providing security for the network, minimizing the risk of intrusions.</p> <p>When one of the computers on the local network contacts the Internet, MiCollab not only routes that connection, but seamlessly interposes itself into the communication. This prevents a direct connection from being established between an external computer on the Internet and a computer on the local network, which significantly reduces the risk of intrusion. Network Edge mode is also known as Server-gateway mode.</p>
NP-UM	NuPoint Unified Messaging	Server-based voice processing system that provides call processing along with voice messaging and paging support.
Oria		A system management and customer self-service application. It allows a service provider to manage and deploy hosted voice services to their customers. Oria also allows a service provider to offer each of their customers an administration and self-service portal to make site specific moves, adds, changes, and deletes.
OVA	Open virtual appliance or application	A packaging format for virtual machines that allows virtual machine templates to be distributed, customized, and instantiated on any OVA supporting VMM/hypervisor.
OVF	Open Virtualization Format	A distribution format for virtual appliances that uses existing packaging tools to combine one or more virtual machines with a standards-based XML wrapper. OVF gives the virtualization platform a portable package containing all required installation and configuration parameters for virtual machines. This format allows any virtualization platform that implements the standard to correctly install and run virtual machines.
Role		A role defines the task, position, or responsibilities for a type of user within the organization. Roles are associated with user templates that define the common phone and application service settings for the roles.
Server Console		<p>A text-based control panel built into the Mitel Standard Linux operating system that technicians use to perform maintenance tasks such as</p> <ul style="list-style-type: none"> • install the MiCollab software • configure network parameters • perform upgrades and software updates • upgrade application suite licensing • perform backups.
Server-gateway mode		See Network Edge mode.

TERM	NAME	DESCRIPTION
Server Manager		<p>A web-based control panel, also called the "server manager", that administrators use to</p> <ul style="list-style-type: none"> • configure and administer the MiCollab applications • perform server administration tasks, such as view logs, display system information, assign system users, and perform backups • configure network and server security settings • set system-wide parameters, such as system language and password strength.
Server-only mode		See LAN mode.
SIP	Session Internet Protocol	<p>SIP is an ASCII-character-based signaling protocol designed for real-time transmission using Voice over IP (VoIP). The appeal of SIP is the promise of interoperability of telephones from propriety PBXs. SIP extends the foundation of open-standards from the Internet to messaging, enabling disparate computers, phones, televisions and software to communicate. SIP is a streamlined protocol, developed specifically for IP telephony. It is smaller and more efficient than H.323. SIP takes advantage of existing protocols to handle certain parts of the process. For example, Media Gateway Control Protocol (MGCP) is used by SIP to establish a gateway to connect to the PSTN system. SIP operates independently of the underlying network transport protocol and is indifferent to media. Instead, it defines how one or more participant's end devices can create, modify and terminate a connection whether the content is voice, video, data or Web-based. Using SIP, programmers can add new fragments of information to messages without compromising connections.</p>
SMDR	Station Message Detail Recording	Records and prints out the details of incoming and outgoing trunk calls. Such details include the numbers of all parties involved in the call, the time and duration of each call, account codes and other pertinent details.
SPP	Single Point Provisioning	A MiCollab feature that allows an administrator to perform user and service provisioning for a MiVoice Business platform from a single interface, the MiCollab Users and Services application. SPP uses MiMXL to apply updates to the MiVoice Platform. Updates made on the MiVoice Business are not distributed back to the MiCollab.
SRC	Secure Recording Connector	Formerly a standalone call recording product, SRC is now incorporated in the MBG software.
SWAS	Software Assurance	A Mitel subscription-based service that provides customers with access to new software releases, software upgrades, and product support services for all users (ports) on a given Application Record ID (ARID).
Template		A User and Services template defines the user information, phone services, and applications for a type of user. You can use templates to provision users quickly. User and Services templates are comprised of sub-sections that define each service.
TW	Teleworker	Software that connects a remote office to the corporate voice network. Teleworker provides users who are located off-site with full access to the office phone system features including conferencing and voice mail.

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TERM	NAME	DESCRIPTION
UCC Licensing	Unified Communications and Collaboration Licensing	Mitel's licensing model. The platform and application user licenses are bundled together to meet the needs of different user levels (for example, Basic, Entry, Standard, and Premium). Instead of ordering an MiVoice Business user license and multiple individual applications licenses for each user, you order a single UCC license per user.
USB	Universal Serial Bus	A connection standard used by computers and other devices like smartphones, flash drives, cameras, and such.
USP	Users and Services	Refers to the interface used to provision users and services on MiCollab.
VA	Virtual Appliance	Defined by VMware as: "a pre-built software solution, comprised of one or more virtual machines that is packaged, maintained, updated, and managed as a unit."
vCenter	vSphere vCenter Server	VMware management server that provides a centralized platform for managing virtual infrastructure.
vCloud Director		A cloud computing initiative from VMware that allows customers to migrate work on demand from their "internal cloud" of cooperating VMware hypervisors to a remote cloud of VMware hypervisors. The goal of the initiative is to provide the power of cloud computing with the flexibility allowed by virtualization.
VM	Virtual Machine	Virtual machines allow the sharing of the underlying physical machine resources between different virtual machines, each running its own operating system. The software layer providing the virtualization is called a hypervisor. A hypervisor can run on bare hardware (Type 1 or native VM) or on top of an operating system (Type 2 or hosted VM).
vSphere	VMware's Cloud Operating System	Cloud computing is Internet-based computing. VMware's Cloud Operating system provides software resources and information to computers and other devices on-demand over the Internet.
vSphere Standalone		VMware vSphere deployed as a standalone ESX/ESXi host.
vSphere Managed		VMware vSphere deployed as a vCenter Server "managed" environment with ESX/ESXi hosts.

Chapter 2

MIGRATION TO VIRTUAL MIVOICE BUSINESS AND VIRTUAL MICOLLAB

OVERVIEW

MiVoice Business Release 9.0 introduced software and architectural changes that enhance performance capabilities. These enhancements will not be available in the MiVoice Business Express (MiVB-X) solution due to architectural complexities. To avail the benefits of MiVoice Business Release 9.0 or later, you can migrate from the MiVB-X solution deployed using a single OVA into two virtual appliances: Virtual MiVoice Business (vMiVB) Release 9.0 or later and Virtual MiCollab (vMiCollab) Release 9.0 or later.

MIGRATION TO VIRTUAL MIVOICE BUSINESS

MiVoice Business Release 9.0 and later do not support certain devices and interfaces, and certain programming has been moved to Server Manager. Therefore, before you upgrade to vMiVB 9.0 or later from Mitel Communications Director 6.0 SP3 or later, you must perform an audit of the database using the MiVoice Business Migration Tool to identify unsupported devices and interfaces. You must deprogram unsupported devices and interfaces, and save the compatible database for migration.



Notes:

1. In the MiVoice Business System Administration Tool, change NuPoint directory numbers that have device type as 5240 IP to a supported device type.
2. In MiCollab, delete users with unsupported devices. This is to prevent synchronization errors between MiVB and MiCollab.

For more information about auditing the MiVoice Business system database, and deprogramming unsupported interfaces and devices, see the *MiVoice Business Migration Guidelines* document.

PART NUMBERS

The following table provides the current part numbers and corresponding new part numbers to order for the migration.

CURRENT PART NUMBER - LICENSE	NEW PART NUMBER - LICENSE
54006091- MiVoice Business Express Virtual	52003635 - MiVBus Express 2 VM Virtual(Migration)
54006089 - MiVoice Business Express Bundle Virtual	52003636 - MiVBus Express 2 VM Bundle(Migration)

LICENSE MIGRATION

You cannot reuse the current Unified Communications and Collaboration (UCC) license for the migration. You must create two separate licenses for vMiVB and vMiCollab.

The following steps provide an overview of the process to migrate the UCC license:

1. Place an order for the license using the new part number.

2. Identify a 30-day cut-over period in consultation with Mitel. After the cut-over period, the current ARID is terminated.
3. Create two new ARIDs; one each for vMiVB and vMiCollab.
4. If the current MiVB-X ARID has Software Assurance (SWA) licenses, contact Application Maintenance Center (AMC) Support at license.support@mitel.com to transfer the SWA licenses the two new ARIDs. Transferring SWA licenses can take at least one working day, so it is recommended to initiate the transfer in advance.
If the current MiVB-X ARID has no SWA licenses, purchase new SWA licenses for vMiVB and vMiCollab, and add the new SWA licenses to the two new ARIDs.
5. Transfer the current MiVB and MiCollab licenses to the new ARIDs for vMiVB and vMiCollab respectively.



Note: License Bundles are non-transferable. The new part numbers provide the functionality corresponding to License Bundles.

6. Create a new Unified License Manager (ULM) ARID.
7. Transfer the current UCC license to the new ULM ARID.
8. Add the new vMiVB and vMiCollab ARIDs to the new ULM ARID.

For support transferring licenses or deleting ARIDs from the existing ULM, contact Application Maintenance Center (AMC) Support at license.support@mitel.com.

VMWARE REQUIRED RESOURCE RESERVATION AND ALLOCATION

The following table lists the required Hardware resource reservations and allocation to support up to 500 devices:

VIRTUAL APPLIANCE	SYSTEM CAPACITY	CONFIGURATION		RESERVATIONS	
		VCPU	DISK	CPU	MEMORY
vMiVB	500 users	2	20 GB	2 GHz	2 GB
vMiCollab	500 users	3	60 GB	4 GHz	6 GB

MIGRATE YOUR MIVOICE BUSINESS EXPRESS TO VIRTUAL MIVOICE BUSINESS AND VIRTUAL MICOLLAB

The following sections describe the procedure for migrating MiVB-X to vMiVB 9.0 or later and vMiCollab 9.0 or later.

BEFORE YOU BEGIN

1. Back up the MiCollab database using its Server Manager.
2. Take a snapshot of the MiVB-X virtual appliance instance as a backup.
3. Ensure that you have the compatible MiVoice Business system database.
4. Ensure that you have migrated your UCC license.
5. Make a note of the login credentials of the MiVoice Business System Administration Tool and the MiCollab Server Manager. After migration and restoring the database, you must log in using the login credentials in the restored database.

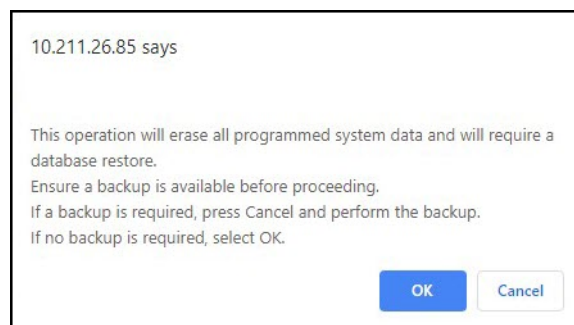
PROCEDURE

1. Deploy a new vMiCollab OVA.
 1. Restore the database from the current MiCollab Server Manager using the **Restore from another running server** option in the Server Manager console.
 2. License the system using the new ARID.

For information about deploying a MiCollab OVA, licensing, and restoring a database from another running server, see *MiCollab Installation and Maintenance Guide for MiVB and MiVO 250*.

After you restore the database, the MiVB-X virtual appliance shuts down automatically. You can access the MiCollab Server Manager using the IP address and login credentials in the restored database.

2. Deploy a new vMiVB OVA. See the *Installation and Administration Guide for Virtual MiVoice Business and ISS* document.
 1. License the system using the new ARID.
 2. Log in to the MiVoice Business System Administration Tool.
 3. Navigate to **Licenses > Licenses and Option Selection**.
 4. Click **Change**.
 5. Change the value of **Maximum Elements per Cluster of vMiVB instance** from **30** to **250**.
 6. Change the value of **Maximum Configurable IP Users and Devices** from **700** to **5600**.
 7. At the following prompt, Click **OK**.



8. Navigate to **Maintenance and Diagnostics > Restore**, and restore the compatible database.

9. Navigate to **Maintenance and Diagnostics > Maintenance Commands**, and run the **RESET SYSTEM** command.
10. After the system resets, log in to the MiVoice Business System Administration Tool using the password in the restored database.
11. Navigate to **Voice Network > Network Elements**, select the MiCollab network element, and click **Start Sharing**, and then click **Sync**.

After you deploy the vMiVB and vMiCollab applications successfully, the Mitel Border Gateway configuration is automatically restored.

Appendix A

REVERSE MIGRATION

In the event of an unsuccessful migration, you can use the latest snapshot to revert to the MiVoice Business Express single virtual appliance.

