Modular Messaging for Avaya Message Storage Server (MSS) Configuration

Release 5.2

Staged Upgrade from Release 3.x, 4.0, 5.0, and Release 5.1 to Release 5.2

November 2009

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- Mischief (troubling, but apparently innocuous, tampering)
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- System administration documents
- Security documents
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COMPAS

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About this book

This book, *MM for the Avaya Message Storage Server (MSS) Staged Upgrade Rel 3.x/4.0/5.0/5.1 to Rel 5.2* contains instructions for staging an upgrade of Avaya Modular Messaging for Avaya Message Storage Server (MSS) from Release 3.x, Release 4.0, Release 5.0 and Release 5.1 to Release 5.2.

Note:

Use this document to get a Modular Messaging system up and running. After the installation, customers must tailor the Modular Messaging parameters for their site. For more information, see the *Avaya Modular Messaging Software Messaging Application Server Administration Guide.* For additional information about installing and initial administration for Web Subscriber Options, see *Modular Messaging Web Subscriber Options Server Installation*. You can download these guides from the Avaya Support web site at http://www.avaya.com/support.

Intended audience

This book, MM for the Avaya Message Storage Server (MSS) Staged Upgrade Rel 3.x/4.0/5.0/5.1 to Rel 5.2 contains instructions for performing a staged upgrade of Avaya Modular Messaging for Avaya Message Storage Server (MSS) from Release 3.x, Release 4.0, Release 5.0, and Release 5.1 to Release 5.2. The content is targeted to those who want to upgrade the hardware for an Avaya Modular Messaging system.

Users of this book must be familiar with administering Microsoft Windows 2000, 2003 and 2008. Avaya assumes that users have read the *Avaya Modular Messaging Concepts and Planning Guide*.

Technicians who install an Avaya-provided Messaging Application Server should have completed a relevant hardware installation training course. For information on training, see Related resources on page vi.

Trademarks

Related resources

This section describes additional documentation and training available to you.

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For information about items in the documentation set for this product, go to the Avaya Support Web site at http://www.avaya.com/support. Always use the appropriate CD or book to obtain specific information about planning, installing, administering, or maintaining an Avaya system.

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Training

For information about product training, go to the Avaya Web site at www.avaya.com and click **Training**.

Chapter 1: Modular Messaging Staged Upgrade Requirements

The following section describes the requirements for staging an upgrade of an Avaya Modular Messaging system using an S8800 1U servers or a customer provided equipment servers. You can perform a staged upgrade of Modular Messaging software from Release 3.x, 4.0, 5.0 and 5.1 to Release 5.2, where the original system uses Avaya S3400, S3500 or S8730-family message servers.

Topics in this chapter include:

Preparing for the upgrade on page 2

Preparing for the upgrade

You must use the latest version of the *Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades* guide that can be found on the Avaya Support Web site at http://www.avaya.com/support.

Required hardware

You need the following equipment to perform a staged upgrade:

For a Multi-MAS system:

KVM switch, 1 Ethernet switch, 1 Cat5 Ethernet cable per S8730 server.

For a Single-MAS system:

KVM switch, 1 Cat5 Ethernet cross over cable.

USB 56k Modem.

Considerations

This document assumes that dialogic cards of S3400/S3500 and S8730 servers are configured to make them SIP enabled during the actual upgrade. You need to obatin and install the PLDS from the WebLM server.

You should not add or reduce the number of Messaging Application Servers (MAS) until the upgrade is complete. You should not relocate any MM service to other MAS until the staged upgrade is complete.

S8800 1U Hardware setup

The S8800 1U-family message servers are installed.

For more information, see *Installing the Avaya S8800 1U servers*.

Network simulation

To complete the simulation of Private and Corporate networks you will need the following.

For a Multi-MAS system:

Use an Ethernet switch for the Private network and Cat5 cables to connect the systems to the Ethernet switch.

Single-MAS:

Use the cross over cable to connect the Private network between the S8800 1U/ customer provided equipment systems.

System access

Connect the systems to the KVM so that you can log into the systems during the staging process.

To install a KVM switch, use the instructions shipped with the switch.

Chapter 2: Staged Upgrade from Release 3.x to 5.2

The following section describes how to perform the staged upgrade to Release 5.2 on an S8800 1U server or customer provided equipment (CPE) MAS from a Modular Messaging system that is running Release 3.x on an S3400 or S3500 server.

CAUTION:

Do not deviate from these instructions or you may risk corrupting data which results in software reload.

Topics in this chapter include:

Performing pre-upgrade tasks on page 6

Performing the staged upgrade on page 8

Moving into production on page 11

Performing pre-upgrade tasks

Complete the following tasks to prepare for the staged upgrade:

1. Download the Pre-Upgrade and Backup Verification Tool from the Avaya Support Site at http://www.avaya.com/support.
2. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool on the existing Release 3.x MSS. For more information, see *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
3. Make sure that there are no errors. If there are errors that you cannot resolve, contact your Avaya Modular Messaging support representative.
4. Download the latest Avaya Modular Messaging Release 5.2 Data Collection Tool from the Avaya Support Web site at http://www.avaya.com/support.

   Note:

   If you analyze a Modular Messaging Release 3.x system with an older DCT, you will encounter upgrade issues. Make sure you analyze the Modular Messaging Release 3.x system with the Release 5.2 Data Collection Tool.
5. Convert the port boards to make them SIP enabled.
6. Use DCT to gather and analyze data from the MAS. For more information, see *Using the DCT to collect information from an MAS* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   CAUTION:

   Do not include the Tracing/Supplementary server in DCT data analysis. The Tracing/Supplementary server is treated as a new installation and should be added after the staged upgrade is complete.
7. After the DCT tool has run and gathered all of the data, edit the required fields in DCT tool and complete the following activities:

   a. In the **Corporate network** screen select **Do not connect MM to the corporate network**.

   b. Review the completed file. Enter information in empty fields if necessary.

   Note:

   Verify that there are no red **X**s next to the screen names in the left panel. Red **X**'s indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the upgrade. The DCT does not populate all fields when analyzing a system. It will be necessary to enter information, for example, passwords.

c. Save the DCT file with the changes.

Note:

Modular Messaging Release 5.2 enforces password conventions and other configuration rules that were allowable in some of the previous releases. If password changes were required during the DCT analysis, note the changes so updates to the passwords can be made on the Modular Messaging Release 5.2 MSS after restoring data on the MSS. The passwords will have to be updated twice, once after each MSS restore.

Performing the staged upgrade

Note:

In this section, the Modular Messaging Release 3.x system will be referred to as the production system and the Modular Messaging Release 5.2 system using S8800 1U/customer provided equipment message servers will be the staged system.

Staging the MSS and first MAS (S8800 1U/Customer Provided Equipment (CPE))

Complete the following steps:

1. On the production MSS, perform an attended backup using blank DVD-RAMs. For more information, see *Backing up the MSS* in *Migrating to Modular Messaging Release 5.2 on S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the staged MSS, perform a full restore from the data backed up on the DVD-RAMs. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   After the restore is complete, you can re-enter any passwords that the Data Collection Tool required you to change during the MAS data analysis. You can re-enter the IMAP, IMAP4, and LDAP passwords without causing any problems to the staged system.
3. Make sure the details entered for network addressing, obtaining and activating the license file, subscriber management, and password administration on the MSS is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Prepare the MAS1. For more information on configuring an S8800 1U server, see *Continue with upgrade* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.Complete the procedures from this chapter till *Verifying call-handling capability*.

   OR

For more information on configuring a Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

5. Complete the MSS administration. For more information, see *Completing MSS administration* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Complete the staged upgrade

After you have completed staging the MSS and the first MAS, do the following to complete the staged upgrade.

Verify the Corporate IP addresses on the MAS.

1. Find the Corporate MAS host name, IP address, router/gateway address from the Modular Messaging Release 5.2 DCT file.
2. From the desktop of the MAS1, right-click on **My Network**. Select **Properties** > **Internet Protocol (TCP/IP)** >**Properties**.
3. Click **Use the following IP address** and verify that the MAS1 IP address, subnet mask and default gateway information match the information found on the DCT file. Modify as necessary.
4. Click **Use the following DNS server addresses** button and verify that the DNS IP addresses match the DNS information found on the DCT file. Modify as necessary.
5. Click **Advanced** on the **Internet Protocol (TCP/IP)** screen.
6. Click **Append these DNS suffices (in order)** on the **DNS** tab in the **Advanced TCP/IP Settings** screen.

   Make sure that the DNS suffixes found on the DCT file are correct.
7. Press **OK** to exit the Corporate LAN properties.

Staging the remaining MAS (S8800 1U/Customer Provided Equipment (CPE)) units

After completing the staged upgrade of MAS1 in the staged system, continue staging the other MAS unit(s). Repeat the same steps until all the S8800 1U/customer provided equipment (CPE) messaging application servers have been staged.

For more information on an S8800 1U server, see *Upgrading each MAS*, in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades.*

OR

For more information on Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Moving into production

This section describes the steps required to move the staged system into production. Make sure that you have completed all the steps described in Performing pre-upgrade tasks on page 6 and Performing the staged upgrade on page 8.

Preparing to remove old system

Follow the required steps below to remove the old system.

1. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool again on the current production MSS. For more information, see *Running the Pre-upgrade tool* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the current production Messaging Application Servers, perform the following tasks:
   a. Busy out the ports and the trunks on the switch. For more information, see *Busying out ports on MAS#1* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   b. Check the spool directories for any spooled messages. For more information, see *Checking the spool folder on each MAS* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   c. If the site has Caller Applications, make sure that copies of all editable Caller Applications scripts are saved on a separate computer or thumb drive, not the MAS. The data restoration procedure restores only the deployed Caller Applications.
   d. Backup the MAS. For more information, see *Backing up each MAS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. You must have domain administrator rights to complete this step (that is, dom-admin).
3. Backup the current production MSS. For more information, see *Backing up the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Using the Backup Verification Tool on the current production MSS, verify the MSS backup DVD-RAM(s) are error free. Label and set aside the verified MSS backup DVD-RAM(s).

Installing the Staged MSS

You can move the staged system into production after you have removed the current production system.

Complete the following steps:

1. Remove the production MSS and MASs from the corporate and private LANs.
2. Connect the staged MSS to the corporate and private LANs. Boot up the Modular Messaging Release 5.2 MSS.
3. Using the DVD-RAM(s) created earlier, restore the verified Modular Messaging Release 3.x MSS DVD-RAM(s) to the Release 5.2 MSS. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. After the Release 5.2 MSS restore is complete, make sure that the details for network addressing, obtaining and activating the license file, subscriber management, and password administration is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
5. You can re-enter any passwords that the Data Collection Tool required you to change during the DCT analysis process of the Release 3.x MAS data. These passwords include the IMAPI, IMAP4, VVSTS and LDAP.

Preparing the Staged MAS for production

The new S8800 1U/customer provided equipment messaging application servers are staged without Dialogic cards. For all integration, you need to make the port boards SIP enabled. For more information, see *Configuring and testing port boards*, in Appendix B in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

For all IP integrations move the corporate and private LAN cables to the S8730/customer provided equipment servers.

Installing the remaining servers

Each of the S8800 1U/customer provided equipment messaging application servers must be installed in the production system. Follow these steps for each MAS in turn:

1. Start the MAS.

2. After the MAS has started, configure the Internet Connectivity.
3. Obtain the license file from the License Manager server.
4. Activate the Windows license.
5. Install the antivirus software and the Microsoft updates.
6. Install the most current Avaya Service Packs and/or patches
7. Convert the port boards to make them SIP enabled.
8. Return the trunks to service on the switch and make test calls to verify that the ports are working properly. Correct the trunk configuration on the switch as necessary.

Completing the installation

Before the staged S8800 1U/customer provided equipment messaging servers can be moved into production, these final steps must be completed.

1. Update and send again the MAS host information from the MSS by selecting **Server Administration > MAS Host Send**.
2. To join the staged MSS to the windows domain., select **Server Administration > Windows Domain Setup**. Enter the domain administrator password (enter the password found on the Modular Messaging Release 5.2 DCT file) and submit the information.
3. Restore the data from the Release 3.x MSS to each MAS. Restore and redeploy any Caller Applications saved previously. For more information, see *Restoring Caller Applications.MAS#1 only*, in *Restoring data on each MAS* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Perform the following steps to synchronize the MAS Front End Database (FEDB) on all the Modular Messaging Release 5.2 MASs:
   a. Download the **MSS_MAS_FEDB_Rebuild.exe** from http://www.avaya.com/support.
   b. Copy **MSS_MAS_FEDB_Rebuild.exe** to **C:\Avaya_Support\Tools on the MAS**.
   c. Stop the Messaging Application Server Service on the S8800 1U/customer provided equipment MAS1.
   d. Navigate to **C:\Avaya_support\Tools** and double-click on the **MSS_MAS_FEDB_Rebuild.exe** file.
   e. Start the Messaging Application Server Service on MAS1. A 1241 event shows that the gv_vserver has finished restarting. A 1030 event will show that the FEDB has completed rebuilding.

   Repeat Step 4 for every MAS in the voice mail domain.

Chapter 3: Staged Upgrade from Release 4.0 to 5.2

The following section describes how to perform the staged upgrade to Release 5.2 on an S8800 1U-family server or customer provided equipment (CPE) MAS from a Modular Messaging system that is running Release 4.0 on an S3500 server.

CAUTION:

Do not deviate from these instructions or you may risk corrupting data which results in software reload.

Topics in this chapter include:

Performing pre-upgrade tasks on page 16

Performing the staged upgrade on page 17

Moving into production on page 20

Performing pre-upgrade tasks

Complete the following tasks to prepare for the staged upgrade:

1. Download the Pre-Upgrade and Backup Verification Tool from the Avaya Support site at http://www.avaya.com/support.
2. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool on the existing Release 4.0 MSS. For more information, see *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
3. Make sure that there are no errors. If there are errors that you cannot resolve, contact your Avaya Modular Messaging support representative.
4. Download the latest Avaya Modular Messaging Release 5.2 Data Collection Tool from the Avaya Support Web site at http://www.avaya.com/support.

   Note:

   If you analyze a Modular Messaging Release 4.0 system with an older DCT, you will encounter upgrade issues. Make sure you analyze the Modular Messaging Release 4.0 system with the Release 5.2 Data Collection Tool.
5. Convert the port boards to SIP enabled port boards.
6. Use DCT to gather and analyze data from the MAS. For more information, see *Using the DCT to collect information from an MAS* in *Migrating Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   CAUTION:

   Do not include the Tracing/Supplementary server in DCT data analysis. The Tracing/Supplementary server is treated as a new installation and should be added after the staged upgrade is complete.
7. After the DCT tool has run and gathered all of the data, edit the required fields in DCT tool and complete the following activities:

   a. In the **Corporate network** screen select **Do not connect MM to the corporate network**.

   b. Review the completed file. Enter information in empty fields if necessary.

   Note:

   Verify that there are no red **X**s next to the screen names in the left panel. Red **X**'s indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the upgrade. The DCT does not populate all fields when analyzing a system. It will be necessary to enter information, for example, passwords.

c. Save the DCT file with the changes.

Note:

Modular Messaging Release 5.1 enforces password conventions and other configuration rules that were allowable in some of the previous releases. If password changes were required during the DCT analysis, note the changes so updates to the passwords can be made on the MM 5.1 MSS after restoring data on the MSS. The passwords will have to be updated twice, once after each MSS restore.

Performing the staged upgrade

Note:

In this section the Modular Messaging Release 4.0 system is referred to as the production system and the Modular Messaging Release 5.2 system using S8800 1U/customer provided equipment message servers is referred to as the staged system.

Staging the MSS and first MAS (S8800 1U/Customer Provided Equipment (CPE))

Complete the following steps:

1. On the production MSS, perform an attended backup using blank DVD-RAMs. For more information, see *Backing up the MSS* in *Migrating Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the staged MSS, perform a full restore from the data backed up on the DVD-RAMs. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in*Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   After the restore is complete, you can re-enter any passwords that the Data Collection Tool required you to change during the MAS data analysis. You can re-enter the IMAP, IMAP4, and LDAP passwords without causing any problems to the staged system.
3. Make sure the details entered for network addressing, obtaining and activating the license file, subscriber management, and password administration on the MSS is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

4. Prepare the MAS1. For more information on configuring an S8800 1U-family server, see *Continue with upgrade* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. Complete the procedures from this chapter till *Verifying call-handling capability*.

   OR

   For more information on configuring a Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

5. Complete the MSS administration. For more information, see *Completing MSS administration* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Complete the staged upgrade

After you have completed staging the MSS and the first MAS, do the following to complete the staged upgrade.

Verify the Corporate IP addresses on the MAS.

1. Find the corporate MAS host name, IP address, router/gateway address from the Modular Messaging Release 5.2 DCT file.
2. From the desktop of the MAS1, right-click on **My Network**. Select **Properties** > **Internet Protocol (TCP/IP)** > **Properties**.
3. Click **Use the following IP address** and verify that the MAS1 IP address, subnet mask and default gateway information match the information found on the DCT file. Modify as necessary.
4. Click **Use the following DNS server addresses** and verify that the DNS IP addresses match the DNS information found on the DCT file. Modify as necessary.
5. Click **Advanced** on the **Internet Protocol (TCP/IP)** screen.
6. Click **Append these DNS suffices (in order)** on the **DNS** tab in the **Advanced TCP/IP Settings** screen.

   Make sure that the DNS suffixes found on the DCT file are correct
7. Press **OK** to exit the Corporate LAN properties.

Staging the remaining MAS (S8800 1U/Customer Provided Equipment (CPE)) units

After completing the staged upgrade of MAS1 in the staged system, continue staging the other MAS unit(s). Repeat the same steps until all the S8800 1U/customer provided equipment messaging application servers have been staged.

For more information on an S8800 1U server, see *Upgrading each MAS*, in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades.*

OR

For more information on Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Moving into production

This section describes the steps required to move the staged system into production. Make sure that you have completed all the steps described in Performing pre-upgrade tasks on page 16 and Performing the staged upgrade on page 17.

Preparing to remove old system

Follow the required steps below to remove the old system.

1. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool again on the current production MSS. For more information, see *Running the Pre-upgrade tool* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the current Production Messaging Application Servers, perform the following tasks:
   a. Busy out the ports and the trunks on the switch. For more information, see *Busying out ports on MAS#1* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*
   b. Check the spool directories for any spooled messages. For more information, see *Checking the spool folder on each MAS* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   c. If the site has Caller Applications, make sure that copies of all editable Caller Applications scripts are saved on a separate computer or thumb drive, not the MAS. The data restoration procedure restores only the deployed Caller Applications.
   d. Backup the MAS. For more information, see *Backing up each MAS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. You must have domain administrator rights to complete this step (that is, dom-admin).
3. Backup the current Production MSS. For more information, see *Backing up the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Using the Backup Verification Tool on the current production MSS, verify the MSS backup DVD-RAM(s) are error free. Label and set aside the verified MSS backup DVD-RAM(s).

Installing the staged MSS

You can move the staged system into production after you have removed the current production system.

Complete the following steps:

1. Remove the production MSS and MASs from the corporate and private LANs.
2. Connect the Staged MSS to the corporate and private LANs. Boot up the Modular Messaging Release 5.2 MSS.
3. Using the DVD-RAM(s) created earlier, restore the verified Modular Messaging Release 4.0 MSS DVD-RAM(s) to the Release 5.2 MSS. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. After the Release 5.2 MSS restore is complete, make sure that the details for network addressing, obtaining and activating the license file, subscriber management, and password administration is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
5. You can re-enter any passwords that the Data Collection Tool required you to change during the DCT analysis process of the Release 4.0 MAS data. These passwords include the IMAPI, IMAP4, VVSTS and LDAP.

Preparing the Staged MAS for production

The new S8800 1U/customer provided equipment messaging application servers are staged without Dialogic cards. For all integration, you need to make the port boards SIP enabled. For more information, see *Configuring and testing port boards*, in Appendix B in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

For all IP integrations move the corporate and private LAN cables to the S8730/customer provided equipment servers.

Installing the remaining servers

Each of the new HP S8800 1U/ customer provided equipment messaging application servers must be installed in the production system. Follow these steps for each MAS in turn:

1. Start the MAS.

2. After the MAS has started, configure the Internet Connectivity.
3. Obtain the license file from the License Manager server.
4. Activate the Windows license.
5. Install the antivirus software and the Microsoft updates.
6. Install the most current Avaya Service Packs and/or patches
7. Convert the port boards to make them SIP enabled.
8. Return the trunks to service on the switch and make test calls to verify that the ports are working properly. Correct the trunk configuration on the switch as necessary.

Completing the installation

Before the staged S8800 1U/customer provided equipment messaging servers can be moved into production these final steps must be completed.

1. Update and send again the MAS host information from the MSS by selecting **Server Administration > MAS Host Send**.
2. To join the staged MSS to the windows domain., select **Server Administration > Windows Domain Setup**. Enter the domain administrator password (enter the password found on the 5.1 DCT file) and submit the information.
3. Restore the data from the Release 4.0 MSS to each MAS. Restore and redeploy any Caller Applications saved previously. For more information, see *Restoring Caller Applications.MAS#1 only*, in *Restoring data on each MAS* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Perform the following steps to synchronize the MAS Front End Database (FEDB) on all the Modular Messaging Release 5.2 MASs:
   a. Download the **MSS_MAS_FEDB_Rebuild.exe** from http://www.avaya.com/support.
   b. Copy **MSS_MAS_FEDB_Rebuild.exe** to **C:\Avaya_Support\Tools** on the MAS.
   c. Stop the Messaging Application Server Service on the S8800 1U/ customer provided equipment MAS1.
   d. Navigate to **C:\Avaya_support\Tools** and double-click on the **MSS_MAS_FEDB_Rebuild.exe** file.
   e. Start the Messaging Application Server Service on the MAS1. A 1241 event shows that the gv_vserver has finished restarting. A 1030 event will show that the FEDB has completed rebuilding.

   Repeat Step 4 for every MAS in the voice mail domain.

Chapter 4: Staged Upgrade from Release 5.0 to 5.2

The following section describes how to perform the staged upgrade to Release 5.2 on an S8800 1U or customer provided equipment (CPE) MAS from a Modular Messaging system that is running Release 5.0 on an S3500 server.

CAUTION:

Do not deviate from these instructions or you may risk corrupting data which results in software reload.

Topics in this chapter include:

Performing pre-upgrade tasks on page 24

Performing the staged upgrade on page 26

Moving into production on page 29

Performing pre-upgrade tasks

Complete the following tasks to prepare for the staged upgrade:

1. Download the Pre-Upgrade and Backup Verification Tool from the Avaya Support site at http://www.avaya.com/support.
2. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool on the existing Release 5.0 MSS. For more information, see *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
3. Make sure that there are no errors. If there are errors that you cannot resolve, contact your Avaya Modular Messaging support representative.
4. Download the latest Avaya Modular Messaging Release 5.2 Data Collection Tool from the Avaya Support Web site at http://www.avaya.com/support.

   Note:

   If you analyze a Modular Messaging Release 5.0 system with an older DCT, you will encounter upgrade issues. Make sure you analyze the Modular Messaging Release 5.0 system with the Release 5.1 Data Collection Tool.
5. Convert the port boards to make them SIP enabled.
6. Use DCT to gather and analyze data from the MAS. For more information, see *Using the DCT to collect information from an MAS* in *Migrating Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   CAUTION:

   Do not include the Tracing/Supplementary server in DCT data analysis. The Tracing/Supplementary server is treated as a new installation and should be added after the staged upgrade is complete.
7. After the DCT tool has run and gathered all of the data, edit the required fields in DCT tool and complete the following activities:

   a. In the **Corporate network** screen select **Do not connect MM to the corporate network**.

   b. Review the completed file. Enter information in empty fields if necessary.

   Note:

   Verify that there are no red **X**s next to the screen names in the left panel. Red **X**'s indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the upgrade. The DCT does not populate all fields when analyzing a system. It will be necessary to enter information, for example, passwords.

c. Save the DCT file with the changes.

Note:

Modular Messaging Release 5.2 enforces password conventions and other configuration rules that were allowable in some of the previous releases. If password changes were required during the DCT analysis, note the changes so updates to the passwords can be made on the Modular Messaging Release 5.2 MSS after restoring data on the MSS. The passwords will have to be updated twice, once after each MSS restore.

Performing the staged upgrade

Note:

In this section the Modular Messaging Release 5.0 system is referred to as the production system and the Modular Messaging Release 5.2 system using S8800 1U/customer provided equipment message servers is referred to as the staged system.

Staging the MSS and first MAS (S8800 1U/Customer Provided Equipment (CPE))

Complete the following steps:

1. On the production MSS, perform an attended backup using blank DVD-RAMs. For more information, see *Backing up the MSS* in *Migrating Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the staged MSS, perform a full restore from the data backed up on the DVD-RAMs. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   After the restore is complete, you can re-enter any passwords that the Data Collection Tool required you to change during the MAS data analysis. You can re-enter the IMAP, IMAP4, and LDAP passwords without causing any problems to the staged system.
3. Make sure the details entered for network addressing, subscriber management, and password administration on the MSS is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

4. Prepare the MAS1. For more information configuring an S8800 1U server, see *Continue with upgrade* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. Complete the procedures from this chapter till *Verifying call-handling capability*.

   OR

   For more information on configuring a Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

5. Complete the MSS administration. For more information, see *Completing MSS administration* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Complete the staged upgrade

After you have completed staging the MSS and the first MAS, do the following to complete the staged upgrade.

Verify the Corporate IP addresses on the MAS.

1. Find the corporate MAS host name, IP address, router/gateway address from the Modular Messaging Release 5.2 DCT file.
2. From the desktop of the MAS1, right-click on **My Network**. Select **Properties** > **Internet Protocol (TCP/IP)** > **Properties**.
3. Click **Use the following IP address** and verify that the MAS1 IP address, subnet mask and default gateway information match the information found on the DCT file. Modify as necessary.
4. Click **Use the following DNS server addresses** and verify that the DNS IP addresses match the DNS information found on the DCT file. Modify as necessary.
5. Click **Advanced** on the **Internet Protocol (TCP/IP)** screen.
6. Click **Append these DNS suffices (in order)** on the **DNS** tab in the **Advanced TCP/IP Settings** screen.

   Make sure that the DNS suffixes found on the DCT file are correct.

7. Press **OK** to exit the Corporate LAN properties.

Staging the remaining MAS (S8800 1U/Customer Provided Equipment (CPE)) units

After completing the staged upgrade of MAS1 in the staged system, continue staging the other MAS unit(s). Repeat the same steps until all the S8800 1U/customer provided equipment messaging application servers have been staged.

For more information, see *Upgrading each MAS*, in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades.*

OR

For more information on Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Moving into production

This section describes the steps required to move the staged system into production. Make sure that you have completed all the steps described in Performing pre-upgrade tasks on page 24 and Performing the staged upgrade on page 26.

Preparing to remove old system

Follow the required steps below to remove the old system.

1. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool again on the current production MSS. For more information, see *Running the Pre-upgrade tool* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the current Production Messaging Application Servers, perform the following tasks:
   a. Busy out the ports and the trunks on the switch. For more information, see *Busying out ports on MAS#1* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   b. Check the spool directories for any spooled messages. For more information, see *Checking the spool folder on each MAS* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   c. If the site has Caller Applications, make sure that copies of all editable Caller Applications scripts are saved on a separate computer or thumb drive, not the MAS. The data restoration procedure restores only the deployed Caller Applications.
   d. Backup the MAS. For more information, see *Backing up each MAS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. You must have domain administrator rights to complete this step (that is, dom-admin).
3. Backup the current Production MSS. For more information, see *Backing up the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Using the Backup Verification Tool on the current production MSS, verify the MSS backup DVD-RAM(s) are error free. Label and set aside the verified MSS backup DVD-RAM(s).

Installing the staged MSS

You can move the staged system into production after you have removed the current production system.

Complete the following steps:

1. Remove the production MSS and MASs from the corporate and private LANs.
2. Connect the Staged MSS to the corporate and private LANs. Boot up the Modular Messaging Release 5.2 MSS.
3. Using the DVD-RAM(s) created earlier, restore the verified Modular Messaging Release 5.0 MSS DVD-RAM(s) to the Release 5.2 MSS. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. After the Release 5.2 MSS restore is complete, make sure that the details for network addressing, obtaining and activating the license file, subscriber management, and password administration is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
5. You can re-enter any passwords that the Data Collection Tool required you to change during the DCT analysis process of the Release 5.0 MAS data. These passwords include the IMAPI, IMAP4, VVSTS and LDAP.

Preparing the Staged MAS for production

The new S8800 1U/customer provided equipment messaging application servers are staged without Dialogic cards. For all integration, you need to make the port boards SIP enabled. For more information, see *Configuring and testing port boards*, in Appendix B in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

For all IP integrations move the corporate and private LAN cables to the S8730/ customer provided equipment servers.

Installing the remaining servers

Each of the S8800 1U/customer provided equipment messaging application servers must be installed in the production system. Follow these steps for each MAS in turn:

1. Start the MAS.

2. After the MAS has started, configure the Internet Connectivity.
3. Obtain the license file from the License Manager server.
4. Activate the Windows license.
5. Install the antivirus software and the Microsoft updates.
6. Install the most current Avaya Service Packs and/or patches
7. Convert the port boards to make them SIP enabled.
8. Return the trunks to service on the switch and make test calls to verify that the ports are working properly. Correct the trunk configuration on the switch as necessary.

Completing the installation

Before the staged S8800 1U/customer provided equipment messaging servers can be moved into production these final steps must be completed.

1. Update and send again the MAS host information from the MSS by selecting **Server Administration > MAS Host Send**.
2. To join the staged MSS to the windows domain., select **Server Administration > Windows Domain Setup**. Enter the domain administrator password (enter the password found on the Modular Messaging Release 5.2 DCT file) and submit the information.
3. Restore the data from the Release 5.2 MSS to each MAS. Restore and redeploy any Caller Applications saved previously. For more information, see *Restoring Caller Applications.MAS#1 only*, in *Restoring data on each MAS* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Perform the following steps to synchronize the MAS Front End Database (FEDB) on all the Modular Messaging Release 5.2 MASs:
   a. Download the **MSS_MAS_FEDB_Rebuild.exe** from http://www.avaya.com/support.
   b. Copy **MSS_MAS_FEDB_Rebuild.exe** to **C:\Avaya_Support\Tools** on the MAS.
   c. Stop the Messaging Application Server Service on the S8730/ customer provided equipment MAS1.
   d. Navigate to **C:\Avaya_support\Tools** and double-click on the **MSS_MAS_FEDB_Rebuild.exe** file.
   e. Start the Messaging Application Server Service on the MAS1. A 1241 event shows that the gv_vserver has finished restarting. A 1030 event will show that the FEDB has completed rebuilding.

   Repeat Step 4 for every MAS in the voice mail domain.

Chapter 5: Staged Upgrade from Release 5.1 to 5.2

The following section describes how to perform the staged upgrade to Release 5.2 on an S8800 1U or customer provided equipment (CPE) MAS from a Modular Messaging system that is running Release 5.1 on an S3500 or an S8730 server.

CAUTION:

Do not deviate from these instructions or you may risk corrupting data which results in software reload.

Topics in this chapter include:

Performing pre-upgrade tasks on page 34

Performing the staged upgrade on page 36

Moving into production on page 39

Performing pre-upgrade tasks

Complete the following tasks to prepare for the staged upgrade:

1. Download the Pre-Upgrade and Backup Verification Tool from the Avaya Support site at http://www.avaya.com/support.
2. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool on the existing Release 5.1 MSS. For more information, see *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
3. Make sure that there are no errors. If there are errors that you cannot resolve, contact your Avaya Modular Messaging support representative.
4. Download the latest Avaya Modular Messaging Release 5.2 Data Collection Tool from the Avaya Support Web site at http://www.avaya.com/support.

   Note:

   If you analyze a Modular Messaging Release 5.1 system with an older DCT, you will encounter upgrade issues. Make sure you analyze the Modular Messaging Release 5.1 system with the Release 5.2 Data Collection Tool.
5. Convert the port boards to make them SIP enabled.
6. Use DCT to gather and analyze data from the MAS. For more information, see *Using the DCT to collect information from an MAS* in *Migrating Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   CAUTION:

   Do not include the Tracing/Supplementary server in DCT data analysis. The Tracing/Supplementary server is treated as a new installation and should be added after the staged upgrade is complete.
7. After the DCT tool has run and gathered all of the data, edit the required fields in DCT tool and complete the following activities:

   a. In the **Corporate network** screen select **Do not connect MM to the corporate network**.

   b. Review the completed file. Enter information in empty fields if necessary.

   Note:

   Verify that there are no red **X**s next to the screen names in the left panel. Red **X**'s indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the upgrade. The DCT does not populate all fields when analyzing a system. It will be necessary to enter information, for example, passwords.

c. Save the DCT file with the changes.

Note:

Modular Messaging Release 5.2 enforces password conventions and other configuration rules that were allowable in some of the previous releases. If password changes were required during the DCT analysis, note the changes so updates to the passwords can be made on the Modular Messaging Release 5.2 MSS after restoring data on the MSS. The passwords will have to be updated twice, once after each MSS restore.

Performing the staged upgrade

Note:

In this section the Modular Messaging Release 5.1 system is referred to as the production system and the Modular Messaging Release 5.2 system using S8800 1U/customer provided equipment message servers is referred to as the staged system.

Staging the MSS and first MAS (S8800 1U/Customer Provided Equipment (CPE))

Complete the following steps:

1. On the production MSS, perform an attended backup using blank DVD-RAMs. For more information, see *Backing up the MSS* in *Migrating Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the staged MSS, perform a full restore from the data backed up on the DVD-RAMs. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   After the restore is complete, you can re-enter any passwords that the Data Collection Tool required you to change during the MAS data analysis. You can re-enter the IMAP, IMAP4, and LDAP passwords without causing any problems to the staged system.
3. Make sure the details entered for network addressing, subscriber management, and password administration on the MSS is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

4. Prepare the MAS1. For more information configuring an S8800 1U server, see *Continue with upgrade* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. Complete the procedures from this chapter till *Verifying call-handling capability*.

   OR

   For more information on configuring a Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

5. Complete the MSS administration. For more information, see *Completing MSS administration* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Complete the staged upgrade

After you have completed staging the MSS and the first MAS, do the following to complete the staged upgrade.

Verify the Corporate IP addresses on the MAS.

1. Find the corporate MAS host name, IP address, router/gateway address from the Modular Messaging Release 5.2 DCT file.
2. From the desktop of the MAS1, right-click on **My Network**. Select **Properties** > **Internet Protocol (TCP/IP)** > **Properties**.
3. Click **Use the following IP address** and verify that the MAS1 IP address, subnet mask and default gateway information match the information found on the DCT file. Modify as necessary.
4. Click **Use the following DNS server addresses** and verify that the DNS IP addresses match the DNS information found on the DCT file. Modify as necessary.
5. Click **Advanced** on the **Internet Protocol (TCP/IP)** screen.
6. Click **Append these DNS suffices (in order)** on the **DNS** tab in the **Advanced TCP/IP Settings** screen.

   Make sure that the DNS suffixes found on the DCT file are correct.

7. Press **OK** to exit the Corporate LAN properties.

Staging the remaining MAS (S8800 1U/Customer Provided Equipment (CPE)) units

After completing the staged upgrade of MAS1 in the staged system, continue staging the other MAS unit(s). Repeat the same steps until all the S8800 1U/customer provided equipment messaging application servers have been staged.

For more information, see *Upgrading each MAS*, in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades.*

OR

For more information on Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Moving into production

This section describes the steps required to move the staged system into production. Make sure that you have completed all the steps described in Performing pre-upgrade tasks on page 34 and Performing the staged upgrade on page 36.

Preparing to remove old system

Follow the required steps below to remove the old system.

1. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool again on the current production MSS. For more information, see *Running the Pre-upgrade tool* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the current Production Messaging Application Servers, perform the following tasks:
   a. Busy out the ports and the trunks on the switch. For more information, see *Busying out ports on MAS#1* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   b. Check the spool directories for any spooled messages. For more information, see *Checking the spool folder on each MAS* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   c. If the site has Caller Applications, make sure that copies of all editable Caller Applications scripts are saved on a separate computer or thumb drive, not the MAS. The data restoration procedure restores only the deployed Caller Applications.
   d. Backup the MAS. For more information, see *Backing up each MAS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. You must have domain administrator rights to complete this step (that is, dom-admin).
3. Backup the current Production MSS. For more information, see *Backing up the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Using the Backup Verification Tool on the current production MSS, verify the MSS backup DVD-RAM(s) are error free. Label and set aside the verified MSS backup DVD-RAM(s).

Installing the staged MSS

You can move the staged system into production after you have removed the current production system.

Complete the following steps:

1. Remove the production MSS and MASs from the corporate and private LANs.
2. Connect the Staged MSS to the corporate and private LANs. Boot up the Modular Messaging Release 5.2 MSS.
3. Using the DVD-RAM(s) created earlier, restore the verified Modular Messaging Release 5.1 MSS DVD-RAM(s) to the Release 5.2 MSS. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. After the Release 5.2 MSS restore is complete, make sure that the details for network addressing, obtaining and activating the license file, subscriber management, and password administration is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
5. You can re-enter any passwords that the Data Collection Tool required you to change during the DCT analysis process of the Release 5.1 MAS data. These passwords include the IMAPI, IMAP4, VVSTS and LDAP.

Preparing the Staged MAS for production

The new S8800 1U/customer provided equipment messaging application servers are staged without Dialogic cards. For all integration, you need to make the port boards SIP enabled. For more information, see *Configuring and testing port boards*, in Appendix B in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

For all IP integrations move the corporate and private LAN cables to the S8730/ customer provided equipment servers.

Installing the remaining servers

Each of the S8800 1U/customer provided equipment messaging application servers must be installed in the production system. Follow these steps for each MAS in turn:

1. Start the MAS.

2. After the MAS has started, configure the Internet Connectivity.
3. Obtain the license file from the License Manager server.
4. Activate the Windows license.
5. Install the antivirus software and the Microsoft updates.
6. Install the most current Avaya Service Packs and/or patches
7. Convert the port boards to make them SIP enabled.
8. Return the trunks to service on the switch and make test calls to verify that the ports are working properly. Correct the trunk configuration on the switch as necessary.

Completing the installation

Before the staged S8800 1U/customer provided equipment messaging servers can be moved into production these final steps must be completed.

1. Update and send again the MAS host information from the MSS by selecting **Server Administration > MAS Host Send**.
2. To join the staged MSS to the windows domain., select **Server Administration > Windows Domain Setup**. Enter the domain administrator password (enter the password found on the Modular Messaging Release 5.2 DCT file) and submit the information.
3. Restore the data from the Release 5.2 MSS to each MAS. Restore and redeploy any Caller Applications saved previously. For more information, see *Restoring Caller Applications.MAS#1 only*, in *Restoring data on each MAS* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Perform the following steps to synchronize the MAS Front End Database (FEDB) on all the Modular Messaging Release 5.2 MASs:
   a. Download the **MSS_MAS_FEDB_Rebuild.exe** from http://www.avaya.com/support.
   b. Copy **MSS_MAS_FEDB_Rebuild.exe** to **C:\Avaya_Support\Tools** on the MAS.
   c. Stop the Messaging Application Server Service on the S8730/ customer provided equipment MAS1.
   d. Navigate to **C:\Avaya_support\Tools** and double-click on the **MSS_MAS_FEDB_Rebuild.exe** file.
   e. Start the Messaging Application Server Service on the MAS1. A 1241 event shows that the gv_vserver has finished restarting. A 1030 event will show that the FEDB has completed rebuilding.

   Repeat Step 4 for every MAS in the voice mail domain.

Chapter 6: Upgrading Hardware

The following section describes how to perform the staged upgrade to Release 5.2 on an S8800 1U or customer provided equipment (CPE) MAS from a Modular Messaging system that is running Release 5.2 on an S3500 or an S8730 server.

CAUTION:

Do not deviate from these instructions or you may risk corrupting data which results in software reload.

Topics in this chapter include:

Performing pre-upgrade tasks on page 44

Performing the staged upgrade on page 46

Moving into production on page 49

Performing pre-upgrade tasks

Complete the following tasks to prepare for the staged upgrade:

1. Download the Pre-Upgrade and Backup Verification Tool from the Avaya Support site at http://www.avaya.com/support.
2. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool on the existing Release 5.2 MSS. For more information, see *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
3. Make sure that there are no errors. If there are errors that you cannot resolve, contact your Avaya Modular Messaging support representative.
4. Download the latest Avaya Modular Messaging Release 5.2 Data Collection Tool from the Avaya Support Web site at http://www.avaya.com/support.

   Note:

   If you analyze a Modular Messaging Release 5.2 system with an older DCT, you will encounter upgrade issues. Make sure you analyze the Modular Messaging Release 5.2 system with the Release 5.2 Data Collection Tool.
5. Convert the port boards to make them SIP enabled.
6. Use DCT to gather and analyze data from the MAS. For more information, see *Using the DCT to collect information from an MAS* in *Migrating Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   CAUTION:

   Do not include the Tracing/Supplementary server in DCT data analysis. The Tracing/Supplementary server is treated as a new installation and should be added after the staged upgrade is complete.
7. After the DCT tool has run and gathered all of the data, edit the required fields in DCT tool and complete the following activities:

   a. In the **Corporate network** screen select **Do not connect MM to the corporate network**.

   b. Review the completed file. Enter information in empty fields if necessary.

   Note:

   Verify that there are no red **X**s next to the screen names in the left panel. Red **X**'s indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the upgrade. The DCT does not populate all fields when analyzing a system. It will be necessary to enter information, for example, passwords.

c. Save the DCT file with the changes.

Note:

Modular Messaging Release 5.2 enforces password conventions and other configuration rules that were allowable in some of the previous releases. If password changes were required during the DCT analysis, note the changes so updates to the passwords can be made on the Modular Messaging Release 5.2 MSS after restoring the MSS data. The passwords will have to be updated twice, once after each MSS restore.

Performing the staged upgrade

Note:

In this section the Modular Messaging Release 5.2 system using an S8800 1U server is referred to as the production system and the Modular Messaging Release 5.2 system using an S8800 1U message servers is referred to as the staged system.

Staging the MSS and first MAS (S8800 1U/Customer Provided Equipment (CPE))

Complete the following steps:

1. On the production MSS, perform an attended backup using blank DVD-RAMs. For more information, see *Backing up the MSS* in *Migrating Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the staged MSS, perform a full restore from the data backed up on the DVD-RAMs. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

   After the restore is complete, you can re-enter any passwords that the Data Collection Tool required you to change during the MAS data analysis. You can re-enter the IMAP, IMAP4, and LDAP passwords without causing any problems to the staged system.
3. Verify the network addressing, obtaining and activating the license file, subscriber management, and password administration on the MSS. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

4. Prepare the MAS1. For more information configuring an S8800 1U server, see *Continue with upgrade* in *Migrating MSS and MAS to the S8800-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. Complete the procedures from this chapter till *Verifying call-handling capability*.

   OR

   For more information on configuring a Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in*Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

5. Complete the MSS administration. For more information, see *Completing MSS administration* in *Migrating MSS and MAS to the S8800 1U-family server* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

Complete the staged upgrade

After you have completed staging the MSS and the first MAS, do the following to complete the staged upgrade.

Verify the Corporate IP addresses on the MAS.

1. Find the corporate MAS host name, IP address, router/gateway address from the Modular Messaging Release 5.2 DCT file.
2. From the desktop of the MAS1, right-click on **My Network**. Select **Properties** > **Internet Protocol (TCP/IP)** > **Properties**.
3. Click **Use the following IP address** and verify that the MAS1 IP address, subnet mask and default gateway information match the information found on the DCT file. Modify as necessary.
4. Click **Use the following DNS server addresses** and verify that the DNS IP addresses match the DNS information found on the DCT file. Modify as necessary.
5. Click **Advanced** button on the **Internet Protocol (TCP/IP)** screen.
6. Click **Append these DNS suffices (in order)** on the **DNS** tab in the **Advanced TCP/IP Settings** screen.

   Make sure that the DNS suffixes found on the DCT file are correct.
7. Press **OK** to exit the Corporate LAN properties.

Staging the remaining MAS(S8800 1U/Customer Provided Equipment (CPE)) units

After completing the staged upgrade of MAS1 in the staged system, continue staging the other MAS unit(s). Repeat the same steps until all the S8800 1U/customer provided equipment messaging application servers have been staged.

For more information on S8800 1U servers, see *Upgrading each MAS*, in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades.*

OR

For more information on Customer provide equipment, see *Configuring the CPE MAS* in *Configuring a customer-provided MAS* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades.*

Moving into production

This section describes the steps required to move the staged system into production. Make sure that you have completed all the steps described in Performing pre-upgrade tasks on page 44 and Performing the staged upgrade on page 46.

Preparing to remove old system

Follow the required steps below to remove the old system.

1. Run the Avaya Modular Messaging Pre-upgrade and Backup Verification Tool again on the current production MSS. For more information, see *Running the Pre-upgrade tool* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
2. On the current production Messaging Application Servers, perform the following tasks:
   a. Busy out the ports and the trunks on the switch. For more information, see *Busying out ports on MAS#1* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   b. Check the spool directories for any spooled messages. For more information, see *Checking the spool folder on each MAS* in *Upgrading Modular Messaging software to Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
   c. If the site has Caller Applications, make sure that copies of all editable Caller Applications scripts are saved on a separate computer or thumb drive, not the MAS. The data restoration procedure restores only the deployed Caller Applications.
   d. Backup the MAS. For more information, see *Backing up each MAS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*. You must have domain administrator rights to complete this step (that is, dom-admin).
3. Backup the current production MSS. For more information, see *Backing up the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Using the Backup Verification Tool on the current production MSS, verify the MSS backup DVD-RAM(s) are error free. Label and set aside the verified MSS backup DVD-RAM(s).

Installing the Staged MSS

You can move the staged system into production after you have removed the current production system.

Complete the following steps:

1. Remove the production MSS and MASs from the corporate and private LANs.
2. Connect the staged MSS to the corporate and private LANs. Start (boot up) the Modular Messaging Release 5.2 MSS.
3. Using the DVD-RAM(s) created earlier, restore the verified Modular Messaging Release 5.2 MSS DVD-RAM(s) to the Release 5.2 MSS. For more information, see *Restoring data on the MSS* in *Migrating MSS and MAS to the S8800 1U-family server* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. After the Release 5.2 MSS restore is complete, make sure that the details for network addressing, obtaining and activating the license file, subscriber management, and password administration is correct. For more information, see *Configuring the MSS manually* in *Performing initial MSS administration* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
5. You can re-enter any passwords that the Data Collection Tool required you to change during the DCT analysis process of the Release 5.2 MAS data. These passwords include the IMAPI, IMAP4, VVSTS and LDAP.

Preparing the staged MAS for production

The new S8800 1U/customer provided equipment messaging application servers are staged without Dialogic cards. For all integration, you need to make the port boards SIP enabled. For more information, see *Configuring and testing port boards*, in Appendix B in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.

For all IP integrations move the corporate and private LAN cables to the new S8730/ customer provided equipment servers.

Installing the remaining servers

Each of the S8800 1U/ customer provided equipment messaging application servers must be installed in the production system. Follow these steps for each MAS in turn:

1. Start the MAS.

2. After the MAS has started, configure the Internet Connectivity.
3. Obtain the license file from the License Manager server.
4. Activate the Windows license.
5. Install the antivirus software and the Microsoft updates.
6. Install the most current Avaya Service Packs and/or patches
7. Convert the port boards to make them SIP enabled.
8. Return the trunks to service on the switch and make test calls to verify that the ports are working properly. Correct the trunk configuration on the switch as necessary.

Completing the installation

Before the staged S8800 1U/ customer provided equipment messaging servers can be moved into production these final steps must be completed.

1. Update and send again the MAS host information from the MSS by selecting **Server Administration > MAS Host Send**.
2. To join the staged MSS to the windows domain, select **Server Administration > Windows Domain Setup**. Enter the domain administrator password (enter the password found on the 5.2 DCT file) and submit the information.
3. Restore the data from the Release 5.2 MSS to each MAS. Restore and redeploy any Caller Applications saved previously. For more information, see *Restoring Caller Applications.MAS#1 only*, in *Restoring data on each MAS* in *Migrating to Modular Messaging Release 5.2* in *Avaya Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 5.2 Installation and Upgrades*.
4. Perform the following steps to synchronize the MAS Front End Database (FEDB) on all the Modular Messaging Release 5.2 MASs:
   a. Download the **MSS_MAS_FEDB_Rebuild.exe** from http://www.avaya.com/support.
   b. Copy **MSS_MAS_FEDB_Rebuild.exe** to **C:\Avaya_Support\Tools** on the MAS.
   c. Stop the Messaging Application Server Service on the S8730/ customer provided equipment MAS1.
   d. Navigate to **C:\Avaya_support\Tools** and double click on the **MSS_MAS_FEDB_Rebuild.exe** file.
   e. Start the Messaging Application Server Service on the MAS1. A 1241 event shows that the gv_vserver has finished restarting. A 1030 event will show that the FEDB has completed rebuilding.

   Repeat Step 4 for MAS in the voice mail domain.
5. The staged upgrade is now complete.

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