



BCM RIs 6.0

Upgrading a BCM200/400

Task Based Guide

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Upgrading a BCM200/400

Overview

BCM200 & 400 units can be upgraded to use the extended features and capabilities of BCM RIs 6.0. The upgraded units are named BCM200 RIs 6.0 and BCM400 RIs 6.0 respectively.

Upgrading a BCM200/400 unit to BCM RIs 6.0 consists of a complete change of Base Function Tray and hard drive. The Data Migration Manager (DMM) application can be used to transfer the majority of the configuration from the source system to the target system, saving time in re-programming the upgraded BCM. Manual programming of some settings will be required when using DMM. Alternatively, complete manual re-programming of the upgraded BCM can also be performed.

Data Migration Manager can be used when upgrading BCM RIs 4.0 systems. Pre-4.0 BCM's will need to be upgraded to BCM 4.0 first before DMM can be used. If the BCM's are not at 4.0 software level, complete manual reconfiguration will be required.

Upgrading to BCM RIs 6.0 introduces significant software enhancements and capabilities, such as Message Forwarding, Find Me/Follow Me, and Professional Call Recording, as well as increased capacities (e.g. up to 300 DN's). Another added benefit of upgrading a BCM200 system is the ability to expand capacity by utilising the BCM Expansion Cabinet, by connecting to the DS256 connector on the front of the Base Function Tray. This is not possible on BCM200 RIs 4.0 systems.

This guide details how to perform the hardware upgrade, use of the Data Migration Manager utility, as well as providing an overview of pre and post-upgrade activities.

Upgrade Kits

There are four upgrade kits available:

- BCM400 4.0 to 6.0
- BCM400 4.0 to 6.0 including RAID
- BCM200 4.0 to 6.0
- BCM200 4.0 to 6.0 including RAID

The optional RAID drive acts as a mirrored drive in case of primary drive failure.

Other components of the upgrade kits include:

- Chassis Interface Card – allows a BCM450 Base Function Tray to connect to a BCM200 or BCM400 chassis
- BCM450 RIs 6.0 Programmed Hard Drive – Un-configured hard drive with BCM RIs 6.0 software
- BCM450 Base Function Tray
- BCM RIs 6.0 Documentation Kit
- BCM450 Keycode Migration Authorisation Code – Migrates/converts the 4.0 keycode file into a 6.0 keycode file
- Cooling Fan – A replacement fan for the BCM chassis. It is advisable to replace the existing fan whilst upgrading the BCM.
- BCM Smart Update DVD – This will contain the latest set of software patches
- Unified Messaging Keycode – Data Migration Manager will require this

<p>Note: A suitable earth strap should be worn whilst performing the hardware upgrades.</p>
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Full kit listings are contained in the following sections

BCM400 4.0 to 6.0 Hardware and Software Upgrade Kit

Avaya Code: NTC06621KTE6

Kit contents:

- 1 x BCM450 Multi-Image Hard Disk Drive, FRU (NT9T4242E6, N0223071)
- 1 x BCM200/400 Chassis Interface Card Upgrade Kit (NTC03150SXE6, N0205029)
- 1 x BCM450 Populated BFT Assembly, FRU (without HDD) (NTC03130SYE6, N0172305)
- 1 x BCM 6.0 Documentation Kit – English (NTAT0160, N0223077)
- 1 x BCM450 Keycode Migration from BCM200/400/1000 Rel 4.0 Authorization Code (NTC01076KC, N0174259)
- 1 x BCM450 Cooling Fan FRU (NTC03140SYE6, N0181990)
- 1 x BCM Smart Update DVD (NTAT0145, N0179316)
- 1 x BCM Unified Messaging 1-Seat Software Authorization Code (NTAB3118, A0792745)

BCM400 4.0 to 6.0 Hardware and Software Upgrade Kit including RAID

Avaya Code: NTC06622KTE6

Kit contents:

- 1 x BCM450 Multi-Image Hard Disk Drive, FRU (NT9T4242E6, N0223071)
- 1 x BCM200/400 Chassis Interface Card Upgrade Kit (NTC03150SXE6, N0205029)
- 1 x BCM450 Populated BFT Assembly, FRU (without HDD) (NTC03130SYE6, N0172305)
- 1 x BCM 6.0 Documentation Kit – English (NTAT0160, N0223077)
- 1 x BCM450 Keycode Migration from BCM200/400/1000 Rel 4.0 Authorization Code (NTC01076KC, N0174259)
- 1 x BCM450 Cooling Fan FRU (NTC03140SYE6, N0181990)
- 1 x BCM Smart Update DVD (NTAT0145, N0179316)
- 1 x BCM Unified Messaging 1-Seat Software Authorization Code (NTAB3118, A0792745)
- 1 x BCM450 Blank Hard Disk Drive FRU (NTC03160SXE6, N0202631)
- 1 x BCM450 RAID Paper Authorization Code (NTC01107KC, N0205051)

BCM200 4.0 to 6.0 Hardware and Software Upgrade Kit

Avaya Code: NTC06624KTE6

Kit contents:

- 1 x BCM450 Multi-Image Hard Disk Drive, FRU (NT9T4242E6, N0223071)
- 1 x BCM200/400 Chassis Interface Card Upgrade Kit (NTC03150SXE6, N0205029)
- 1 x BCM450 Populated BFT Assembly, FRU (without HDD) (NTC03130SYE6, N0172305)
- 1 x BCM 6.0 Documentation Kit – English (NTAT0160, N0223077)
- 1 x BCM450 Keycode Migration from BCM200/400/1000 Rel 4.0 Authorization Code (NTC01076KC, N0174259)
- 1 x BCM200 Chassis Cooling Fan FRU (NTAB3424E5, N0101493)
- 1 x BCM Smart Update DVD (NTAT0145, N0179316)
- 1 x BCM Unified Messaging 1-Seat Software Authorization Code (NTAB3118, A0792745)

BCM200 4.0 to 6.0 Hardware and Software Upgrade Kit including RAID

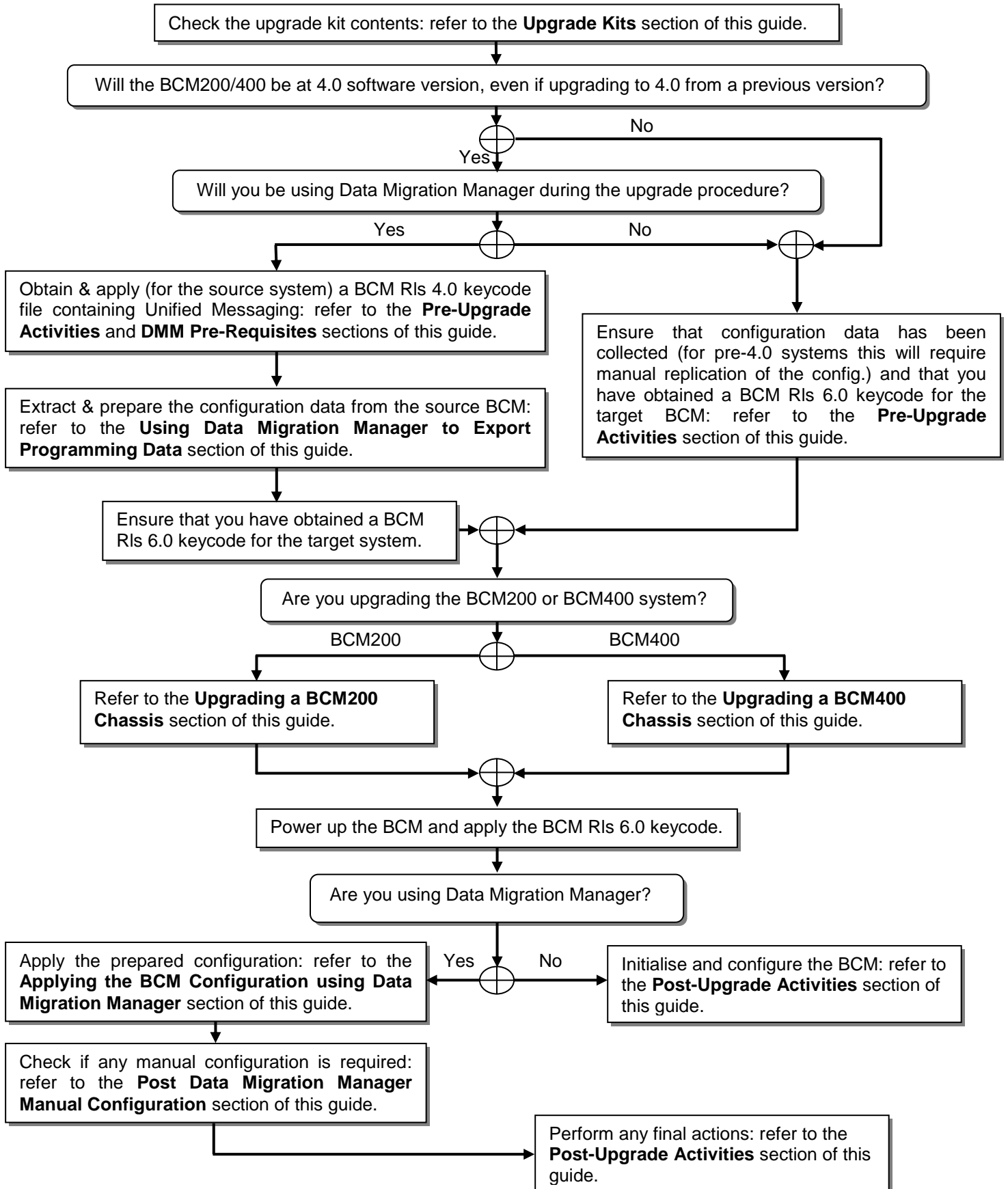
Avaya Code: NTC06625KTE6

Kit contents:

- 1 x BCM450 Multi-Image Hard Disk Drive, FRU (NT9T4242E6, N0223071)
- 1 x BCM200/400 Chassis Interface Card Upgrade Kit (NTC03150SXE6, N0205029)
- 1 x BCM450 Populated BFT Assembly, FRU (without HDD) (NTC03130SYE6, N0172305)
- 1 x BCM 6.0 Documentation Kit – English (NTAT0160, N0223077)
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- 1 x BCM200 Chassis Cooling Fan FRU (NTAB3424E5, N0101493)
- 1 x BCM Smart Update DVD (NTAT0145, N0179316)
- 1 x BCM Unified Messaging 1-Seat Software Authorization Code (NTAB3118, A0792745)
- 1 x BCM450 Blank Hard Disk Drive FRU (NTC03160SXE6, N0202631)
- 1 x BCM450 RAID Paper Authorization Code (NTC01107KC, N0205051)

Flow Chart

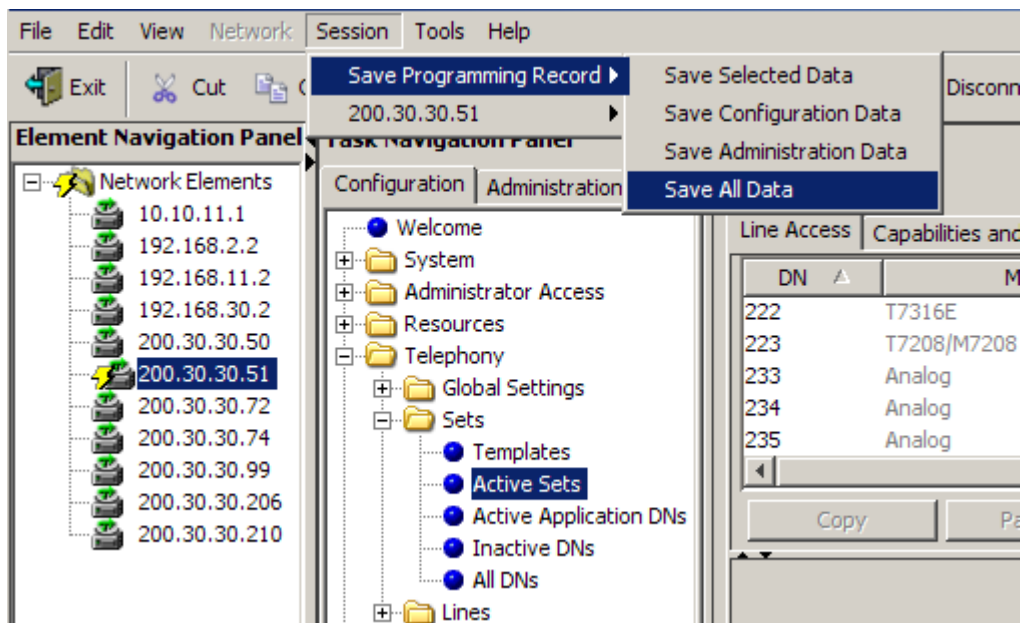
The flow chart below describes the BCM200/400 4.0 to RIs 6.0 upgrade process.



Pre-Upgrade Activities

Before proceeding with the upgrade of the BCM200 or 400 systems, it is recommended that you perform the following actions:

- Backup the configuration on the existing system in case of upgrade failure. The original hard drive can be returned to the system, but performing a backup is highly recommended.
- Generate a new keycode file in KRS (or ask your keycode supplier to do this) for the BCM RIs 4.0 BCM containing the supplied Unified Messaging Authorisation Code. Applying this keycode to the RIs 4.0 BCM will allow Data Migration Manager to extract the configuration data.
- Generate an additional new BCM RIs 6.0 keycode file in KRS (or ask your keycode supplier to do this) for the upgraded system, entering the Keycode Migration Authorisation Code. This will be required later in the upgrade process, when the new Base Function Tray has been installed and the upgraded system is powered up.
- Collect the configuration of the existing system, in order to re-configure the upgraded system. This can be done by using the Data Migration Manager application (refer to the **Using Data Migration Manager to Export Programming Data** section of this guide). If not using Data Migration Manager, use the Save Programming Record feature (not available for pre-4.0 systems) to create an xls or html version of the configuration. To do this during an active Element Manager session, click on the **Session** menu, followed by **Save Programming Record**, and select the area of data you want to save. Note that **Save Selected Data** only saves the area of the screen you are viewing. Note also that **Save All Data** can take up to an hour to complete.



Note: Some client applications such as Reporting for Contact Center will have specific upgrade requirements. Please consult the relevant client application documentation for upgrade information.

Note: For systems running software versions earlier than BCM RIs 4.0 (e.g. BCM RIs 3.6 or RIs 3.7), there are two options:

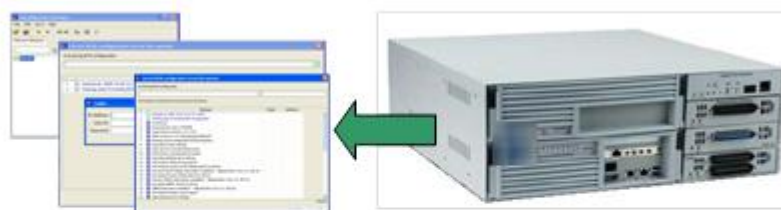
- a. Upgrade the system to BCM 4.0 first using the appropriate upgrade procedures. This will allow usage of the Data Migration Manager application to extract configuration data from the source BCM RIs 4.0 system and apply that to the upgraded BCM RIs 6.0 system.
- b. Upgrade the system directly from its current software version. This will require a complete manual reconfiguration. It will still be necessary to upgrade the keycodes in KRS to BCM RIs 4.0 first to allow subsequent migration of the keycodes to BCM RIs 6.0.

Using Data Migration Manager to Export Programming Data

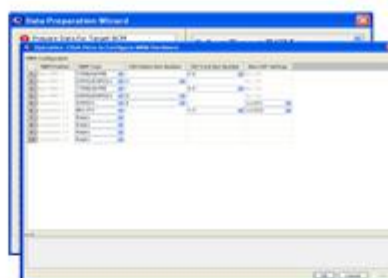
The Data Migration Manager (DMM) is a desktop tool used to migrate, configuration and user data from BCM200/400/1000 RIs 4.0 to BCM450 RIs 6.0 system for which there is no traditional upgrade path. There are three major steps to the DMM Migration procedure. This is in addition to the physical setup of the new BCM system with cabling, terminals, licensing and network setup.

The Data Migration Managers purpose is to handle telephony and CallPilot migration, therefore aiding in the elimination of repetitive and possibly error prone as well as time consuming manual configuration of the new BCM. Due to its limitations not all of the system data can be automatically migrated using the DMM tool; the engineer/installer has certain manual steps they will need to perform after using this tool.

Step 1: Extract Data from source platform



Step 2: Prepare the Extracted Data



Step 3: Apply the Data to a target BCM platform



Note: Data Migration Manager is an off-line maintenance activity. Whilst DMM is collecting or applying data from the source or target BCM, that BCM will not be available to provide its usual services and functionality.

DMM Pre-Requisites

Before commencing the Data Migration process, please note the following.

PC Requirements

- Operating System
 - Windows XP SP2
 - Vista
 - Windows 7
 - 175MB hard disk space for the DMM application
 - 100MB hard disk space per source BCM for the data

Source BCM Requirements

- Software version: BCM 4.0
- The following Smart Update patch needs to be applied: BCM.R400.SU.System.024-200910-1.0-1.0
- Ensure the keycode file containing the Unified Messaging entitlement has been applied

Destination BCM Requirements

- Software version: BCM RIs 6.0
- Ensure the keycode file containing the migrated keycodes (including the earlier applied Unified Messaging keycode) has been applied. The keycodes will have to have been migrated from BCM RIs 4.0 to BCM RIs 6.0 using the supplied Keycode Migration Authorisation Code, in KRS.

Configuration not Converted by Data Migration Manager

Please note that the following is not converted via Data Migration Manager:

- FEM: DMM does not support FEM migration to BCM 6.0. Using DMM on the source system will result in the equivalent MBMs being declared on the target system.
- Co-Existing (same bus) BRI and Loop devices: Migration to BCM 6.0 will result in a requirement to split the BRI device(s) and the Loop device(s) onto unique buses on the 6.0. MBM Hardware declaration must declare the BRI and Loop devices to be destined for buses on the 6.0 system such that there are no BRI and Loop devices co-existing on the same bus (regardless of slot offset).
- Greater than 130 lines configured: Migration to BCM 6.0 will result in a reduction of line count to 130 or less. DMM will reduce IP Trunk line count first, and if necessary continue by removing DTM interfaces from the source's data until 130 or fewer lines exist to be applied to the target.

DMM Exceptions & Limitations

BCM RIs 4.0 Data Services: The following obsolete data services configurations are not migrated as they do not apply to a BCM RIs 6.0 system: These functions do not exist on the BCM RIs 6.0 system, and as such the data does not need to be reapplied after the migration.

- IPSec VPN
- NAT and Filters
- DNS
- Web Caching
- RIP/OSPF
- WAN Interfaces.

VM Password: During the extraction process, DMM will perform a backup of the source system. Part of the extraction process results in the modification of the default VM password for mailboxes. The final step of the extraction from the source system is a restore of the backed-up data on the source system. If the extraction process is interrupted in mid-operation, the source system's default VM password may remain as the modified value.

Hardware-Less DNs: Some programming migration may fail if "Hardware-Less" DNs are referenced. On a BCM RIs 4.0, source DNs that reside on a bus for which a "Stn Mod" is not the Programmed Type will not be re-created on a target BCM RIs 6.0 system. As a result, if on the source BCM RIs 4.0 system there were such DNs referenced in programming (e.g., as prime set, control set, direct dial set, etc.) then the attempt to migrate that programming onto the BCM RIs 6.0 system will fail because those DNs will not exist on the BCM RIs 6.0 system.

CAP Assignments: DMM will not migrate CAP Assignments. The CAP Assignments must be performed manually after the DMM migration.

Line Numbering & Line Pools: It is likely that line numbers and pools will change after the DMM has applied the configuration to the target BCM system. These will require checking to ensure correct line and pool assignments.

Doorphone: No doorphone programming of any type will be migrated from the source to the target. Manual doorphone re-configuration will be required after the migration has been performed.

Contact Center Reporting Server Password: This is not applied to the target system, and must be applied manually in CallPilot Manager.

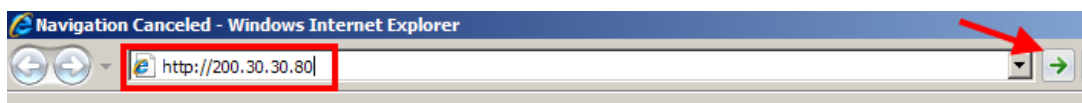
User Account Passwords: All User Account passwords will be reset to the default **PlsChgMe!**. These will need to be changed to their required values in Element Manager.

Installing the Data Migration Manager Application

The Data Migration Manager (DMM) is available via the target BCM's Application Launcher, which automatically checks for updated versions of the DMM application from the hosting servers. The Data Migration Manager will be installed on your desktop PC and can either be opened from the Application Launcher screen or from a desktop shortcut. The DMM User Guide will be accessible from the Help menu option.

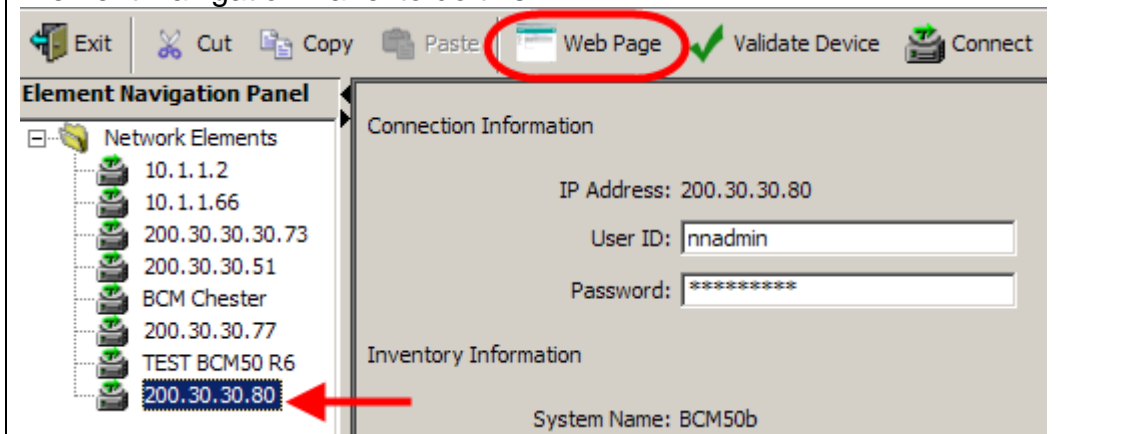
Note: Application Launcher can also be accessed from the Web Page button in Element Manager.

1. Open Internet Explorer. In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

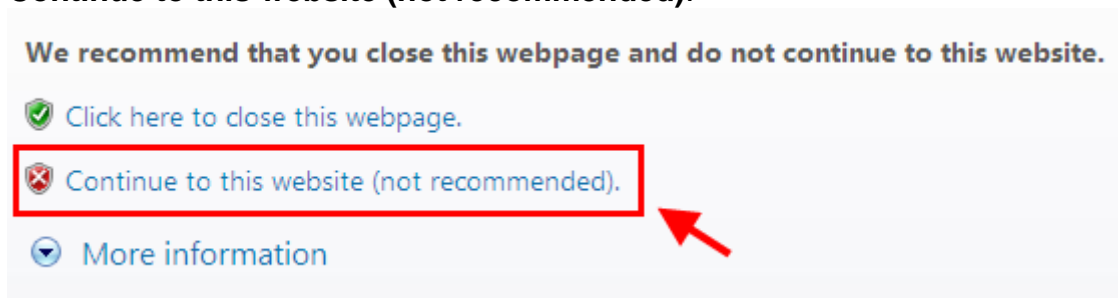


2. Click on **Go**, or press Return on your keyboard.

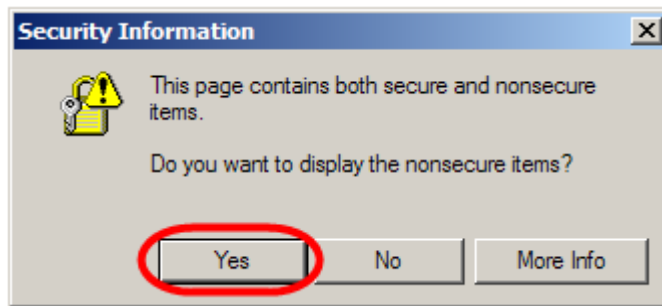
Note: You can also use the Web Page button in Element Manager to launch a web browser session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



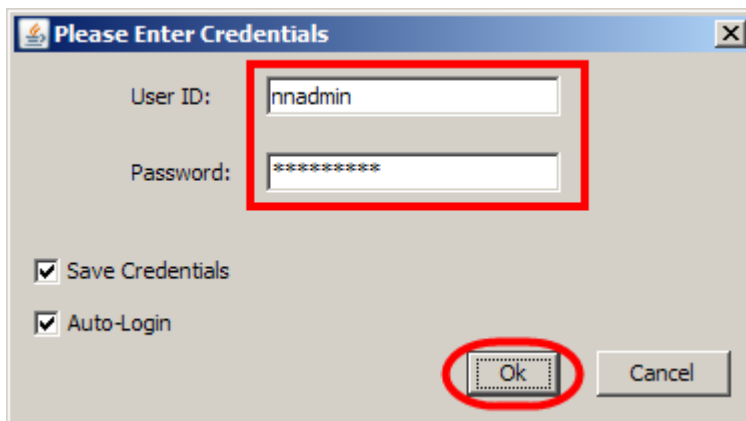
3. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.



4. Accept any further security messages that you may get presented with.

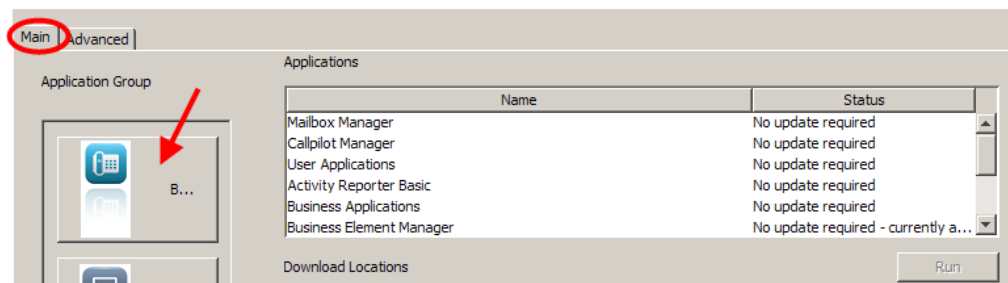


5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID: nnadmin Password: PlsChgMe! Click on **OK**.

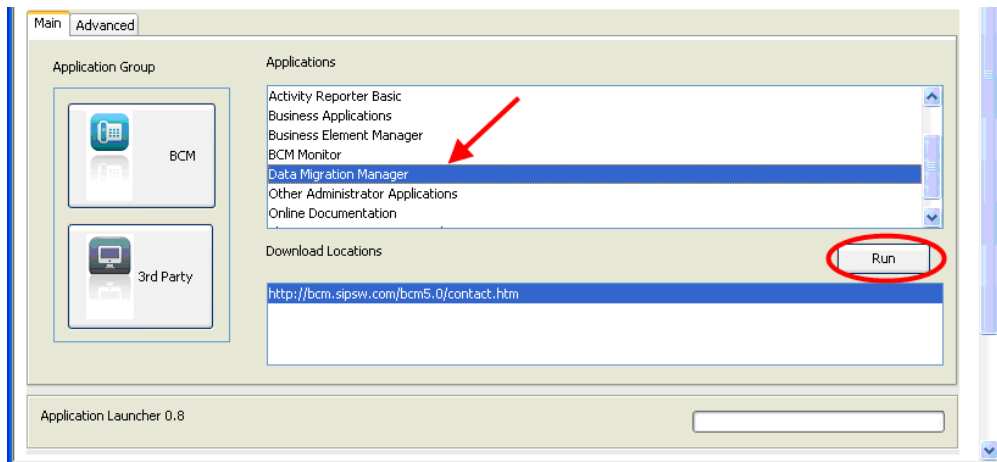


6. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.

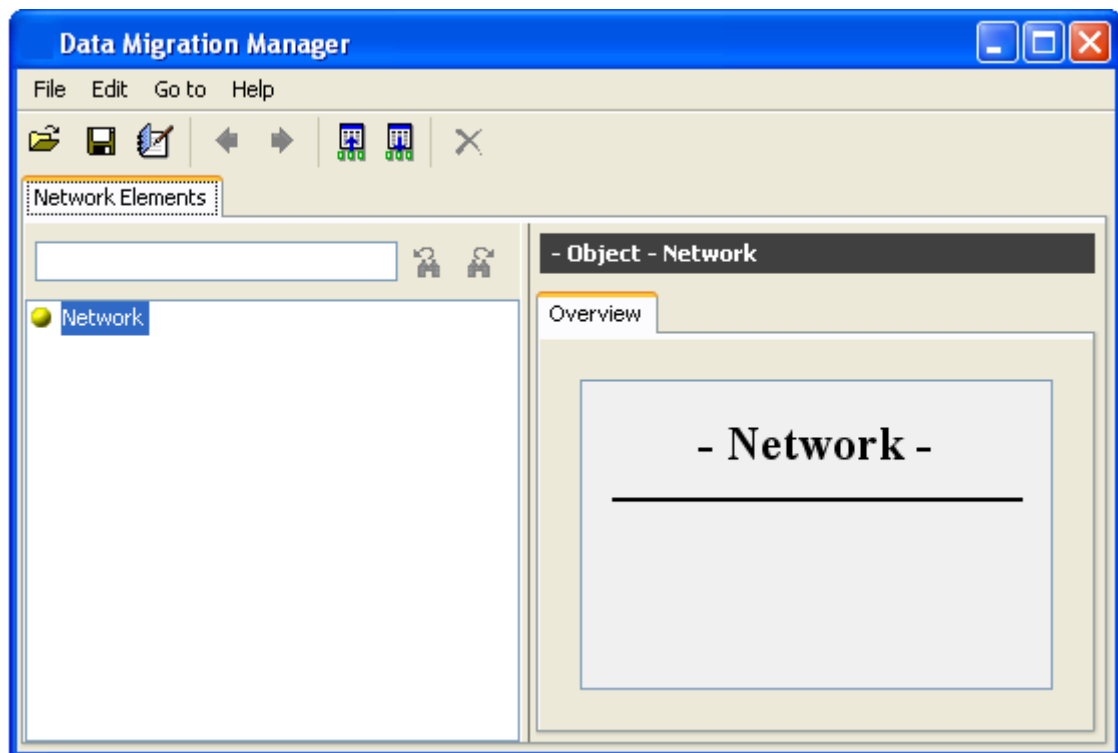
Welcome
to
BCM



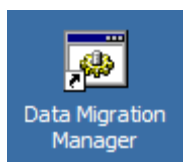
- The Application Launcher is displayed. Select **Data Migration Manager** and click on **Run**.



- The Data Migration Manager application will run.



- Data Migration Manager can subsequently be launched from the Start menu under **Start, Programs, Avaya, Business Communication Manager, Data Migration Manager**. Alternatively, simply double-click on the created desktop shortcut.



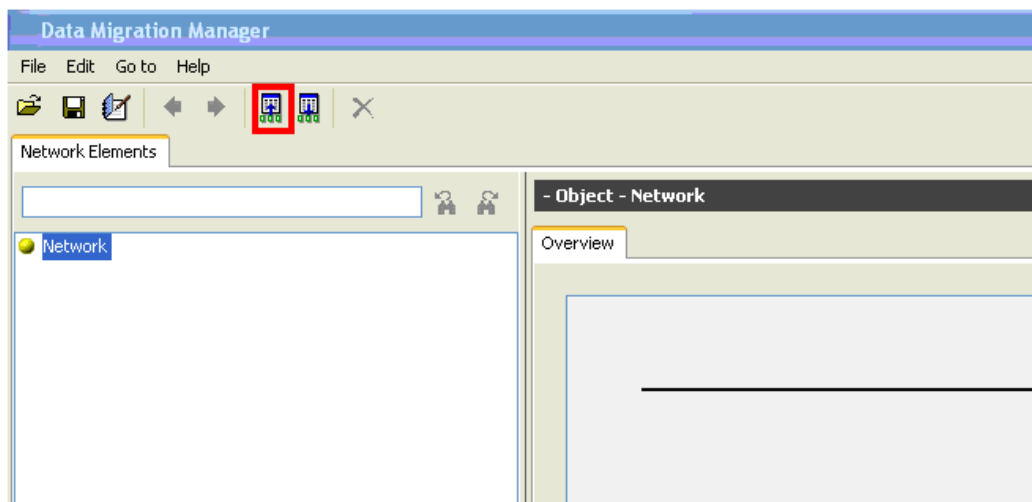
Data Collection from the Source BCM

For data collection using the Data Migration Manager (DMM), connection to the source system can be made via either the Customer LAN or OAM LAN interface. Prior to the extraction procedure, the DMM application ensures a backup of the source system is performed. A restore operation will be performed upon the completion of the extract. Because of these operations, services to end-users of the source system will be interrupted for a period of time since the restore process stops voicemail and will affect ICC as well.

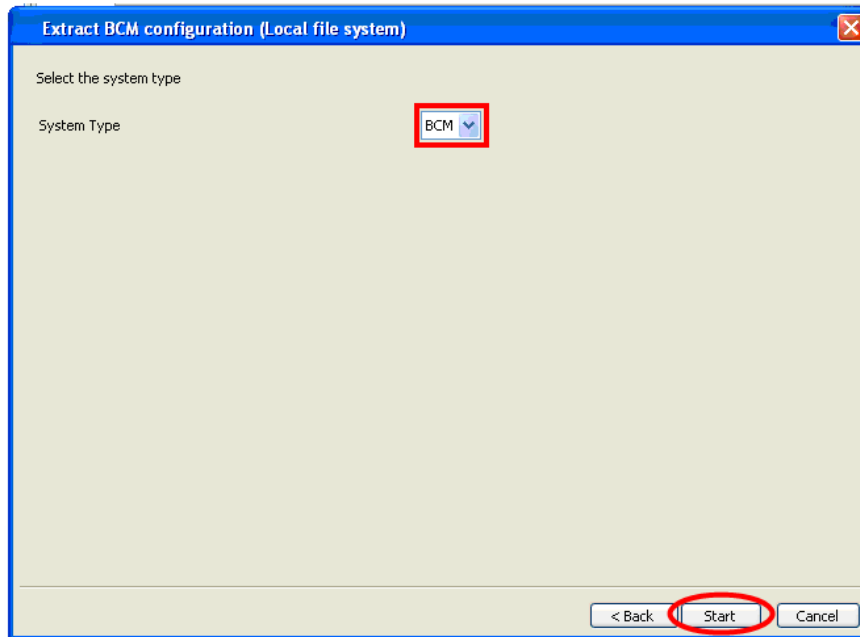
The process of extraction can take from 20 minutes to 45 minutes. This is dependant on the amount of data on the source system.

1. Ensure the keycode file containing the Unified Messaging Keycode has been applied to the source BCM.
2. Start the DMM application and from the tools menu, select the

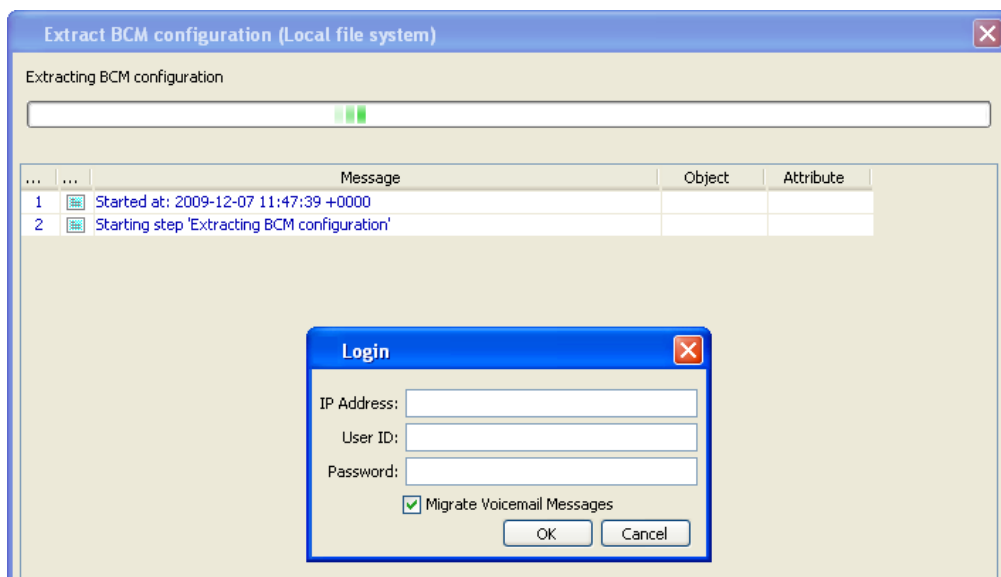
Extraction Icon  .



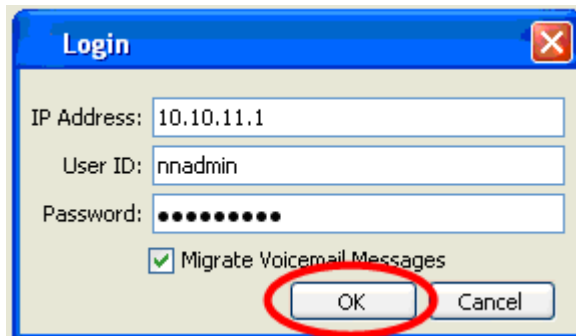
- From the new screen, select the System Type from the dropdown list, i.e. **BCM**, and click **Start**.



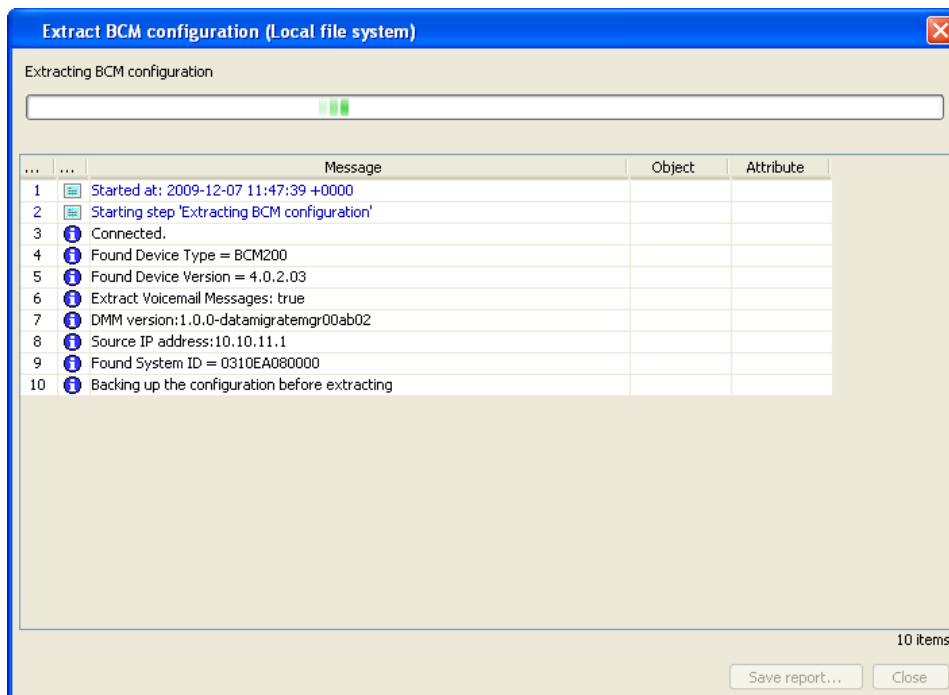
- The DMM starts the process of collecting the data by confirming a date and start time.



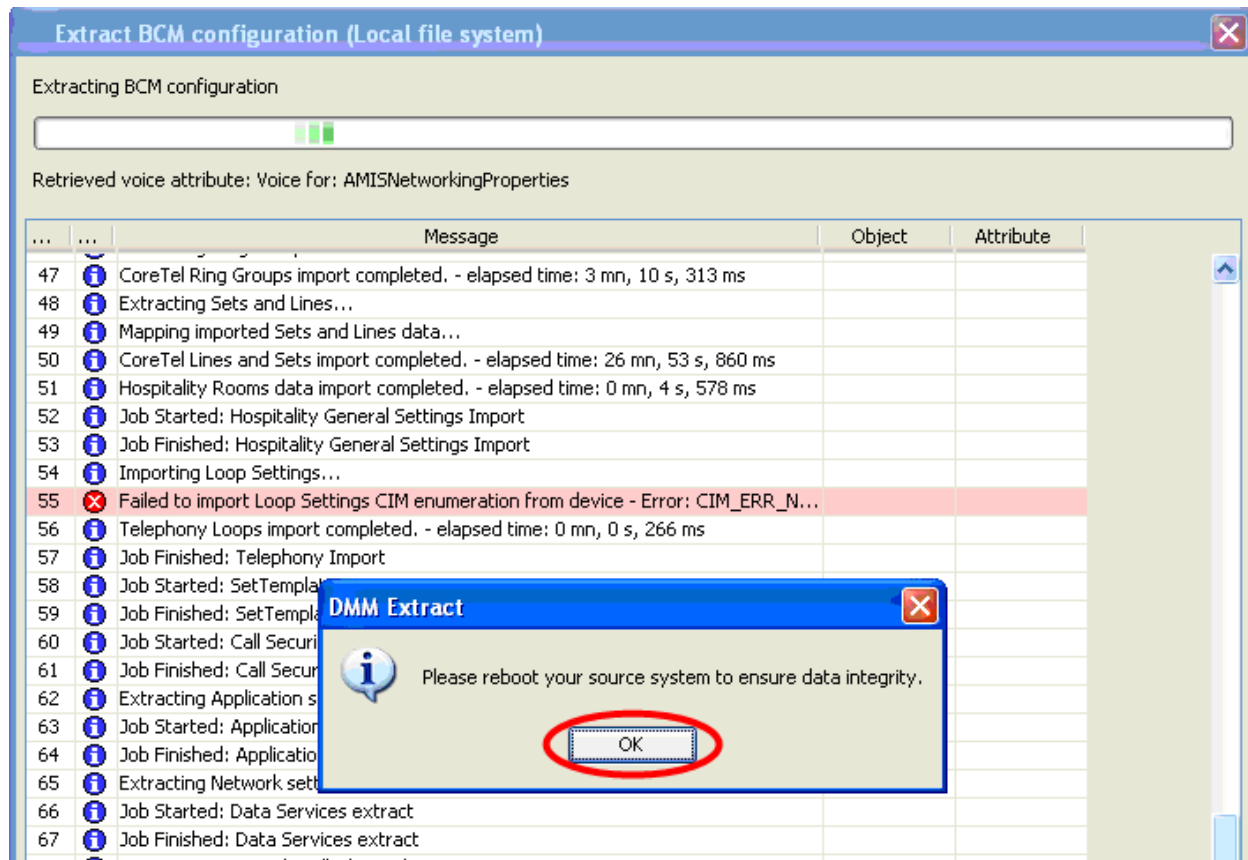
5. Login details for the source BCM RIs 4.0 system are required. Enter the source BCM's **IP Address**, **User ID**, and **Password**. There is also the option to **Migrate Voicemail Messages**. Click **OK** when the details have been entered.



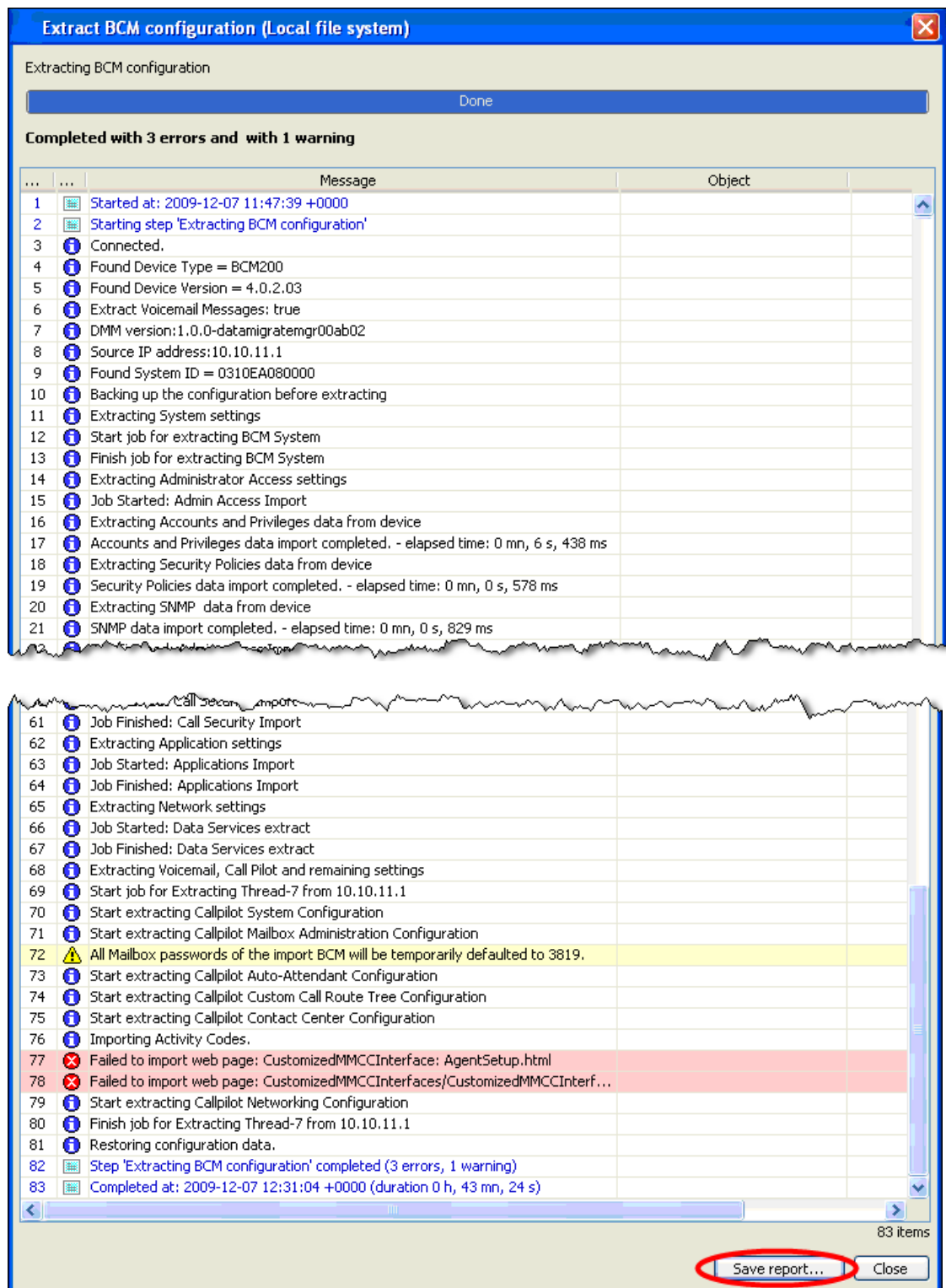
6. The DMM application runs a real-time report showing the status of the information being extracted from the 4.0 system. The process for extraction takes between 20 – 45 minutes.



- .DMM will recommend that the source system be rebooted after a partial extraction. If this is not done, it is possible, but not probable, that one or more MBMs may stop functioning until a BCM reboot is done. Click **OK** to reboot the source BCM.



8. A final report displays the details of the programming extracted, with details of warnings and errors created during the extraction from the target system. It is possible to save a record of the report using the, **Save Report** button.

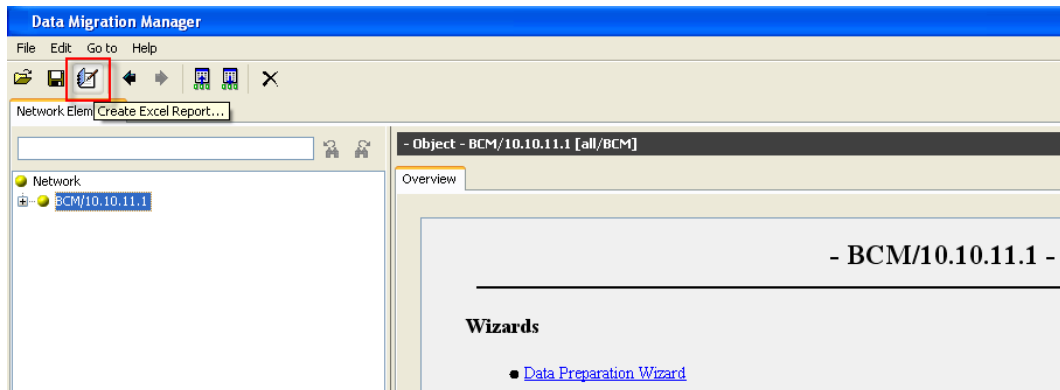


Saving a Copy of the Extracted Data

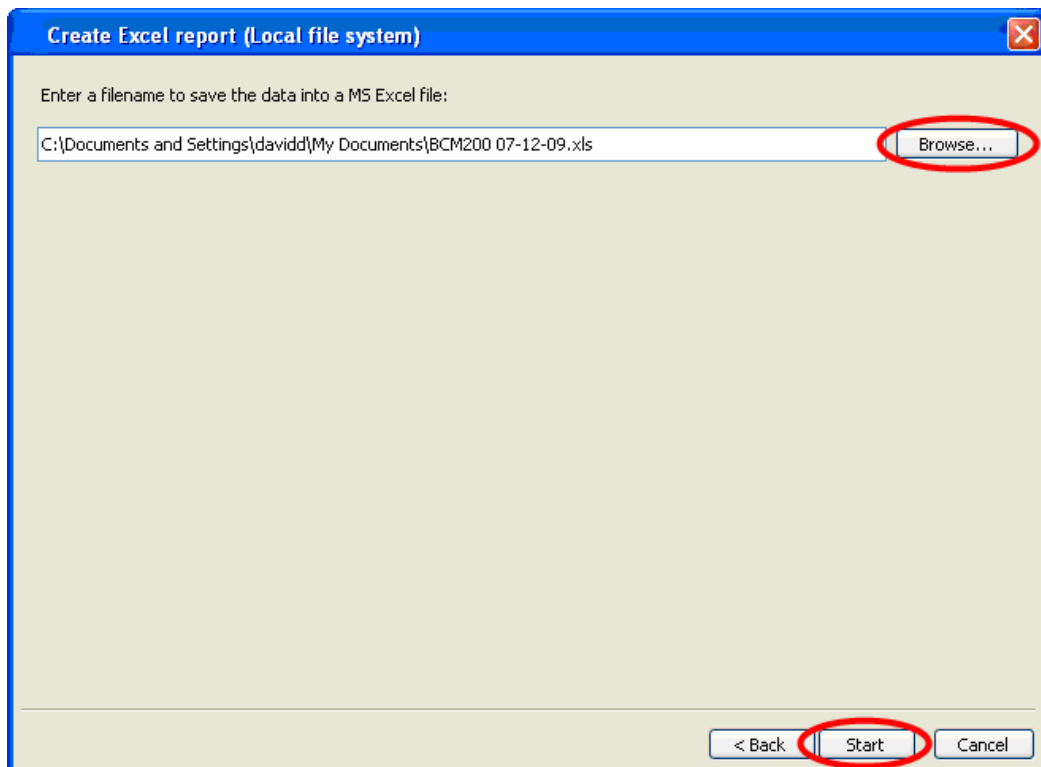
It is possible to save all extracted information into an Excel Spreadsheet, this is for information only. The spreadsheet should **NOT** be altered in any way as record of details extracted from the system.

Saving a copy of the data is useful if you intend to apply the data to the target system at a later date.

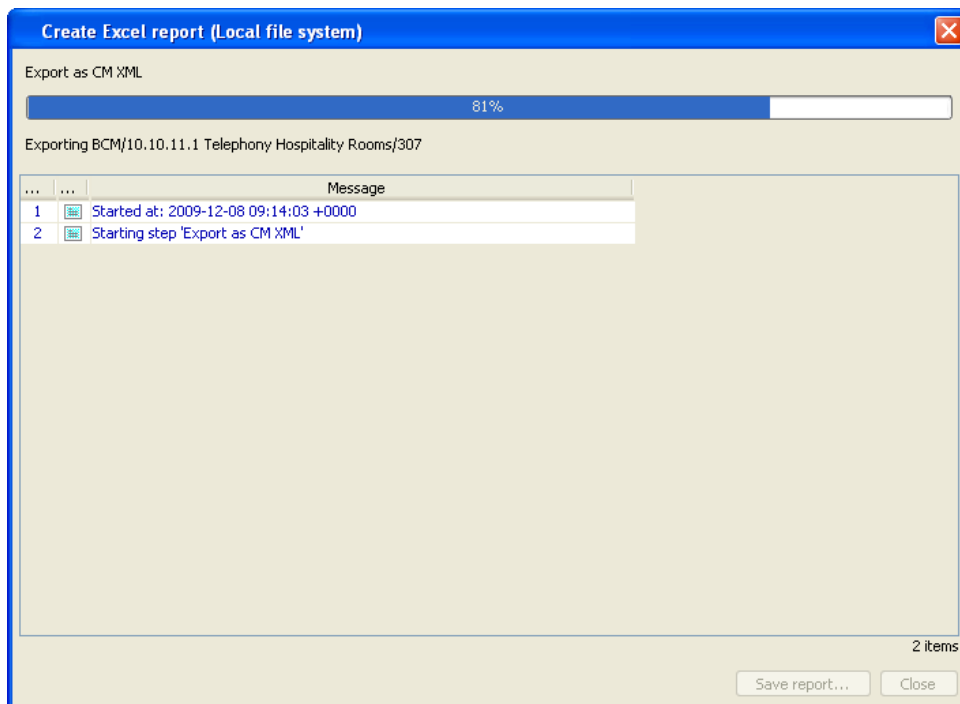
1. Click on the **Create Excel Report** icon.



2. A screen appears that allows the user to select a location to store the details on their PC. Click **Browse** to select a location to save to, then click **Start**.



3. This process generates a report prior to creation.



4. It is then possible to open the workbook and view the details over multiple sheets within the workbook, by use of the hyperlink for each page.

	A	B	C
1	Path	Worksheet	
2	/BCM/	BCM	
3	/BCM/AdministratorAccess/AccountGroups/AccountGroup/	AccountGroup	
4	/BCM/AdministratorAccess/Accounts/Account/	Account	
5	/BCM/AdministratorAccess/Accounts/Account/AccountHistory/	AccountHistory	
6	/BCM/AdministratorAccess/Accounts/Account/Password/	Password	
7	/BCM/AdministratorAccess/Accounts/Account/RemoteAccess/	RemoteAccess	
8	/BCM/AdministratorAccess/Accounts/ExclusiveAccess/	ExclusiveAccess	
9	/BCM/AdministratorAccess/Accounts/SNMP/	SNMP	
10	/BCM/AdministratorAccess/SNMP/CommunityStrings/CommunityString/	CommunityString	
11	/BCM/AdministratorAccess/Security/AuthenticationServicePolicy/	AuthenticationServicePolicy	
12	/BCM/AdministratorAccess/Security/AuthenticationServicePolicy/RADIUSServer/	RADIUSServer	
13	/BCM/AdministratorAccess/Security/EntryPolicy/	EntryPolicy	
14	/BCM/AdministratorAccess/Security/LocalAuthenticationPolicy/	LocalAuthenticationPolicy	
15	/BCM/AdministratorAccess/Security/SSL_SSHPolicy/	SSL_SSHPolicy	
16	/BCM/AdministratorAccess/Security/SessionManagementPolicy/	SessionManagementPolicy	
17	/BCM/Applications/AdvancedPagingProductivityPack/OneButtonText/	OneButtonText	
18	/BCM/Applications/AdvancedPagingProductivityPack/SchedulePage/	SchedulePage	
19	/BCM/Applications/LanCTE/	LanCTE	
20	/BCM/Applications/LanCTE/LanCTEClients/LanCTEClient/	LanCTEClient	
21	/BCM/Applications/Music/	Music	
22	/BCM/Applications/VoiceMessaging/VoiceMessageCenters/VoiceMessageCenter/	VoiceMessageCenter	
23	/BCM/Callplot/	Callplot	
24	/BCM/Callplot/AutoAttendant/AAGeneralProperties/	AAGeneralProperties	
25	/BCM/Callplot/AutoAttendant/AAGreetingTables/AAGreetingTable/	AAGreetingTable	
26	/BCM/Callplot/AutoAttendant/CompanyGreetings/Greeting/	Greeting	
27	/BCM/Callplot/AutoAttendant/CustomizedDigits/	CustomizedDigits	
28	/BCM/Callplot/AutoAttendant/Holidays/Holiday/	Holiday	
29	/BCM/Callplot/AutoAttendant/LinesAdministration/	LinesAdministration	
30	/BCM/Callplot/AutoAttendant/LinesAdministration/AutoAttendantLine/	AutoAttendantLine	
31	/BCM/Callplot/Configuration/DialingTranslationProperties/	DialingTranslationProperties	
32	/BCM/Callplot/Configuration/FaxProperties/	FaxProperties	
33	/BCM/Callplot/Configuration/SwitchProperties/	SwitchProperties	
34	/BCM/Callplot/Configuration/SystemProperties/	SystemProperties	
35	/BCM/Callplot/ContactCentre/AgentList/Agent/	Agent	
36	/BCM/Callplot/ContactCentre/CCGeneralProperties/	CCGeneralProperties	
37	/BCM/Callplot/ContactCentre/CCGreetings/Greeting/	Greeting_1	
38	/BCM/Callplot/ContactCentre/CallerInputRuleTables/CallerInputRuleTable/	CallerInputRuleTable	
39	/BCM/Callplot/ContactCentre/CustomizedMMCCInterfaces/CustomizedMMCCInterface/	CustomizedMMCCInterface	
40	/BCM/Callplot/ContactCentre/SkillsetList/Skillset/	Skillset	
41	/BCM/Callplot/ContactCentre/SkillsetList/Skillset/AgentsAssigned/SkillsetAgent/	SkillsetAgent	
42	/BCM/Callplot/ContactCentre/SkillsetList/Skillset/OverflowRuleTable/OverflowRule/	OverflowRule	
43	/BCM/Callplot/ContactCentre/SkillsetList/Skillset/SkillsetRoutingTable/	SkillsetRoutingTable	
44	/BCM/Callplot/ContactCentre/SkillsetList/Skillset/SkillsetRoutingTable/SkillsetRoutingStep/	SkillsetRoutingStep	
45	/BCM/Callplot/ContactCentre/SkillsetList/Skillset/SkillsetServiceMode/	SkillsetServiceMode	
46	/BCM/Callplot/CustomCallRouting/CRTree/	CRTree	
47	/BCM/Callplot/CustomCallRouting/CRTree/MailboxTreeNode/	MailboxTreeNode	

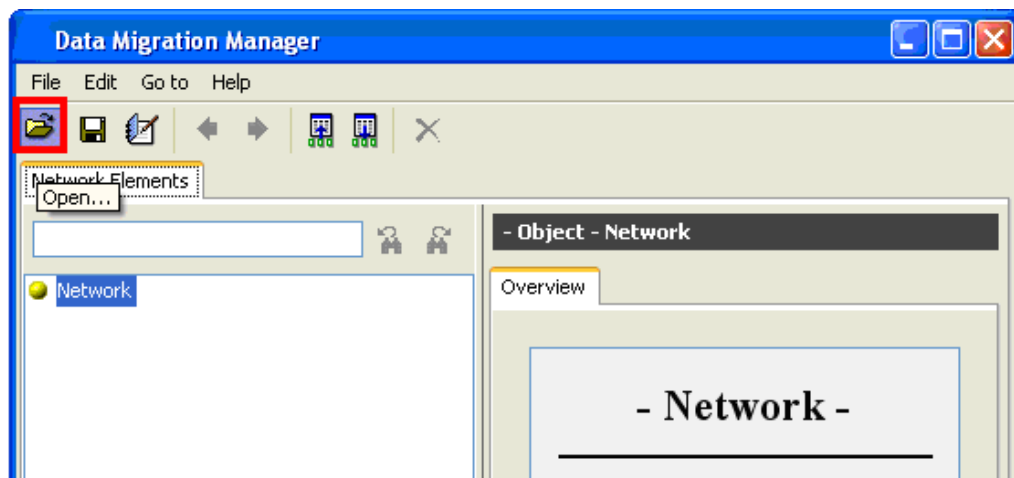
- The information contained within the spreadsheet is read-only information. Any additions or subtractions prior to application to the new BCM system could cause the DMM apply process to fail; it is not designed as an off-line editing program.

	A	B	C	D	E	F	G	H
1	Index	Go back						
2	Path	/BCM/Telephony/DialingPlan/Routing/DestinationCodes/DestinationCode/AlternateRoutes/AlternateSchedule/						
3								
4	PKey	Key	FirstRoute	FirstRouteAbsorbedLength	SecondRoute	SecondRouteAbsorbedLength	ThirdRoute	ThirdRouteAbsorbedLength
5	DestinationCode/9	Fallback		12		12		12
6	DestinationCode/9	Sched 5		12		12		12
7	DestinationCode/9	Sched 6		12		12		12
8	DestinationCode/9	Evening		12		12		12
9	DestinationCode/9	Lunch		12		12		12
10	DestinationCode/9	Night		12		12		12
11								
12								
13								
14								

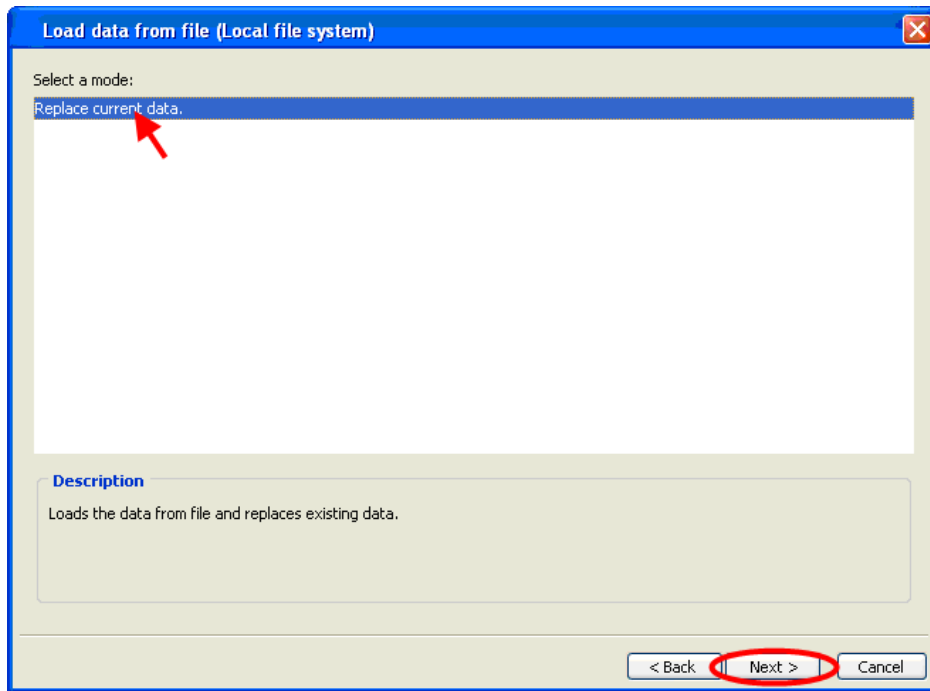
Reloading a Saved File

A saved DMM data file can be loaded for application to the target system. If you do not have a saved file and are continuing from the extraction process, please skip this section.

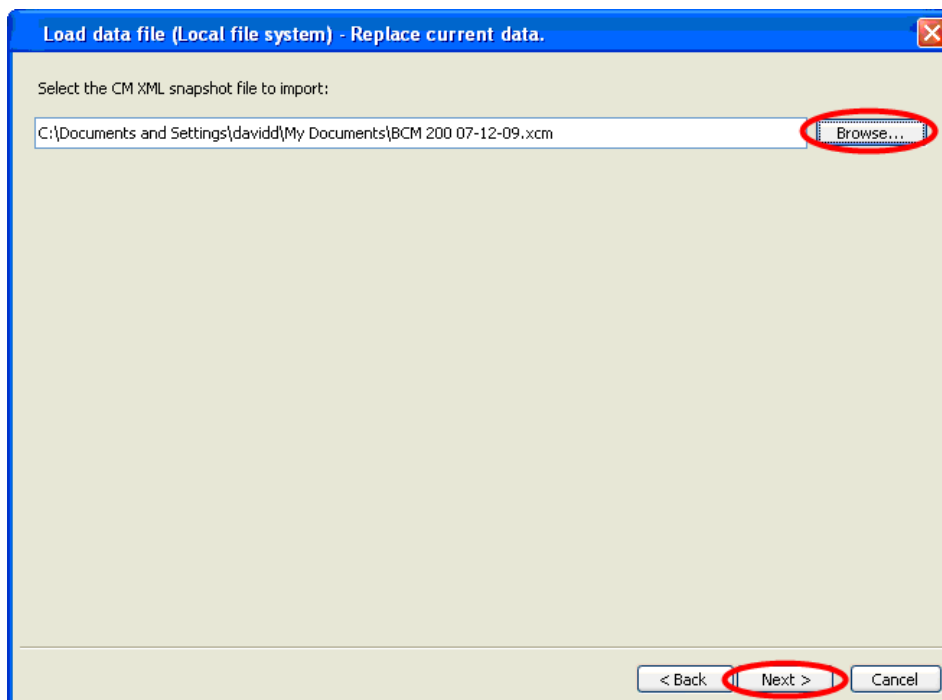
- Open the **File** menu and select **Open**. Alternatively, click on the **Open** icon.



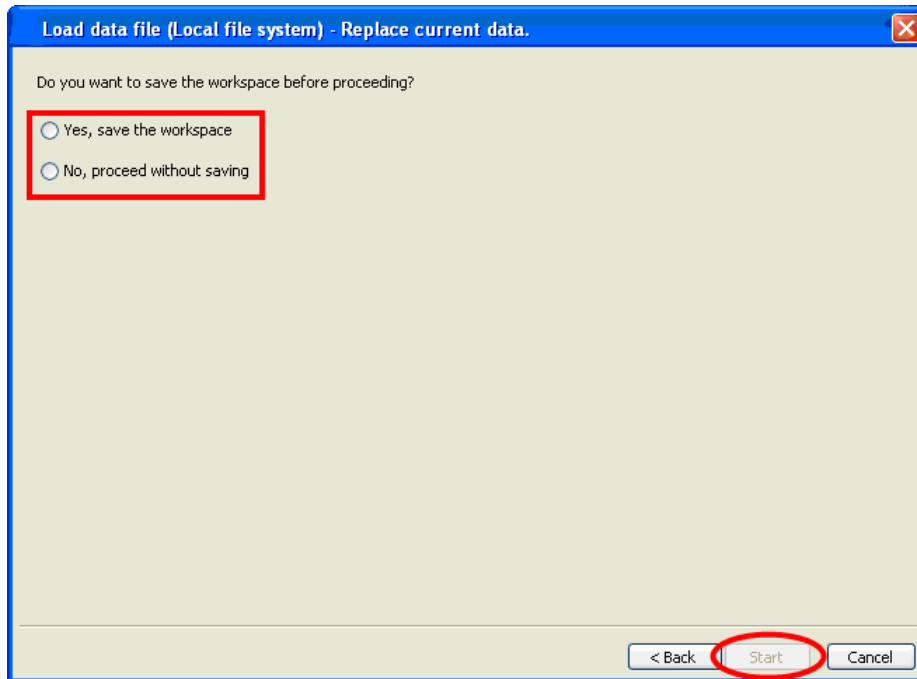
2. Select **Replace Current Data**. Click **Next**.



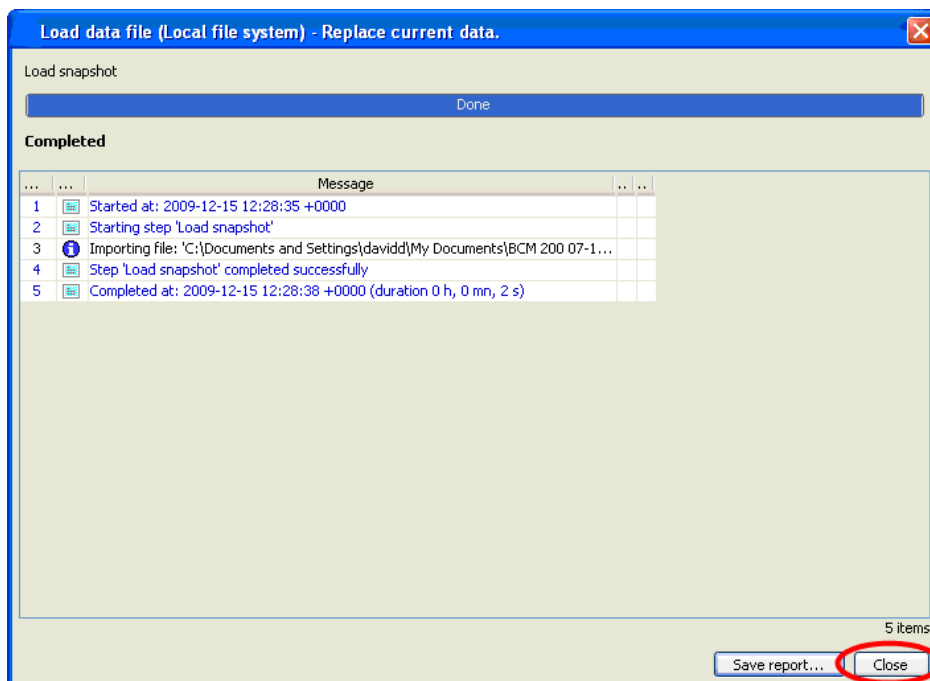
3. **Browse** to the location of the saved file and select to upload by clicking **Next**.



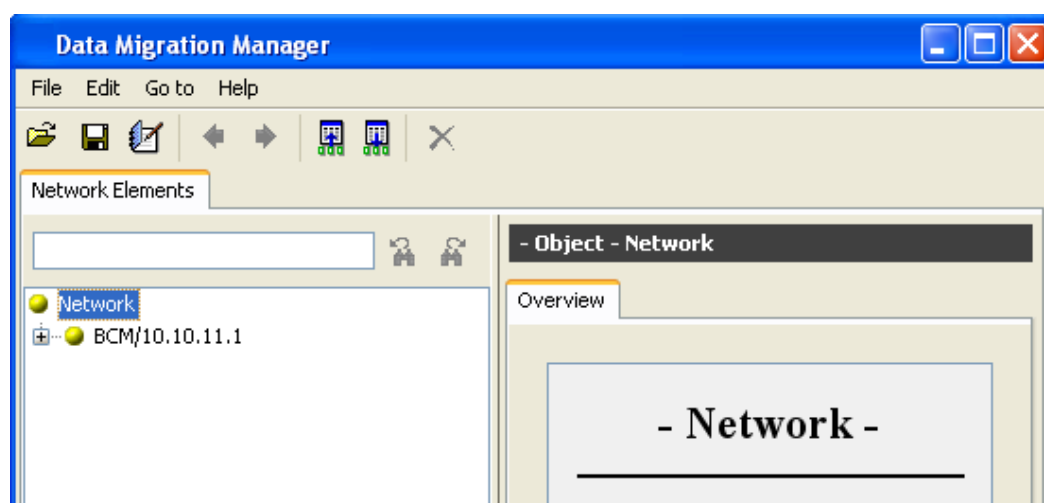
- To load the file in to the Data Migration Manager application, select the option to either **Yes, save the workspace** or **No, proceed without saving**. Both options are displayed even if there is no workspace data to save. If there is data to save a browser window opens, select the required location and use a suitable file name. After selecting the required option, click on **Start** to load the required file.



- The DMM application reads the file and loads it to the workspace. If required it is possible to save a report (copy of the screen detail). Click **Close** to continue.



6. The saved file is now available to the DMM application for use by the Preparation Wizard.



Preparing the Data for the Target System

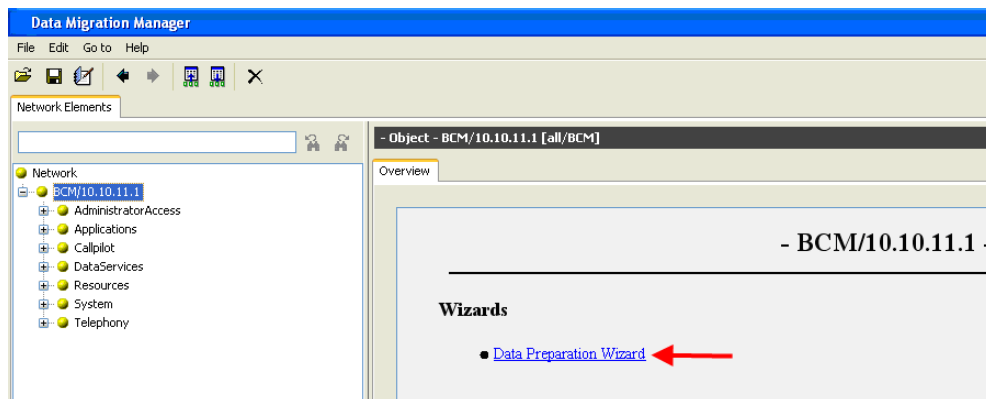
It is possible to apply data to a target system immediately after an extract has been performed, or after a saved data set has been loaded into Data Migration Manager (DMM). However, first the extracted data must be “prepared” with additional information regarding the source and target system configuration. Data Migration Manager (DMM) presents a list of the loaded data sets as sub-nodes under the Network node on the Data Migration Manager (DMM) home window. If a sub-node is not visible, double-click the Network node to expand the sub-node list.

As part of the apply operation the target’s LAN IP addresses may be changed to match that of the source system (if applicable). Because of this, it is recommended that the source and target system not be connected simultaneously on the same LAN during the apply process.

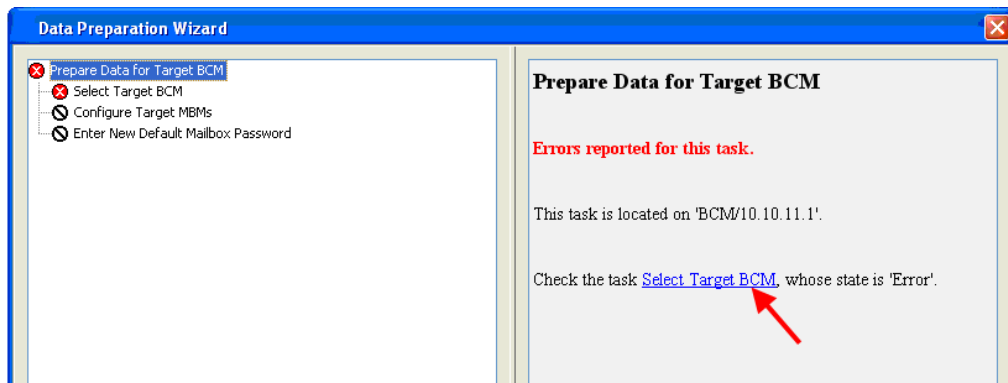
The connection to the target system for the purposes of DMM apply can be made via either the Customer LAN or OAM LAN interface.

To prepare the data for application to the new system:

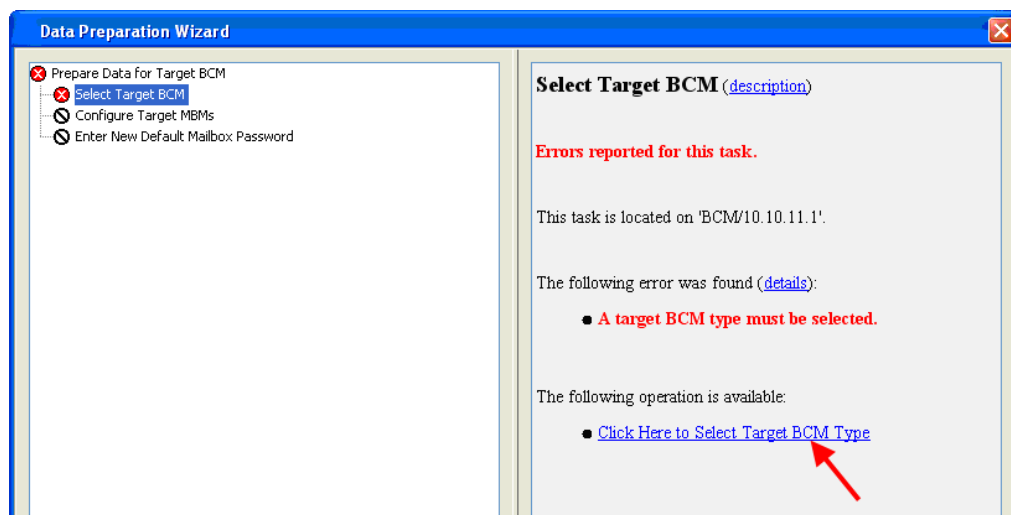
1. Select the **Data Preparation Wizard** link.



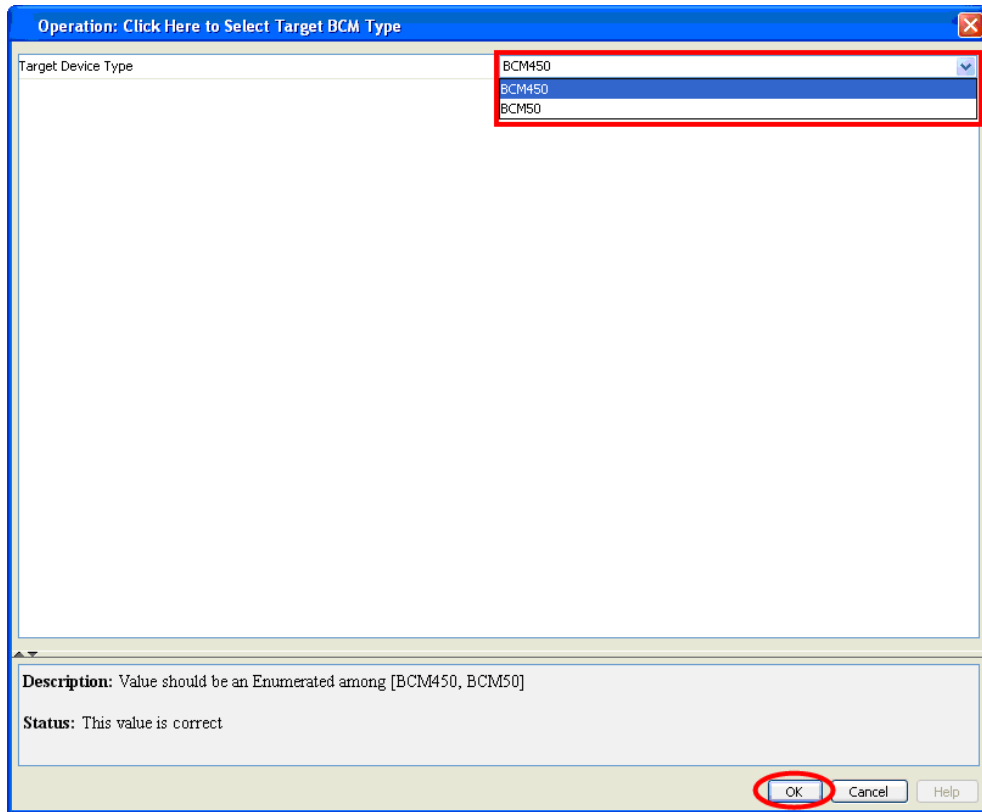
2. Click on the **Select Target BCM** link.



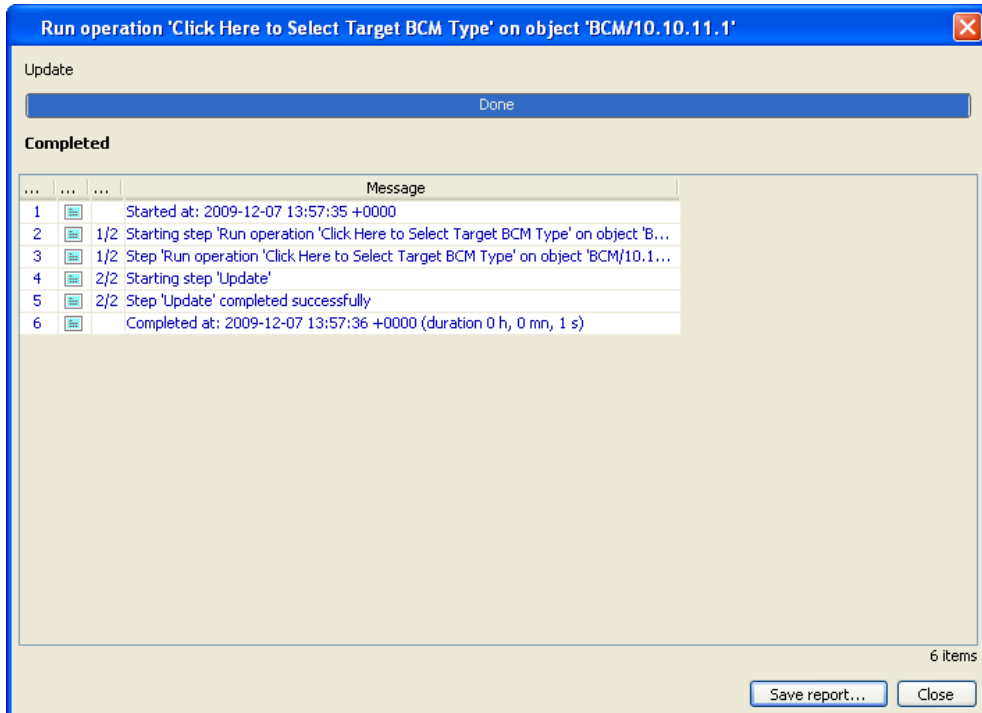
3. Select the **Click Here to Select Target BCM Type** link.



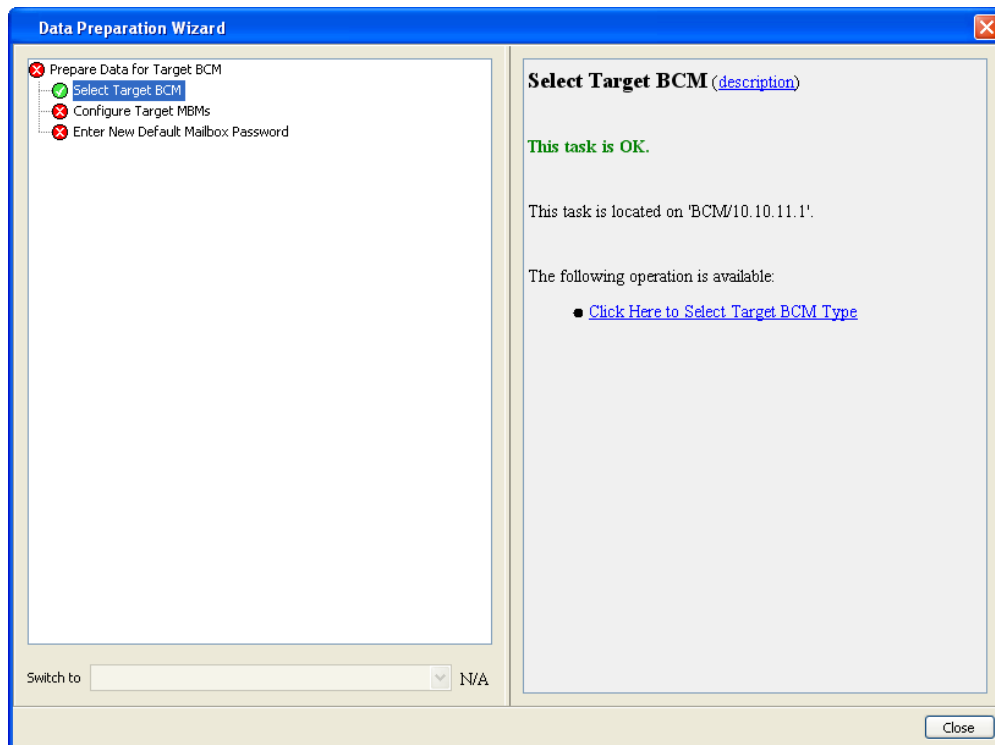
4. From the drop down select the target BCM type (in this case BCM450), and click **OK**.



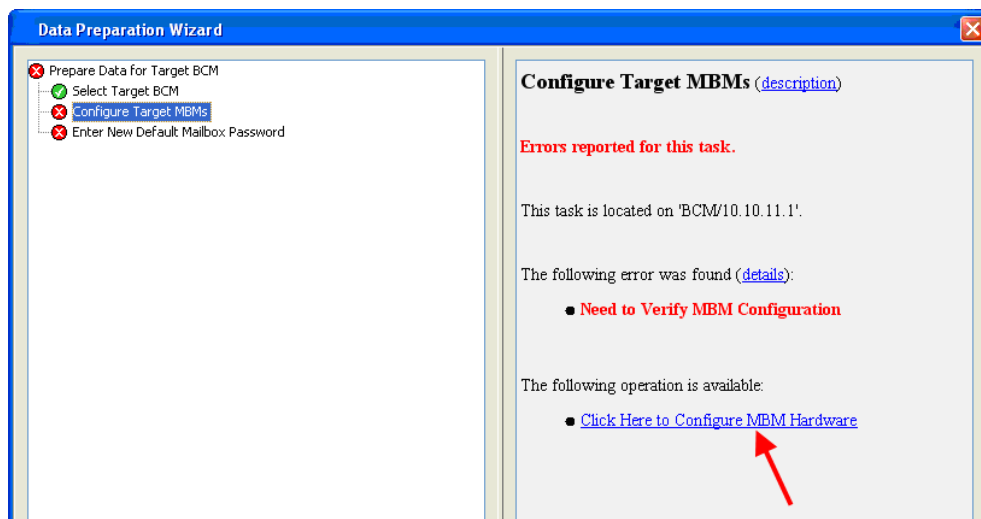
5. A report is generated on the modification.



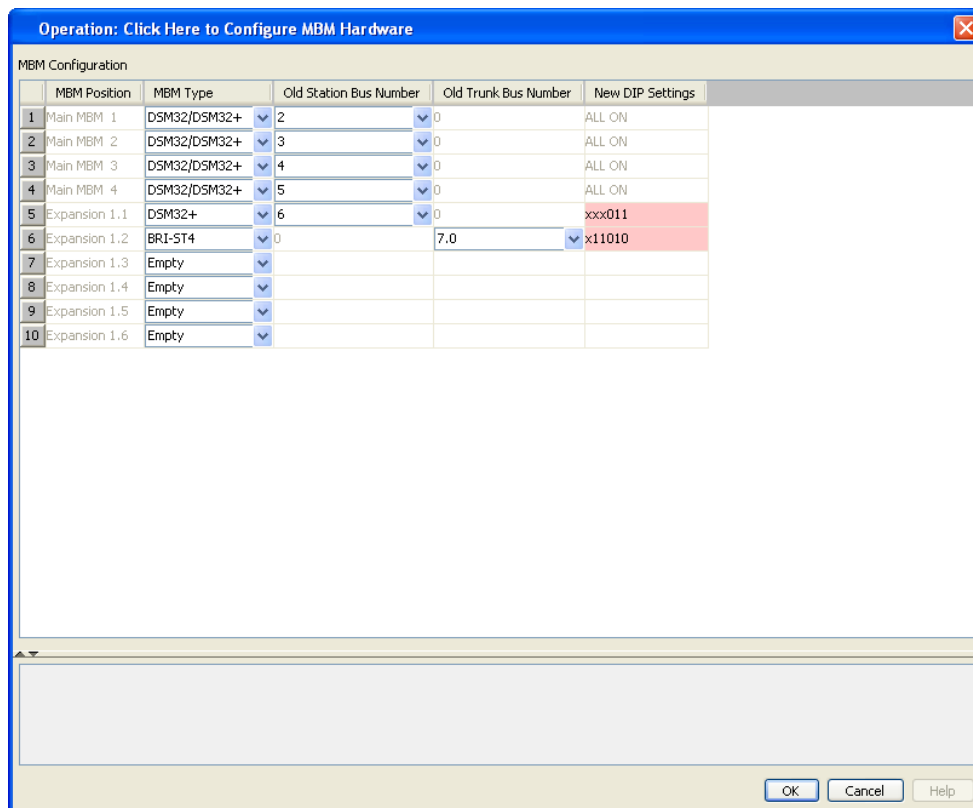
- Click on **Close** and the Data Preparation Wizard screen updates, if a mistake is made it is possible edit the destination.



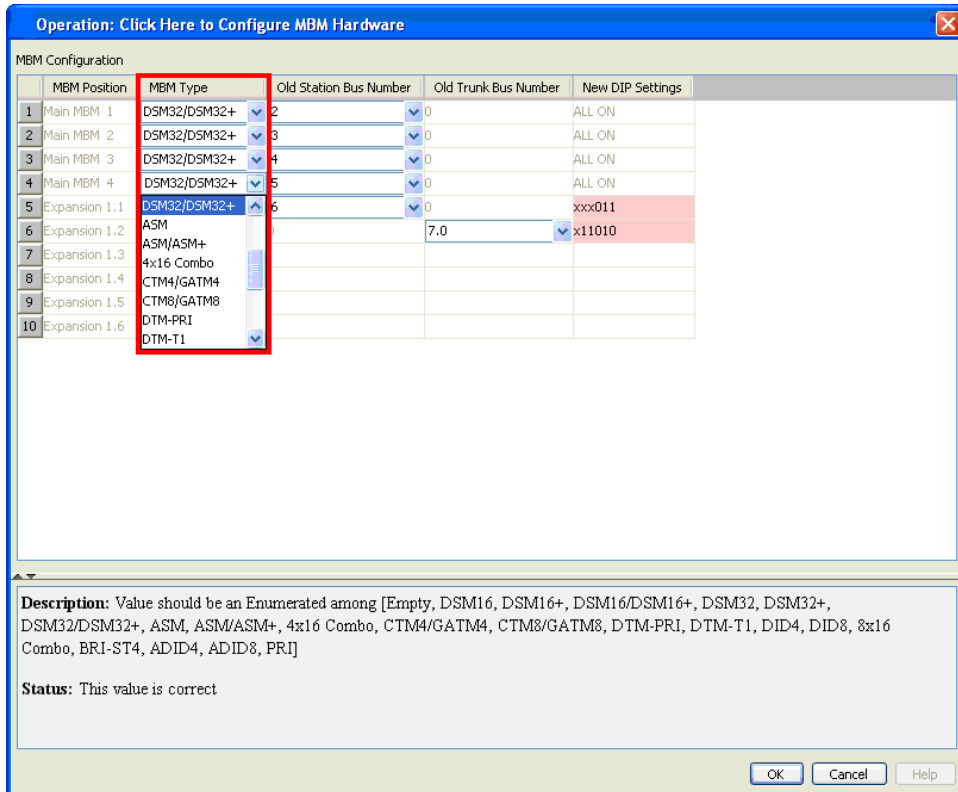
- Next is the configuration of the destinations for the Media Bay Modules, click **Click Here to Configure MBM Hardware**.



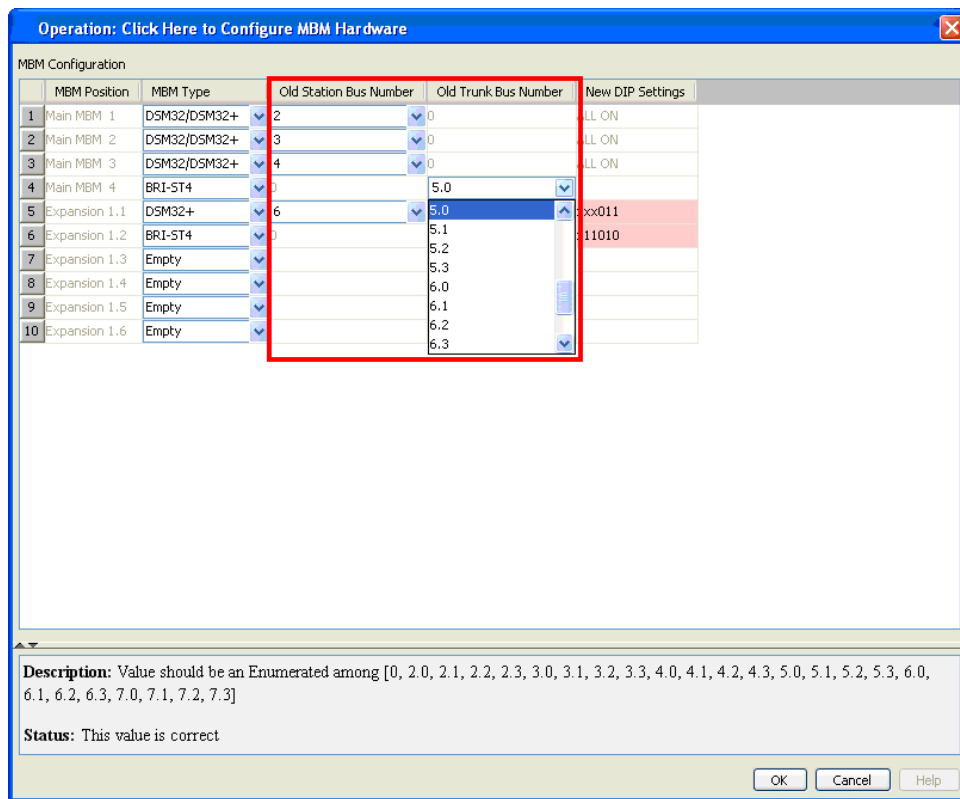
8. The MBM Hardware configuration window describes the source system's hardware, and where on the source system each piece of hardware was located. DMM makes a "best-effort" attempt at identifying all source system hardware and associated locations; however it is possible in certain instances for DMM to misinterpret a source system's hardware configuration.
9. It is important for the user to check the MBM hardware configuration presented by DMM and if necessary make adjustments (including possible additions or deletions) to ensure the hardware declaration matches the source system.



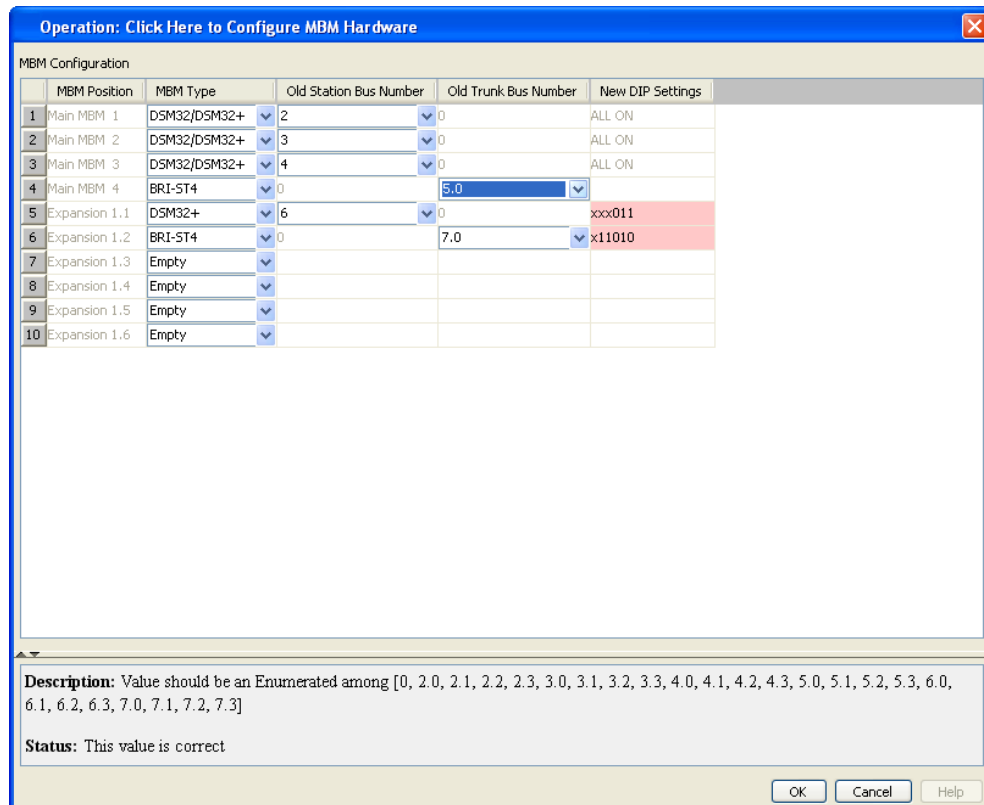
- This window also defines where on the target system the hardware will reside and what associated DIP settings (if any) must be set on the hardware for proper operation in the target system. Select the new location for the current MBM by clicking on the drop down list and select the required media bay module that will be located here.



- Once the media bay module has been moved, ensure the details of the module are configured correctly, either the **Old Station Bus Number**, or **Old Trunk Bus Number**.



- This will require to be completed for both Lines and Trunks.



13. Adjust the remaining MBM's until all settings have been changed. All old or existing modules that have been moved will need to be set to empty.

Operation: [Click Here to Configure MBM Hardware](#)

MBM Configuration

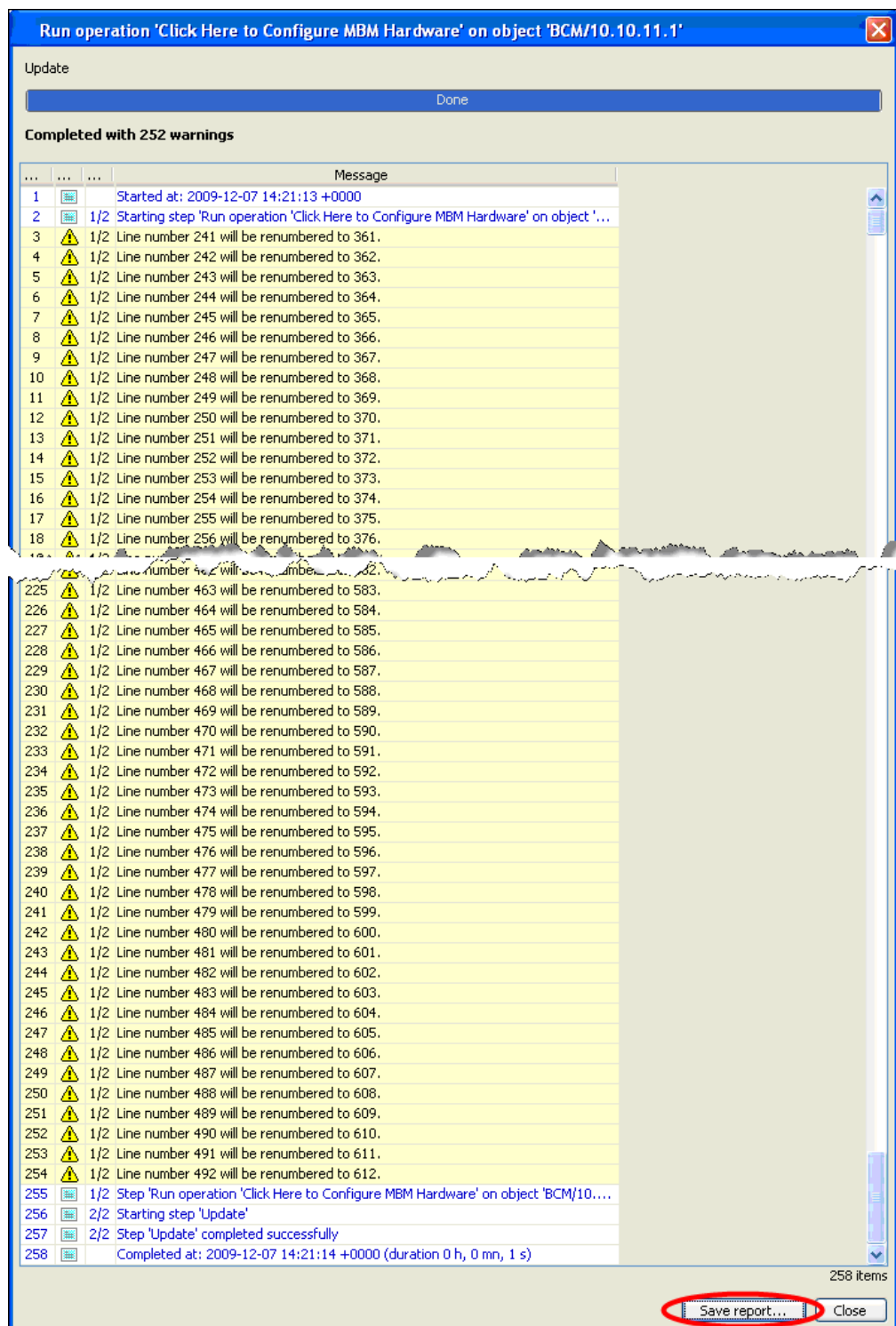
	MBM Position	MBM Type	Old Station Bus Number	Old Trunk Bus Number	New DIP Settings
1	Main MBM 1	DSM32/DSM32+	2	0	ALL ON
2	Main MBM 2	Empty			
3	Main MBM 3	Empty			
4	Main MBM 4	BRI-ST4	0	7.0	ALL ON
5	Expansion 1.1	Empty			
6	Expansion 1.2	Empty			
7	Expansion 1.3	Empty			
8	Expansion 1.4	Empty			
9	Expansion 1.5	Empty			
10	Expansion 1.6	Empty			

OK Cancel Help

Note: Make a note of the **New DIP Settings** as you will need to apply these to the Media Bay Modules before applying the configuration to the target BCM.

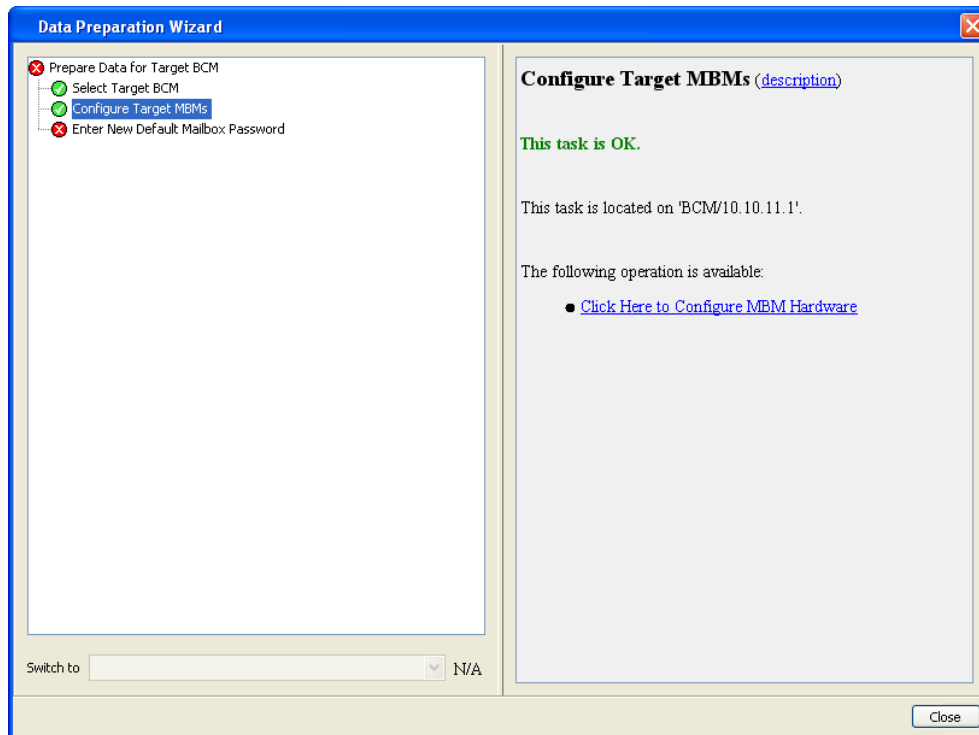
14. After all required changes have been made; click on **OK** and Data Migration Manager will proceed to prepare the data set based on the declared hardware.

15. A summary of this preparation and its impacts will be presented in the form of a summary report. Click on **Save report** to keep a record of the changes made.

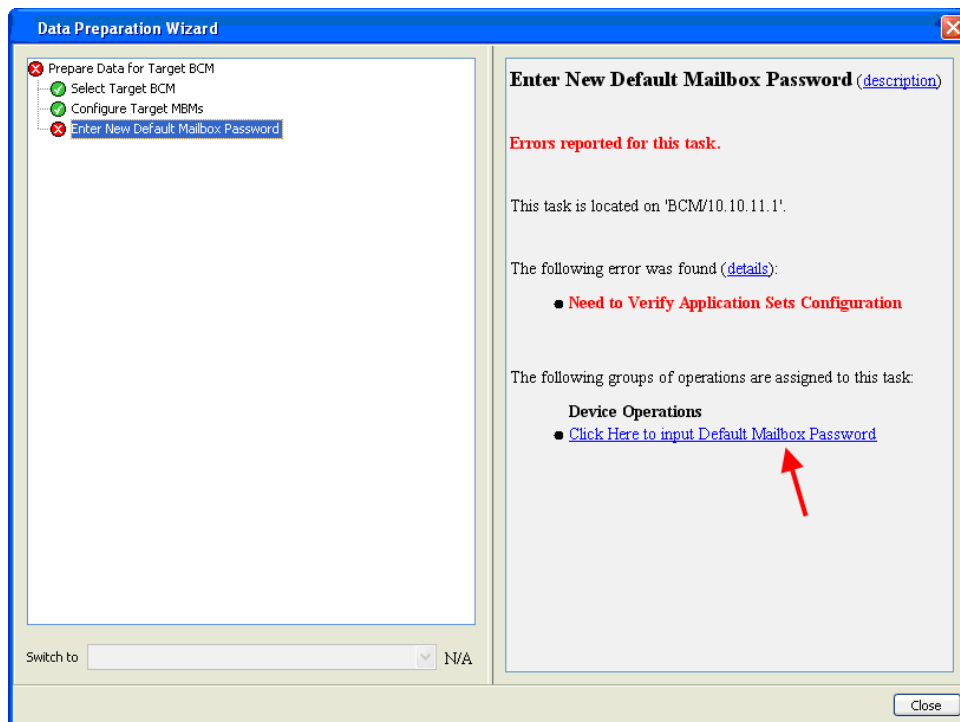


16. Click on **Close** and the Data Preparation Wizard screen updates. If a mistake is made it is possible to access this screen again and re-edit the MBM details via **Click Here to Configure MBM Hardware**.

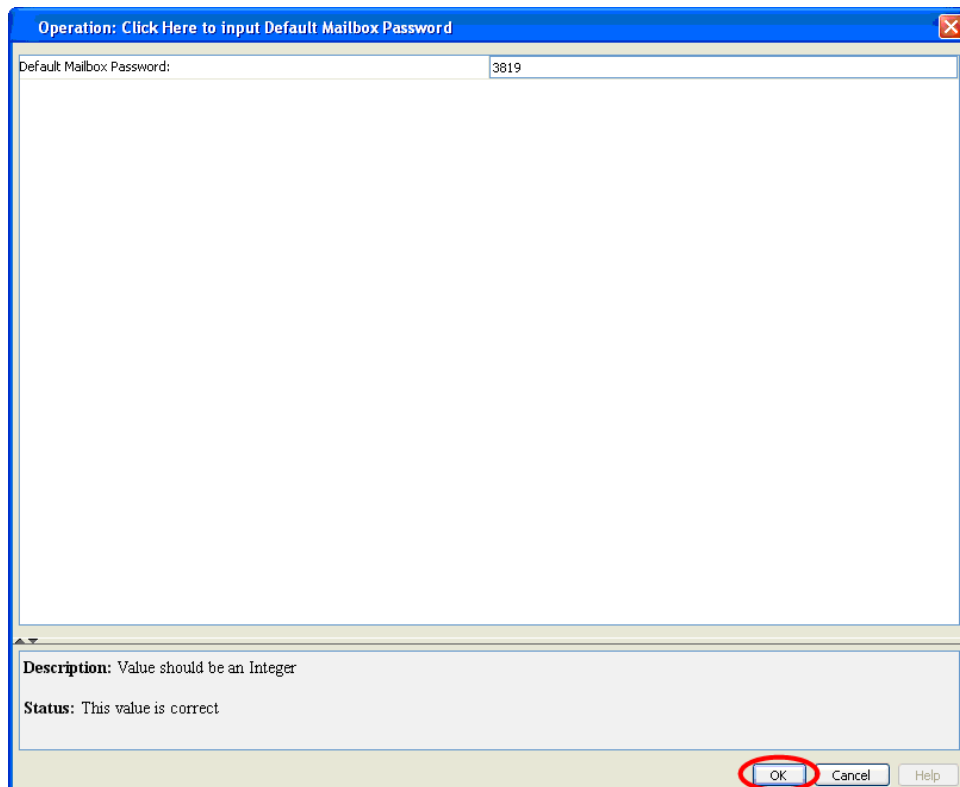
17. The line numbers on CTM8/GATM8/8x16 MBMs will change. On the target BCM RIs 6.0 system there will not be a 4 line gap in the line numbering between the first set of 4 lines and the second set of 4 lines on an 8 line MBM. The second set of 4 lines on the MBM will be numbered continuously from the first set of 4 lines. This means that the second set of 4 lines on every 8 line MBM will have different line numbers on the target as compared to the original source system.



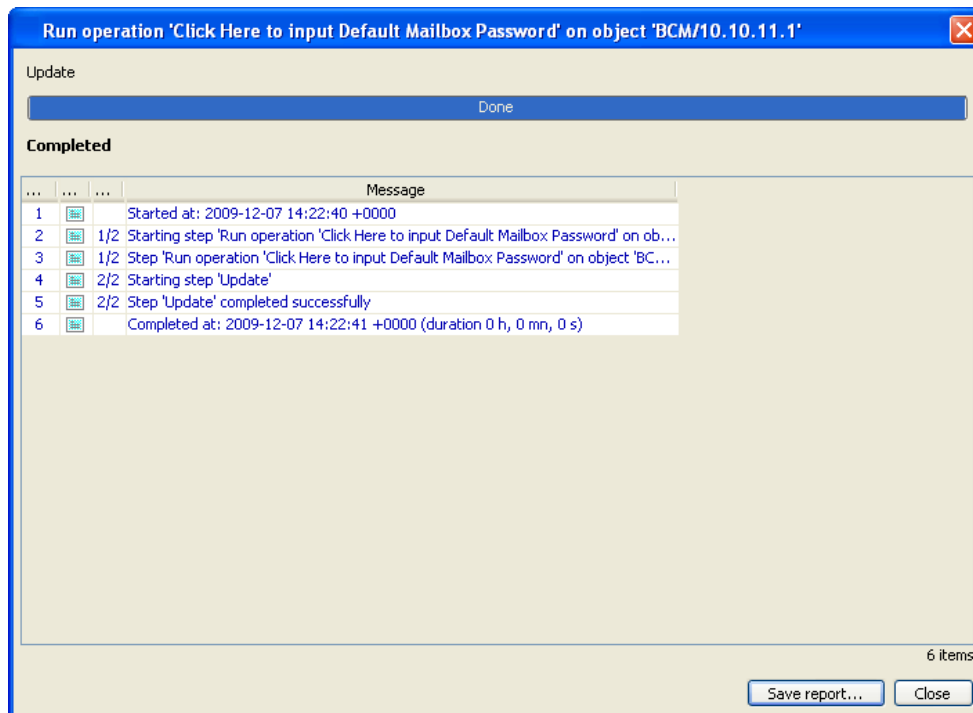
18. The final step is the default Mailbox password, on extraction the DMM defaults all mailboxes to 3819. Open the screen by using the link **Click Here to input Default Mailbox Password**



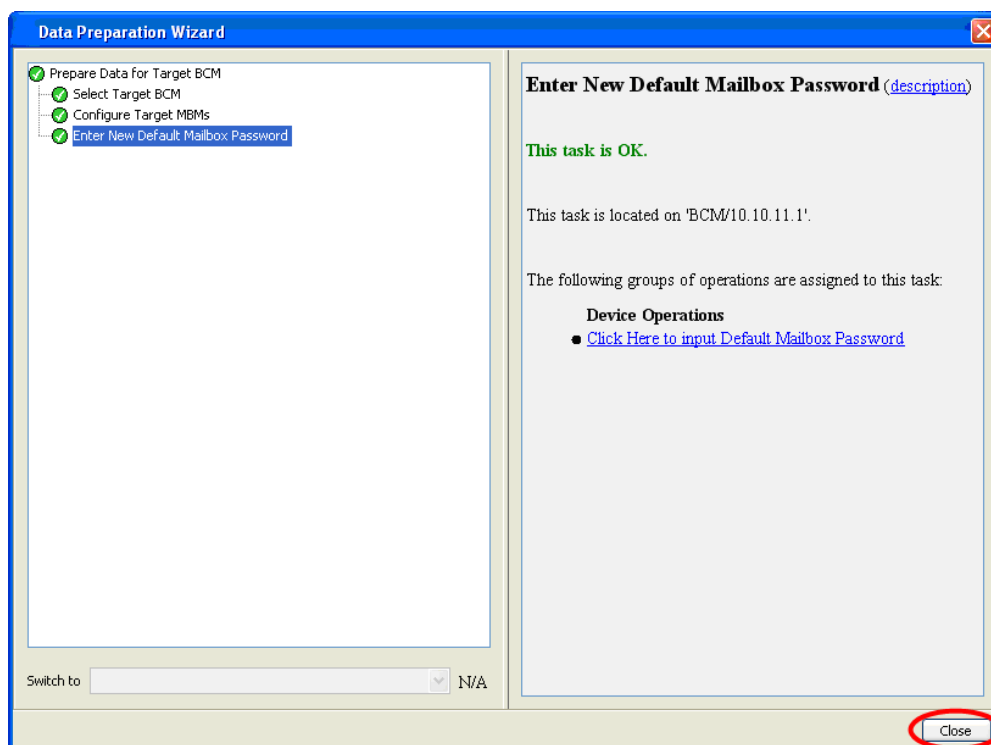
19. Once opened it is possible to change this prior to applying the configuration to the new system. Note this number as all mailboxes will have this as their password. Click **OK** when ready.



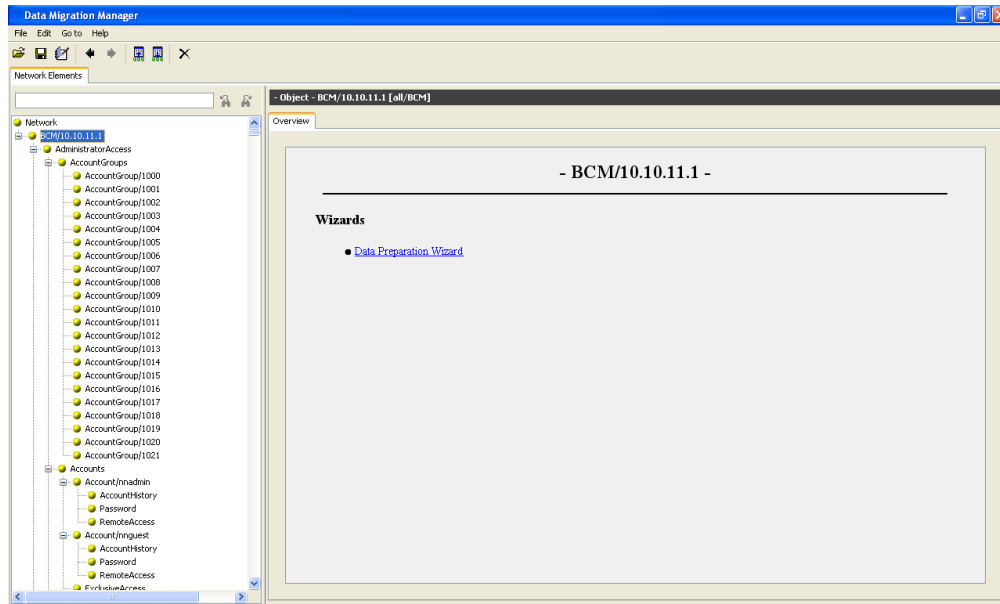
20. DMM runs the operation to confirm the settings. It is again possible to **Save report** to your PC.



21. Once all the necessary steps of the Data Preparation Wizard are successfully completed, click **Close** to return to the Data Migration Manager home window where all the sub-nodes should now be green.



22. The data extracted or downloaded from the previous system is now ready to be applied to the new system.



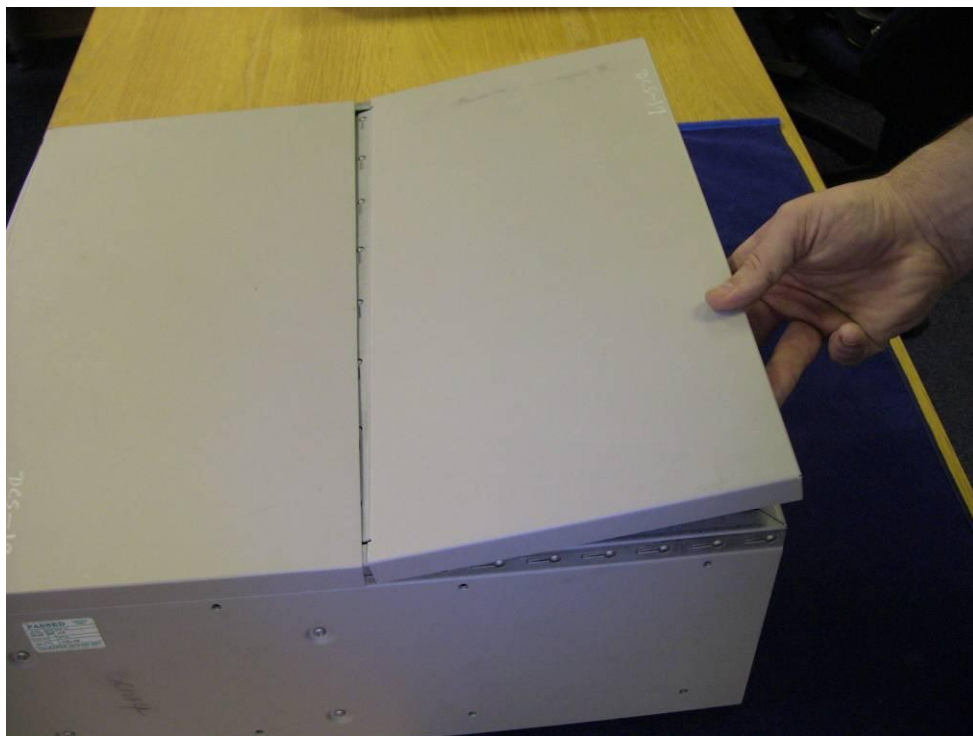
Note: Although sub section headings are visible on DMM window No information is displayed on the right-hand side if the node is selected.

Upgrading a BCM400 Chassis

Use the following procedure to upgrade a BCM400 chassis to BCM400 RIs 6.0.

Note: BCM Power supply cable management is critical. Loose or incorrectly positioned cables can result in cable damage

1. Ensure that you have made a copy of the existing configuration, have a new keycode file containing the migrated keycodes and the Unified Messaging keycode, and backed up the existing configuration, as outlined in the **Pre-Upgrade Actions** section of this guide. If using Data Migration Manager, ensure you have followed all the actions to obtain and prepare the source system's configuration ready for application to the upgrade target system.
2. Power down the system and disconnect the power cable. Also disconnect all other cabling from the BCM. It is advisable to place the BCM on a flat work surface, away from the exhaust of other equipment, allowing unhindered access to the chassis.
3. Remove the two screws securing the unit top cover to the chassis, and remove the top cover.



4. With the top cover removed, disconnect the power connectors from the IO (Input/Output) card.

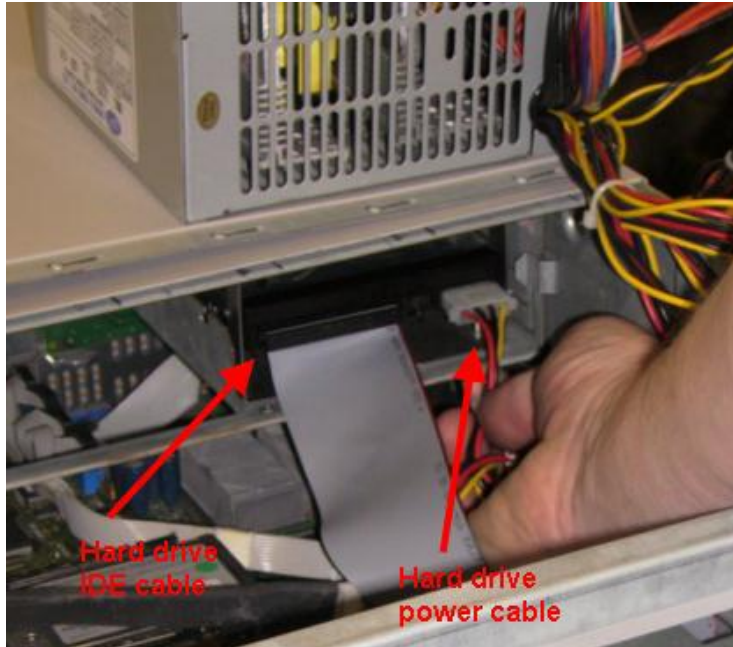


5. Disconnect the two DS256 cables from the Media Bay Module backplane.



Note: If you choose to remove the power supply, **you must** follow the instructions detailed in the *BCM200/400 Installation and Maintenance Guide* for replacing it and ensure cable management is followed.

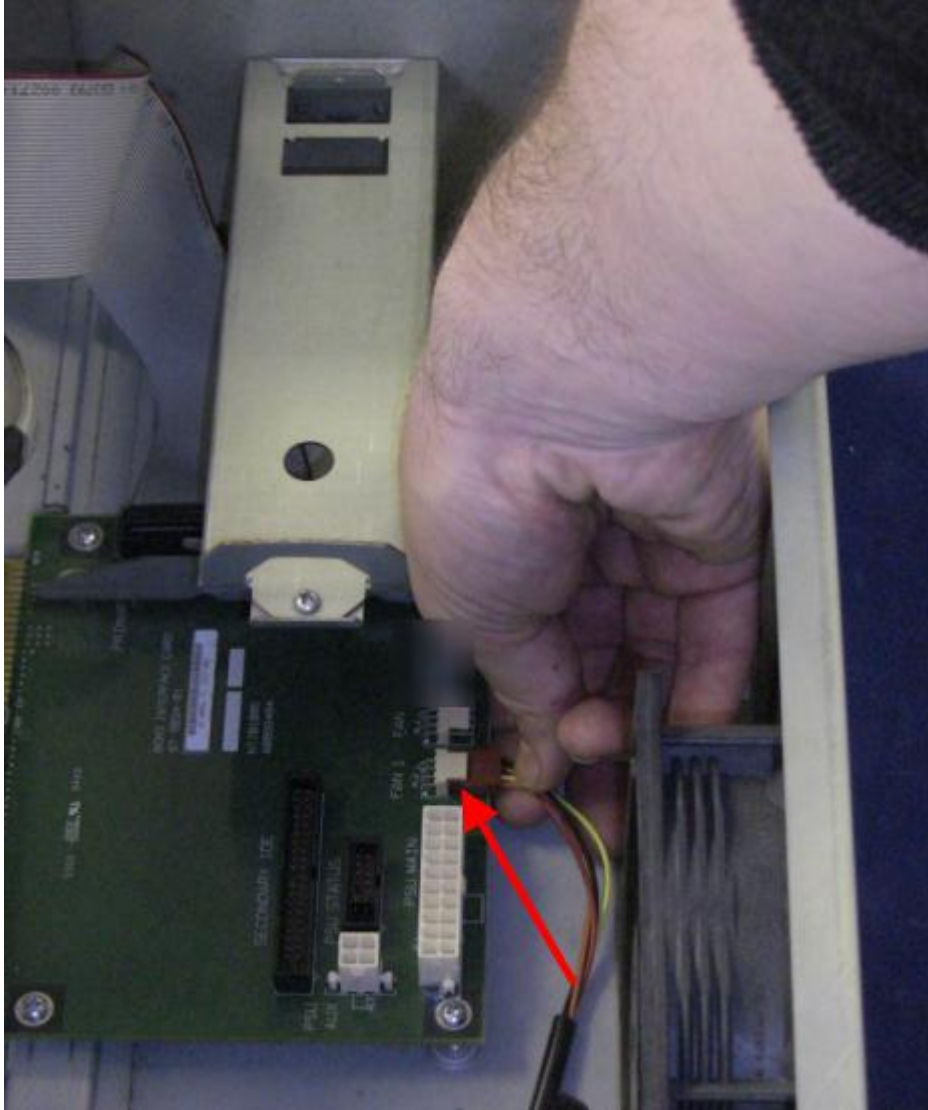
6. Disconnect the hard drive power cable and IDE cable.



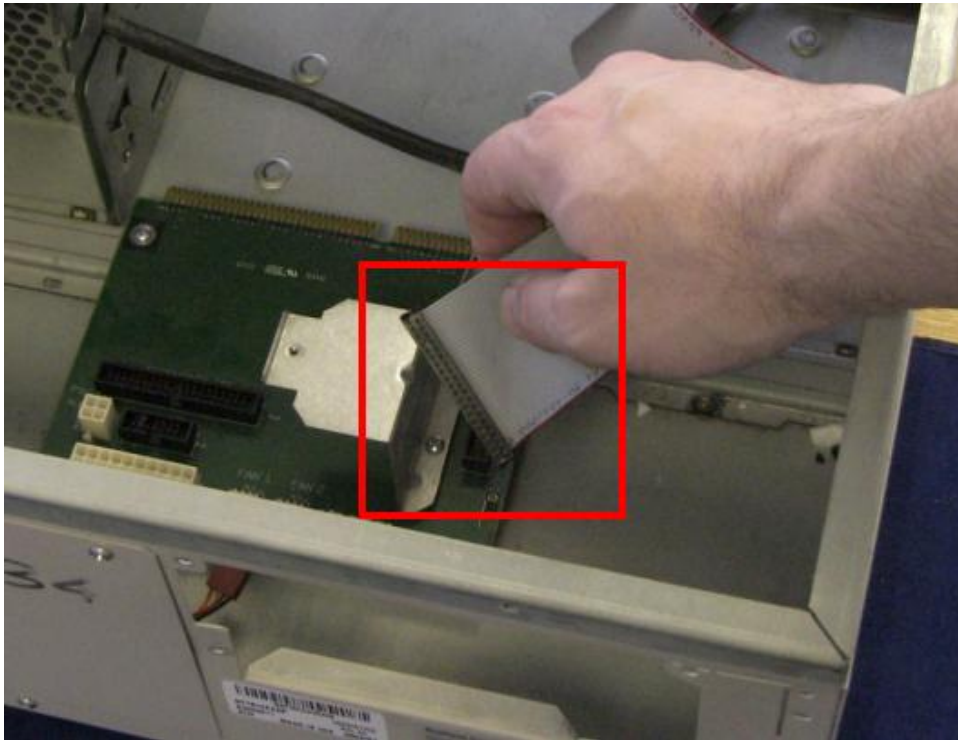
7. Remove the screws securing the ejection arms of the Base Function Tray. Pull down the arms, and slide the Base Function Tray out of the chassis.



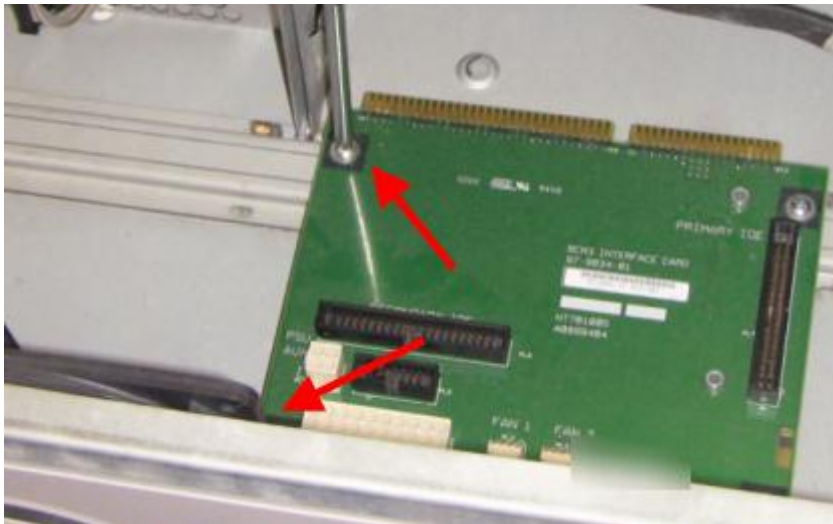
8. Perform the same action on the upper Advanced Function Tray (AFT). Remove the screws securing the ejection arms of the AFT. Pull down the arms, and slide the AFT out of the chassis. The hard drive can be removed.
9. Now unplug the fan power cable from the IO card.



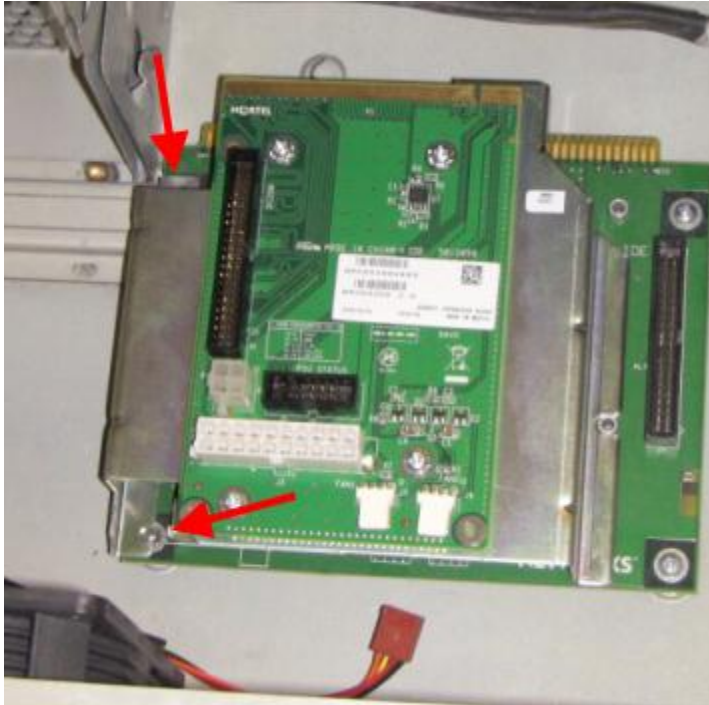
10. The IDE cable from the IO card can be removed.



11. The new Chassis Interface Card uses the existing screw holes for mounting. Remove the 2 left IO card screws.



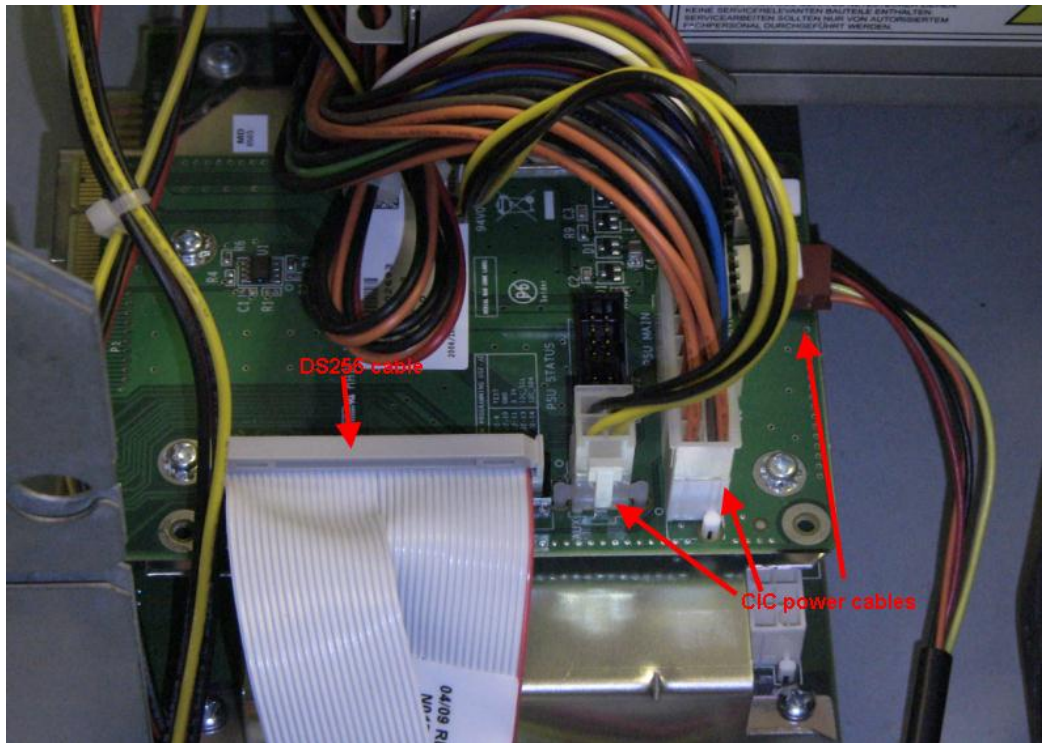
12. Now place the Chassis Interface Card on top of the existing IO card (this now performs no function other than to support the Chassis Interface Card), align the screw holes, and screw in the 2 left hand screws.



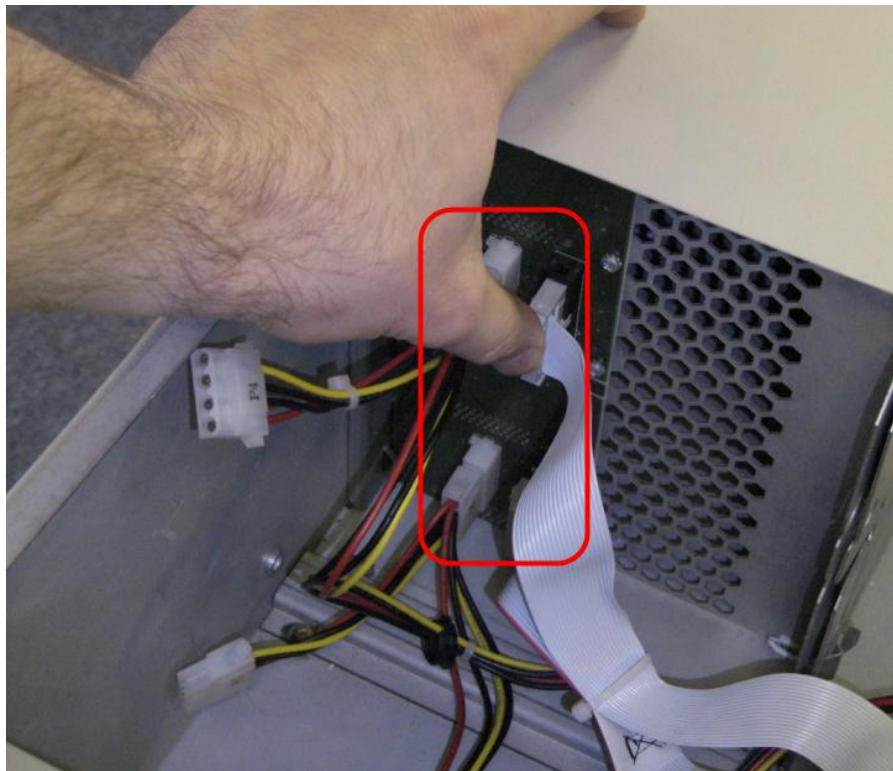
13. If the power supply has been removed, this can now be reinstalled.

Note: You must follow the instructions detailed in the *BCM200/400 Installation and Maintenance Guide* when installing the power supply and ensure cable management is followed.

14. Reconnect all power cables to the CIC card. Ensure the DS256 cable is connected to the CIC. Detach the Hard Disk Drive cables from the top of the chassis and cable tie them to the power cables going to the backplane.



15. Connect the DS256 cables and power cables to the to the MBM backplane.

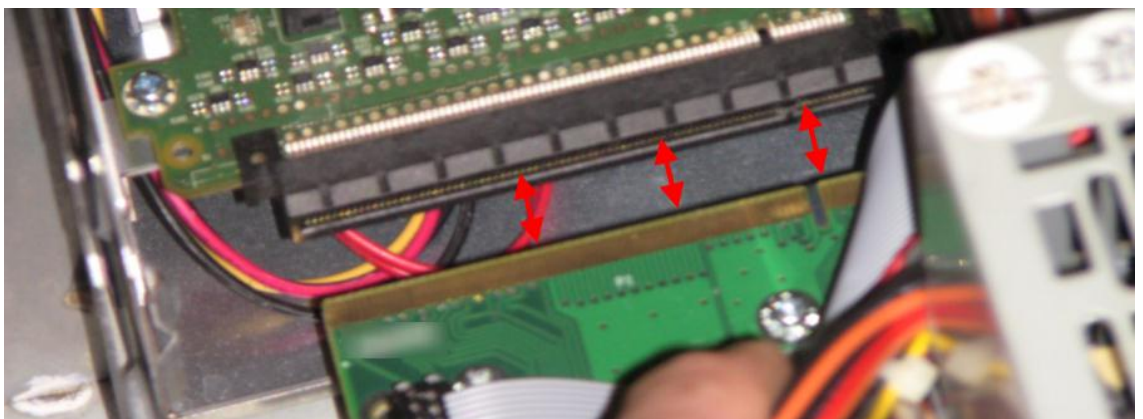


Note: Ensure that any unused, loose or unsecured cables are tied and out of the way, to prevent any snagging, crimping or cutting of cables when reassembling the BCM.

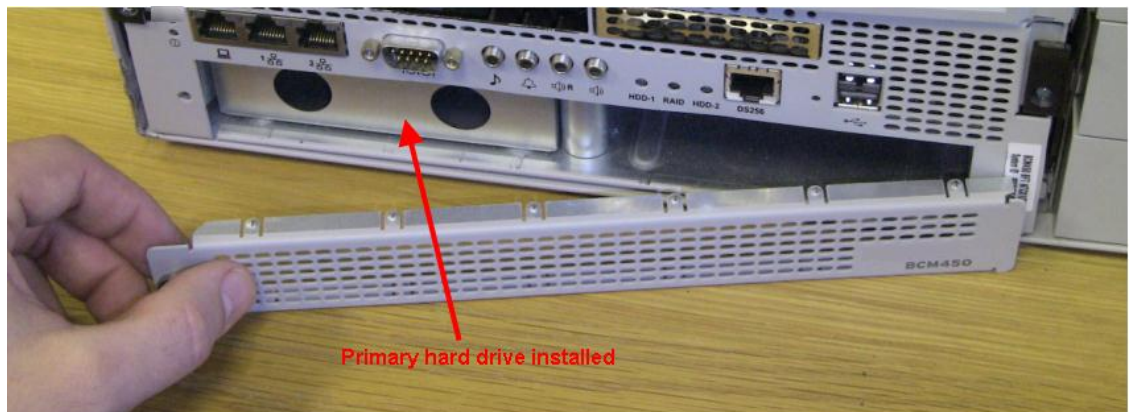
16. It is highly recommended that the BCM400 fan is replaced. Refer to the **Replacing the BCM400 Fan** section of this guide for further details.
17. Slide in the new BCM450 BFT and replace the screws securing the ejection arms to the BFT. The upper AFT can also be returned to its original location.



18. From the internal viewpoint, you will see the Chassis Interface Card align with the BCM450 BFT. Be careful not to trap any cables between the BFT and its connector.



19. Check that the BFT has the Multi-Image hard drive installed by removing the hard drive cover plate thumb screw, and removing the plate.



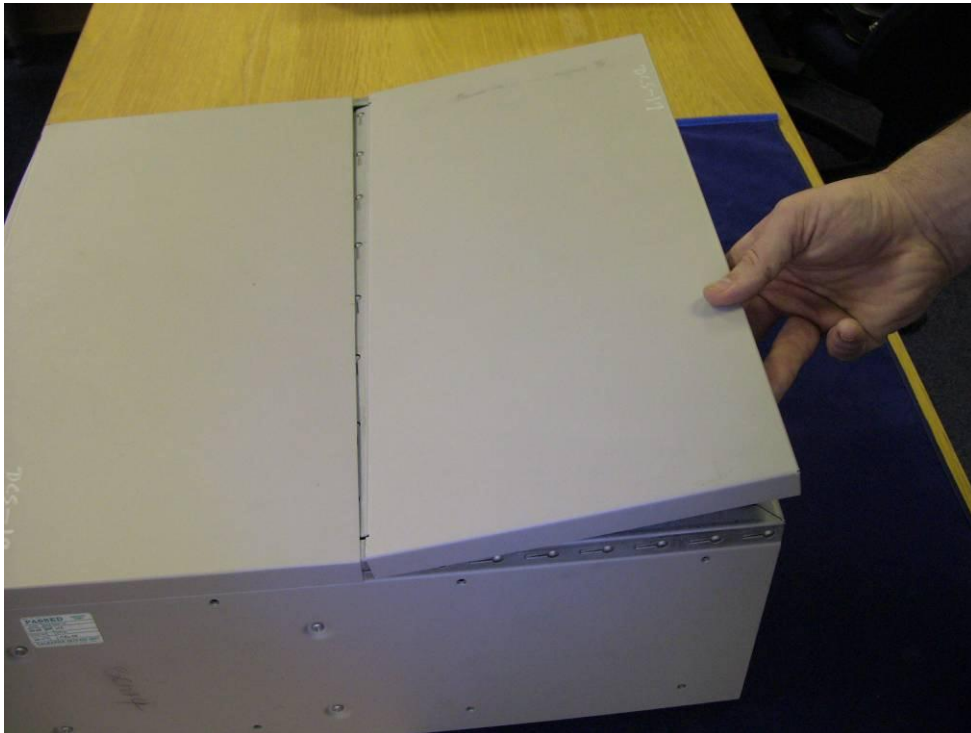
20. If the hard drive is not already installed, slide it into the left hand bay (it will come already housed in its cage) until you hear it click into place.
21. If you are installing the optional RAID hard drive, insert that in the same manner into the right hand bay.



22. Replace the hard drive cover and thumb screw.

Note: If installing the RAID drive, please refer to the **Enabling the RAID Service after Upgrade** section of the *Redundancy Guide*.

23. Replace the top cover and two securing screws.



24. The BCM400 RIs 6.0 is now ready to be returned to its original location. Reconnect the power and any other telephony or data cabling.

Note: For information on preparing the Multi-Image hard drive for use, please refer to the **Preparing the Multi-Image Hard Drive** section of the *BCM450 Hardware and Installation Guide*.

25. Power up the BCM and perform the post-upgrade activities (refer to the **Post Upgrade Activities** section of this guide for further details). If using Data Migration Manager as part of the upgrade process, first refer to the **Applying the BCM Configuration using Data Migration Manager** section of this guide.

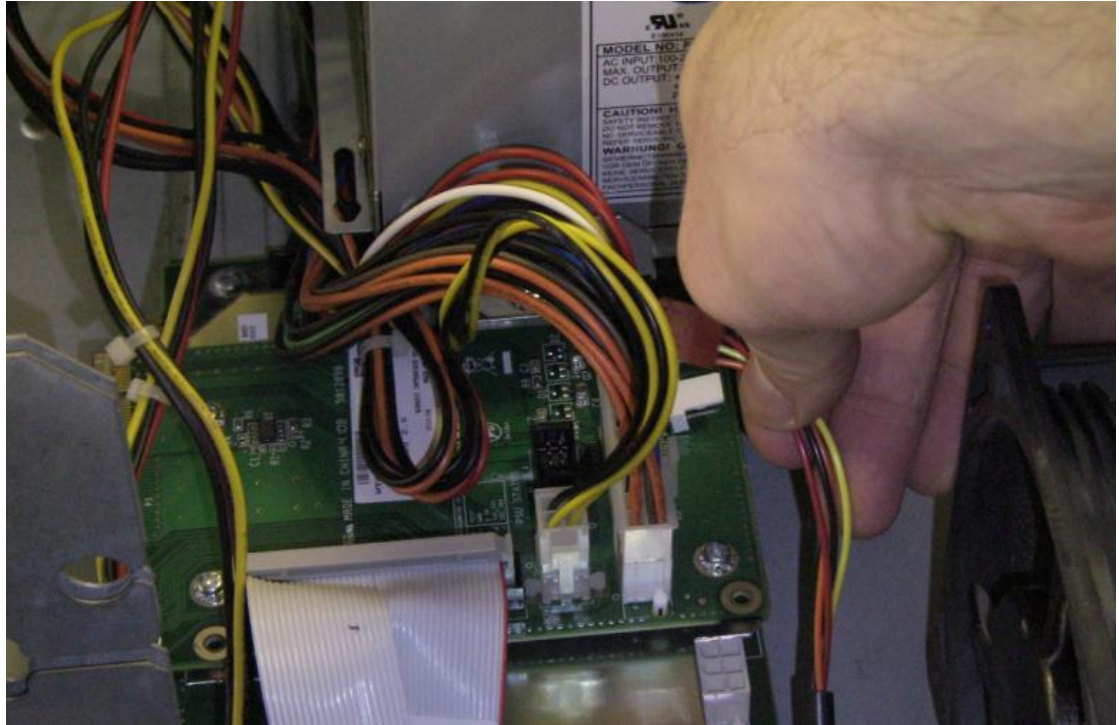
Replacing the BCM400 Fan

BCM200 & 400 upgrade kits all include a replacement cooling fan. As a “good practice” maintenance procedure it is highly recommended to replace the existing fan with the new fan supplied. This will reduce the risk of fan failure and the internal components overheating.

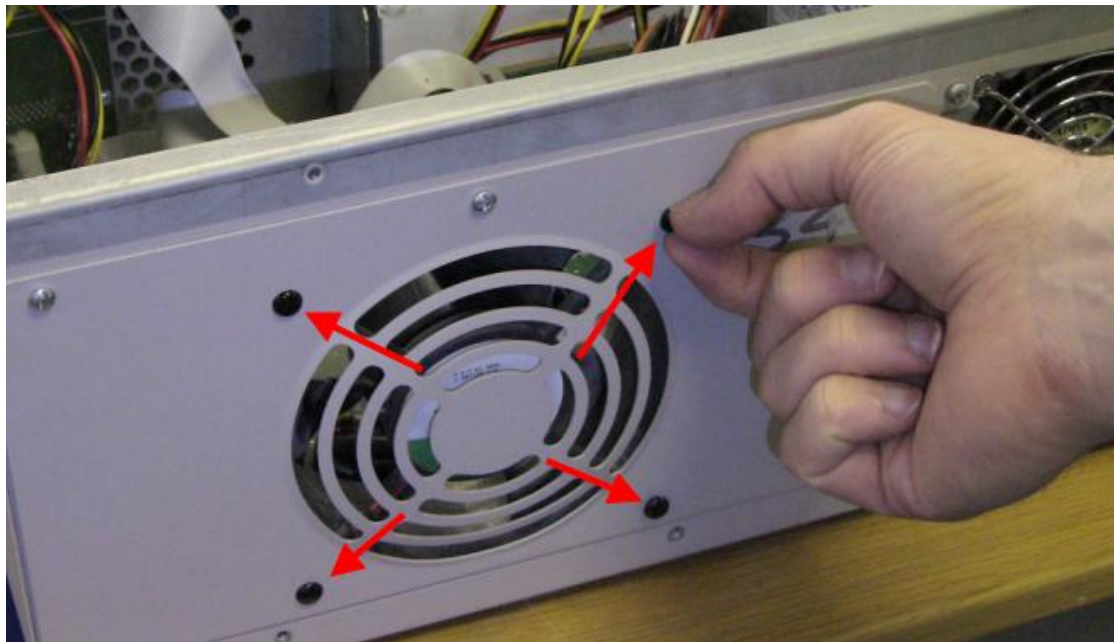
The following procedure can be applied either during the upgrade procedure (this is advisable), or at a later date.

1. Ensure the BCM is powered down, with all cables disconnected. It is advisable to place the BCM on a flat work surface, away from the exhaust of other equipment, allowing unhindered access to the chassis.

2. Remove the two screws securing the top unit cover to the chassis, and remove the top cover.
3. Ensure the fan power cable is disconnected.

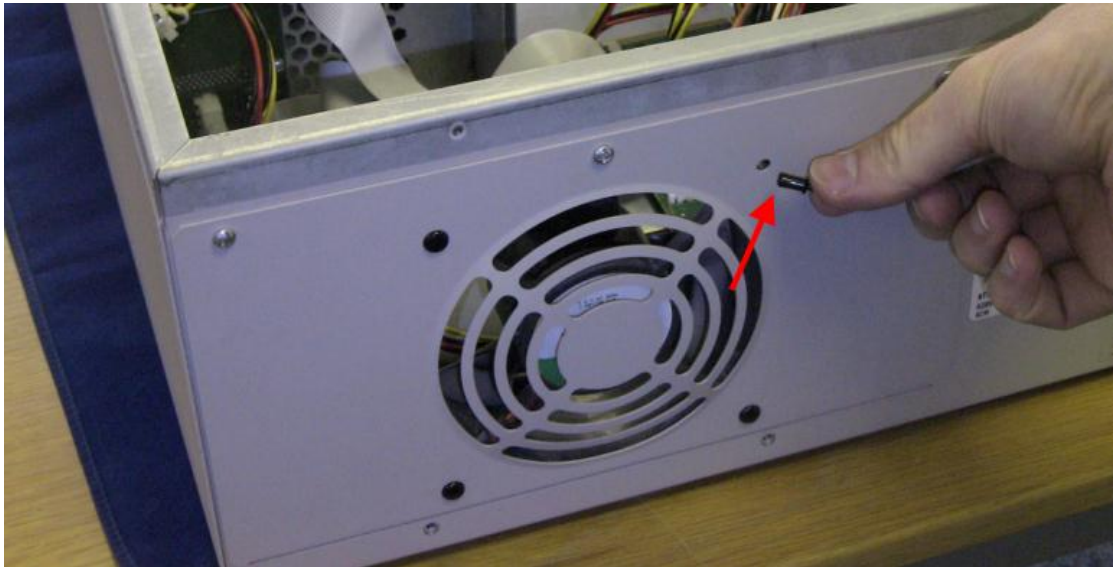


4. From the rear of the unit, remove the four plastic pins holding the fan onto the unit.

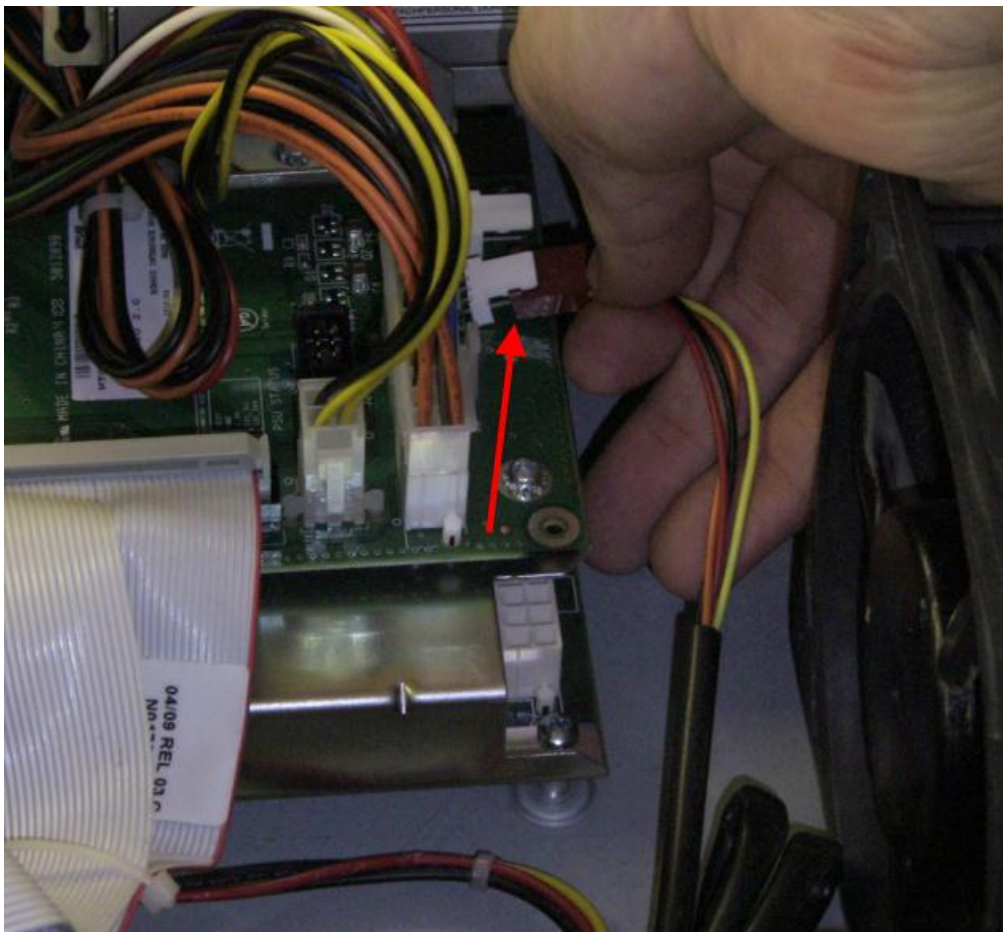


5. Remove the fan. Position the new fan in place with the label facing towards the back of the chassis, and the power cable at the bottom of the fan.

6. Replace the plastic pins. You may find it easier to extend the outer sheath before locating through the pin holes in the chassis and into the fan pin holes. Then press in the pins.



7. Connect the fan power cable to the Fan1 connector on the Chassis Interface Card.

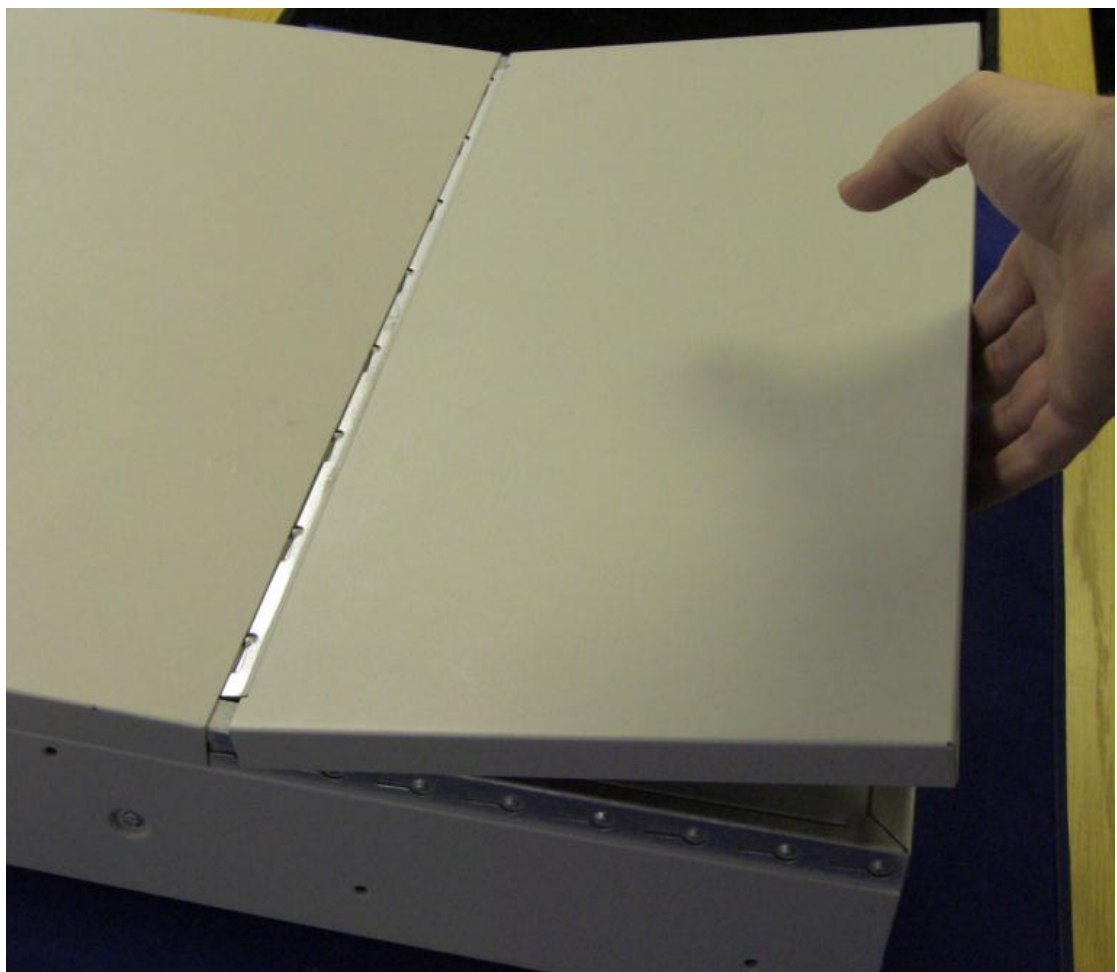


8. Replace the chassis cover and return the BCM to its original location, or carry on with the rest of the upgrade procedure as required.

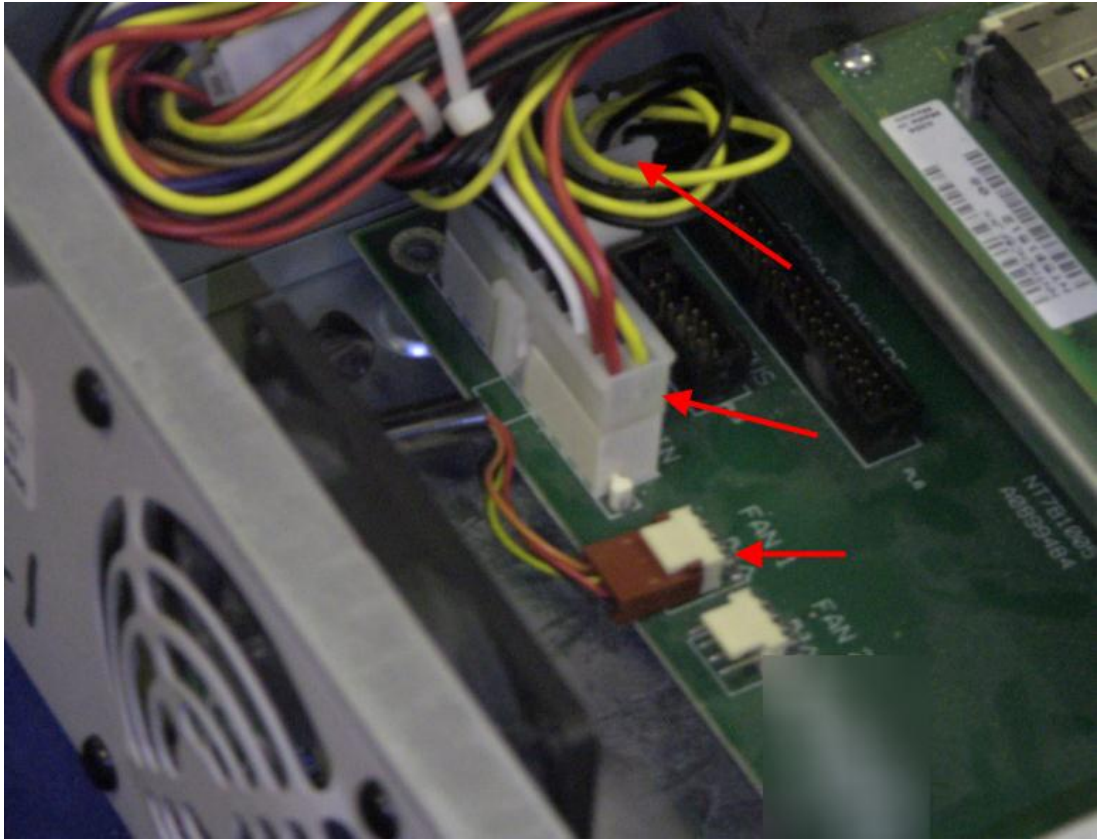
Upgrading a BCM200 Chassis

Use the following procedure to upgrade a BCM200 chassis to BCM200 RIs 6.0.

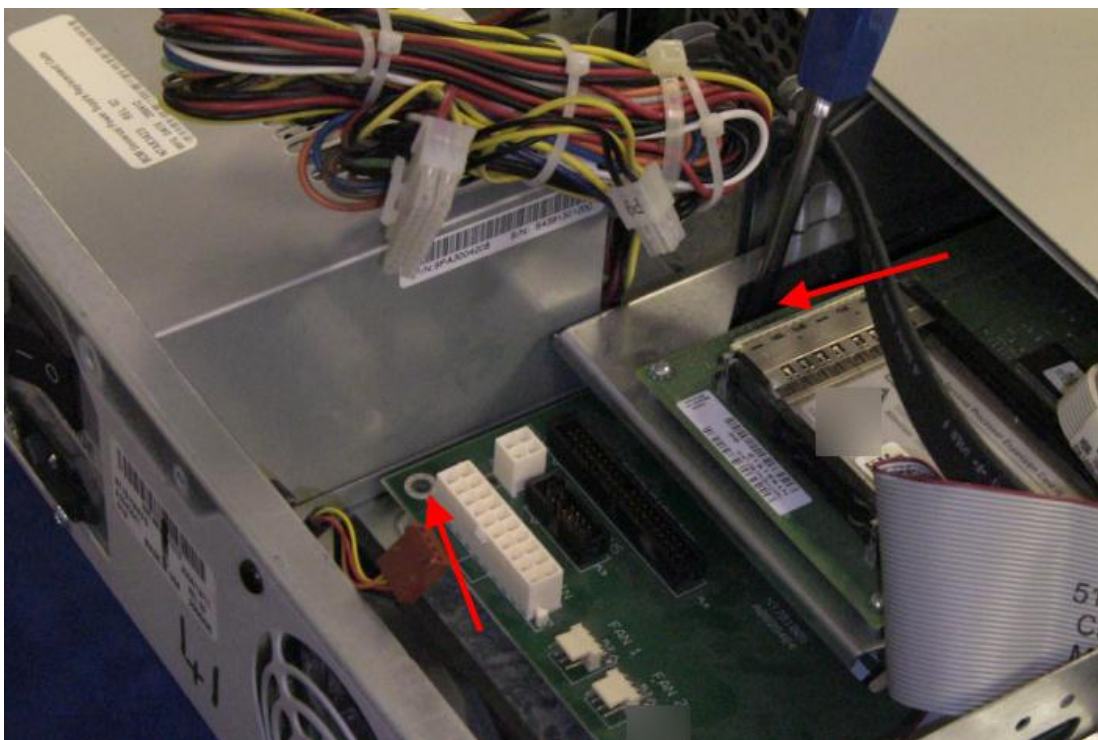
1. Ensure that you have made a copy of the existing configuration, have a new keycode file containing the migrated keycodes and the Unified Messaging keycode, and backed up the existing configuration, as outlined in the **Pre-Upgrade Actions** section of this guide. If using Data Migration Manager, ensure you have followed all the actions to obtain and prepare the source system's configuration ready for application to the upgrade target system.
2. Power down the system and disconnect the power cable. Also disconnect all other cabling from the BCM. It is advisable to place the BCM on a flat work surface, away from the exhaust of other equipment, allowing unhindered access to the chassis.
3. Remove the two screws securing the unit top cover to the chassis, and remove the top cover.



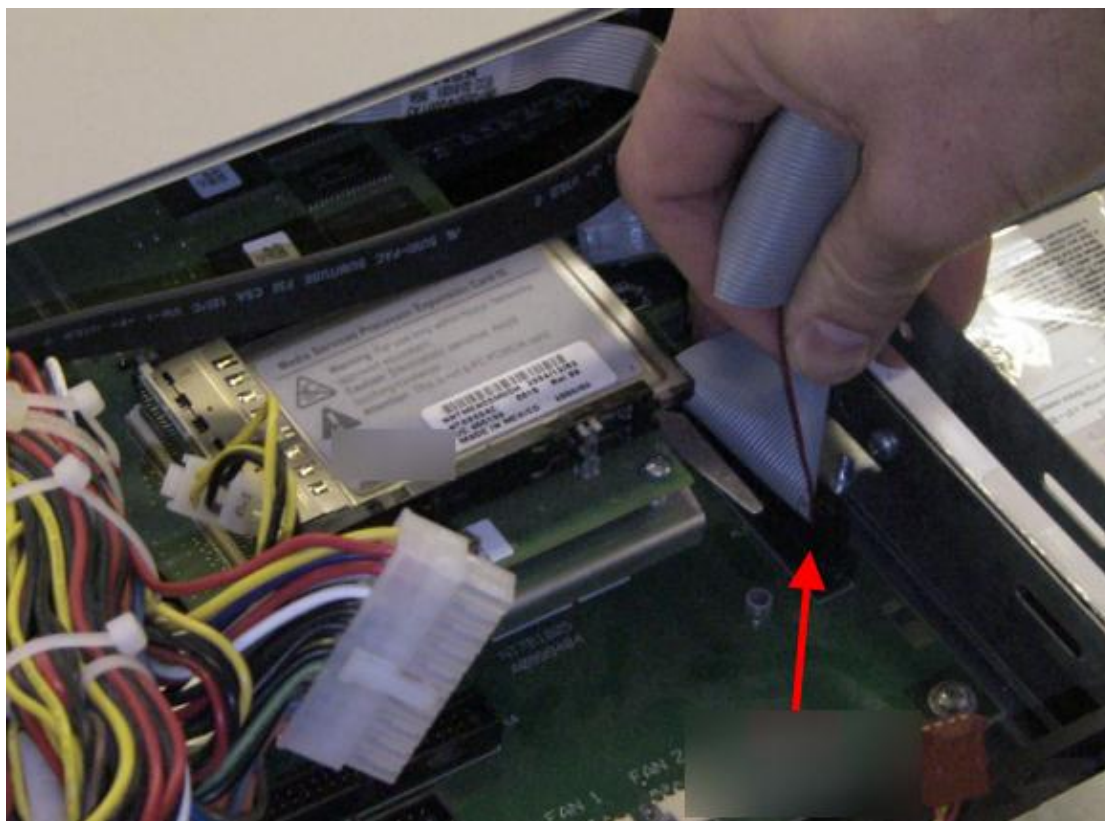
4. With the top cover removed, disconnect the power connectors from the IO (Input/Output) card.



5. Remove the two left hand screws from the I/O card. You will need these to secure the Chassis Interface Card.



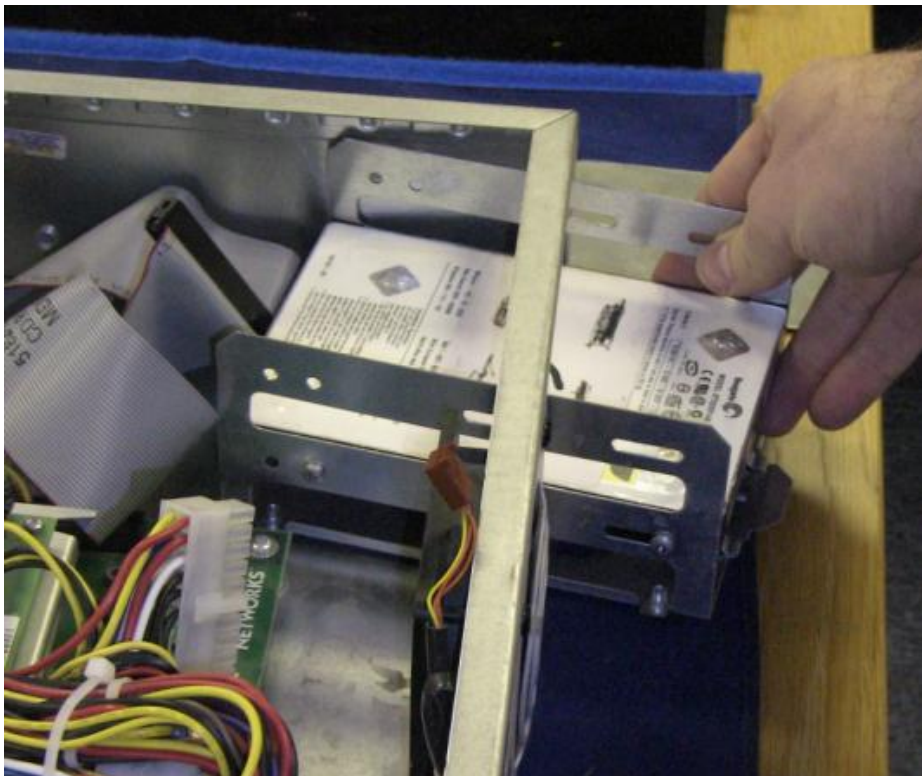
6. Remove the IDE cable from the I/O card.



7. Remove the power cable from the back of the hard drive.



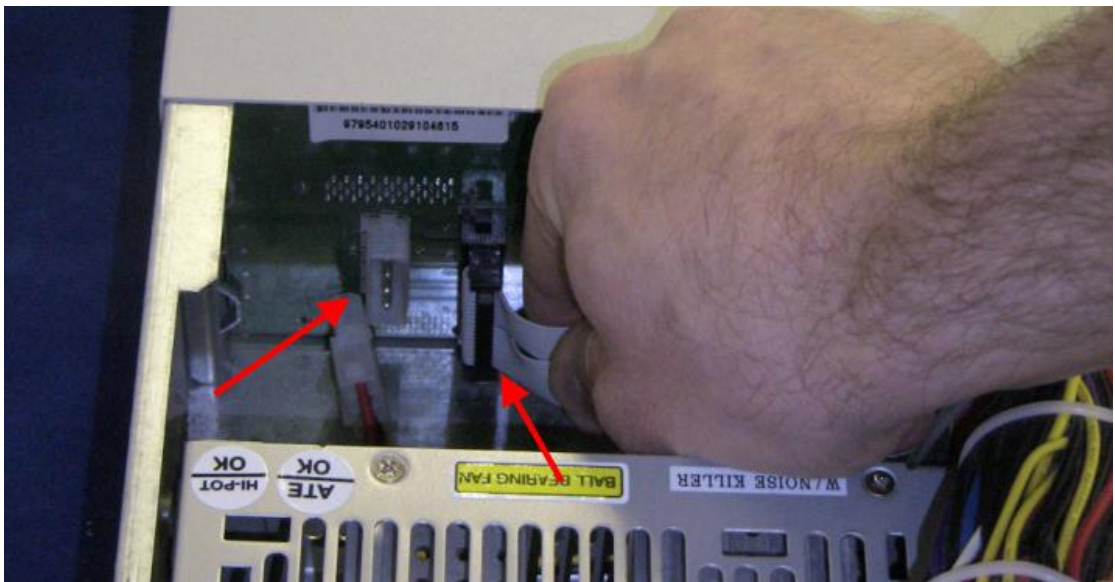
8. Remove the rear hard drive access plate, and slide out the hard drive. This will not be required in the upgraded unit.



9. Replace the rear plate using the four screws.



10. Unplug the DS256 and power cable (unplugged for ease of access) from the Media Bay Module backplane.

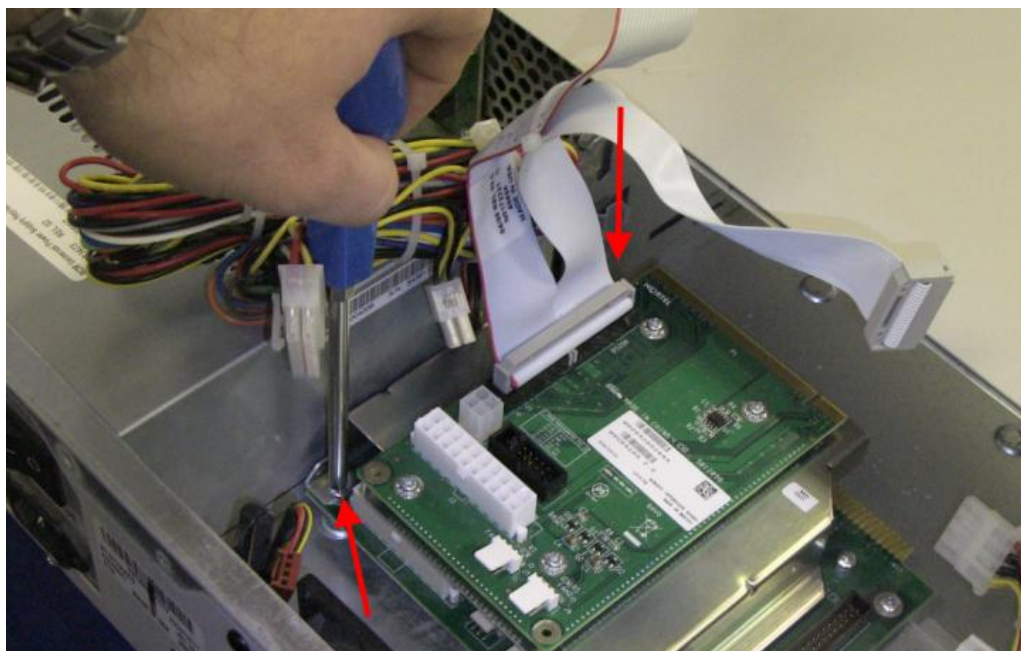


11. It is highly recommended that the BCM200 fan is replaced. Refer to the **Replacing the BCM200 Fan** section of this guide for further details.

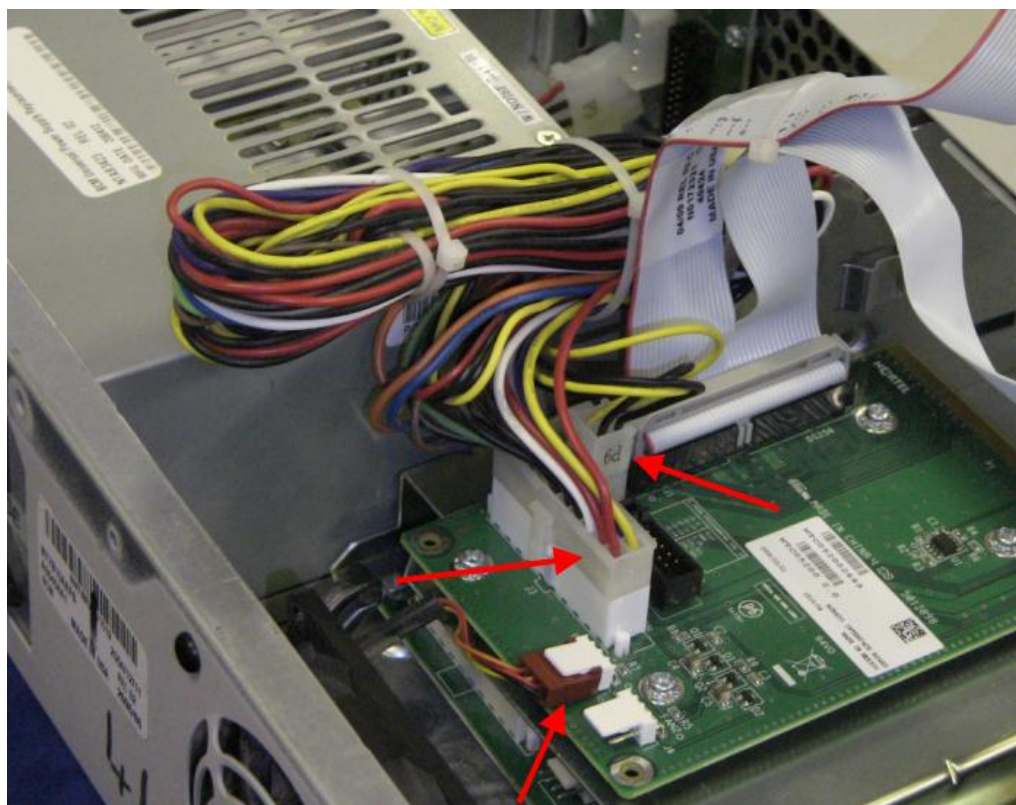
12. Remove the screws securing the ejection arms of the Base Function Tray. Pull down the arms, and slide the Base Function Tray out of the chassis.



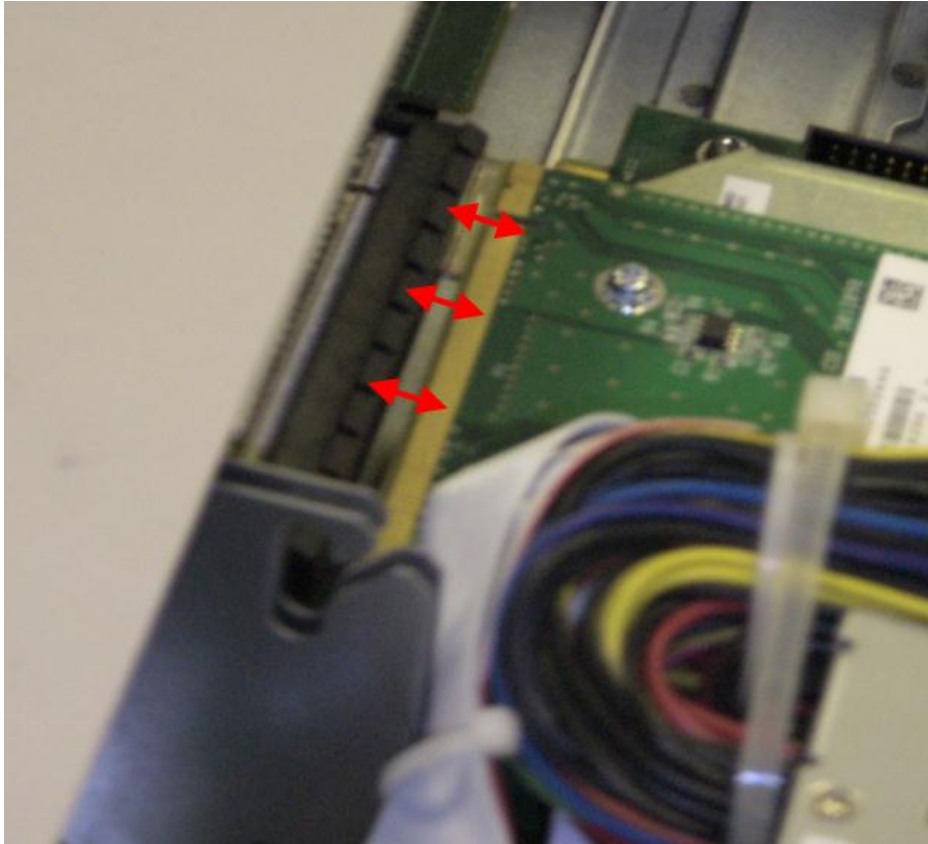
13. Now secure the Chassis Interface Card to the existing I/O card using the two screws that were removed earlier. The opposite side of the bracket should be held down by the MSC guide bracket.



14. Reconnect all the power cables and make sure that no cables are loose to avoid the cables becoming trapped.



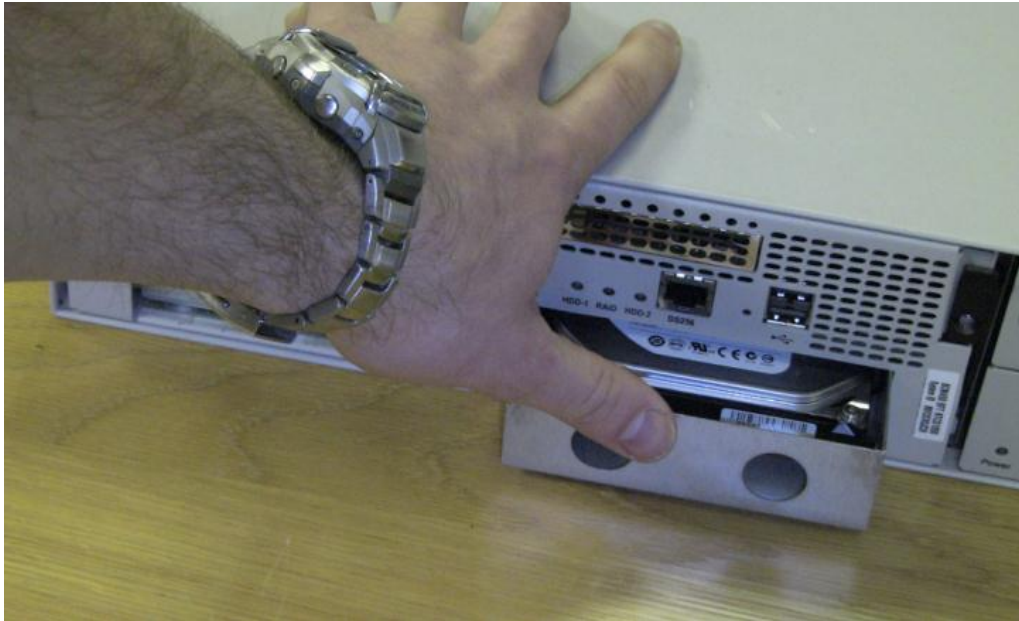
17. From the inside view you will see the BFT connector couple with the Chassis Interface connector. Be careful not to trap any cables between the BFT and its connector.



18. Check that the BFT has the 6.0 software-loaded hard drive installed by removing the hard drive cover plate thumb screw, and removing the plate.
19. If the hard drive is not already installed, slide it into the left hand bay (it will come already housed in its cage) until you hear it click into place.



20. If you are installing the optional RAID hard drive, insert that in the same manner into the right hand bay.

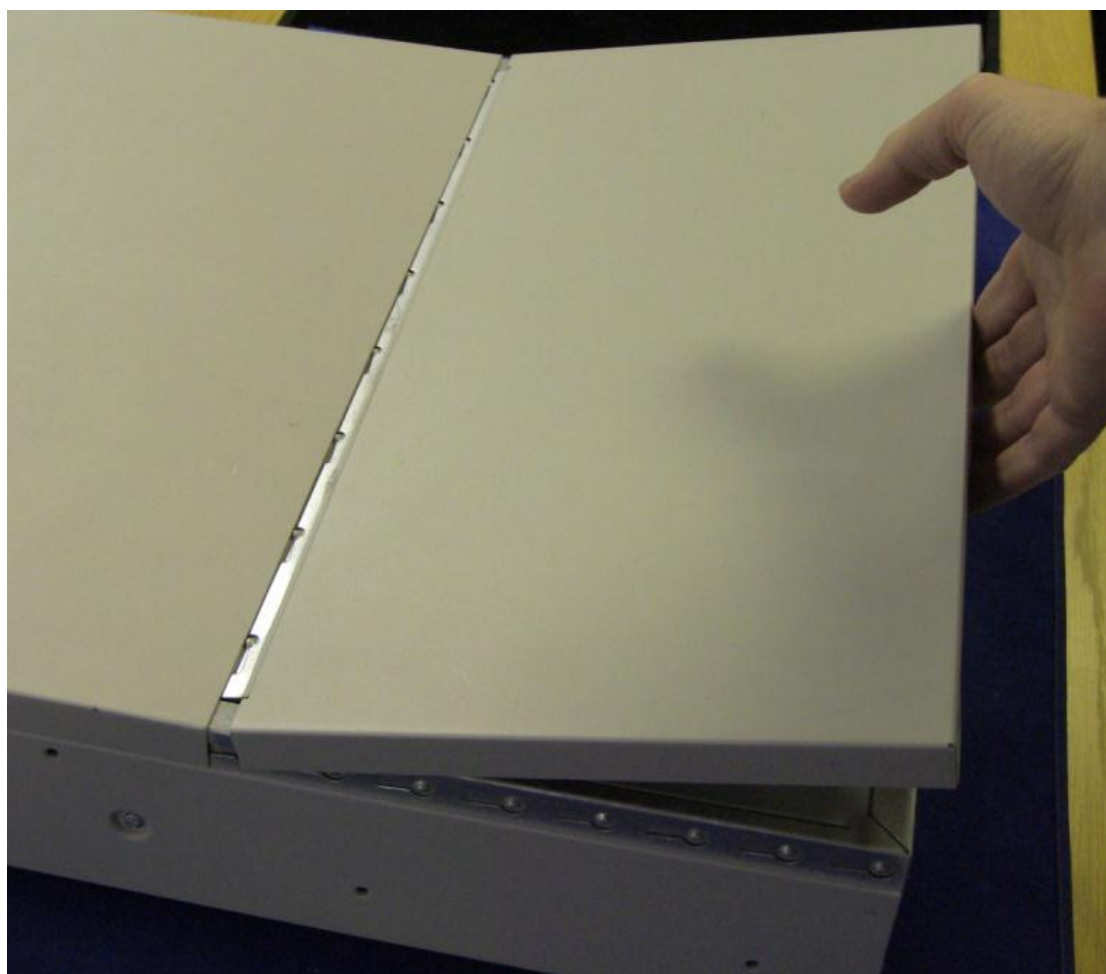


Note: If installing the RAID drive, please refer to the **Enabling the RAID Service after Upgrade** section of the *Redundancy Guide*.

21. Replace the hard drive cover plate and secure with the thumb screw.



22. Now replace the top cover and screws.



23. The BCM200 RIs 6.0 is now ready to be returned to its original location. Reconnect the power and any other telephony or data cabling.

Note: For information on preparing the Multi-Image hard drive for use, please refer to the **Preparing the Multi-Image Hard Drive** section of the ***BCM450 Hardware and Installation Guide***.

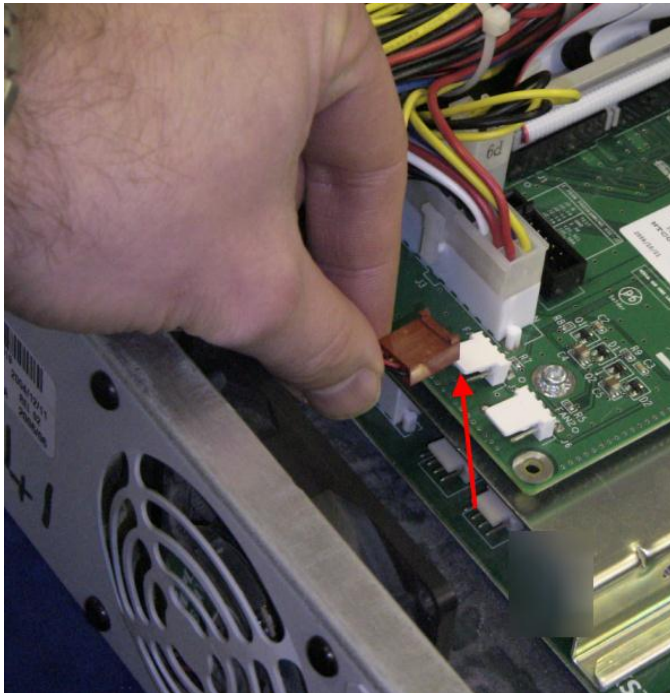
24. Power up the BCM and perform the post-upgrade activities (refer to the **Post Upgrade Activities** section of this guide for further details). If using Data Migration Manager as part of the upgrade process, first refer to the **Applying the BCM Configuration using Data Migration Manager** section of this guide.

Replacing the BCM200 Fan

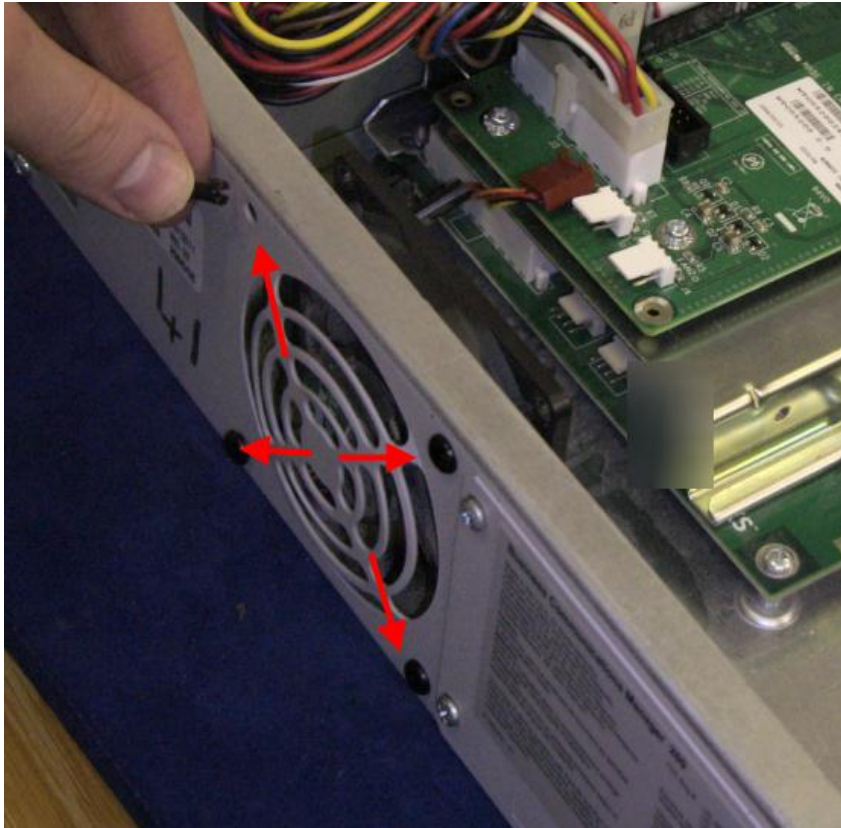
BCM200 & 400 upgrade kits all include a replacement cooling fan. As a “good practice” maintenance procedure it is highly recommended to replace the existing fan with the new fan supplied. This will reduce the risk of fan failure and the internal components overheating.

The following procedure can be applied either during the upgrade procedure (this is advisable), or at a later date.

1. Ensure the BCM is powered down, with all cables disconnected. It is advisable to place the BCM on a flat work surface, away from the exhaust of other equipment, allowing unhindered access to the chassis.
2. Remove the two screws securing the top unit cover to the chassis, and remove the top cover.
3. Ensure the fan power cable is disconnected.



4. From the rear of the unit, remove the four plastic pins holding the fan onto the unit.



5. Remove the fan. Position the new fan in place with the label facing towards the back of the chassis, and the power cable at the bottom of the fan.



6. Replace the plastic pins. You may find it easier to extend the outer sheath before locating through the pin holes in the chassis and into the fan pin holes. Then press in the pins.



7. Connect the fan power cable to the Fan1 connector on the Chassis Interface Card.



8. Replace the chassis cover and return the BCM to its original location, or carry on with the rest of the upgrade procedure as required.

Applying the BCM Configuration using Data Migration Manager

Once the extracted data has been through the Preparation Wizard, and all the nodes are green. Then the data is ready to be applied to the target system. Connection to the target system for the purposes of Data Migration Manager can be via either the Customer's LAN interface or OAM Port.

The process can take anywhere between 45-90 minutes depending on the size of the data set to be migrated from the source to the target.

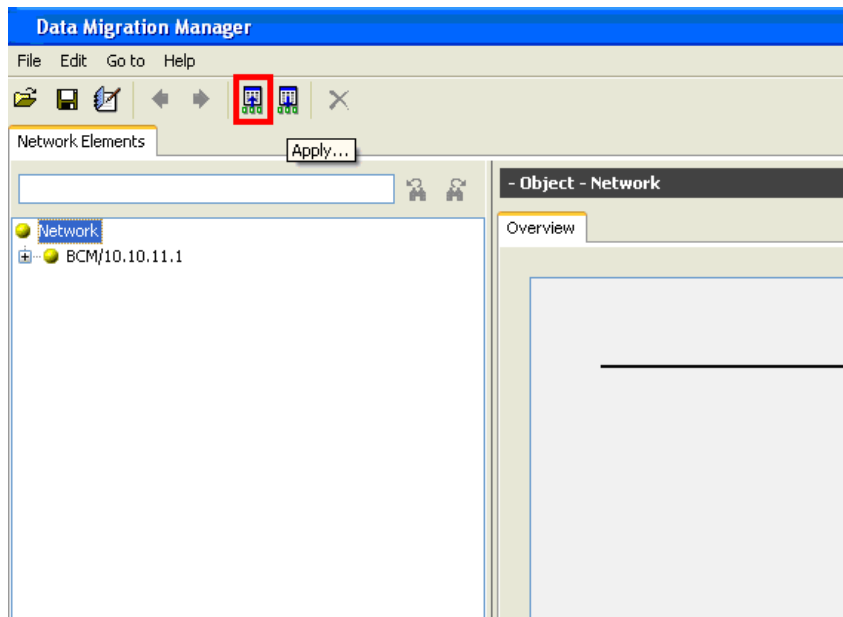
Note: In rare extreme cases (e.g., a large volume of voice-mail messages) the Apply operation could take several hours.

Caution needs to be observed as part of the apply operation the target's LAN IP addresses may be changed to match that of the source system (if applicable). Because of this, it is recommended that the source and target system not be connected simultaneously on the same LAN during the apply process.

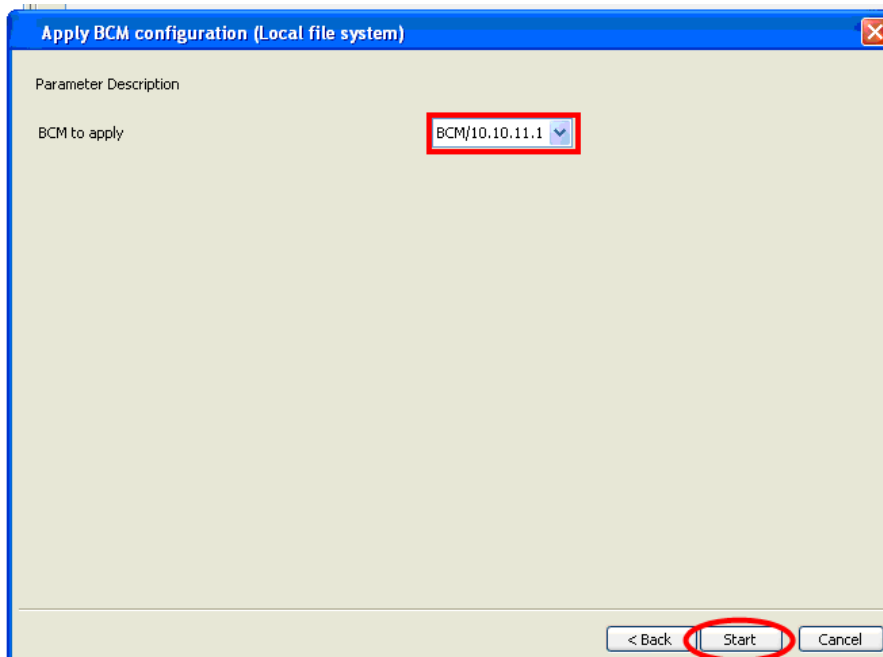
Note: Applying data to the target system is a destructive operation, thus the target system cannot be a live, in-use system during the apply process.

1. Set the Media Bay Module dip switch settings as per the settings noted in the **Preparing the Data for the Target System** section of this guide.
2. Ensure that any other patches supplied with the upgrade kits have been applied.
3. Ensure the migrated keycode file has been applied to the target system before continuing with this process.

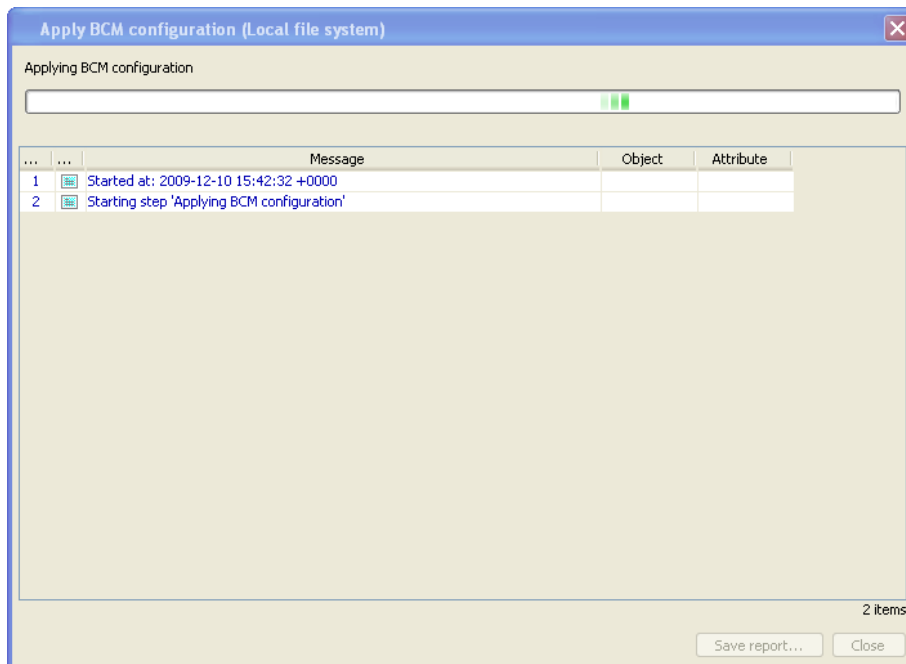
- To begin applying the data to the new system, select the **Apply** icon



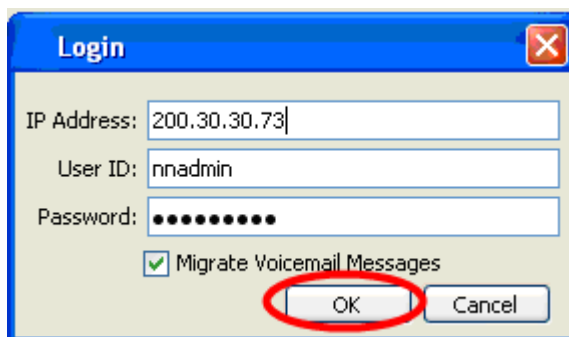
- The Data Migration Manager will prompt the user to select the data source to be used. Click **Start** to begin.



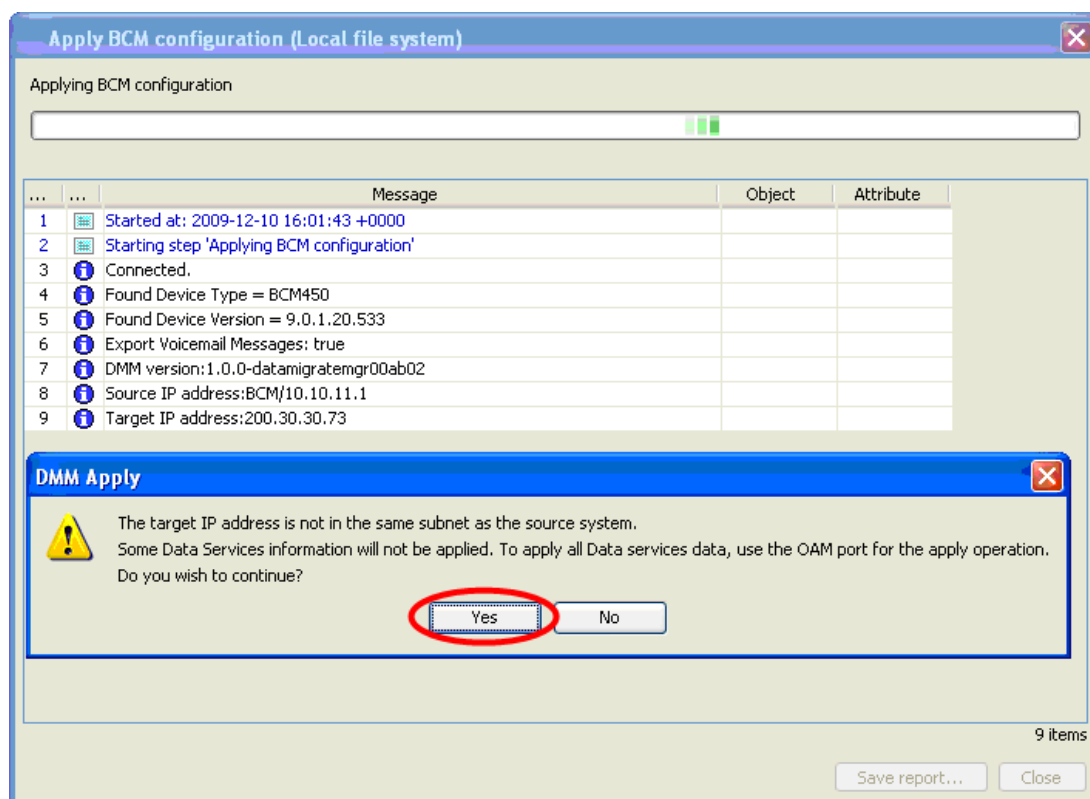
6. DMM will run a report to check the data and present a destination screen.



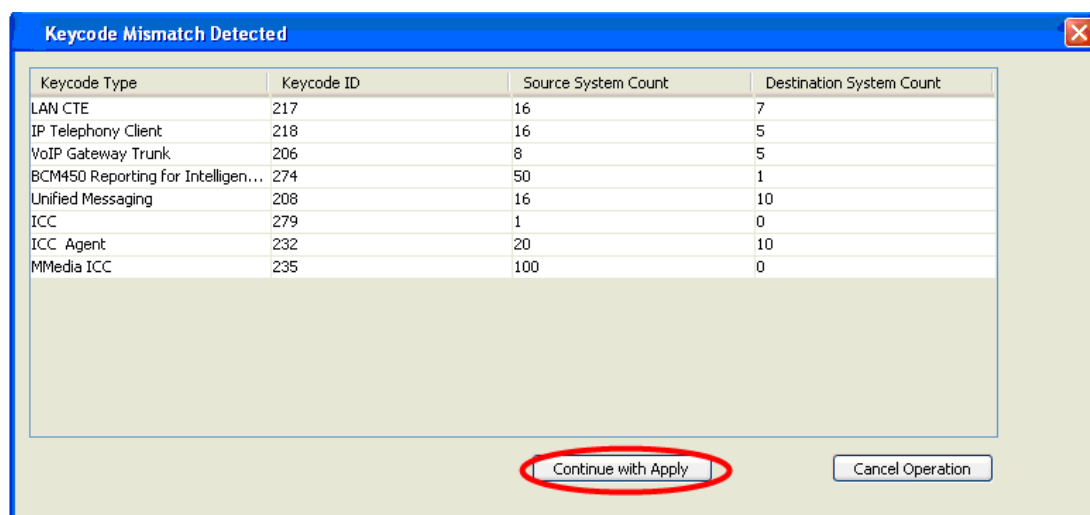
7. Next, enter the IP address of the target BCM, as well as the **User ID** and **Password**. You can also select to **Migrate Voicemail Messages**. Click **OK**.



- Data Migration Manager (DMM) issues a warning if using a destination address that is different from the extraction IP address. Select **Yes** to continue.



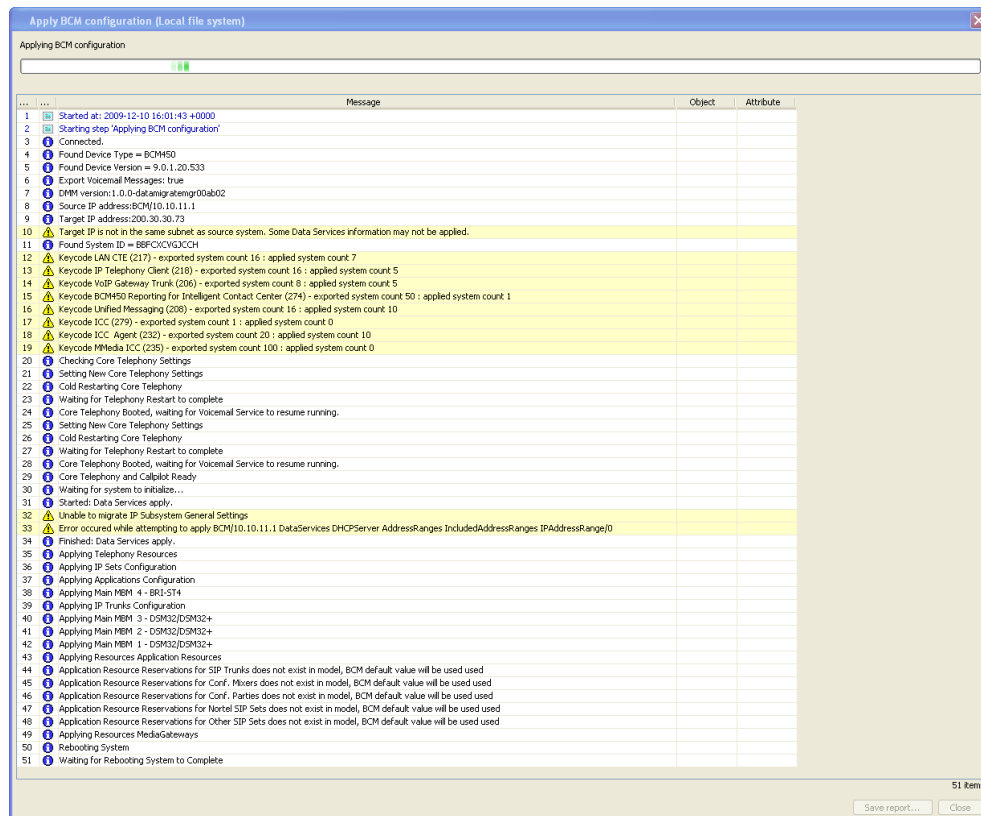
- Once the data starts to be applied to the target, then the Keycode warning screen appears with a table comparing like for like keycodes that are in a greater quantity on the original system than are on the new system.



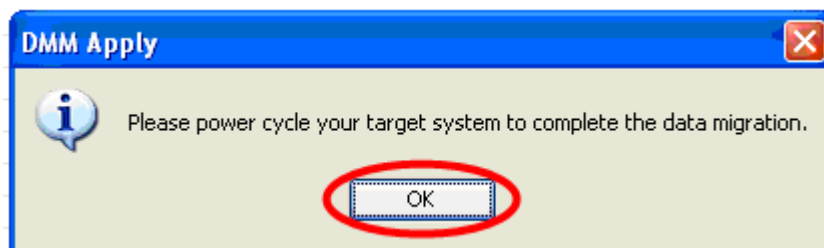
Note: If the keycodes have been migrated from the source system to the target system, the keycode values (count) should be the same.

- Click **Continue with Apply** to continue the process.

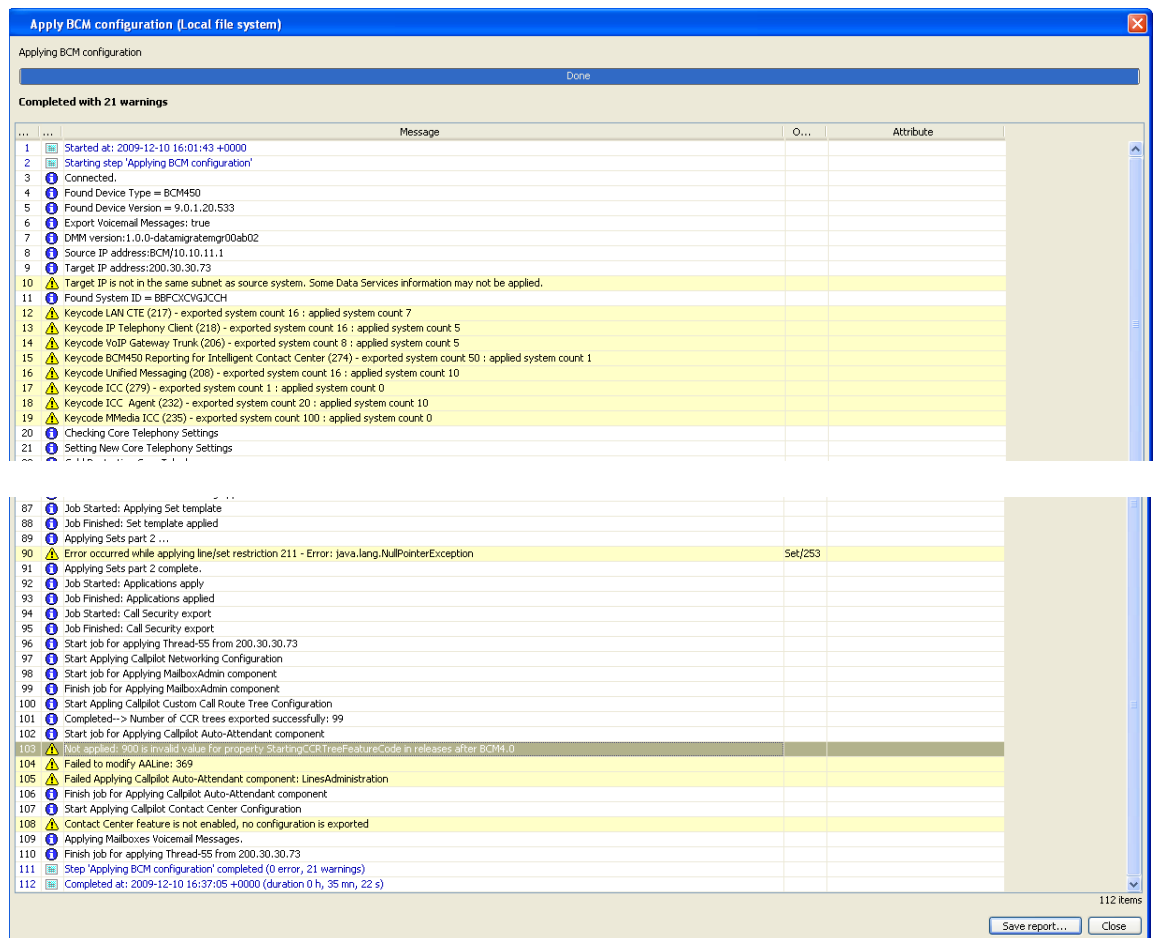
11. After applying the keycodes the system then generates a report with all the issues, warnings and errors when migrating to the new system.



12. Part the way through the migration the target system will require to be powered down and back up again. There will be no connection to Element Manager, so disconnect and re-connect the power supply to do this. Click **OK**.



- On completion a full report of all actions carried out on the migration of data to the new system. This report can be saved if required for reference at a later date.



- It is recommended that you examine the results to determine what, if any, data elements were altered or not-transferred to the target. Some amount of manual post-DMM adjustments to the target system may be necessary.

Post Data Migration Manager Manual Configuration

This following is a list of configuration may need to be configured manually post-DMM migration, if the feature existed on the previous system.

- Check that the S1/S2 addresses are set as required in DHCP Server configuration, considering the Customer LAN or VLAN addressing scheme.
- View the Logging and Backup Schedules and check that they are set as required.
- If there are any CAP/EKEM/EKIM modules, enter them under CAP Assignment.
- IP Sets will require registration.
- Sets that previously had Call Forward All Calls configured will need this setting re-configuring.
- Configure any Doorphones on the system.
- All mailbox passwords will require changing from the default password during the extract process (Default 3819).
- The Starting CCR tree feature code value will need to be set as 900 is not a valid value for BCM RIs 6.0. After DMM application, a blank value has been entered in this field.
- All user account passwords have been reset to system default (PlsChgMe!). When accounts are migrated to the new device, the "Change Password On Login" flag will be set. When users login (e.g. to Element Manager), the system will automatically prompt them for a new password. Alternatively, change the passwords in Accounts and Privileges.
- Any IVR data from the previous system will have to be entered.
- All call centre agent passwords have been reset to the default value 0000 (4 zeros). These can be changed by agent first logon.
- The CC Reporting Server Password will need to be reapplied, as it will be defaulted to CCRS. Change this in CallPilot Manager.
- If used then the Fax Settings->Custom Cover Page will need to be reapplied.
- Check mailbox configuration.
- Check CCR Tree configuration.

Post-Upgrade Activities

Below is an overview of activities once the BCM 200 or 400 units have been upgraded to BCM200/400 RIs 6.0:

- Whilst the BCM is powered down, remove any Media Bay modules from the main unit, set the left hand dipswitches to off, and replace in the main unit, if not already done.
- Apply the new keycode file, if not already done as part of the DMM process.
- Apply any new patches, e.g. from the Smart Update DVD, if not already done as part of the DMM process.
- If the DMM process has not been followed, initialise and re-configure the BCM (refer to the **BCM450 System Start Up Guide** for the initialisation procedure). You should refer to the .xls or html configuration collected with the **Save Programming Record** feature earlier.
- Re-install client applications, including Element Manager. Refer to the relevant client documentation for further information.
- Configure any new BCM RIs 6.0 features that you require (keycodes may be necessary to unlock some features).

Avaya Documentation Links

- [Upgrade Guide](#)