Migrating CALLMaster Database from MS Access to MS SQL 2008

Remember to make a backup of the entire CALLMaster folder before uninstalling the old version and installing the new one.

To port data from the CALLMaster version 3.x to the CALLMaster version 4.x, you will need to:

1) Copy Database Records from the MS Access CALLMaster database to the CALLMasterSQL database.
2) Set-up the Ports and IVR Application List table using the CALLMaster Manager
3) Copy files/folders from the Access installation of the CALLMaster folders to corresponding folders in the new installation (e.g. GRT, VOX, Scripts).

1) Copy Database Records
   Records from each of the CALLMaster Access tables will need to be copied to corresponding tables in the CALLMasterSQL 2008 database.

   - Open the CALLMaster Access database using MS Access.
   - Open the CALLMasterSQL database using SQL Server Management Studio or SQL Server Management Studio Express, freeware that you can download from the SpeechSoft website.
     o From the SpeechSoft website, Downloads tab, http://speechsoft.com/downloads.aspx, select 'SQLExpress Mgmt Studio' . You will be forwarded to the Microsoft Download Center.
     o From the Microsoft SQL Server 2008 Management Studio Express Download page, select the appropriate file to download and install per instructions from the Microsoft website.
       ▪ SQLManagementStudio_x64_ENU.exe for 64 bit OS
       ▪ SQLManagementStudio_x86_ENU.exe for 32 bit OS
     o Once installed, from the Start/All Programs button, select the Microsoft Sql 2008 Server then the SQL Server Management Studio Express.
     o Enter the Server Name (normally the default) for the CALLMasterSQL database then click Connect to connect to your server. From the Databases tab, select CALLMasterSQL, expand Tables. Right click on the desired table and select Open to view the records or Edit to edit/add records.
   - Copy records from each MS Access table and paste to the corresponding table in SQL. Complete process for each table in the MS Access database except the Channel/Ports table.
   - There is a new table in the SQL database called IVR Application List, which along with the the Ports table will need to be update using the CALLMaster Manager.

2) Set-up the IVR Application List and Ports table using the CALLMaster Manager
   - Start and Stop the CALLMaster Service. This will set-up default records on the Ports table.
   - Open the CALLMaster Manager, then select Manage IVR Application List. Add a re.cord for each IVR application running on your system along with the starting Audiotex Module number for that application. You can assign any name to help you identify the application. Sae and close the IVR Application List.
   - From the CALLMaster Manager, select the Ports table. Select each port and assign it the Application that will be running on that line. Close the Port Manager.

3) Copy desired CALLMaster folder/files from the MS Access installation to the SQL installation.

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- Start and Stop the CALLMaster Service. This will set-up default records on the Ports table. Move folders and files from the CALLMaster Access installation to the SQL installation as required.
    o Folders to consider
        ▪ GRT
        ▪ VOX
        ▪ PMT
        ▪ Scripts
        ▪ Outdial Lists
        ▪ Any other folders/files created for CALLMaster usage.

Start the CALLMaster service and try application.