



Using the Avaya Cloud Office Migration Tool

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Chapter 1: Introduction

Purpose

This document describes the characteristics and capabilities of the Avaya Cloud Office Migration Tool, including the process of data migration from IP Office to Avaya Cloud Office™.

This document is intended for administrators and implementation managers who want to migrate their IP Office system to Avaya Cloud Office™.

Change history

Issue	Date	Summary of changes
9	March 2023	Document updates for Release 13. Updated sections: <ul style="list-style-type: none">• Importing IP Office configuration on page 35• Excluding users from migration on page 42• Importing IP Office media files on page 45• Downloading a pre-migration configuration report on page 47
8	December 2022	Document updates for Release 12. Updated sections: <ul style="list-style-type: none">• Supported IP Office features on page 14• Exporting Voicemail Pro configuration on page 34• Importing IP Office configuration on page 35• Downloading a pre-migration configuration report on page 47• Automatic configuration cleanup on page 50• Verifying Call Queues configuration on page 54• Call Queues and Paging Only warnings on page 65

Table continues...

Issue	Date	Summary of changes
7	September 2022	<p>Document updates for Release 11.</p> <p>New sections:</p> <ul style="list-style-type: none"> • Migration of multiple IP Office SCN systems to a multi-site ACO account on page 12 • Verifying multiple sites on page 55 • Multi-site errors on page 68 <p>Updated sections:</p> <ul style="list-style-type: none"> • Supported migrations on page 11 • Unsupported migration scenarios on page 14 • Supported IP Office features on page 14 • Migration workflow on page 25 • Importing IP Office configuration on page 35 • Phone types assignment and considerations on page 39 • Assigning phone types on page 41 • Configuring Company Numbers on page 47 • Starting the migration on page 48 • Automatic configuration cleanup on page 50
6	June 2022	<p>Document updates for Release 10.</p> <p>New sections:</p> <ul style="list-style-type: none"> • Downloading a log file on page 29 • Record Name configuration on page 25 • Phone types assignment and considerations on page 39 • Converting users with Message-Only Extensions on page 42 • Data Migration screen warnings on page 68 <p>Updated sections:</p> <ul style="list-style-type: none"> • Supported IP Office features on page 14 • Logging in to the Avaya Cloud Office Migration Tool on page 27 • Starting the migration on page 48 • Assigning phone types on page 41 • Basic User Data warnings and errors on page 64 • Call Queues and Paging Only warnings on page 65

Table continues...

Issue	Date	Summary of changes
5	March 2022	<p>Document updates for Release 9.</p> <p>New sections:</p> <ul style="list-style-type: none"> • Automatic configuration cleanup on page 50 • Clearing the Avaya Cloud Office configuration on page 51 • Park Locations warnings on page 68 <p>Updated sections:</p> <ul style="list-style-type: none"> • Supported IP Office features on page 14 • Verifying user configuration on page 52 • Advanced User Data warnings on page 64 • System Summary page warnings and errors on page 63 • Call Queues and Paging Only warnings on page 65 • All Numbers warnings and errors on page 67 • Manual configuration cleanup on page 70
4	December 2021	<p>Document updates for Release 8.</p> <p>New sections:</p> <ul style="list-style-type: none"> • Terminology comparison on page 23 • Obtaining a CFI file on page 31 • Creating a CFI file manually on page 32 • Uploading a sysmon file on page 40 <p>Updated sections:</p> <ul style="list-style-type: none"> • Migration workflow on page 25 • Configuration verification on page 36 • Assigning phone types on page 41 • Starting the migration on page 48 • Warning and error messages on page 63 <p>Other changes:</p> <p>From this release, the Avaya Cloud Office Migration Tool uses the ACO terminology for the user interface and reports.</p>

Table continues...

Issue	Date	Summary of changes
3	September 2021	<p>Document updates for Release 7.</p> <p>New sections:</p> <ul style="list-style-type: none"> • Supported migrations on page 11 • Migration of a single IP Office system to a single ACO account on page 11 • Migration of multiple IP Office SCN systems to a single ACO account on page 12 • Exporting a CFI file on page 31 • Creating a ZIP archive on page 33 • Downloading a pre-migration configuration report on page 47 <p>Updated sections:</p> <ul style="list-style-type: none"> • Migration prerequisites on page 10 • Unsupported migration scenarios on page 14 • Migration workflow on page 25 • IP Office configuration export on page 30 • Exporting IP Office configuration on page 31 • Exporting Voicemail Pro configuration on page 34 • Importing IP Office configuration on page 35 • Starting the migration on page 48 • Warning and error messages on page 63
2	July 2021	<p>Document updates for Release 6.</p> <p>New sections:</p> <ul style="list-style-type: none"> • Steering code removal on page 23 • Converting a Call Queue to Paging Only on page 46 • Downloading notifications and warnings on page 47 • Verifying Paging Only configuration on page 55 <p>Updated sections:</p> <ul style="list-style-type: none"> • Migration to Avaya Cloud Office on page 35 • Refreshing Avaya Cloud Office configuration on page 44 • System data verification on page 45 • Warning and error messages on page 63
1	March 2021	First issue of the document.

Chapter 2: Overview

Migration Tool overview

The Avaya Cloud Office Migration Tool enables Avaya business partners to migrate IP Office customers to Avaya Cloud Office™.

Migration prerequisites

IP Office platforms

You can migrate the following IP Office platforms to Avaya Cloud Office™:

- IP Office Server Edition Standalone Release 9.1 or later
- IP500 V2 Standalone Release 8.1 or later
- All releases of IP Office Powered by Avaya Virtualized Standalone
- All releases of IP Office Powered by Avaya Containerized but without migrating personal voicemail greetings, hunt group announcements, and auto-attendant prompts

You can migrate your Voicemail Pro configuration and media files for IP Office Release 9.1, 10, 10.1, and 11.0. Later releases are not supported because of Voicemail Pro backup file encryption. For MS Windows based Voicemail Pro, migration of configuration and media files is not supported.

For IP Office Server Edition and IP500 V2, you can migrate multiple IP Office SCN systems with Centralized Voicemail Pro to a single Avaya Cloud Office™ account.

IP Office licenses are not migrated to Avaya Cloud Office™.

IP Office prerequisites

Check the IP Office configuration:

- Ensure IP Office user extension numbers do not match numbers that are reserved for specific usage in the country. For the restricted number list, refer to [Restricted numbers](#) on page 60.
- If you are going to migrate IP Office to an existing customer Avaya Cloud Office™ account, ensure that IP Office user extension numbers are not used in Avaya Cloud Office™.
- If you are going to migrate IP Office to an existing customer Avaya Cloud Office™ account, ensure that IP Office user emails are not used in Avaya Cloud Office™.

If necessary, open the IP Office configuration offline and perform required changes before exporting the configuration to the CSV file and starting migration.

Avaya Cloud Office™ account requirements

To migrate, you need super admin permissions in the Avaya Cloud Office™ customer account. The account must be activated and have the required number of unassigned user extensions with digital lines for all users.

Supported migrations

You can use the Avaya Cloud Office Migration Tool to perform the following migration scenarios:

- Migrate a single IP Office system to a single Avaya Cloud Office™ account (one-to-one migration).
- Migrate multiple IP Office Small Community Network (SCN) systems with Centralized Voicemail Pro to a single Avaya Cloud Office™ account.
- Migrate multiple IP Office Small Community Network (SCN) systems with Centralized Voicemail Pro to a multi-site Avaya Cloud Office™ account.

Migration of a single IP Office system to a single ACO account

Use the Avaya Cloud Office Migration Tool to migrate a single IP Office system to a single Avaya Cloud Office™ account (one-to-one migration). The migration is supported for the following IP Office deployments:

IP Office deployment	IP Office platform	Releases	Voicemail
Single IP Office system	IP Office Server Edition single node IP500 V2	9.1, 10.0, 10.1, 11.0, and 11.1	IP Office Server Edition with Voicemail Pro IP500 V2 with embedded VM

One-to-one migration applies to all IP Office platforms supported by the Avaya Cloud Office Migration Tool.

To perform one-to-one migration, export your IP Office configuration to a CSV file and upload the CSV file to the Avaya Cloud Office Migration Tool.

Optionally, from your IP Office system, you can export media files for user's personal voicemail greetings, auto-attendant prompts, and hunt group announcements as follows:

- For IP500 V2, from the Embedded File Management tool
- For IP Office Server Edition, from IP Office Web Manager using the Voicemail Pro backup procedure

You can then migrate the exported media files using the Avaya Cloud Office Migration Tool functionality.

Migration of multiple IP Office SCN systems to a single ACO account

You can migrate multiple IP Office Small Community Network (SCN) systems with Centralized Voicemail Pro to a single Avaya Cloud Office™ account. The migration is supported for the following IP Office SCN deployments, platforms, and releases:

IP Office deployment	IP Office platform	Releases	Voicemail
IP Office SCN: Resiliency with the primary server, secondary server, and expansion systems	IP Office Server Edition IP500 V2 (expansion)	9.1, 10.0, 10.1, 11.0, and 11.1	Centralized Voicemail Pro
IP Office: Star, Serial, and Mesh layouts	IP Office Server Edition IP500 V2 (expansion)	9.1, 10.0, 10.1, 11.0, and 11.1	Centralized Voicemail Pro

You can migrate up to 3500 users.

To perform the migration of multiple IP Office SCN systems, create a ZIP archive containing the following:

- CSV configuration files exported from each IP Office SCN system
- A CFI file for the whole IP Office SCN

You can migrate up to 150 IP Office SCN systems to a single Avaya Cloud Office™ account. Therefore, you can add up to 150 CSV files to your ZIP archive.

Note that your ZIP archive must contain only CSV and CFI files with valid IP Office data, otherwise the Avaya Cloud Office Migration Tool terminates the import process and displays the invalid file format error. You can view the list of invalid files and the reasons for failure.

When you upload the ZIP archive, the system summary page displays the total number of IP Office systems, Extensions, Softphones, Hard Phones, Users without email, Auto Attendants, and Profiles.

Optionally, from your IP Office SCN, you can export media files for user personal voicemail greetings, auto-attendant prompts, and hunt group announcements using the Voicemail Pro backup procedure of IP Office Web Manager. You can then migrate the exported media files using the Avaya Cloud Office Migration Tool functionality. Only Centralized Voicemail Pro is supported for migrating multiple IP Office SCN systems to a single ACO account.

Migration of multiple IP Office SCN systems to a multi-site ACO account

Avaya Cloud Office™ supports multiple sites within a single ACO account. Each site can have a specific set of Users, Call Queues, Paging Groups, Company Rules, as well as Zero Dial and IVR Menu configurations.

You can migrate multiple IP Office Small Community Network (SCN) systems with Centralized Voicemail Pro to a multi-site Avaya Cloud Office™ account.

*** Note:**

Before you start the migration, ensure that the Multi-Site feature is enabled in your Avaya Cloud Office™ account. Log in to the Avaya Cloud Office Web Service Admin Portal as a super admin, navigate to **More > Account Settings > Multi-Site Settings** and ensure that the **Enable account support for multiple sites** toggle is enabled.

The multi-site migration is supported for the following IP Office SCN deployments, platforms, and releases:

IP Office deployment	IP Office platform	Releases	Voicemail
IP Office SCN: Resiliency with the primary server, secondary server, and expansion systems	IP Office Server Edition IP500 V2 (expansion)	9.1, 10.0, 10.1, 11.0, and 11.1	Centralized Voicemail Pro
IP Office SCN: Star, Serial, and Mesh layouts	IP Office Server Edition IP500 V2 (expansion)	9.1, 10.0, 10.1, 11.0, and 11.1	Centralized Voicemail Pro

To perform the migration of multiple IP Office SCN systems, create a ZIP archive containing the following:

- CSV configuration files exported from each IP Office SCN system
- A CFI file for the whole IP Office SCN

By default, Avaya Cloud Office™ has one main site. The other sites are created during migration based on the IP Office data in the exported CSV files. Each site name corresponds to the respective CSV file name. On the Configuration Summary screen, you can check the Site Name column to see the location of each component.

You can migrate up to 150 IP Office SCN systems to a single Avaya Cloud Office™ account. Therefore, you can add up to 150 CSV files to your ZIP archive.

Note that your ZIP archive must contain only CSV and CFI files with valid IP Office data, otherwise the Avaya Cloud Office Migration Tool terminates the import process and displays the invalid file format error. You can view the list of invalid files and the reasons for failure.

When you upload the ZIP archive, the system summary page displays the total number of IP Office systems, Extensions, Softphones, Hard Phones, Users without email, Auto Attendants, and Profiles.

Optionally, from your IP Office SCN, you can export media files for user personal voicemail greetings, auto-attendant prompts, and hunt group announcements using the Voicemail Pro backup procedure of IP Office Web Manager. You can then migrate the exported media files using the Avaya Cloud Office Migration Tool functionality. Only Centralized Voicemail Pro is supported for migrating multiple IP Office SCN systems to a multi-site ACO account.

Unsupported migration scenarios

You cannot use the Avaya Cloud Office Migration Tool to migrate multiple IP Office SCN systems with Distributed Voicemail Pro system to a single or multi-site Avaya Cloud Office™ account.

Supported IP Office features

Migration from IP Office to Avaya Cloud Office™ supports the following functionality with limitations:


Feature	Notes
User configuration	
User extension	<p>IP Office user extensions must not match reserved extensions in Avaya Cloud Office™.</p> <p>If migrating to an Avaya Cloud Office™ account with existing customer configuration, IP Office user extensions must not match existing extensions in the account.</p> <p>IP Office user extension length must not exceed the maximum, extension length configured in the Avaya Cloud Office™ account.</p>
Users without physical extensions	IP Office users without associated extension details but with the Voicemail On option are migrated to Avaya Cloud Office™ as Message-only Extensions.
User name	The User name field is used if the Full name field is empty in the IP Office.
Full name	The Full name field must be completed in the IP Office configuration. The name can be split into First name and Last name during migration.
User email	<p>If migrating to an Avaya Cloud Office™ account with existing customer configuration, IP Office user emails must not match existing emails in the account.</p> <p>During migration, you can use emails from the IP Office configuration or enter new ones.</p>
User location / time zone	<p>If an extension is linked to a location automatically, the IP Office wide timezone is used for the extension timezone on Avaya Cloud Office™.</p> <p>If an extension has a specific location configuration, the timezone from the location is used for the extension timezone on Avaya Cloud Office™.</p>
User voicemail greetings (EVM)	<p>Only WAV and CLP files are supported.</p> <p> Note: This feature is supported only for one-to-one migration.</p>

Table continues...

Feature	Notes
User voicemail greetings (VM Pro)	<p>Importing from Voicemail Pro configuration backup file (tar.gz) is supported.</p> <p>Only unencrypted WAV files are supported.</p> <p>Only external greetings or default greetings are migrated.</p> <p>Voicemail Pro Intuity mode: External or All Calls greetings are supported.</p> <p>Voicemail Pro IP Office mode: greetings are supported.</p> <p>Encrypted voicemail greetings from IP Office Server Edition release 11.1 and later and Powered by Avaya Containerized are not supported.</p>
User appearance phone buttons (BLF)	<p>Reserved BLF buttons 1, 2, and 3 are not migrated.</p> <p>Duplicate BLF buttons are not migrated.</p> <p>User's own extension configured for any button is not migrated.</p>
User personal contacts	<p>Supported.</p> <p>For physical devices, Avaya Cloud Office™ supports user personal contacts on Avaya J100 Series IP Deskphones. Users can add, delete, and edit their personal contacts on Avaya J100 Series IP Deskphones. The limit of contacts is 250.</p>
Phones assignment	<p>Mapping can be done for only Avaya Cloud Office™ supported phone models.</p> <p>IP Office users without any phone number and devices are added to Avaya Cloud Office™ users with the App Only phone types.</p> <p>IP Office users with phone numbers without devices are added to Avaya Cloud Office™ users with the Mobile Only phone types.</p>
User twinning numbers	<p>Twinning numbers prefixed with dial access codes are not migrated.</p> <p>If International Calling is disabled in Avaya Cloud Office™, some of the mobile twinning numbers may fail to migrate.</p> <p>If Mobile Twinning is disabled in IP Office Manager, mobile twinning numbers are migrated to Avaya Cloud Office™ and set to Disabled after migration.</p> <p>Users with the App Only phone assignment cannot have twinned Mobile Numbers.</p>
Call routing to twinned numbers	<p>Twinning mobile numbers and call routing configuration are migrated.</p>
Call routing and call handling	
User No Answer Timeout Setting	<p>Ring Count / Time in seconds for Soft phones and Primary Deskphones are updated with the nearest matching value of no-answer timeout value listed for the user from IP Office.</p>

Table continues...


Feature	Notes
Call handling rules with date ranges with Time zones	Migrated without limitations.
Call handling rules with recurring schedule	Migrated without limitations.
Company Numbers	Can be assigned to existing Auto-Receptionist numbers. By default, all Auto-receptionists are assigned to Company Main.
Incoming Call Routing	<p>If in IP Office, in the Incoming Call Routing (ICR) configuration, several company numbers have the same destination and time profile, when migrated to ACO, these company numbers are merged under a single answering rule.</p> <p>For IP500 V2, an ICR entry can migrate if an Auto-Attendant destination is present in configuration.</p> <p>For IP Office Server Edition, an ICR entry can migrate if an Auto-Attendant destination is present in the Voicemail Pro backup.</p> <p>For IP Office SCN deployments, each IP Office node has a set of ICR configurations with destinations to different IVR Auto attendants. When migrating the IP Office SCN to ACO multi-site configuration, valid Auto-attendant destinations from each of the IP Office ICR configuration are migrated to respective ACO site IVR menus.</p>
Call Park	<p>The IP Office Call Park feature migrates to Avaya Cloud Office™ as Park Locations.</p> <p>A Call Park does not migrate in the following cases:</p> <ul style="list-style-type: none"> • Call Park has an empty extension • Call Park is configured under a Message-Only user • Call Park is configured under a user with a limited extension <p>Button programming for Call Park does not migrate. You can manually configure button programming for Park Locations members on Avaya Cloud Office™.</p> <p>Users assigned with limited extension phones and Message-Only users cannot be configured as Park Locations members.</p>
Auto-Attendant	
Auto-attendant greetings (EVM)	<p>Recordings configured for Morning, Afternoon, and Evening are not migrated. Recordings under Menu Options are only migrated.</p> <p> Note: This feature is supported only for one-to-one migration.</p>
Auto-attendant rules and IVR prompts (EVM)	<p>Multi-level auto-attendant rules along with actions are transformed to Avaya Cloud Office™ Auto-Receptionist custom rules and IVR Menu.</p> <p>For Multi-site configuration, IVR prompts are migrated to IVR library.</p>

Table continues...

Feature	Notes
Auto-attendant greetings and prompts (VM Pro)	<p>Simple one to one matched auto-attendant menu configuration is supported.</p> <p>For complex call flows, which have menu with keys configured, menu will be migrated with supported keys and prompt if available. If no keys matched, empty menu will be created with prompt if available and without keys.</p> <p>For complex call flows, prompts uploaded as Unused in Avaya Cloud Office™ IVR Prompts library with the file name of a prompt.</p> <p>Call flows, which have a GoTo to a hunt group based menu, are not supported.</p> <p>Transfer operation with multiple destination is not supported and key is not be migrated.</p> <p>Custom rules for each key in a IVR menu not supported. Custom rules for call flows which do not have one to one map with Avaya Cloud Office™ are not created.</p> <p>Encrypted prompts from IP Office Server Edition release 11.1 and later and Powered by Avaya Containerized are not supported.</p> <p>For Multi-site configuration, IVR prompts are migrated from Voicemail Pro backup to ACO IVR Prompts library and associated with respective IVR menu across different sites.</p>
Auto-attendant keys	<p>Keys Dial By Number and Park & Page have no supported options in Avaya Cloud Office™, they are not migrated and set as Not defined.</p> <p>For multi-site configuration, key mappings are migrated which can have call queues, users and other auto attendants IVR menus from different sites.</p> <p>Key mappings: Dial By Name, Transfer, Normal Transfer, Centrex Transfer, Transfer to Auto Attendant, Transfer to Voicemail. Replay Greeting are set to * and # in Avaya Cloud Office™.</p>
Auto-attendant language and locale settings	Not supported.
Short Codes with Conference Meet Me (VM Pro)	<p>Not supported.</p> <p>The Avaya Cloud Office Migration Tool displays a warning message.</p>

Table continues...

Feature	Notes
Reception/Breakout (DTMF 0)	<p>The IP Office Reception/Breakout (DTMF 0) feature is mapped as Zero Dialing in ACO.</p> <p>If the Reception/Breakout (DTMF 0) value is set to a Hunt Group extension or User extension, after migration, the Zero Dialing feature in ACO is set to Connect to Extension.</p> <p>If Reception/Breakout (DTMF 0) is set to Park & Page, Centrex Transfer, Short Codes, or has no value, the Zero Dialing feature is set to Do Nothing.</p> <p>For one-to-one migrations, the configured destination is migrated to the single-site ACO account. For migrations of multiple IP Office SCN systems to a single-site ACO account, the destination configured for the primary node is migrated. In both cases, the configuration migrates to Phone System > Auto-Receptionist > General Settings > Company Call Handling > Zero Dial.</p> <p>For migrations of multiple IP Office SCN systems to a multi-site ACO account, the configuration migrates to each site according to the CSV file and is located at Phone System > Auto-Receptionist > General Settings > Site Call Handling > Zero Dial.</p>
Hunt Groups	
Hunt group ring mode	<p>Five modes from IP Office are mapped to three routing modes that are available for Call Queues in Avaya Cloud Office™: Rotating, Simultaneous, and Sequential. The ring modes migrate as follows:</p> <ul style="list-style-type: none"> • Longest Waiting to Rotating • Rotary to Rotating • Collective and Collective Call Waiting to Simultaneous • Sequential to Sequential <p>If the number of hunt group members exceeds the ACO limit of Simultaneous Call Queue members, the Avaya Cloud Office Migration Tool displays a warning for Call Queues & Paging Only and in the pre-migration configuration report. After migration, you must manually configure members of Simultaneous Call Queues with exceeded number of members.</p> <p>When a Call Queue ring mode is set to Collective Call Waiting, the Call Queue members are configured as pickup members and are migrated with the alert timer of 5 seconds.</p> <p>If the number of pickup members to be migrated per Call Queue exceeds the ACO limit of Simultaneous Call Queue members, the pickup members are not migrated for the Call Queue.</p>

Table continues...


Feature	Notes
Hunt group announcements (EVM)	<p>Only the 2nd announcement is migrated for enabled announcements in IP Office hunt group configuration.</p> <p>As Avaya Cloud Office™ Call Queue supports only values 15/20/25/30/40/50 seconds interval, the 2nd announcement repeat time is matched to closest Avaya Cloud Office™ supported value.</p> <p> Note: This feature is supported only for one-to-one migration.</p>
Hunt group announcements (VMPro)	<p>Only the Still Queued announcement is migrated for enabled announcements in IP Office hunt group configuration.</p> <p>Voicemail Pro Intuity mode: Simple Still Queued start point with Generic node with announcements is supported.</p> <p>Voicemail Pro IP Office mode: Still Queued announcements are supported.</p> <p>Chained announcements, complex call flows, conditions, generic nodes with announcements are not supported.</p> <p>Encrypted announcements from IP Office Server Edition release 11.1 and later and Powered by Avaya Containerized are not supported.</p>
Hunt group members	If some members are set to Disabled in IP Office, both enabled and disabled members of the Hunt Group are migrated.
Hunt group - no answer timeout	Rounded off to the discrete values supported in Avaya Cloud Office™.
Hunt group looped announcement interval	Supported as Interrupt Audio in Avaya Cloud Office™. Rounded off to the Avaya Cloud Office™ supported values.

Table continues...


Feature	Notes
<p>Hunt group overflow</p>	<p>Depending on whether Voicemail is enabled or disabled in IP Office, the hunt group overflow migrates to either Transfer to voicemail or Transfer to extension.</p> <p>Only the first three overflow groups are migrated. If there are more than three overflow groups, Avaya Cloud Office™ displays a warning.</p> <p>On Phone system > Groups > Call Queues > Call Handling & Members, the Wait Settings parameter for Have caller wait for is set as Primary and Overflow Members. In the Overflow Group section, the overflow groups are configured.</p> <p>If you convert a hunt group that is set as an overflow group to a paging group, Avaya Cloud Office™ skips this overflow group and displays a warning.</p> <p>If a hunt group that is set as an overflow group is a reserved extension, Avaya Cloud Office™ skips this overflow group and displays a warning.</p> <p>Groups configured under different sites can be configured as overflow group to a call queue in ACO.</p> <p> Note:</p> <p>The Call Queue overflow functionality is not supported for Essential and Standard Avaya Cloud Office™ subscriptions.</p>
<p>Paging groups</p>	<p>Only members with page capable devices are migrated.</p>

Table continues...

Feature	Notes
Hunt group - Queuing	<p>If in IP Office, Queuing On is enabled and the Queue Length parameter is set to No Limit, this configuration migrates to Phone system > Groups > Call Queues > Call Handling & Members > Wait Settings on Avaya Cloud Office™. The Wait Settings parameters are set as follows:</p> <ul style="list-style-type: none"> • Number of callers allowed in queue is set to 25 • Maximum caller wait time in queue is set to 15 minutes <p>If overflow groups are migrated, Maximum caller wait time in queue is set to:</p> <ul style="list-style-type: none"> • A value equal to (ring count * number of users in call queue) + ring count + overflow time when Enable Overflow is enabled. • The configured overflow group's Voicemail time when ring mode is set to Simultaneous, Voicemail is enabled and Voicemail time is set to off. • The default value of 15 minutes when Voicemail is disabled or Voicemail time is set to Off. • The configured Voicemail time for other cases. <p>Pickup members are configured at Phone system > Groups > Call Queues > Pickup Settings & Members.</p> <p>Alert timer is configured at Phone system > Groups > Call Queues > Pickup Settings & Members > Settings > Alert Timer.</p>
Hunt group - Voicemail status	<p>If in IP Office, Voicemail On is disabled, the Maximum caller wait time in queue value of a Call Queue is set to 15 minutes when migrated to Avaya Cloud Office™.</p> <p>Supported for Standard, Premium, Enterprise, and Ultimate Avaya Cloud Office™ subscriptions.</p>
Time Profiles	

Table continues...

Feature	Notes
Time Profiles	<p>Time Profiles configured on IP Office are applied to the following features on Avaya Cloud Office™ :</p> <ul style="list-style-type: none"> • Auto-Receptionists rules • Call Queue Routing settings • User Ring Group • User extension <p>Time Profiles in IP Office can have both Recurring and Calendar Schedules.</p> <p>Avaya Cloud Office™ supports multiple and mixed schedules for Auto-Receptionists and User Ring Group. If a time profile contains more than one schedule, when migrated to ACO, the first configured schedule becomes a default schedule for Auto-Receptionists and User Ring Group.</p>
System Location/Time Zone	The system location and time zone configuration is applied to the company regional settings in Avaya Cloud Office™ .
Time Profiles (Recurring) – User, Twinning, Hunt groups, Auto-attendant	Answering rules for User Business Hours, After Hours and Call Forward Rules for Twinned numbers are migrated. Call Handling rules for Call Queues, IVR Rules created with recurring time profiles are migrated.
Time Profile Settings for User Call Routing	Answering rules for User Business Hours and After Hours are migrated.
Time Profile Settings for Twinned Numbers	Call Forward Rules for twinned numbers are migrated.
Time Profile Settings for Auto Attendant Call Routing	Date Ranges are only migrated for Avaya Cloud Office™ supported countries.
Time Profile Settings for Hunt Group Calls	Call Handling rules for Call Queues are migrated.
Multiple schedules per time profile	Avaya Cloud Office™ supports multiple schedules for Auto-Receptionists and User Ring Group. Therefore, multiple schedules per time profile are migrated for Auto-Receptionists and User Ring Group.
Mixed schedules handling	Avaya Cloud Office™ supports mixed schedules configuration for Auto-Receptionists and User Ring Group. Therefore, time profiles with mixed schedules are migrated for Auto-Receptionists and User Ring Group.
System No Answer Time Settings	If the user no answer time out settings are not configured, system No Answer Time Settings is used to update the nearest matching Number of Rings or Time in Seconds for Desktop App or Mobile App and Primary Deskphone.

Terminology comparison

IP Office and Avaya Cloud Office™ use different names for similar features. The following table provides comparison of the IP Office and Avaya Cloud Office™ terminology.

From Release 8, the Avaya Cloud Office Migration Tool uses the ACO terminology for the user interface and reports.

IPO terminology	ACO terminology
Auto-Attendants	Auto-Receptionists
DID	Number(DID)
MAC ID	Serial Number
Time Profiles	Working Hours, Company Hours
Personal Contacts	Contacts
BLF	Presence
Steering Code	Outbound Call Prefix
Mobile Twinning	User Ring Group
Paging Group	Paging Only
Hunt Group	Call Queue
RingMode	Route Calls to members
Reception/Breakout (DTMF 0)	Zero Dialing

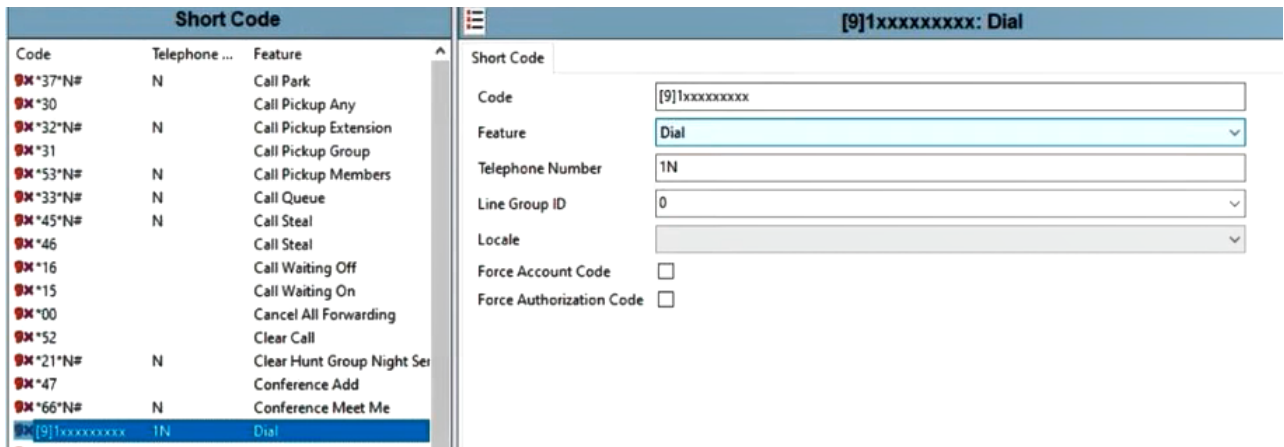
Steering code removal

During migration, steering codes configured for the IP Office Short Code Dial feature are removed from personal contacts and twinned mobile numbers. Avaya Cloud Office™ refers to steering codes as Outbound Call Prefixes.

IP Office short code configuration includes the Code and Telephone number parameters. The Code parameter value can contain optional digits. For example, in short code [8]1N the optional digit is 8.

X in a Code value represents one digit in the number, for example, [9]1xxxxxxxxx.

N represents a telephone number without any codes. If the Telephone number value has digits before N, these digits remain before the number after removing a steering code.



To see examples of steering code removal, refer to the table below.

Table 1: Steering Code removal - Twinning, Personal Contacts

IP Office number pattern	Before migration	After migration	Comment
Code: 8N Telephone number: N	89886698866	9886698866	The steering code 8 is removed, and N is the remaining telephone number.
Code: [9]1xxxxxxx Telephone number: 1N	919745908945 91974590894	919745908945 1974590894	In the first instance, the steering code is not removed because the number of digits after 91 is more than nine, and it does not match the number pattern configured for the code. In the second instance the steering code is removed because nine digits are present after 91, which matches the number of digits in the code.
Code: [9]1xxxxxxx Telephone number: N	919745908945	9745908945	The steering code 91 is removed because ten digits are present after the code and the remaining telephone number is N.
Code: 9[8]2N Telephone number: N	9828004377762 928004377762	8004377762 8004377762	In both instances the code is removed, and the remaining digits are migrated.
No steering code for 1N or *1N in the IP Office configuration file	17057972106	17057972106	The code is not present in the CSV configuration file, so 1 is not removed.

Table continues...

IP Office number pattern	Before migration	After migration	Comment
Code: 1N or *1N Telephone number: N	17057972106	7057972106	The code is removed, and the remaining digits are migrated. The star (*) is not considered.

Record Name configuration

During migration, the Avaya Cloud Office Migration Tool configures Record Names for User Extensions, Message-Only Extensions, Limited Extensions, and Call Queues. These Record Names are generated based on the first and the last names of existing users, extension names, and group names. You can view the configured default Record Names in the Avaya Cloud Office™ account and edit them if required.

Example of a configured Record Group Name for a Call Queue:

The screenshot shows the Avaya Cloud Office management interface. The left sidebar contains navigation options: Home, Users, Phone System, Meetings, Reports, Billing, and More. The main content area is divided into a left pane for 'Groups' and a right pane for 'Call Queue Details'. The 'Groups' pane shows a list of groups: HG1, Hunt Group 2, and hg_2. The 'Call Queue Details' pane is for 'Hunt Group 2 (Ext. 202)' and includes fields for Extension Number (202), Group Name (Hunt Group 2), Company Name, Manager Email, Contact Phone, and Status. The 'Record Group Name' field is highlighted with a red box, showing 'Hunt Group 2 (Default)' and an 'Edit' button.

Migration workflow

The migration process includes four phases.

Phase 1. Preparing for migration

General prerequisites:

- Ensure the customer IP Office platform is supported.

- Ensure the customer Avaya Cloud Office™ account has appropriate licenses, and you have the super admin user role.
- Ensure that you have access to the Avaya Cloud Office Migration Tool. If not, you can request it using a Google account created for your company email.

Prerequisites for migration of multiple IP Office SCN systems to a multi-site ACO account:

- Ensure that the Avaya Cloud Office™ system has the required number of devices and DID numbers for users and limited extensions.
- Ensure that the Avaya Cloud Office™ system has the required number of company numbers for the company answering rules configuration.
- In the Avaya Cloud Office™ system, enable the Multi-Site feature.

Phase 2. Exporting IP Office data

Before you start the migration, export IP Office configuration and media files.

For one-to-one migration:

- Export IP Office configuration to a CSV file.
- For IP Office Server Edition, create a TAR.GZ backup file of the Voicemail Pro configuration.
- For IP500 V2, download media files and create a ZIP archive.

For migration of multiple IP Office SCN systems to a single ACO account or multi-site ACO account:

- Export configuration of each IP Office system to a CSV file.
- Obtain a CFI file for your IP Office SCN.
- Create a ZIP archive containing all the CSV files and the CFI file.
- For IP Office Server Edition, create a TAR.GZ backup file of the Voicemail Pro configuration.

Phase 3. Perform the migration

During the migration process, you need to:

- Import the IP Office configuration and view system summary.
- Verify user basic data. Remove users if there are not enough extensions available in the Avaya Cloud Office™ account. If you see critical issues, for example, a user has a restricted extension, you can stop the migration, open the IP Office configuration offline, change settings, export the updated configuration to a CSV file, and start a new migration.
- Optionally upload a sysmon file to automatically assign phone models to user extensions.
- Import media files, such as personal voicemail greetings, hunt group announcements, auto-attendant prompts. Verify user advanced data.
- Verify system data for migration.
- View the pre-migration configuration report.
- Start the migration and analyze the migration report.

Phase 4. Post-migration verification

After the migration is complete, check the imported data in the Avaya Cloud Office™ account:

- Check imported users.
- Check imported hunt groups and paging groups.
- Check imported IVR configuration.
- For multi-site migrations, check the migrated sites.

Requesting access to the Avaya Cloud Office Migration Tool

Before you begin

Ensure that you have a Google account created with your Avaya email.

Procedure

1. Navigate to the [Avaya Cloud Office Migration Tool](#).
2. Click **Sign in with Google**.
3. On the Sign in with Google page, enter your Google account email and password.
4. Click **Next**.

You can view the Avaya Cloud Office Migration Tool profile page.

5. Click the **Click here for requesting access** link.

When Avaya approves the request, you receive a confirmation email.

Logging in to the Avaya Cloud Office Migration Tool

Before you begin

Ensure that you do the following:

- Have a Google account created with your Avaya email.
- Request access to the Avaya Cloud Office Migration Tool.

Procedure

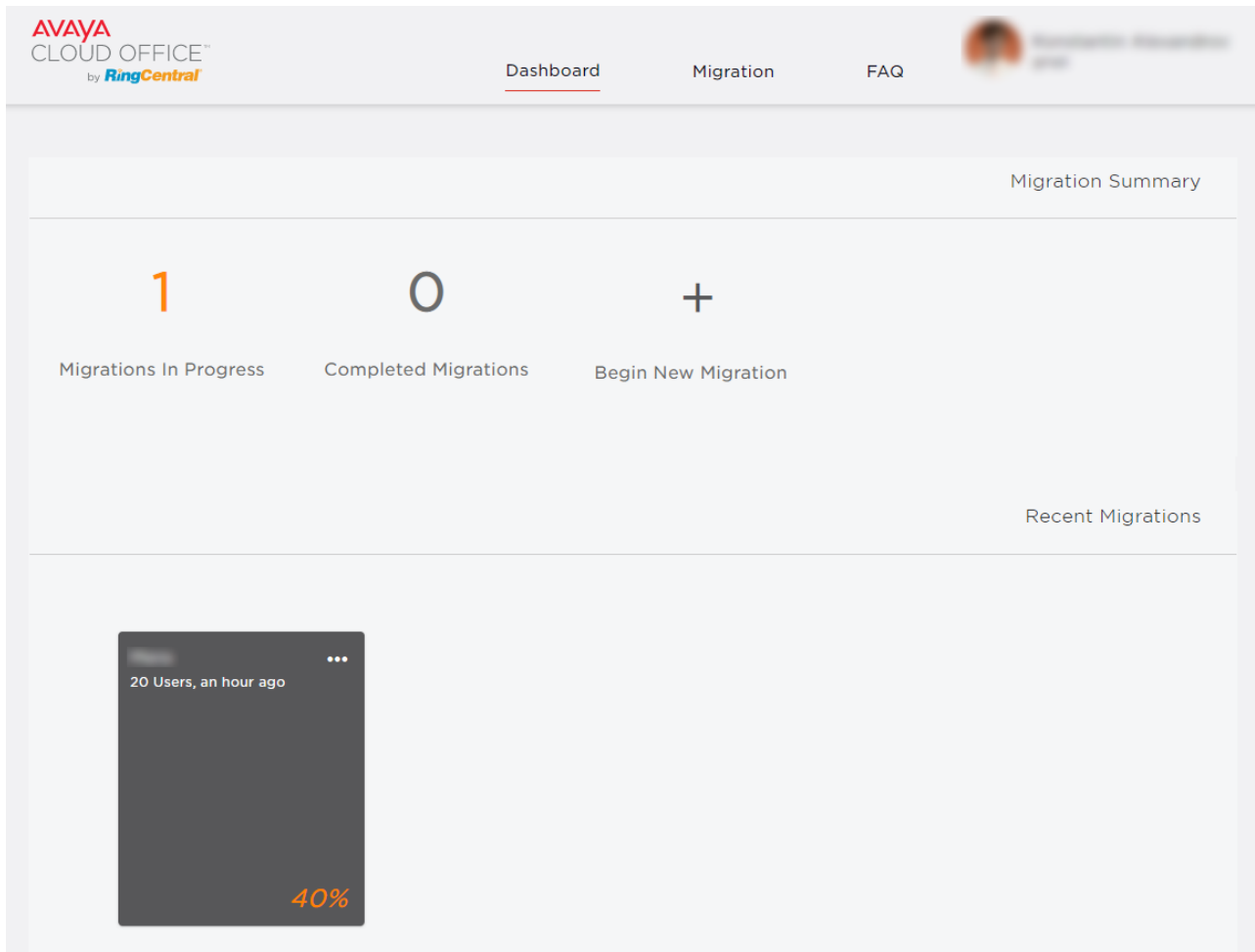
1. Navigate to the [Avaya Cloud Office Migration Tool](#).
2. Click **Sign in as <User Name>**.
3. On the Sign in with Google page, click your account.

You can view the Avaya Cloud Office Migration Tool dashboard.

Navigation

When you log in to the Avaya Cloud Office Migration Tool, the dashboard shows the information about recent and completed migrations. From the Recent Migrations panel, you can proceed with an incomplete migration.

On the Migration tab, you can view all migrations performed in the tool. On the FAQ tab, you can find answers to frequently asked questions.



Notifications

A digital indication on the notification icon (🔔) shows the number of warnings and errors in a migration step. When you click the icon, you can view notifications applicable to the configuration on the current screen. The notifications list updates automatically when you change the configuration.

Errors block the migration. Warnings require your attention but do not block the migration. For the list of possible errors and warnings, refer to [Warning and error messages](#) on page 63.

To download notifications in a PDF file, refer to [Downloading notifications and warnings](#) on page 47.

Downloading a log file

About this task

Download a log file to share with the development team for troubleshooting.

Procedure

1. On the Avaya Cloud Office Migration Tool dashboard, at the top-right corner, click your profile icon.
2. Click **About > Download logs**.

Result

The log file is downloaded on your computer.

Chapter 3: IP Office Data Export

IP Office configuration export

The Avaya Cloud Office Migration Tool requires exporting IP Office configuration to a CSV file.

If you migrate multiple IP Office SCN systems to a single Avaya Cloud Office™ account, you need to export a CSV configuration file for each IP Office SCN system and a CFI file for the whole IP Office network. After that, create a ZIP archive with all the CSV files and the CFI file.

Optionally, you can export media files for user personal voicemail greetings, auto-attendant prompts, and hunt group announcements:

- From the Embedded File Management tool, for IP500 V2,
- From IP Office Web Manager using the Voicemail Pro backup procedure, for IP Office Server Edition.

In IP Office Server Edition release 11.1 and later and Powered by Avaya Containerized, media files are encrypted. Therefore they are not supported for migration.

Receiving IP Office configuration offline

About this task

If you cannot connect to the customer's IP Office system, you can save IP Office configuration offline to the CFI or CFG files and open them for creating a CSV file supported for migration.

Procedure

1. Log in to IP Office Manager.
2. In the menu bar, click **File > Offline > Receive Config**.
3. Select the required IP Office system.
4. Select the location for the CFI or CFG configuration files.
5. In the menu bar, click **File > Offline > Open File**.
6. Navigate to the folder with the configuration files and click **Open**.

The IP Office configuration is loaded in IP Office Manager.

Next steps

Now you can export the IP Office configuration to a CSV file.

Exporting IP Office configuration

About this task

If you can connect to the IP Office system or you opened the IP Office configuration offline, export the IP Office configuration to a CSV file that is required for migration.

To perform migration of multiple IP Office SCN systems, repeat this procedure for each server of the IP Office SCN. To avoid overwriting, ensure that you name CSV files differently.

Procedure

1. Log in to IP Office Manager.
2. In the menu bar, click **File > Import / Export...**
3. Click **Export**.
4. Select the **Comma Separated Variable (.csv)** file type.
5. Select **Configuration**.
6. Click **Save in** and select the configuration file location.
7. Click **OK**.

Obtaining a CFI file

To migrate multiple IP Office SCN systems to a single or multi-site ACO account, you must obtain a ConfigInfo.cfi (CFI) file. A CFI file is required so that the Avaya Cloud Office Migration Tool can identify the primary server in a multi-node IP Office deployment. You must add the CFI file and all the individual IP Office CSV files to a ZIP archive and then use this archive for migration.

In IP Office Server Edition, you can export a ConfigInfo.cfi file from IP Office Manager using the **File > Save Configuration as...** option.

If you use IP500 V2 systems interconnected as Star, Serial, or Mesh configuration without IP Office Server Edition primary system in the deployment, you cannot launch IP Office Manager in Server Edition mode. Therefore, you cannot export a ConfigInfo.cfi file and must create it manually.

The following procedures describe how to export a ConfigInfo.cfi file from IP Office Manager and create it manually.

Exporting a CFI file

About this task

Export a CFI file from IP Office Manager to migrate IP Office SCN with IP Office Server Edition primary system.

Procedure

1. Log in to IP Office Manager.

2. In the menu bar, click **File > Save Configuration As...**
3. Select the directory to save the configuration and click **OK**.
IP Office Manager prompts you to enter a password to encrypt the files.
4. Leave the password fields blank and click **OK**.
IP Office Manager saves the configuration files to the selected directory.
5. Navigate to the configuration files and get the CFI file.

Next steps

Create a ZIP archive containing the exported CSV files and the CFI file.

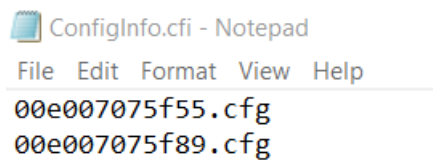
Creating a CFI file manually

About this task

Create a CFI file manually to migrate IP500 V2 SCN without IP Office Server Edition primary system.

Procedure

1. Log in to IP Office Manager connected to your IP500 V2 system.
2. Navigate to **Control Unit > Unit** and note down the serial number.
Repeat this step for every IP500 V2 system in your deployment.
3. Create a Notepad file with the `ConfigInfo.cfi` name.
Ensure that you change the file extension from `.txt` to `.cfi`.
When you save the file, ensure that you set the Save as Type option to All Files.
4. Open the `ConfigInfo.cfi` file and add serial numbers of all IP500 V2 systems as follows:



The first serial number is considered as the primary server in the deployment.

5. Save the `ConfigInfo.cfi` file.

Next steps

Create a ZIP archive containing the exported CSV files and the CFI file.

Creating a ZIP archive

About this task

To perform the migration of multiple IP Office SCN systems, create a ZIP archive containing the following:

- CSV configuration files exported from each IP Office SCN system
- A CFI file for the whole IP Office SCN

You can add up to 150 CSV files to an archive.

Note that your ZIP archive must contain only CSV and CFI files with valid IP Office data, otherwise the Avaya Cloud Office Migration Tool terminates the import process.

Before you begin

- Ensure that you have all the CSV configuration files for each IP Office SCN system and the CFI file for the whole network.

Procedure

1. Navigate to the directory where the exported CSV and CFI files are stored.
2. Create a ZIP archive containing all the exported CSV and CFI files.

Exporting IP500 V2 media files

About this task

Use IP500 V2 personal voicemail greetings, hunt group announcements, and auto-attendant prompts in Avaya Cloud Office™. You must export them to a ZIP archive.

Procedure

1. Start the IP Office Manager application.
2. In the menu bar, click **File > Advanced > Embedded File Management**.
3. Select the IP Office system and click **OK**.
4. Enter the administrator credentials and click **OK**.
5. In the Folders list, navigate to the `SYSTEM > DYNAMIC > LVMAIL` folder with personal voicemail greetings and hunt group announcements.
6. Do one of the following:
 - To export individual media files, click each file and then, on the right panel, check its label in the Announcement data field and select the file if you need it for migration.
 - To export all media files, select all files.
7. Right-click any selected file and click **Download**.

8. Choose the folder on your computer to download the files.
9. In the Folders list, navigate to the `SYSTEM > DYNAMIC > LVMAIL > AAG` folder with auto-attendant prompts.
10. Select all files, right-click any selected file and click **Download**.
11. Choose the same folder to download the files.
12. Create a ZIP archive of the folder with the files.

Exporting Voicemail Pro configuration

About this task

To use IP Office Server Edition personal voicemail greetings, hunt group announcements, and auto-attendant prompts in Avaya Cloud Office™, create a backup of the Voicemail Pro configuration in IP Office Web Manager.

For resilient IP Office SCN systems, create one master Voicemail Pro backup. Only centralized Voicemail Pro backup is supported.

Before you begin

Ensure you add a remote server to upload backups and configured server settings.

Procedure

1. Log in to IP Office Web Manager.
2. On the Solution page, select the required IP Office system.
3. Click the **Actions** list and select **Backup**.
4. On the Solution/Backup page, click the **Select Voicemail Pro Sets** list and select **Voicemail Pro Configuration**.
5. Click the **Select Remote server** list and select the server to save the configuration.
6. Click **Start**.

You can see the Solution page. Refresh the page to see the backup progress.

7. When the backup process is complete, connect to the server and download the backup TAR.GZ file.

Chapter 4: Migration process

Migration to Avaya Cloud Office™

You can use one Avaya Cloud Office Migration Tool account to migrate the IP Office systems of multiple customers.

Importing IP Office configuration

About this task

When you add a migration, do the following:

- Import an IP Office configuration file or a ZIP archive.
- Get authenticated on Avaya Cloud Office™ as a super admin user.
- Grant access to the Avaya Cloud Office Migration Tool.

The Avaya Cloud Office Migration Tool verifies the IP Office configuration and available licenses in the Avaya Cloud Office™ account.

Before you begin

- Export your current IP Office configuration to a CSV file for one-to-one migration.
- For migration of multiple IP Office SCN systems, create a ZIP archive containing all the CSV configuration files exported from each IP Office SCN system and a CFI file for the whole network.

Procedure

1. On the Dashboard tab, click **Begin New Migration**.
2. Enter the name of the company in the **Company name** field and click →.
3. Click , select the IP Office configuration CSV file or a ZIP archive and click →.
You can see the Avaya Cloud Office™ Sign in pop-up window. Ensure your browser does not block pop-up windows.
4. In the Sign in window, log in to the Avaya Cloud Office™ account with the super admin role.
To log in as a superuser, enter the main company number, the extension linked to the super admin role, and the password.

5. Enter the Avaya Cloud Office™ account ID and click →.
6. **(Optional)** To migrate multiple IP Office SCN systems to a multi-site ACO deployment, select the **Multi-Site Migration** check box.
7. **(Optional)** To configure the address for all the sites, click the **Configure Sites** link.

*** Note:**


You can view this link only when you select the **Multi-Site Migration** check box.

Enter the following details:

- **Street:** Enter the street name. You can enter up to 50 characters.
- **City:** Enter the street name. You can enter up to 50 characters.
- **Postcode:** Enter the post code. You can enter up to 15 characters.
- **State:** Select the state. This field displays the ISOCODE.
- **Country:** You can configure different countries for different Sites.

If you do not configure the site address, Avaya Cloud Office Migration Tool configures the default address mapped to the main site.

8. On the Access Request page, click **Authorize** to provide the Avaya Cloud Office Migration Tool with the required permissions.

After successful authentication, you can see the System Summary screen with detailed information about the IP Office configuration and the Avaya Cloud Office™ company account. To see warnings related to your migration, click  if there is a digital indication on the icon.

9. Click →.

Configuration verification

When you add a migration and import IP Office configuration, the migration process does not start immediately. Check the data imported from the IP Office CSV file and, optionally, upload media files from IP Office.

On the Configuration Summary screen, you can:

- Upload IP Office media files and a sysmon file in the **Upload Files** menu.
- Check user basic information and advanced settings in the **User Data** menu.
- Check hunt group settings, paging groups settings, auto-attendants, time profiles, and company numbers in the **System Data** menu.

After you check the configuration and resolve all critical issues, you can start the migration to perform the required configuration on Avaya Cloud Office™.

User basic data verification


After you import the IP Office CSV file, you must check and update basic user data:

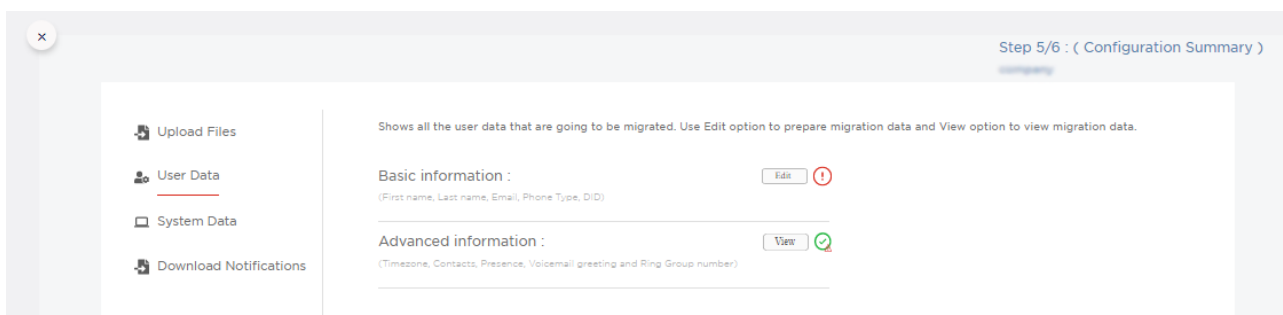
- Ensure you have enough licenses in the Avaya Cloud Office™ account. If not, you can exclude specific users from the migration list in the Avaya Cloud Office Migration Tool.
- Complete the first and last name fields for the users.
- Check user emails. Each user must have a valid email. If you migrate IP Office to an existing customer Avaya Cloud Office™ account, ensure that IP Office user emails are not used in Avaya Cloud Office™.

Invalid and duplicated emails are highlighted in red.

For users with duplicated emails, you can do one of the following:

- Change the email of the IP Office user in the Avaya Cloud Office Migration Tool.
- Find the user in the Avaya Cloud Office™ account and change their email. If you change the email in Avaya Cloud Office™, refresh the Avaya Cloud Office™ configuration in Avaya Cloud Office Migration Tool.
- Check user extensions. The user extension must not match a restricted extension in the Avaya Cloud Office™ account. If you migrate IP Office to an existing customer Avaya Cloud Office™ account, ensure that IP Office user extension numbers are not used in Avaya Cloud Office™. Invalid extensions are highlighted in red, to fix them, you can do one of the following:
 - Stop the migration, open the IP Office configuration offline, update the user extension, export the configuration to a CSV file again, and start a new migration.
 - Find the user in the Avaya Cloud Office™ account and change their extension. If you change the extension in Avaya Cloud Office™, refresh the Avaya Cloud Office™ configuration in the Avaya Cloud Office Migration Tool.
 - Delete the user from the migration list in the Avaya Cloud Office Migration Tool. If the extension of a deleted user is referenced in the IP Office configuration, an error may occur during migration.
- Assign Avaya Cloud Office™ phone types to the IP Office users.
- If required, reassign message-only users to other Avaya Cloud Office™ phone types.

The  icon next to the **Edit** button indicates critical issues that you must resolve to proceed with migration.



Related links


[Refreshing Avaya Cloud Office configuration](#) on page 44

Assigning user names

About this task

Verify user names imported for migration from IP Office and match them with the First name and Last name fields for Avaya Cloud Office™.

Procedure

1. On the Configuration Summary screen, in the left menu, click **User Data**.
2. In the Basic Information section, click **Edit**.
You can see the a of the imported users.
3. Click  and select **Assign names**.
4. In the **Assign names** list, select:
 - **Fname, Lname** if, in IP Office user names, the last name follows the first name.
 - **Lname, Fname** if, in IP Office user names, the first name follows the last name.
 - **Fname** if IP Office user names contain only the first name.
 - **Lname** if IP Office user names contain only the last name.
5. Click **Auto Fill**.
6. **(Optional)** Update user names manually if needed.

Related links

[Reverting configuration changes](#) on page 43

Assigning emails

About this task

Verify user emails imported for migration from IP Office.

For users without emails or with invalid emails, you must add emails. You can import or generate a list of missing emails and assign them to the users. For email lists, use one of the following formats:

- Semicolon as a delimiter between emails, for example:

```
Alice <alice@example.com>; bob@example.com; Alice, Eve <alice.eve@example.com>;  
Chuck, Dan (HRS-Dept) <chuckd@example.com>
```

- Comma as a delimiter between email, for example:

```
Alice <alice@example.com>, bob@example.com, "Pat Olivia" <patolivia@example.com>,  
Chuck Dan (HRS-Dept) <chuckd@example.com>
```

- A wildcard for an extension and your domain, for example, if a user has extension number 4567 and has no email, and you enter:


```
*@example.com
```

the user is automatically assigned 4567@eexample.com email.

Procedure

1. On the Configuration Summary screen, in the left menu, click **User Data**.
2. In the Basic Information section, click **Edit**.

You can see the list of the imported users. If a user has an invalid email or email already used in Avaya Cloud Office™, the email is highlighted in red.

3. To assign emails from a list, click , select **Assign email**, paste emails to the **Assign email** field or enter your domain with a wildcard, and click **Auto Fill**.

You can click the field with an empty or incorrect email and select the user email from the list.

4. **(Optional)** If necessary, in the user list, click the email and edit it manually.

Related links

[Reverting configuration changes](#) on page 43

[Refreshing Avaya Cloud Office configuration](#) on page 44

Phone types assignment and considerations

All IP Office users require a phone type assigned in the customer's Avaya Cloud Office™ account. On the System Summary page, you can see what phone types are available on Avaya Cloud Office™ for migration, the total number of limited extensions, and available limited extension models.

If IP Office users have no phone numbers and devices, you can choose the Avaya Cloud Office™ App Only phone type.

If IP Office users have phone numbers but no devices, you can choose the Avaya Cloud Office™ Mobile Only phone type.

IP Office phone models differ from those supported in Avaya Cloud Office™ and should be matched based on phone capabilities. You can configure automatic assignment of Avaya Cloud Office™ phone models to IP Office users according to their current IP Office phone model or IP Office user license type.

The Avaya Cloud Office Migration Tool supports the assignment of the following phone models and their limited extension versions:

- Avaya J139 IP Deskphone
- Avaya J159 IP Deskphone
- Avaya J169 IP Deskphone
- Avaya J179 IP Deskphone
- Avaya J189 IP Deskphone
- Avaya B199 Conference Phone

Automatic assignment using a sysmon file

If you use the IP Office SysMonitor SIP Phone Status File (sysmon file) to assign phone models automatically, all unassigned user extensions are assigned with a phone type and MAC ID combination according to the recommendations in the sysmon file. Only Avaya J100 Series IP Deskphones can be assigned through the sysmon file. Avaya Cloud Office™ refers to a MAC ID

as a serial number. If a recommended phone type and serial number combination do not exist in Avaya Cloud Office™, the Existing Phone type is randomly assigned to users. If there are not enough Existing Phones in ACO, automatic assignment is not done for the remaining user extensions. In this case, you can assign phone models manually to start the migration.

*** Note:**

- User extensions already assigned with a specific phone type are ignored during automatic assignment according to the sysmon file.
- By default, if the target ACO account contains devices with serial numbers, the Avaya Cloud Office Migration Tool assigns the serial numbers to the devices based on the phone type assignment.
- Avaya Cloud Office™ Limited Extension has a limited feature set compared to a full extension. If you assign a user extension with a limited extension phone type, the following features do not migrate for the user: Presence, Call Queue, Paging Group, User VM greetings, Mobile Twinning, User Business Hours, Custom Hours, and After Hours. The Avaya Cloud Office Migration Tool displays a corresponding warning in the notifications for the user's advanced information.

Manual assignment of existing phones or limited extension existing phones

When you assign the existing phones or limited extension existing phones, the Avaya Cloud Office Migration Tool retains the serial number and updates the MAC ID for the phone type in the sysmon file.

For example, if an IP Office user requires a limited extension existing phone, but the Avaya Cloud Office Migration Tool auto-assigns an existing phone, you can assign the limited extension existing phone for the same serial number.

Uploading a sysmon file

About this task

Upload an IP Office System Monitor SIP Phone Status file (a sysmon file) to automatically assign phone model and MAC ID combinations to user extensions.

For a single IP Office system, you must upload only one sysmon file in the TXT format.


For IP Office SCN, you must upload a ZIP archive containing sysmon files exported from every IP Office system.

Before you begin

Using the System Monitor utility, on the SIP Phone Status screen, save the current status menu data to a TXT file.

If you migrate multiple IP Office SCN systems, export a sysmon file for every IP Office system and add them to a ZIP archive.

Procedure

1. On the Configuration Summary screen, click **Upload Files**.
2. Under Sysmon - IP Office SysMonitor SIP Phone Status File, click  and select a TXT file or a ZIP archive.
3. Click **Open**.

Result

When the upload is finished, you can automatically assign user extensions with phone models and MAC ID combinations according to the sysmon file.

Related links

[Assigning phone types](#) on page 41

Assigning phone types

About this task

Assign phone types to the users for migration.

When you assign the existing phones or limited extension existing phones, the Avaya Cloud Office Migration Tool retains the serial number and updates the MAC ID for the phone type in the sysmon file.

For example, if an IP Office user requires a limited extension existing phone, but the Avaya Cloud Office Migration Tool auto-assigns an existing phone, you can assign the limited extension existing phone for the same serial number.

Before you begin

To use a sysmon file to assign phone types automatically, you must preliminarily upload the file in the Upload Files section of the Configuration Summary page.

Procedure

1. On the Configuration Summary screen, in the left menu, click **User Data**.
2. In the Basic Information section, click **Edit**.
You can see a list of the imported users.
3. To assign phone types manually, in the user list, click the **user phone** field and update it.
4. To create automatic assignment rules, click **⋮**, select **Assign Phone Type**, and do one of the following:
 - To add a phone type assignment rule according to the IP Office user license type:
 - a. In **IPO Group Type**, select **Group by License**.
 - b. In **IPO User Type**, select the required license.
 - c. In **ACO Phone Type**, select the required phone type and click **⊕**.
 - To add a phone type assignment rule according to the IP Office user phone model:
 - In **IPO Group Type**, select **Group by Phone Model**.
 - In **IPO Phone Type**, select the required type.
 - In **ACO phone type**, select the required phone model and click **⊕**.
 - To add a phone type assignment rule according to the sysmon file:
 - In **IPO Group Type**, select **Group by Sysmon**.

5. Click **Auto Fill**.
6. **(Optional)** Update assigned phone types manually if necessary.
7. Ensure that all users have an assigned phone type.

Related links

[Reverting configuration changes](#) on page 43

[Uploading a sysmon file](#) on page 40

Converting users with Message-Only Extensions

About this task

Reassign users with Message-Only Extensions to other Avaya Cloud Office™ phone types before you start the migration. When you convert message-only users, the Avaya Cloud Office Migration Tool migrates them to Avaya Cloud Office™ as normal users.

Users with Message-Only Extensions that you convert to other Avaya Cloud Office™ phone types can be reassigned back to the Message-Only phone type.

Procedure

1. On the Configuration Summary screen, in the left menu, click **User Data**.
2. In the Basic Information section, click **Edit**.
The Avaya Cloud Office Migration Tool displays the list of the imported users.
3. For users to convert, under the Phone Type column, click **message-only** and, from the list, select the required phone type.
4. Click **Done**.

Excluding users from migration

About this task

You may need to exclude IP Office users from migration in the following cases:



- You do not need some users to migrate to Avaya Cloud Office™.
- You have insufficient available licenses in the Avaya Cloud Office™ account.
- User emails duplicate emails of the users already added to the Avaya Cloud Office™ account, and you do not want to change them, for example, if some IP Office users were migrated before.
- User extensions duplicate extensions of the users already added to the Avaya Cloud Office™ account, and you do not want to change them in Avaya Cloud Office™, for example, if some IP Office users were migrated before.
- The IP Office configuration contains users with the extension numbers that are restricted on Avaya Cloud Office™ and cannot be migrated.

To recover deleted users, you can restore the users using the **Undo** button or start a new migration.

*** Note:**

Removing a user may cause a migration or configuration failure, if the user extension is referenced in other user or system configuration.

Procedure

1. On the Configuration Summary screen, in the left menu, click **User Data**.
2. In the Basic Information section, click **Edit**.
You can see the list of the imported users.
3. Click the check box to the left of the user name you want to exclude.
4. Click .
5. To restore the deleted users, click .

The latest delete operation result set gets reverted.

When a deleted user is reverted with the undo operation, the phone device for the user needs to be manually assigned based on license or sysmon file from the Phone Assignment section with respective model types.


6. Click **Confirm**.

Reverting configuration changes

About this task

You can revert the basic user configuration changes, such as assigning emails and phone models.

Procedure

1. On the Configuration Summary screen, in the left menu, click **User Data**.
2. In the Basic Information section, click **Edit**.
You can see list of the imported users.
3. Click  and select **Clear Configuration**.
4. Select one or more of the following options:
 - **First & Last Name** to clear the First name and Last name columns in the user list.
 - **Phone Model Assignment** to clear phone model selection for all users.
 - **Email** to revert changes made for user emails.
 - **Reset (as in csv file)** to reload the initial configuration from the IP Office CSV file.
5. Click **Done**.

Related links

[Assigning user names](#) on page 38

[Assigning emails](#) on page 38



[Assigning phone types](#) on page 41

Refreshing Avaya Cloud Office™ configuration

About this task

Before you launch the migration process, you can change the Avaya Cloud Office™ configuration, for example, you can add or delete devices, update user emails or extensions, manage unassigned extensions or company numbers. To see the updated Avaya Cloud Office™ configuration in the Avaya Cloud Office Migration Tool, perform the following steps:

Procedure

1. On the Configuration Summary screen, in the left menu, click **User Data**.
2. In the Basic Information section, click **Edit**.
3. In the upper-right corner click .
4. In the upper-left corner, click .
5. Click **Close**.

User advanced data verification

Advanced user information includes the following user settings:

- Time zone configuration
- Number of personal contacts
- BLF settings
- Voicemail greetings
- Twinning number settings

You cannot update user settings manually. The Avaya Cloud Office Migration Tool extracts user settings from the IP Office CSV file. To migrate user voicemail greetings, you must import an IP Office archive with media files from the **Upload Files** menu. Avaya Cloud Office Migration Tool updates user settings automatically.


Viewing user advanced information


About this task

View user advanced information to ensure that required user settings and features are properly imported and ready for migration.

Procedure

1. On the Configuration Summary screen, in the left menu, click **User Data**.

If voicemail greetings are missing, you can see the  icon next to the **View** button. However, this issue does not block your migration.
2. In the Advanced Information section, click **View**.

You can see the list of the imported users and their settings.
3. To see warnings related to your user settings migration, click , if there is a digital indication on the icon.

Next steps

If voicemail greetings are missing, you can import the IP Office media archive.

Importing IP Office media files


About this task

Prepare IP Office personal voicemail greetings, hunt group announcements, and auto-attendant prompts for migration to the customer's Avaya Cloud Office™ account.

Before you begin

Export IP Office media files.

Procedure

1. On the Configuration Summary screen, in the left menu, click **Upload Files**.
2. Under Greetings, click , select the archive with media files, and click **Open**.

Processing of the archive takes some time.

Avaya Cloud Office™ Migration Tool displays the file processing status. For example, `Preparing, Greetings File Successfully Processed` or `Failed to process the Greetings File`.

3. If you have multiple archives with media files, repeat step 2.

Next steps

To ensure media files are properly loaded for migration, view user advanced information.

System data verification


System information

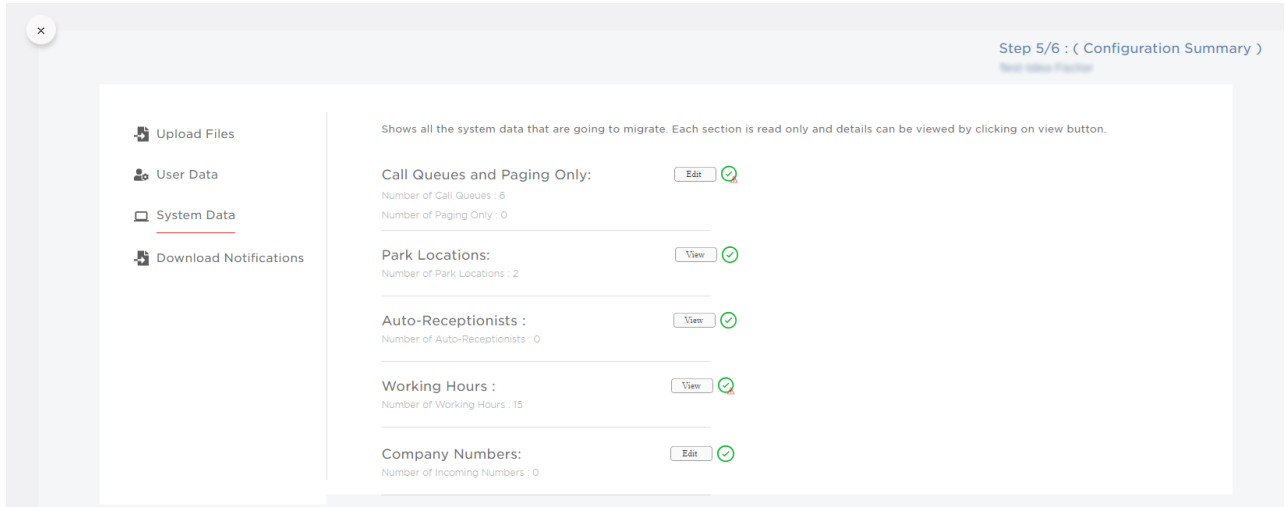
After importing the IP Office CSV file, you can check settings for the following features:

- Call Queues and Paging Only
- Park Locations
- Auto Receptionists
- Working Hours
- Company numbers

These settings are applied to the Avaya Cloud Office™ account. You cannot update system settings manually. The Avaya Cloud Office Migration Tool extracts system settings from the IP Office CSV file.

For Company numbers on Avaya Cloud Office™, you can select appropriate auto-attendants imported from IP Office.

If some settings are missing, you can see the  icon next to the **View** or **Edit** button. To see details, click the **View** or **Edit** button. However, this is not a critical issue, and you can proceed with the migration.



Converting a Call Queue to Paging Only

About this task

During migration, you can convert Call Queues (hunt groups) to Paging Only (paging groups). Hunt groups include members and have ring mode configuration. Paging groups include paging-capable phones.

If you convert a hunt group to a paging group:

- Hunt group announcements and voicemail greetings are not associated with paging groups.
- Hunt group extension references are considered for migration.
- Paging-capable phone assignment is necessary for paging groups.
- Paging group is automatically updated if you delete a user during migration.
- Notifications and warnings related to hunt groups or paging groups are updated accordingly.

You can also convert a paging group to a hunt group.

Before you begin

Ensure you assign appropriate devices to extension numbers used for paging groups.

Procedure

1. On the Configuration Summary screen, in the left menu, click **System Data**.
2. In the Call Queues and Paging Only section, click **Edit**.

You can see the list of the hunt groups from IP Office and paging groups configured in the Target Paging menu in IP Office.

3. Locate a hunt group to convert to a paging group and click the **Add As Paging Group** switch.

To convert all hunt groups to paging groups, click **⋮** and select **Change all to paging groups**.


4. Click **Done**.

Configuring Company Numbers

About this task

In the Company Numbers section of the Configuration Summary screen, you can view and edit the company answering rules. You can assign the imported auto-attendants (Auto-Receptionists) to the company numbers available at ACO. If you do not want to migrate a certain Incoming Call Routing (ICR) rule imported from IP Office, you can delete it before migration.

Procedure

1. On the Configuration Summary screen, in the left menu, click **System Data**.
2. In the Company Numbers section, click **Edit**.
You can see the list of the ICR rules imported from IP Office and company numbers available at Avaya Cloud Office™.
3. Locate an Auto-Receptionist and select a number from the **Company number** list.
4. **(Optional)** To delete an ICR rule, next to the rule, select the check box and, in the top-right corner, click **Delete** ().
5. Click **Done**.

Downloading notifications and warnings

About this task

If Avaya Cloud Office Migration Tool shows system summary warnings or warnings about user data and system data, you can download them as a PDF file for further analysis.

- To download a report before you start the migration, on the Configuration Summary screen, in the left menu, click **Download Notifications** and click **Download Report**.
- To download a report after you finish the migration, on the Data Migration screen, click **Download Notification Report**.

Downloading a pre-migration configuration report

About this task

Download and view a pre-migration configuration report before you start the migration process. The pre-migration configuration report is an XLSX file which contains the following information:

- ACO account details
- User data, Presence, Contacts, Voicemail Greeting

- User Device Serial Numbers
- ACO Phone Models, Phone numbers
- User Ring Group data, Final User Ring Group Number
- Call Queues and Paging Only data
- Auto-Receptionist data

For Multi-site configuration, Auto Receptionists data page lists the site name for each Auto attendant and also includes Voicemail Pro time conditions with calendar/weekly schedules.

- User Button Programming data
- Key templates data
- Park Locations data
- All Numbers data
- Information on whether a feature can be migrated
- Warnings and errors highlighted for every feature

View the pre-migration configuration report to ensure that all components can be migrated and check what errors prevent them from migration. The pre-migration configuration report also allows to validate that configuration data can be migrated to ACO correctly.

Procedure

1. To download the pre-migration configuration report, on the Data Migration screen, click **Check Config**.
2. Open the downloaded XLSX file and view the report.
3. If any corrections required, in the Avaya Cloud Office Migration Tool, navigate to the Configuration Summary screen and do the necessary changes.
4. Navigate to the Data Migration screen and proceed with the migration.

Starting the migration

About this task

When you start a migration, the Avaya Cloud Office Migration Tool creates users, hunt groups, paging groups, time profiles, auto-attendants, and company numbers in the Avaya Cloud Office™ account.

On the Data Migration screen, use the **Select Features** option to manage features for migration. The Select Features dialogue displays all features that are supported by the Avaya Cloud Office Migration Tool, but you can manage only those features that are present in the uploaded CSV files. These features are enabled by default. You can exclude the enabled features from migration by clearing their check boxes. Migrating the Users feature is mandatory, you cannot clear the Users check box. If you delete all ICR rules on the Configuration Summary screen, the Company Numbers feature is disabled and cannot be selected. Disabled features are not migrated.

*** Note:**

If the Avaya Cloud Office Migration Tool indicates critical issues, such as not configured first and last names, not configured, duplicated, or invalid emails, duplicated or reserved extensions in ACO, the Start Migration button is disabled and you cannot proceed with the migration. Download a pre-migration configuration report to check what errors prevent users and user's twinning data from migration. Resolve all critical issues before you start the migration.

Procedure

1. On the Configuration Summary screen, in the lower-right corner, click → to navigate to the Data Migration screen.
2. **(Optional)** To download a pre-migration configuration report, on the Data Migration screen, click **Check Config**.

For more information about a pre-migration configuration report, see [Downloading a pre-migration configuration report](#) on page 47.

3. To manage features for migration, on the Data Migration screen, click **Select Features** and view the features for migration.
4. **(Optional)** To exclude features from migration, clear their check boxes.
5. Click **Ok**.
6. Click **Start Migration**.

The percentage of completion shows the status of the migration process.

7. When the migration is complete, click **Download Report** to view the migration report in the PDF format.

To open the report later, click the completed migration card from the Migration tab. If you find any critical failures in the report, contact Avaya support.

8. Do one of the following:
 - If the migration is successful, log in to Avaya Cloud Office™ and start configuration verification.
 - If the migration failed, check the report, do the necessary modifications on the migration card, and retry the migration.

Retrying a migration

About this task

If a migration fails because of network issues or issues you can resolve in the Avaya Cloud Office Migration Tool, retry the migration. When you retry a migration, the Avaya Cloud Office Migration Tool migrates only the failed features.

Procedure

1. On the Data Migration screen, in the lower-left corner, click ←.
2. On the Configuration Summary screen, make the required changes.
3. In the lower-right corner, click →.
4. On the Data Migration screen, click **Retry**.

Next steps

If the migration is successful, log in to Avaya Cloud Office™ and start configuration verification.

If the migration failed, check the report. To start a new migration, you may need to clear the configuration created during the failed migration on Avaya Cloud Office™. Refer to [Automatic configuration cleanup](#) on page 50 or [Manual configuration cleanup](#) on page 70 for details.

Automatic configuration cleanup

The Avaya Cloud Office Migration Tool provides the ability to automatically delete the migrated data from the Avaya Cloud Office™ account. You can clear configuration for both successful and failed migrations. For failed migrations, Avaya Cloud Office Migration Tool deletes successfully migrated components and ignores failed components.

For Multi-site migration, when you delete a card on which you did not initiate the migration, Avaya Cloud Office Migration Tool deletes the sites created for the card.

During the cleanup process, the Avaya Cloud Office Migration Tool deletes the following migrated components:

- Company call handling custom rules
- IVR Menu extensions
- IVR Menu prompts
- Complex IVR Prompts (Not used prompts)
- Park Locations
- Call Queues
- Paging Only
- Assigned Users

When you start the configuration cleanup process, the migration summary report and notification report remain available on the Data Migration screen.

You cannot retry the cleanup procedure for the same migration. After the cleanup, you cannot reuse the same card for a new migration.

Deletion report

Upon completion of the configuration cleanup process, the Avaya Cloud Office Migration Tool generates a deletion report. You can download the report and check the deletion status of every component, as well as details and reasons for deletion failures.

*** Note:**

The deletion report contains information about both successfully migrated and failed components. In the deletion report, components that failed to migrate are marked as Not Applicable.

If the Avaya Cloud Office Migration Tool fails to delete a component, such component appears as failed in the deletion report. You can delete failed components manually from the Avaya Cloud Office™ Admin Portal.

Configuration cleanup for multi-site ACO migrations

The Avaya Cloud Office Migration Tool supports automatic cleanup of the data migrated from multiple IP Office SCN systems to a multi-site ACO account.

During the cleanup process, the Avaya Cloud Office Migration Tool deletes the following migrated components:

- Site-specific company rules
- Site-specific Call Queues
- Site-specific Paging Groups
- Site-specific Users
- Site-specific Message-Only and Limited Extensions
- Site-specific IVR menu and IVR menu prompts

The Avaya Cloud Office Migration Tool also deletes all ACO sites created for migration based on the IP Office SCN CSV files. After cleanup, the ACO numbers assigned to users and company answering rules revert back to the default ACO site.

Related links

[Manual configuration cleanup](#) on page 70

Clearing the Avaya Cloud Office™ configuration

About this task

Delete the migrated data from the Avaya Cloud Office™ account and download the deletion report to view the list of deleted components. The Clear ACO Configuration button appears on the Data Migration screen after a migration is completed.

Procedure

1. When a migration is completed, on the Data Migration screen, click **Clear ACO Config**.

When the configuration cleanup process is completed, the Avaya Cloud Office Migration Tool displays the duration and status of the deletion process. The deletion can be successful or failed.

2. To view the deletion report, click **Download Deletion Report**.
3. **(Optional)** If the deletion report contains failed components, delete the components.

For information about the manual cleanup, see [Manual configuration cleanup](#) on page 70.

Chapter 5: Post-migration verification

Migration verification

After the migration is successfully completed, you can check users, hunt groups, IVR menus for auto-attendants, and paging groups in the Avaya Cloud Office™ account.

 **Note:**

Avaya Cloud Office Migration Tool does not automatically enable users created in Avaya Cloud Office™. After you verify the configuration, you should activate the users.

Verifying user configuration

About this task

After migration, users from the IP Office configuration are available in the customer's Avaya Cloud Office™ account. The migrated users are not activated automatically.

You can verify the following user settings:

- Personal information
- Regional settings
- User hours
- Presence
- Call handling rules including twinning numbers
- No answer time-out configuration
- Personal voicemail greetings for the user and after hours
- Message-only extensions

If necessary, you can update the migrated settings or other settings configured by default.

Procedure

1. Log in to Avaya Cloud Office Web Service as administrator.
2. Click **Users**.

You can see the Users with Extensions list containing users migrated from IP Office.

3. Click the name of a migrated user and verify the following information:
 - a. To verify user personal information, click the **User Details** section.
 - b. To verify user regional settings and user hours, under the **User Details** section, click the **Settings & Permissions** tab.
 - c. To verify user BLF key configuration, under the **Phone & Numbers** section, click **Phones > Presence**.
 - d. To verify user twinning numbers, click the **Call Handling** section.
 - e. To verify user twinning numbers with a time profile, click **Call Handling > Custom Rules**.
 - f. To verify user voicemail custom greetings, click the **Voicemail** section.
4. To verify users without physical extensions, click **Phone System > Groups > Message-Only Extensions**.

Verifying Auto-Receptionist configuration

About this task

After migration, Auto-Attendants from the IP Office configuration are available in the customer's Avaya Cloud Office™ account as Auto-Receptionist IVR menus. In Auto-Receptionist configuration, you can verify the following migrated settings:

- Company numbers used for Auto-Receptionist
- IVR top-level menu
- Custom answering rules
- IVR menus, key presses, and prompts
- Prompts library

If necessary, you can update the migrated settings or other settings configured by default.

Procedure

1. Log in to Avaya Cloud Office Web Service as an administrator.
2. Click **Phone System**.
3. To verify company numbers, click **Phone numbers**.
4. Under **Auto-Receptionist**, click **General Settings** and verify settings of the top-level IVR menu and custom answering rules.
5. To verify menus, keys, and prompts for a particular IVR menu, click **IVR menus**, and click the IVR menu name.
6. To verify available IVR prompts, including migrated ones, click **Prompts Library**.

Verifying Call Queues configuration

About this task

After migration, hunt groups from the IP Office configuration are available in the customer's Avaya Cloud Office™ account as Call Queues. In the Call Queues configuration, you can verify the following migrated settings:

- Call Queue details
- Business Hours for Call Queues
- Interrupt prompts (2nd announcement in IP Office) with interrupt intervals for business hours
- Member list and Call Queues routing mode
- The Maximum caller wait time in queue value in wait settings
- After hours configuration
- Custom answering rules

If necessary, you can update the migrated settings or other settings configured by default.

Procedure

1. Log in to Avaya Cloud Office Web Service as an administrator.
2. Click **Phone System**.
3. Under **Groups**, click **Call Queues** and verify the list of migrated Call Queues.
4. Select a Call Queue.
5. To verify Call Queue information, click **Call Queue Details > General**.
6. To verify business hours settings, click **Call Queue Details**, click the **Settings** tab and, in the Business Hours section, click **Edit**.
7. To verify greetings, click **Greeting & Hold Music** and play the Interrupt Prompt if configured.
8. To verify members, click **Call Handling & Members** and view the Primary Members list.
9. To verify routing mode, click **Call Handling & Members** and check the **Route call to members** setting.
10. To verify wait settings, click **Call Handling & Members** and click the **Wait Settings** tab.
11. To verify rules for after hours, click **Call Handling & Members** and click the **After hours** tab.
12. To verify custom rules for routing calls, click **Call Handling & Members** and click the **Custom rules** tab.
13. To verify pickup members, click **Pickup Settings & Members** and view the list.
14. To verify the alert timer, click **Pickup Settings & Members** and click the **Settings** tab. View the **Alert Timer** setting.

Verifying Paging Only configuration

About this task

When you convert Call Queues to Paging Only, you can verify the Paging Only settings in the Avaya Cloud Office™ account.

The IP Office paging groups are available in Avaya Cloud Office™ as Paging Only groups.

Procedure

1. Log in to Avaya Cloud Office Web Service as an administrator.
2. Click **Phone System**.
3. Under **Groups**, click **Paging Only** and verify the list of migrated Call Queues converted to Paging Only groups.
4. Select a Paging Only group.
5. To verify the group extension number and status, click **Paging only Details**.
6. To verify users and devices associated with the group, click **Paging**.

You can verify what users are members of the Paging Only group and what users can page to the Paging Only group.

Verifying multiple sites

About this task

Note:

This procedure applies only to migrations of multiple IP Office SCN systems to a multi-site ACO account.

By default, Avaya Cloud Office™ has one main site. The other sites are created during migration based on the IP Office data in the exported CSV files and have the same names as the respective CSV files. After migration, you can verify the list of the migrated sites. Using the Sites filter in each individual section in Avaya Cloud Office Web Service, you can view what Users, Call Queues, Auto-Receptionists IVR menus, Message-Only and Limited Extensions belong to a certain site.

Procedure

1. Log in to Avaya Cloud Office Web Service as an administrator.
2. To view the list of the ACO sites, click **Phone System > Company Info**.
The Avaya Cloud Office Migration Tool displays a list of all migrated sites.
3. To view the components located on a site, do the following:
 - a. Navigate to the list of required components, for example, **Users > Users List > Users with Extensions**.

- b. Click and, from the **Sites** list, select the required site.

Avaya Cloud Office™ displays the list of the users located on the selected site.

Activating Avaya Cloud Office™ users

About this task

When the customer is ready to switch to the Avaya Cloud Office™ account, you must send invitation emails to users.

Procedure

1. Log in to Avaya Cloud Office Web Service as administrator.
2. Click **Users**.
In the Users with Extensions list, users migrated from IP Office have the disabled status.
3. **(Optional)** Click the user to verify the user email under the User Details section.
4. Click the check box to select a user.
5. Repeat steps 3 and 4 to select all required users.
6. Click **Send Invite**.
7. Click **OK** to confirm.

After a user receives a welcome email and activates their account, the user status changes to Enabled. The user can log in to Avaya Cloud Office™ and verify personal directory contacts migrated from IP Office.

Chapter 6: Resources

Documentation

The following documents provide detailed information about IP Office settings and IP Office configuration export.

Title	Use this document to	Audience
Administering Avaya IP Office™ Platform with Manager	Export IP Office configuration and media files.	System administrators
Administering Avaya IP Office™ Platform with Web Manager	Export Voicemail Pro configuration.	System administrators

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.

The **Choose Release** field is not available if there is only one release for the product.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click **Enter**.

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at <https://documentation.avaya.com>.

 **Important:**

For documents that are not available on Avaya Documentation Center, click **More Sites > Support** on the top menu to open <https://support.avaya.com>.

Using the Avaya Documentation Center, you can:

- Search for keywords.
To filter by product, click **Filters** and select a product.
- Search for documents.
From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.

- Sort documents on the search results page.
- Click **Languages** (🌐) to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.

- Add content to your collection using **My Docs** (☆).

Navigate to the **Manage Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
- Add topics from various documents to a collection.
- Save a PDF of the selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive collection that others have shared with you.

- Add yourself as a watcher using the **Watch** icon (👁).

Navigate to the **Manage Content > Watchlist** menu, and do the following:

- Enable **Include in email notification** to receive email alerts.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

 **Note:**

Some functionality is only available when you log in to the website. The available functionality depends on your role.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log in to the Avaya support website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product-specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Appendix A: Restricted numbers

Migrating a user to Avaya Cloud Office™ can be not permitted, if the user extension number is reserved for special usage in the country the customer's Avaya Cloud Office™ account belongs to. The following numbers are reserved:

All countries

Number	Service description
999	Emergency number
933	Commonly used to get the information that would be delivered to the 911 operator when you call 911

North America (United States and Canada)

Number	Service description
112	Forwards the call to 911
211	Commonly used for Community information & Referral services
311	Commonly used for Non-emergency police & other governmental services
411	Commonly used for Local directory assistance
511	Commonly used for Traffic & transportation information
611	Used to reach Avaya Cloud Office Customer Support
711	Commonly used for Telecommunications Relay Service
811	Commonly used for Business office & auto number feedback in US; Telehealth services in Canada
911	Used for Emergency services

Europe

Number	Country
911	All countries

Table continues...

Number	Country
11X (such as 110, 111) 611	All EU countries
100 101 123 116XXX 118XXX 141 1470 1471 1475 155 1571 99X (such as 999, 991)	United Kingdom
1191 118XX 99X (such as 999, 991)	Ireland
15 17 18	France
19222	Germany
8009009 9008844 14X 14XX 14XXX 14XXXX 18XX	Netherlands
118XX	Spain
1414, 1415, 140, 143, 144, 145, 147, 1811, 1151, 1152, 1153, 1154, 1159, 1141, 1144, 1145, 1850, 161, 162, 163, 164, 171, 175, 187, 1600, 1811, 1818	Switzerland

Latin America

Number	Country
112	All countries
911	All countries
06X (such as 060, 061)	Mexico
19X (such as 191, 194)	Brazil
10X (such as 101, 107)	Argentina
13X (such as 131, 132)	Chile

Asia Pacific

Number	Country
112	All
911	All
99X (such as 999, 995)	Singapore, Malaysia, Malaysia
10X (such as 101, 102)	India
11X (such as 101, 102)	Philippines
8888	
000	Australia
106	

Appendix B: Warning and error messages

Avaya Cloud Office Migration Tool displays different warning and error messages to highlight migration issues.

A warning message indicates a not critical issue that requires your attention but does not block the migration.

An error message indicates a critical issue that blocks the migration.

See the following sections for warning and error messages that can appear at different migration stages.

System Summary page warnings and errors

Warnings
ACO max extension number length <acoLen> is lesser than IP Office max extension length <ipoLen>
Zero Dialing cannot be set to 'Park & Page' on ACO.
Zero Dialing cannot be set to 'Short Codes' on ACO.
Zero Dialing cannot be set to External Transfer on ACO.
<Count> users in the CSV file do not have the email associated with them.
ACO system does not contain any hardware endpoints associated with it.
ACO system has only <Count> extension number(s) with Digital Lines.
ACO system has only <Count> extension number(s) with Direct Numbers.
ACO system has only <Count> extension number(s).
Users without Physical Extension - <Username>, MessageOnly.

Errors
<Count> users in the CSV file do not have the email associated with them
Remove duplicate extension number(s)
IP Office contains <Count> user(s) but the targeted ACO has only <Count> unassigned extension number(s).
No unassigned extension number(s) available in ACO system, please contact Administrator

Basic User Data warnings and errors

Warnings
ACO has Extension Number(s) unassigned.
<Count> extension number(s) already in use by ACO.
Extension number(s) <Reserved Extensions List> is/are reserved for special functions in <Country Name>.
<Zero Dialing Value> is a Reserved Extension, hence it cannot be migrated. Zero Dial destination will not be set.
Extension <Zero Dialing Extension> is set as a Zero Dialing extension. Deleting the extension will disable Zero Dialing.
Sysmon file recommended Serial Number (Device MAC address) and PhoneType are not assigned to user extension number(s) due to unavailability or shortage of requested resources on ACO.
Duplicate user entries found in uploaded sysmon file will be ignored for Serial Number (Device MAC address) update operations:
Entries in uploaded sysmon file is incomplete and is missing either Serial Number (Device MAC address) or PhoneType to be assigned for user extension number(s) and will be ignored for Serial Number (Device MAC address) update operations.
Maximum limit for message only extensions is set to 100 on ACO. Only the first 100 MOE users will be migrated.

Errors
Email(s) not configured.
<User> has invalid email(s).
First and last name is not configured for <user list> user(s).
PhoneType is not configured for <List> user(s).
Email(s) are already in use by ACO.
Remove duplicate email(s).
You have exceeded the allowed users to be migrated by<count>. Remove users to proceed.
Cannot proceed with Migration. Users list for migration is EMPTY.
First name is not configured for <Count> user(s).
Last name is not configured for <Count> user(s).

Advanced User Data warnings

Warnings
Voicemail greeting missing.

Table continues...

Warnings
Outbound Call Prefix excluded from Contacts and Twinning numbers.
Date ranges in Working Hours having no date selections will be ignored while configuring Working Hours for twinning for user extension numbers.
User hour's Ring For count configuration exceeded the threshold value for extension number(s), configuring to ACO maximum limit of 15 rings.
International calling is disabled in target ACO: Twinning numbers may fail to migrate.
Configured Presence will not be migrated for the Message Only Extension user(s).
Ring group number will not be migrated for Message Only extension user(s).

Call Queues and Paging Only warnings

Warnings
Migrating empty Call Queues.
Interrupt Audio prompts missing for Call Queues.
Unsupported Voicemail Pro call flow, Interrupt Audio prompt not migrated for Call Queues: <Call Queue List>.
Multiple Interrupt Audio prompts for Voicemail Pro Call flow, migrating only the first prompt for Call Queues.
Interrupt Audio Prompt not migrated, as "Announcements On" configuration on IP Office is unchecked.
Call Queues Greeting(s) missing.
Unsupported Voicemail Pro call flow, Greetings not migrated for Call Queues.
Call Queues not migrated since Extension Number is missing.
IP Office Hunt Group(s) with "Voicemail answer time" exceeding ACO Call Queues "hold time" of 900s. Setting maximum of 900s for hold time:
Extension number(s) <Reserved Extensions List> is/are reserved for special functions in <Country Name>.
Call Queue extension number <Extension Number> is set as Zero Dialing extension number. Converting to Paging Only will disable Zero Dialing.
Zero Dialing cannot be set to Paging Only on ACO for :
Collective Call Waiting not supported in ACO, set to RingGroup.
Page capable Devices is not assigned for extension number(s).
Max limit of <Count> paging Devices reached in the Paging Only group, not migrating Devices:
Migrating empty Paging Only group.
Extension number missing for Paging Only group, skipping creation of Paging Only group(s) for
Paging Only group(s) not considered for ACO IVR menu keys.

Table continues...

Warnings
Call Queue member(s) configured as Message Only extension will not be migrated for the following Call Queue(s).
If Enable Overflow toggle is enabled: [CALL_QUEUE]: Only first 3 viable overflow groups will be migrated into call queue overflow section. Not migrating overflow group(s): [OVERFLOW_GROUP_LIST]
If Enable Routing toggle is enabled: [CALL_QUEUE]: Only first viable overflow group will be migrated into the routing section. Not migrating overflow group(s): [OVERFLOW_GROUP_LIST]
Message Only extension(s) configured as members will not be migrated for the paging only group
<Original Call-queue>: Only first viable overflow group is migrated. Not migrating overflow group(s): <Call Queue List>
Exceeded maximum overflow time of 15 minutes. Maximum value will be set to 15 minutes: [CALL_QUEUE_LIST]
Queue Length set to 'No Limit' or exceeded maximum callers value of 25 calls. Maximum callers will be set to 25: [CALL_QUEUE_LIST]
Configured 'Group' overflow mode is not supported in ACO: <Call Queue List>
ACO is standard licensed. Call-queue overflow functionality is not supported.
<Call-queue>: Overflow group(s) which is/are converted to paging group(s) is/are skipped:<Call Queue List>
Overflow groups cannot be configured into call queue's overflow section with ring type Simultaneous: [CALL_QUEUE_LIST]
<Call-queue>: Overflow group(s) which is/are reserved extension(s) is/are skipped: <Call Queue List>
<Call-queue>: Migrating call-queues with no viable groups in overflow groups lists: <Call Queue List>
Not migrating overflow group into routing section as voicemail is enabled and has higher precedence for: [Call Queue List]
When ring mode set to Simultaneous or voicemail is enabled, the overflow toggles cannot be enabled/disabled/switched for call queues configured with overflow groups: [CALL_QUEUE_LIST]
Total Call Queues count exceeds ACO maximum limit of 100. Additional Call Queues exceeding the limit will not be migrated.
Maximum of 25 pickup members can be configured per call queue group. The limit is exceeded for the call queue
Pickup Members not migrated for the Call Queues since the member limit exceeds ACO Simultaneous CQ Member Limit
Pickup member(s) for the Call Queue is/are part of more than 10 Call Queues

Auto-Receptionists warnings

Warnings
Prompts missing.

Table continues...

Warnings
No matching Key Press action.
Destination extension number no longer exists.
Complex Voicemail Pro call flows, only mapped IVR Menus are migrated.
No Key Press to match.
Voicemail Pro call flows with timeout entries:
Not a valid Key Press destination.
Voicemail Pro Conference meet me menu not supported in ACO:
Unknown Key Press Action.

Working Hours warnings

Warnings
Working Hours with invalid Date Range are not migrated.
<List> Working Hours has both specific date range and weekly schedule.

All Numbers warnings and errors

Warnings
IP Office Incoming call route Auto Receptionist destinations not found or skipped as no ACO match.
No custom hours set
Forward to external number
This is an external conference number, please discuss with customer
Errors
No Destination set
Auto Receptionist destination not available for configuration

Park Locations warnings

Warnings
There is no API support to configure Park Locations under button programming currently, it must be configured manually to Park Location members in ACO.
Call Park configured with empty extension number under users will not be migrated to ACO : [USER_EXTENSION_LIST]
Park Locations under message-only users will be skipped and following message-only users will not be configured as Park Location members : [PARK_LOCATION_EXTENSION_1(MESSAGE_ONLY_USER_EXTNS), PARK_LOCATION_EXTENSION_2(MESSAGE_ONLY_USER_EXTNS), ...]
Park Location extension(s) already in use by ACO: [PARK_LOCATION_EXTENSION_LIST]
Park Location(s) with reserved extension: [PARK_LOCATION_EXTENSION_LIST]
Park Locations under limited extension users will be skipped and following limited extension users will not be configured as Park Location members : [PARK_LOCATION_EXTENSION_1(LIMITED_EXTENSION_USER_EXTNS), PARK_LOCATION_EXTENSION_2(LIMITED_EXTENSION_USER_EXTNS), ...]

Data Migration screen warnings

Warnings
IVR Menu and Keys feature is not selected. Company number destinations mapped with IVR Menu and Keys will not be migrated.
Company number destinations are dependent on IVR Menu, selecting this also enables the IVR Menu and Keys feature for migration.

Multi-site errors


Errors
Creation of site(s) failed, +View details
<p> Note:</p> <p>On clicking View details, notifications screen will be opened which shows the site creation error as below: SiteName : [sitename] , Reason: "Site Creation failed" (dynamic error string based on API response why the site creation failed).</p>

Table continues...

Errors

Multi Site feature is Disabled in target ACO

**Note:**

This error is shown in the notification screen when the target ACO has Multi-site configuration disabled.

Appendix C: Manual configuration cleanup

If your migration failed, you can automatically clear the configuration created in the Avaya Cloud Office™ account as described in [Clearing the Avaya Cloud Office configuration](#) on page 51. However, if the automatic cleanup process failed, you must manually delete the migrated components using the ACO Admin Portal.

The sections below describe how to delete the migrated components from the Avaya Cloud Office™ account.

Auto-attendants

An auto-attendant is migrated as an IVR menu. To delete an IVR menu, you must:

- Select the default company IVR menu.

Navigate to **Phone system > Auto-Receptionist > General Settings**, under IVR settings in the Top Level IVR Menu, click **Select IVR Menu** and select the default menu that was not migrated.

- Delete custom answering rules.

Navigate to **Phone system > Auto-Receptionist > General Settings**, under Custom Answering rules, click **Edit Custom rules** and click **Delete** for each rule.

- Delete IVR menus.



Navigate to **Phone system > Auto-Receptionist > IVR Menus**, click  in the Actions column and select **Delete** for migrated menus.

Before you can delete an IVR menu, you may need to delete its key configuration. Click the menu name, click **Key Presses** and delete all keys.

- After deleting IVR menus, delete prompts.

Navigate to **Phone system > Auto-Receptionist > Prompts Library**, select the check box before the Prompt Name column and click **Delete**.



Paging groups

To delete a paging group, navigate to **Phone system > Groups > Paging only**, click  and, in the Actions column, select **Disable** for the required group. Then in the Actions column, click  and select **Delete**.

Hunt groups

A hunt group is migrated as a Call Queue. To delete a call queue, navigate to **Phone system > Call Queues**, click  in the Actions column and select **Delete** for the required group.

Park Locations

Call Park is migrated as Park Locations. To delete Park Locations, navigate to **Phone System > Groups > Park Locations**, click  in the Actions column and select **Disable** for the required Park Location. When the Park Location is disabled, click  and select **Delete**.

Users

To delete migrated users, navigate to **Users > Users with Extensions**, select the check box before the Status column, deselect users with the Super Admin role, and click **Delete**.

Related links

[Automatic configuration cleanup](#) on page 50

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