



Migrating Server Applications from Avaya one-X[®] Agent 2.0 to 2.5

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Chapter 1: Avaya one-X Agent overview

Avaya one-X[®] Agent is an integrated telephony softphone solution for agents in contact centers. Avaya one-X Agent provides seamless connectivity to at-home agents, remote agents, out-sourced agents, contact center agents, and agents interacting with clients with speech and hearing impairments.

Avaya one-X Agent 2.5 offers a number of enhancements in addition to the features available in Avaya one-X Agent 2.0.

Avaya one-X Agent 2.5 is compatible with Call Center Elite 6.0, Avaya one-X Agent Central Management 2.5, and Avaya Aura[®] Communication Manager 2.x and later. Avaya one-X Agent 2.5 also offers interoperability with other IM and presence clients, namely, Avaya one-X[®] Communicator 6.1 and Microsoft Office Communicator 2007. Avaya one-X Agent 2.5 supports Avaya Aura[®] Presence Services 6.1 with Avaya Aura[®] System Manager 6.1 SP1.1.

The availability of features depends on the Avaya one-X Agent user type you deploy. Avaya one-X Agent 2.5 retains all the enhancements with the same user interface so that the existing users of Avaya one-X Agent can adapt easily to the new features.

Related topics:

[About server applications](#) on page 7

About server applications

The primary objective of the Avaya one-X Agent solution is collaboration and administration enhancement capabilities. Avaya one-X Agent introduces a set of servers to support these capabilities. With these servers, Avaya one-X Agent can execute new features on the client user interface. However, most of the server applications are optional and customers must buy appropriate licenses to use these features.

Server applications

You can use the following server components to deploy the Avaya one-X Agent 2.5 solution:

- Communication Manager 2.x or later
- System Manager 6.1 SP1.1
- Session Manager 6.0 or later
- Presence Services 6.1
- Central Management 2.5

 **Note:**

Communication Manager is an optional server application. Although Avaya one-X Agent 2.5 supports Communication Manager 2.x, 3.x, 4.x, 5.x, and 6.0, the application is exclusively tested with Communication Manager 5.x and 6.0.

Server applications deployments

You must deploy System Manager, Presence Services, and Central Management on separate machines. Before deploying the Presence Services and Central Management applications, ensure that you installed the appropriate versions of the Linux operating system on each machine. For System Manager deployment, you must install System Manager 6.x on the machine before you install the System Manager application.

You must install System Manager 6.1 SP1.1 first, and then install Central Management 2.5 or Presence Services 6.1 in any order. To use IM with Avaya one-X Communicator SIP endpoints, you must also install Session Manager 6.x.

 **Note:**

You can deploy the server application on a separate physical machine or a Virtual Machine (VM) created on the same application host. If you deploy the server application on a VM, ensure that the VM meets the minimum hardware and software requirements of the server application. However, you cannot install System Manager and System Platform on the VM environment. These servers must be installed on a physical machine.

 **Note:**

If you upgrade an existing Central Management 2.0 to Central Management 2.5:

- You must install and configure Presence Services on a separate machine.
- You can still use System Manager 1.0.

To upgrade System Manager to System Manager 6.1 SP1.1, you must deploy System Manager 6.1 SP1.1 on a separate machine.

Chapter 2: Getting started

Purpose

This document describes the migration process of Avaya one-X Agent server application from the existing 2.x to 2.5 version. This migration can be in the existing environment or on a fresh installation in a new environment. This document also provides the rollback steps for migration or installation failures.

Best practices

The following are the best practices to upgrade and migrate the server components of your contact center:

- Download all the necessary server applications that you require for upgrade.
- Keep the installer DVD or media of the server components handy.
- Procure the appropriate licenses and keep them handy.



Note:

Central Management is installed separately as a standalone installation and not included in this sequence.

Related documents

Following are the documents that you can refer during the migration process:

- *Installing and Configuring Avaya one-X[®] Agent 2.5*
- *Installing Server Applications for Avaya one-X[®] Agent 2.5*
- *Implementing Avaya Aura[®] Presence Services 6.1*
- *Installing and Upgrading Avaya Aura[®] System Manager 6.1*
- *Installing and Configuring Avaya Aura[®] System Platform 6.x*
- *Installing and Configuring Avaya Aura[®] Session Manager 6.x*

Getting started

If you do not have a copy, download the document from the Avaya Support Site at <http://www.avaya.com/support>.

Chapter 3: Prerequisites

Before you install or migrate the server components as part of the Avaya one-X Agent 2.5 solution deployment, you must perform the following.

Procedure

1. Install System Manager 6.1 SP1.1 on a new server if you install Presence Services or Central Management as part of the deployment.

For system requirements and installation steps, see *Installing and Upgrading Avaya Aura System Manager, Release 6.1*.



Note:

Before installing System Manager, ensure that you installed System Platform 6.x on the server. For system requirements and installation steps, see *Installing and Configuring Avaya Aura System Platform, Release 6.x*.

2. Install Presence Services 6.1 on a new server if your contact center deploys Presence Services for Instant Messaging (IM) and presence capabilities.
For system requirements and installation steps, see *Implementing Avaya Aura Presence Services, Release 6.1*.
3. Install Session Manager 6.x only if your enterprise is using IM with Avaya one-X Communicator SIP endpoints.
For system requirements and installation steps, see *Installing and Configuring Avaya Aura Session Manager, Release 6.x*.
4. Perform the post-installation settings for System Manager 6.1 SP1.1 if you installed System Manager 6.1 SP1.1.
For post-installation settings for System Manager 6.1 SP1.1, see the “Prerequisites Performing the post-installation settings for System Manager 6.1” section in Chapter 2 of the *Installing Server Applications for Avaya one-X Agent* guide.

Next steps

To migrate Central Management and import user data from Active Directory to System Manager with the Avaya one-X Agent 2.5 client, see [Upgrading server applications for Avaya one-X Agent 2.5](#) on page 15.

To migrate Central Management and import user data from Active Directory to System Manager with the Avaya one-X Agent 2.0 client, see [Upgrading server applications for Avaya one-X Agent 2.0](#).

Prerequisites

Chapter 4: Deploying the Avaya one-X Agent 2.5 solution in a fresh installation

Procedure

1. Install System Manager 6.1 SP1.1, Presence Services 6.1, Session Manager 6.x, and complete the post-installation settings for System Manager 6.1. For more information, see [Prerequisites](#) on page 11.
2. Copy the `oneXAgentCM<version>.zip` file to the Linux server, unzip the file, and run the setup in the folder.

The default installation location for Central Management 2.x is `/opt/Avaya/OneXAgentCM`.

For installation steps, see “Chapter 3: Installing Central Management”, in the *Installing Server Applications for Avaya one-X Agent* guide.

After you complete the installation, verify if the Central Management Web interface is accessible. Type `https://<FQDN of Central Management>:8643/oneXAgentCM` in the address bar.

3. Install the Avaya one-X Agent 2.5 client on an agent computer.
For installation and configuration, see *Installing and Configuring Avaya one-X Agent*.
 4. Start the Avaya one-X Agent 2.5 client enabled with Central Management 2.5.
-

Deploying the Avaya one-X Agent 2.5 solution in a fresh installation

Chapter 5: Upgrading server applications for Avaya one-X Agent 2.5

This chapter provides information to enable existing users of server applications, such as Central Management 2.0, Presence Server 5.2, and System Manager 1.0 to migrate to Central Management 2.5, Presence Services 6.1, and System Manager 6.1 SP1.1 with the Avaya one-X Agent 2.5 client.

Note:

If you upgrade Central Management 2.0 or 2.0 SP1 with the Basic type of User Authentication, to Central Management 2.5, the system changes the User Authentication type to the Form mode by default.

If you upgrade Central Management 2.0 SP2 or SP3 in the Basic type of User Authentication to Central Management 2.5, the system changes the User Authentication type to the Form mode by default.

If you upgrade Central Management 2.0 SP2 or SP3 in the Form type of User Authentication to Central Management 2.5, the User Authentication type remains in the Form mode.

If you upgrade Central Management 2.0 SP2 or SP3 in the SSO type of User Authentication to Central Management 2.5, the User Authentication type remains in the SSO mode.

When you upgrade Central Management, the installer prompts you to choose System Manager 1.0 or System Manager 6.1. You can continue with System Manager 1.0 or select System Manager 6.1. You must either continue with System Manager 1.0, or select System Manager 6.1. If you choose the remote System Manager that is installed on another server, the system provides options to configure the host name and port of System Manager 6.1 SP1.1.

Related topics:

[Migrating server applications with Avaya one-X Agent 2.5 \(all user data migration\)](#) on page 16

[Migrating server applications with Avaya one-X Agent 2.5 \(partial user data migration\)](#) on page 17

Migrating server applications with Avaya one-X Agent 2.5 (all user data migration)

This section describes how to migrate server applications and clients with Avaya one-X Agent 2.5. The section also describes how to migrate user data from Active Directory to System Manager 6.1 SP1.1.

Before you begin

- Take a back up of the Central Management data. For steps, see [Backing up and restoring the Central Management files](#) on page 32.
- Ensure Active Directory is present in a domain controller.

About this task

The following is the scenario for migrating server applications on existing server with Avaya one-X Agent 2.x:

- Central Management 2.x, namely, 2.0, 2.0 SP1, 2.0 SP2, or 2.0 SP3, and System Manager 1.0 co-reside in a single server. Presence Services 5.2 can co-reside with Central Management 2.x and System Manager 1.0.
- User data is present in Active Directory.
- User data is imported from Active Directory to System Manager 6.1 SP1.1.

The following steps apply if some agents use Avaya one-X Agent 2.0 and the other agents migrated to Avaya one-X Agent 2.5 from Active Directory to System Manager 6.1 SP1.1.

Procedure

1. Install System Manager 6.1 SP1.1, Presence Services 6.1, Session Manager 6.x, and complete the post-installation settings for System Manager 6.1. For information on the steps, see [Prerequisites](#) on page 11.
2. Copy the `oneXAgentCM<version>.zip` file to the server where the instance of Central Management 2.x is running and run the setup in the folder.
The default installation location for Central Management 2.x is `/opt/Avaya/OneXAgentCM`. To change the installation directory, specify an alternate install directory during the installation process.
For more information on the installation steps, see “Chapter 3: Installing Central Management”, in the *Installing Server Applications for Avaya one-X Agent* guide.
After you complete the installation, verify that the Central Management Web interface is accessible. Type `https://<FQDN of Central Management>:8643/oneXAgentCM` in the address bar of a browser.
3. Import user data from Active Directory to System Manager 6.1 SP1.1.

For more information on importing user data, see [Importing users from Active Directory to System Manager](#) on page 23.

4. Upgrade Avaya one-X Agent 2.x to Avaya one-X Agent 2.5 on an agent computer.

For more information on upgrade steps, see the “Upgrading Avaya one-X Agent to Release 2.5” section in the *Installing and Configuring Avaya one-X Agent* guide.

5. Start the Avaya one-X Agent 2.5 client enabled with Central Management 2.5.

Migrating server applications with Avaya one-X Agent 2.5 (partial user data migration)

This section describes how to migrate server applications and clients with Avaya one-X Agent 2.5. Use the following steps if some agents are using Avaya one-X Agent 2.0 and the other agents are migrated to Avaya one-X Agent 2.5 from Active Directory to System Manager 6.1 SP1.1.

Before you begin

- Take a back up of the Central Management data. For steps, see [Backing up and restoring the Central Management files](#) on page 32.
- Ensure Active Directory is present in a domain controller.

About this task

The following is the scenario for migrating server applications on existing machine with Avaya one-X Agent 2.5:

- Central Management 2.x, namely, 2.0, 2.0 SP1, 2.0 SP2, or 2.0 SP3, and System Manager 1.0 co-reside in a single machine. Presence Services 5.2 can co-reside with Central Management 2.x and System Manager 1.0.
- User data is present in Active Directory.
- Some agents use Avaya one-X Agent 2.0 and other agents are migrated to Avaya one-X Agent 2.5 from Active Directory to System Manager 6.1 SP1.1.

Procedure


1. Install System Manager 6.1 SP1.1, Presence Services 6.1, Session Manager 6.x, and complete the post-installation settings for System Manager 6.1. For information on the steps, see [Prerequisites](#) on page 11.
2. Copy the `oneXAgentCM<version>.zip` file to the server where the instance of Central Management 2.x is running and run the setup in the folder.

The default installation location for Central Management 2.x is `/opt/Avaya/OneXAgentCM`. To change the installation directory, specify the alternate install directory during the installation.

For more information on the installation steps, see “Chapter 3: Installing Central Management”, in the *Installing Server Applications for Avaya one-X Agent* guide.

After you complete the installation, verify that the Central Management Web interface is accessible. Type `https://<FQDN of Central Management>:8643/oneXAgentCM` in the address bar of a browser.

3. Import the user data from Active Directory to System Manager 6.1 SP1.1.
For more information on steps, see [Importing users from Active Directory to System Manager](#) on page 23.
4. Perform one of the following steps:

For agents using	Do
Avaya one-X Agent 2.5	Start Avaya one-X Agent 2.5 enabled with Central Management 2.5.
Avaya one-X Agent 2.0	<p>Start Avaya one-X Agent 2.0 enabled with Central Management 2.5. Agents can make necessary changes to the configuration and save the data to Central Management 2.5.</p> <p> Note: The system can clear the data while uploading the Alternate Server List settings with other settings in dialing rules. The alternate server addresses and other new attributes will not appear for Avaya one-X Agent 2.0 users. Therefore, the system will not save any value set in these fields on Central Management 2.5.</p>

Ensure that the system does not display any error messages on the computer while starting Avaya one-X Agent.

Chapter 6: Upgrading server applications for Avaya one-X Agent 2.0

This chapter provides information to enable existing users of server applications to upgrade the server components with the Avaya one-X Agent 2.0 client.

Note:

If you upgrade Central Management 2.0 or 2.0 SP1 with the Basic type of User Authentication, to Central Management 2.5, the system changes the User Authentication type to the Form mode, by default.

If you upgrade Central Management 2.0 SP2 or SP3 in the Basic type of User Authentication to Central Management 2.5, the system changes the User Authentication type to the Form mode, by default.

If you upgrade Central Management 2.0 SP2 or SP3 in the Form type of User Authentication to Central Management 2.5, the User Authentication type remains in the Form mode.

If you upgrade Central Management 2.0 SP2 or SP3 in the SSO type of User Authentication to Central Management 2.5, the User Authentication type remains in the SSO mode.

While upgrading Central Management, the installer prompts to choose either System Manager 1.0 or System Manager 6.1. You must either continue with System Manager 1.0, or select System Manager 6.1. If you choose the remote System Manager, the system provides options to configure the host name and port of System Manager 6.1 SP1.1.

Before you begin

- Take a back up of the Central Management data. For steps, see [Backing up and restoring the Central Management files](#) on page 32.
- Ensure Active Directory is present in a domain controller.
- Avaya one-X Agent 2.0 is installed in the agent computer.

About this task

The following is the scenario for migrating server applications on existing server with Avaya one-X Agent 2.0:

- Central Management 2.x, namely, 2.0, 2.0 SP1, 2.0 SP2, or 2.0 SP3, and System Manager 1.0 co-reside in a single server. Presence Services 5.2 can co-reside with Central Management 2.x and System Manager 1.0.
- User data is present in Active Directory.
- Some agents use Avaya one-X Agent 2.0, and other agents migrated to Avaya one-X Agent 2.5 from Active Directory to System Manager 6.1 SP1.1.

Use the following steps if some agents use Avaya one-X Agent 2.0 and the others migrated to Avaya one-X Agent 2.5 from Active Directory to System Manager 6.1 SP1.1.

Procedure

1. Install System Manager 6.1 SP1.1, Presence Services 6.1, Session Manager 6.x, and complete the post-installation settings for System Manager 6.1 SP1.1. For information on the steps, see [Prerequisites](#) on page 11.
2. Copy the `oneXAgentCM<version>.zip` file to the server where the instance of Central Management 2.x is running and run the setup in the folder.
The default installation location for Central Management 2.x is `/opt/Avaya/OneXAgentCM`. To change the installation directory, specify an alternate install directory during the installation process.
For more information on the installation steps, see “Chapter 3: Installing Central Management”, in the *Installing Server Applications for Avaya one-X Agent* guide.
After you complete the installation, verify that the Central Management Web interface is accessible. Type `https://<FQDN of Central Management>:8643/oneXAgentCM` in the address bar.
3. Import user data from Active Directory to System Manager 6.1 SP1.1.
For more information on importing user data, see [Importing users from Active Directory to System Manager](#) on page 23.
4. Start the Avaya one-X Agent 2.0 client enabled with Central Management 2.5.
Ensure that no error messages appear on the computer while starting Avaya one-X Agent.
Agents can make necessary changes to the configuration and save the data to Central Management 2.5.

 **Note:**

While uploading the Alternate Server List settings with other settings in dialing rules, the system can clear the data and not display alternate server addresses and other new attributes for Avaya one-X Agent 2.0 users. Therefore, the system will not save any value set in these fields on Central Management 2.5.

Chapter 7: Rolling back an upgrade

This chapter provides information on rolling back to a previous installation if the upgrade process fails.

 **Note:**

Do not use the GUI uninstaller for Central Management 2.5 for rolling back the upgrade to previously used and upgraded Central Management 2.0.

Before you begin

Ensure that the Central Management database is present in the computer. To obtain the Central Management database backup procedure, see [Backing up and restoring the Central Management files](#) on page 32.

About this task

If you find errors or issues with the Central Management 2.5 upgrade process and want to restore to the earlier version, use CLI to execute the rollback operation.

Procedure

1. Navigate to the `/opt/Avaya/Uninstaller` directory.
2. Run the script:

```
./oxacmrollback.sh /tmp/Avaya/backup/2.0.xxxx.0:1
```

 **Note:**

Once you successfully rollback to 2.0.xxxx.0 version, you can also upgrade to the 2.5 version again by running the script:

```
./oxacmrollback.sh /tmp/Avaya/backup/2.5.xxxxx.0
```

The system saves the Central Management 2.5 environment in the `/tmp/Avaya/backup/2.5.xxxxx.0` directory.

To perform a rollback, you must specify the location of the Central Management 2.0 files. To find the Central Management 2.0 files, see `/tmp/Avaya/backup/<release number>`, where `<release number>` stands for the following:

Central Management release number	Version number
2.0	2.0.1012.0
2.0 SP1	2.0.1017.0
2.0 SP2	2.0.1901.0

Rolling back an upgrade

Central Management release number	Version number
2.0 SP3	2.0.3102.0

The system restores the Central Management database as appropriate. You can also restore the Central Management database by running the script: `/opt/Avaya/OneXAgentCM/bin/oxacmrestore.sh` [<Full path to zipped backup>]. For more information on backing up the Central Management data, see Appendix A: “Backup and restore data” in the *Administering Avaya one-X Agent with Central Management* guide at <http://www.avaya.com/support>.

Appendix A: Importing users from Active Directory to System Manager

Importing users from Active Directory to System Manager

You can create Avaya one-X Agent Presence Services users directly in System Manager without using Active Directory. However, if a customer deploys Presence Services 5.2, then Active Directory includes the user data. When you migrate from Presence Service 5.2 to Presence Services 6.1, the system moves users from Active Directory to System Manager. In all other instances, the administrator must create users in System Manager. Otherwise, the administrator must create users in System Manager.

Before you begin

- Ensure that user data is available in Active Directory or imported to System Manager.
- Ensure that System Manager and Presence Services are configured correctly.
- If an agent wants to communicate with SIP endpoints, the administrator has to configure Session Manager with System Manager and Presence Services.
- Ensure that the phone number in the **Phone Numbers** field is in the E.164 format for users in Active Directory. For example, +<Country Code>-<National Destination Code>-<Subscriber Number>.

About this task

To synchronize System Manager with Active Directory to import all existing users:

Procedure

1. Log on to the System Manager 6.1 Web page as administrator.
2. Click **Home > Users > Synchronize and import > Synch Users > New User Synchronization Datasource**.
3. On the New User Synchronization Datasource panel, perform the following steps:
 - a. In the **Datasource Name** field, specify the data source name, for example, `UserNameAD`.
 - b. In the **Host** field, enter the IP address of Active Directory.
 - c. In the **Principal** field, enter the name of the user in Active Directory, for example, `<user name>@<domain name>.com`.

- d. In the **Password** field, enter the administrator password used in Active Directory.
 - e. In the **Port** field, enter the port number 389.
 - f. In the **Base Distinguished Name** field, enter the name `cn=users,dc=domain name,dc=com`.
 - g. In the **LDAP User Schema** field, enter the schema `inetOrgPerson`.
The schema is case-sensitive.
 - h. Click **Test Connection** to check the connection settings.
 - i. Click **Save**.
4. Upon creating the Datasource, you must map the fields between Active Directory users and System Manager users. Ensure that you map the fields with the correct field types for synchronization to succeed. The following is an example of mapping fields between Active Directory users and System Manager users:
- Map the **userPrincipleName** attribute of user in Active Directory to the **loginName** attribute of user in System Manager.
 - Map the **sn** attribute of user in Active Directory to the **surname** attribute of user in System Manager.
 - Map the **preferredLanguage** attribute of user in Active Directory to the **preferredLanguage** attribute of user in System Manager.
 - Map the **objectGUID** attribute of user in Active Directory to the **sourceUserKey** attribute of user in System Manager. You must ensure that the type of field is binary.
 - Map the **givenName** attribute of user in Active Directory to the **givenName** attribute of user in System Manager.
 - Map the **displayName** attribute of user in Active Directory to the **displayName** attribute of user in System Manager.
5. To create a new job, click **Home > Users > Synchronize and import > Synchronize Users > Active Synchronization Jobs > Create a New Job**.
6. In the New User Synchronization Job page, perform the following steps:
- a. In the **Datasource Name** drop-down list, select the data source, for example, `UserNameAD`.
 - b. Select the **Schedule job for future execution** option and set the date for scheduling the job.

By default, the system uses the current date and time to schedule a job. Users can also schedule a job for immediate use.
 - c. Click **Schedule job for future execution** to run the job.

The system imports only the user information with a profile from Active Directory.

 **Note:**

To view the status of the job, click **Services > Scheduler** from the System Manager Web console. Ensure that the system imported user data to System Manager. To view the job, click **Completed Job**. The system displays the Completed Job page.

7. To view the list of users imported to System Manager, click **Home > Users > User Management > Manage Users** and click **User Management**.

The system displays the User Management page with a list of users.

The system imports only the user information to System Manager and not the profile information. To import the profile information, use one of the following ways:

- In the System Manager Web page, go to each user details and update the profile information manually, or
- Use an XML export and import facility to modify the profile information.

8. To import the profile information using an XML file, perform the following steps:

- a. Log on to System Manager by using PuTTY or Telnet.

- b. To export users, execute the command `sh exportUpmUsers.sh` on `$MGMT_HOME/upm/bulkexport/exportutility/exportUpmUsers.sh`.

The system creates a zip file and stores the file to `$MGMT_HOME/upm/bulkexport`. The system unzips the file and creates an XML file.

The following is an example of an XML file that the system creates:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
- <tns:users xmlns:tns="http://xml.avaya.com/schema/import"
xmlns:ns3="http://xml.avaya.com/schema/import_csm_mm"
xmlns:ns4="http://xml.avaya.com/schema/import_sessionmanager"
xmlns:ns5="http://xml.avaya.com/schema/import_csm_agent"
xmlns:ns6="http://xml.avaya.com/schema/import_csm_cm"
xmlns:ns7="http://xml.avaya.com/schema/deltaImport" xmlns:xsi="http://
www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://
xml.avaya.com/schema/import userimport.xsd">
- <tns:user>
  <authenticationType>basic</authenticationType>
  <displayName>Default Administrator</displayName>
  <displayNameAscii>Default Administrator</displayNameAscii>
  <isDuplicatedLoginAllowed>>false</isDuplicatedLoginAllowed>
  <isEnabled>>true</isEnabled>
  <isVirtualUser>>false</isVirtualUser>
  <givenName>admin</givenName>
  <loginName>admin</loginName>
  <middleName>admin</middleName>
  <source>seeded</source>
  <sourceUserKey>seed data</sourceUserKey>
  <status>provisioned</status>
  <surname>admin</surname>
  <userName>admin</userName>
  <userPassword />
  <userType>administrator</userType>
- <roles>
  <role>System Administrator</role>
  <role>End-User</role>
</roles>
```

```
- <commProfileSet>
  <commProfileSetName>Primary</commProfileSetName>
  <isPrimary>true</isPrimary>
</commProfileSet>
</tns:user>
```

- c. Open the XML file and update the profile information in the XML file, namely, Endpoint Profile and Session Manager Profile.

The following is a sample XML file to add profile information. You must add multiple profiles:

```
<?xml version="1.0" encoding="UTF-8" ?>
- <imp:users xmlns:imp="http://xml.avaya.com/schema/import">
- <imp:user>
  <authenticationType>BASIC</authenticationType>
  <givenName>Robin</givenName>
  <loginName>59036@sipdomain.com</loginName>
  <surname>Forman</surname>
- <roles>
  <role>End-User</role>
</roles>
+ <commProfileSet>
</imp:user>
- <imp:user>
  <authenticationType>BASIC</authenticationType>
  <givenName>Simon</givenName>
  <loginName>59056@sipdomain.com</loginName>
  <surname>Woollett</surname>
- <roles>
  <role>End-User</role>
</roles>
- <commProfileSet>
  <commProfileSetName>Primary</commProfileSetName>
  <isPrimary>true</isPrimary>
- <commProfileList>
- <commProfile xsi:type="imp:xmlStationProfile" xmlns:imp="http://
xml.avaya.com/schema/import_csm_cm" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance">
  <commProfileType>CM</commProfileType>
  <imp:cmName>CommunicationManager1</imp:cmName>
  <imp:useExistingExtension>false</imp:useExistingExtension>
  <imp:extension>59056</imp:extension>
  <imp:setType>9640</imp:setType>
  <imp:port>IP</imp:port>
</commProfile>
- <commProfile xsi:type="imp:SessionManagerCommProfXML"
xmlns:imp="http://xml.avaya.com/schema/import_sessionmanager"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <commProfileType>SessionManager</commProfileType>
  <imp:primarySM>SessionManager1</imp:primarySM>
  <imp:homeLocation>Location1</imp:homeLocation>
</commProfile>
- <commProfile xsi:type="imp:xmlMessagingProfile" xmlns:imp="http://
xml.avaya.com/schema/import_csm_mm" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance">
  <commProfileType>Messaging</commProfileType>
  <imp:messagingName>Messaging</imp:messagingName>
  <imp:useExisting>false</imp:useExisting>
  <imp:messagingTemplate>DEFAULT_CMM_6_0</imp:messagingTemplate>
  <imp:mailboxNumber>59056</imp:mailboxNumber>
  <imp:password>1</imp:password>
</commProfile>
</commProfileList>
</commProfileSet>
```

```
</imp:user>
</imp:users>
```

The following is a sample XML file that the system displays after updating the profile information

```
<?xml version="1.0" encoding="UTF-8" ?>
- <imp:users xmlns:imp="http://xml.avaya.com/schema/import">
- <imp:user>
  <authenticationType>basic</authenticationType>
  <givenName>PankajMigrationDemo</givenName>
  <loginName>Pankimos@avaya.com</loginName>
  <surname>Hirlekar</surname>
  <userName>Panky</userName>
  <userPassword>admin123</userPassword>
  <commPassword>admin123</commPassword>
- <!--
authenticationType>BASIC</authenticationType>
  <givenName>Robin</givenName>
  <loginName>59036@sipdomain.com</loginName>
  <surname>Forman</surname>
  -->
- <!--
roles>
  <role>End-User</role>
</roles>
  -->
- <commProfileSet>
  <commProfileSetName>Primary</commProfileSetName>
  <isPrimary>true</isPrimary>
- <handleList>
- <handle>
  <handleName>sip:pankajl2@6xadc.com</handleName>
  <handleType>sip</handleType>
- <!--
  <handleSubType>sip</handleSubType>
  -->
  </handle>
</handleList>
- <commProfileList>
- <commProfile xsi:type="imp:xmlAgentProfile" xmlns:imp="http://
xml.avaya.com/schema/import_csm_agent" xmlns:xsi="http://www.w3.org/
2001/XMLSchema-instance">
  <commProfileType>CM</commProfileType>
  <commProfileSubType>Agent</commProfileSubType>
  <imp:cmName>ACM187</imp:cmName>
  <imp:useExistingAgent>>false</imp:useExistingAgent>
  <imp:loginIdExtension>2005</imp:loginIdExtension>
- <!--
imp:setType>9620</imp:setType>
  -->
  <imp:template>DEFAULT_AGENT_CM_6_0</imp:template>
</commProfile>
- <commProfile xsi:type="imp:SessionManagerCommProfXML"
xmlns:imp="http://xml.avaya.com/schema/import_sessionmanager"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <commProfileType>SessionManager</commProfileType>
  <imp:primarySM>asset</imp:primarySM>
  <imp:homeLocation>AssetPune</imp:homeLocation>
</commProfile>
- <!--
commProfile xsi:type="imp:xmlMessagingProfile" xmlns:imp="http://
xml.avaya.com/schema/import_csm_mm" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance">
  <commProfileType>Messaging</commProfileType>
```

```

        <imp:messagingName>MSGR</imp:messagingName>
        <imp:useExisting>>false</imp:useExisting>
        <imp:messagingTemplate>DEFAULT_MM_5_2</imp:messagingTemplate>
        <imp:mailboxNumber>59036</imp:mailboxNumber>
        <imp:password>1</imp:password>
    </commProfile
-->
</commProfileList>
</commProfileSet>
</imp:user>
</imp:users>

```

- d. To add another user, repeat Step 1 to Step 8.
9. To import the XML file to System Manager:
 - a. Click **Synchronization** and select **Import > Import Users**.
The system displays the Import Users page.
 - b. In the **File Selection** field, click **Browse** and locate the XML file to be imported to System Manager.
 - c. In the General panel, select the following options:

In	Choose option
Select Error Configuration	Continue processing other records
Select import type	Complete
If a matching records already exists	Merge

- d. In the Job Schedule panel, select **Schedule Job as Run immediately**.
 - e. Click **Save**.
- The system imports the XML file. Upon importing the users, ensure that the system applies the profiles.
10. To view the list of users imported with profiles to System Manager, select **Home > Users > User Management > Manage Users** and click **User Management**.
 11. On the User Management page, click a user in the list.
The system displays the Communication Profile page with user details and the corresponding profile information.

Appendix B: Configuring System Manager 6.1 with Central Management

Configuring System Manager 6.1 with Central Management

Before you begin

Ensure that you back up the Central Management data. See [Backing up and restoring the Central Management files](#) on page 32.

Procedure

1. Copy the `oneXAgentCM<version>.zip` file to the Linux server, unzip the file, and run the setup in the folder.

The default installation location for Central Management 2.x is `/opt/Avaya/OneXAgentCM`. To change the installation directory, specify the alternate install directory during the installation.

For installation steps, see *Chapter 3: Installing Central Management*, in the *Installing Server Applications for Avaya one-X Agent* guide.

After you complete the installation, verify if the Central Management Web interface is accessible. Type `https://<FQDN of Central Management>:8643/oneXAgentCM` in the address bar.

2. At the time of upgrading Central Management, the installer prompts you to choose between System Manager 1.0 or System Manager 6.1 or later. Select System Manager 6.1 to complete the installation.

Ensure that the system stores alarms and logs in remote System Manager 6.1 through the System Manager Web console.

3. To update the System Manager information, navigate to the `/opt/Avaya/OneXAgentCM/bin` folder and run `oxacm4smgr.sh` file and provide all the necessary information.

You must add System Manager and Presence Services server information in the hosts file and provide the same details on the System Manager and Presence Services servers.

Appendix C: Backing up and restoring Central Management

Backing up the Central Management database

About this task

Central Management 2.5 stores all data in the Postgres database called *camdb*. Use the following script to back up the Central Management database:

```
/opt/Avaya/OneXAgentCM/bin/oxacmbbackup.sh <destination directory for dump files>
```

The system checks the available disk space on the server with the destination directory and compares the Central Management database the server used. If the destination directory has enough space, then the system backs up the database data to the `<destination directory>/OneXAgentCM-backup<CAM version><backup date>.dump` file and starts the Postgres `pg_dump` routine.

You do not require any argument to run the command. To execute this script from CLI, use the following command:

```
cd /opt/Avaya/OneXAgentCM/bin
./oxacmbbackup.sh
```

Example

```
cd /opt/Avaya/OneXAgentCM/bin
./oxacmbbackup.sh
```

```
Starting backup of the One-X Agent CM Database Output file: /opt/Avaya/OneXAgentCM/OneXAgentCM-backup-25-2011-25-01-01-19-03.dump
```

```
ls -l /opt/Avaya/OneXAgentCM/OneXAgentCM-backup-25-2011-01-01-19-03.dump
```

```
-rw-r--r-- 1 root root 534016 Oct 10 19:04 /opt/Avaya/OneXAgentCM/OneXAgentCM-backup-25-2011-01-01-19-03.dump
```

Restoring the Central Management database

About this task

Central Management 2.5 provides a script to restore the backed up database. Use the following script to restore the Central Management database:

```
/opt/Avaya/OneXAgentCM/bin/oxacmrestore.sh <full path to zipped backup>
```

The system deletes the existing data from the Central Management database only if you accept the system prompt to proceed. While storing the Central Management database, the system closes all connection to database by stopping the oxacm service, restoring data from the dump file, and then restarting the oxacm service.

 **Note:**

The restore operation deletes the entire data from the Central Management database.

Example

```
./oxacmrestore.sh /opt/Avaya/OneXAgentCM/OneXAgentCM-backup-21-2011-25-01-01-19-03.dump
```

Note: The restore operation will delete all current data!

Do you want to proceed: [Y/N] Y

Restoring the database

Restore complete

Backing up and restoring the Central Management files

Use the following steps to back up and restore the Central Management files.

Backing up the Central Management files

Use the following script to back up the Central Management files:

```
/opt/Avaya/OneXAgentCM/bin/oxacmfiles_backup.sh
```

The system scans the contents of the backup file and zips all existing files into the `/tmp/Avaya/backup/OneXAgentCM-backupfiles-<DATE>.zip` directory. To minimize the size of backed up files, the system maintains only the last four zip files.

Restoring the Central Management files

The administrator can restore the Central Management files by using the following script:


```
/opt/Avaya/OneXAgentCM/bin/oxacmfiles_restore.sh <full path to zipped
backup>[JBOSS|SSO|LDAP|<full path to one backed up file>|<any new group
created in backupfiles.lst>]
```

The system restores all the requested files to the same location as the backed up files. If the second parameter does not exist, the system restores all the files from the zipped file to their original locations.

These routines use the list of files to be backed up and the restored files that are installed as the `/opt/Avaya/OneXAgentCM/conf/backupfiles.lst` file.

```
===== current content of this file =====
+JBOSS
${CURRENT_JBOSSDIR}/server/default/conf/login-config.xml
${CURRENT_INSTALL_PATH}/utils/bin/SPNEGOAuth.xml
${CURRENT_JBOSSDIR}/server/default/deploy/jboss-web.deployer/META-INF/jboss-
service.xml
${CURRENT_JBOSSDIR}/bin/run.conf
+SSO
/etc/oxacm.host.keytab
+LDAP
${CURRENT_INSTALL_PATH}/conf/ldapmapping.properties
${CURRENT_INSTALL_PATH}/conf/ldapmapping.properties.sample
=====
```

where, `CURRENT_INSTALL_PATH` is `/opt/Avaya/OneXAgentCM`
`<CURRENT_JBOSSDIR>`, that is, `/opt/Avaya/OneXAgentCM/jboss-4.2.3.GA`

You can add a new file to any group or create a new group for a new file. Ensure that you present the new file with the full file path.

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