



## OTMexport2CND import.exe for Telephony Manager Upgrades

Nortel has created a utility to assist with the migration of Hierarchy and Department data from OTM for upgrades to the new Telephony Manager platform. The OTMexport2CNDimport.exe file can be found at the Nortel Website at the following link.

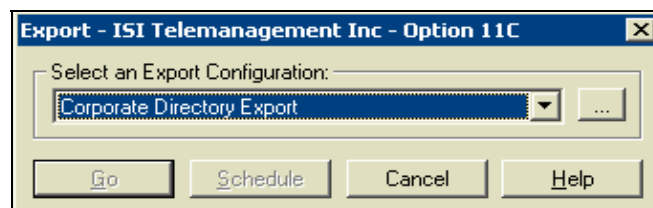
<http://support.nortel.com/go/main.jsp?cscat=SWDETAIL&id=625804&poid=10281>

The process uses the Corporate Directory Export feature of the Telecom Billing System (TBS) module to create a CSV file to include the “assets” from the existing entries that are in the OTM TBS Employee database. Using the Nortel executable file, this information is converted so that it can be imported into the Common Network Directory of TM via the CND Subscriber import utility. Follow the procedures below to facilitate the migration.

### Part 1 – Export From the TBS main window

1. Choose the **File** menu, select **Export**.
2. Use the down-arrow to choose the **Corporate Directory Export** option. (Figure 1)
3. Click on the ellipsis to the right.
4. In the **Export – Telecom Billing** window, choose **Add**.
5. On the Export form, provide a **Configuration Name**. (Figure 2)
6. In the left pane, select **All Assets**.
7. Create a folder in Windows and assign the path to it in the **File/Database Location** box.
8. In the **File/Table Name** box, rename the file to **CorpDir.csv**.
9. The **Update Activity** box should be left at the default of **Append All**.
10. Click the **Go** button.
11. When the Progress bar has finished, click the **OK** button and cancel out of the operations.

Figure 1 – Select the Corporate Directory option





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Figure 2 – Populate the Form

Export - Telecom Billing System[GB]

Configuration Name: Employee Database Export

File/Database Type: Text File (Comma Separated Values)

From Telecom Billing System[GB] →

File/Database Location: C:\OTM TBS Export\

View Profile

Format

File/Table Name: CorpDir.csv

Update Activity: Append All

Description

Each record describes an employee or contact and the part of an organization they relate to. All related assets are included.

Go Schedule OK Cancel Help

## Part 2 – Convert the TBS Export File

1. Copy the Nortel OTMexport2CNDimport.exe file to the same folder as **Step 7** above.
2. Rename the Nortel file to **CNDimport.exe**.
3. Open a DOS prompt in Windows (Click the **Start** button, choose **Run**, and type **CMD** in the **Open** box)
4. Change to the directory that holds the files. (**Figure 3**)
5. Enter the command **CNDimport /v CorpDir.csv cndimport.csv** and press **Enter** to convert the file. (**Figure 4**)

**Note:** The CSV files can be named randomly. If you have multiple TBS sessions in OTM for different PBXs, you can name the CSV files for each PBX.

Figure 3 – Convert the file at the DOS prompt

```
Directory of C:\OTM TBS Export
10/19/2007  12:03 PM    <DIR>          .
10/19/2007  12:03 PM    <DIR>          ..
09/13/2007  01:21 PM             90,112 CNDimport.exe
10/19/2007  12:00 PM             33,821 CorpDir.csv
                2 File(s)      123,933 bytes
                2 Dir(s)   6,679,405,568 bytes free

C:\OTM TBS Export>CNDimport /v CorpDir.csv cndimport.csv
```



Figure 4 – cndimport.csv is created

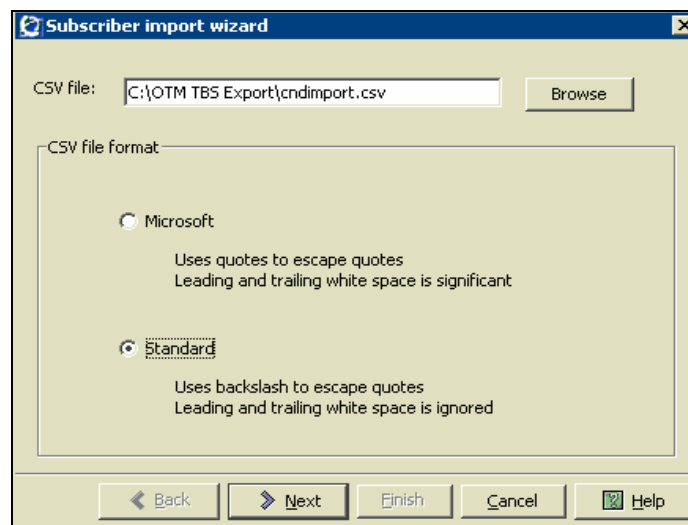
```
Directory of C:\OTM TBS Export
10/19/2007 12:15 PM <DIR> .
10/19/2007 12:15 PM <DIR> ..
10/19/2007 12:15 PM      22,232 cndimport.csv
09/13/2007 01:21 PM      90,112 CNDimport.exe
10/19/2007 12:00 PM      33,821 CorpDir.csv
                3 File(s)      146,165 bytes
                2 Dir(s)   6,679,383,040 bytes free

C:\OTM TBS Export>
```

### Part 3 – Import the file into CND

1. Open the **CND Manager**. (Click the **Start** button, go to **Programs – Nortel – Common Network Directory – CND Manager**)
2. Enter the CND Manager password.
3. From the **Tools** menu, choose **CSV Subscriber Import**. (Figure 5)
4. Browse to the folder with the converted file.
5. Select the **Standard** CSV file format option.
6. Click the **Next** button.
7. Choose the **Do not generate common name** option. (Figure 6)
8. Click the **Next** button.
9. Click the **Finish** button.
10. Click the **Close** button.

Figure 5 – Import

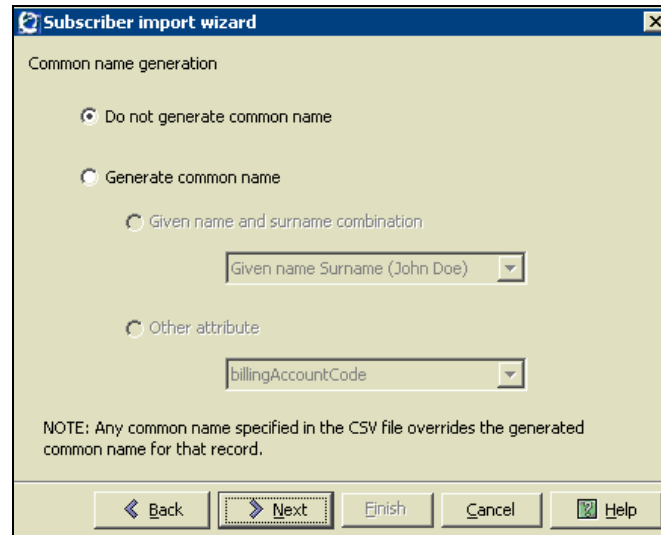




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Figure 6 – Do not generate common name

A screenshot of a Windows dialog box titled "Subscriber import wizard". The dialog box has a title bar with a close button (X) on the right. The main area is titled "Common name generation" and contains three radio button options. The first option, "Do not generate common name", is selected. The second option, "Generate common name", is unselected and has two sub-options: "Given name and surname combination" (unselected) and "Other attribute" (unselected). The "Given name and surname combination" option has a dropdown menu showing "Given name Surname (John Doe)". The "Other attribute" option has a dropdown menu showing "billingAccountCode". Below the options is a note: "NOTE: Any common name specified in the CSV file overrides the generated common name for that record." At the bottom of the dialog box are five buttons: "Back", "Next" (highlighted with a dashed border), "Finish", "Cancel", and "Help" (with a question mark icon).

## Part 4 – Run the CND Synchronization.

1. From the main TM Navigator Windows screen, choose the **Utilities** menu.
2. Select **Common Network Directory – Synchronization**.
3. Select Site and System names. (**Figure 7**)
4. Check both boxes in the Synchronization options.
5. Click the **Set Schedule** button and populate the scheduling options.

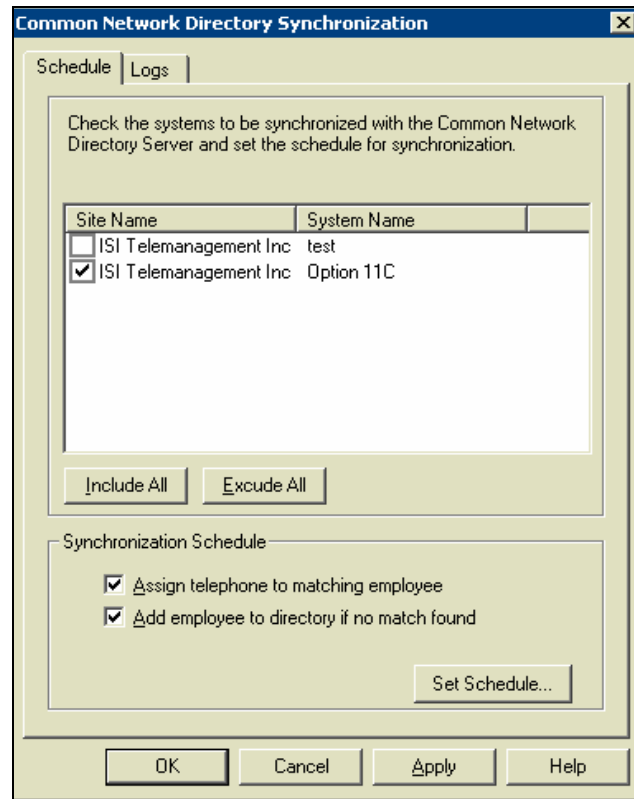
When this job runs it will assign telephones from the PBX to a matching employee and will also add non-matching CPND names into the CND.



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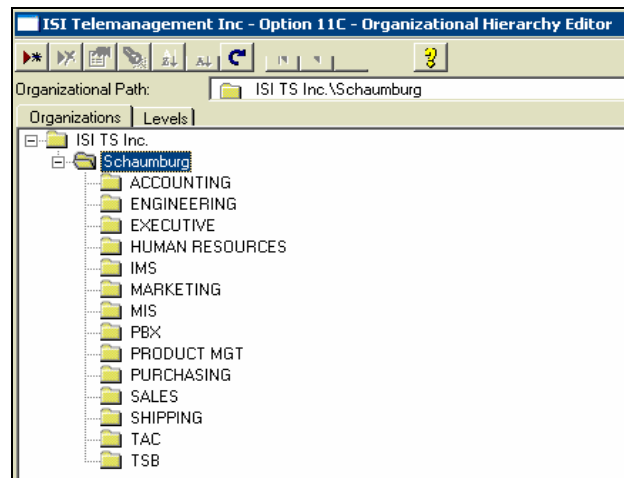
Figure 7 – Select Site and System Names



## Part 5 – Recreate the OTM Hierarchy in TM TBS

The Organizational Hierarchy that is present in OTM must be re-created exactly in the TM TBS Organizational Hierarchy Editor (Figure 8). If a clean upgrade was processed from OTM to TM then the Hierarchy tree(s) should be intact. If not, you can open the CSV file that was created in Part 1, Step 8 and recreate the Organizational levels. Note that they must be identical in spelling and case.

Figure 8 – Organizational Hierarchy Editor





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## Part 6 – Synchronize CND with TBS

To update the Organizational Hierarchy and Employee Editors in the TBS modules follow the steps below.

1. From the Main TM Navigator screen, select the **Utilities** menu.
2. Choose **Billing Synchronization**.
3. At the Billing Synchronization window (**Figure 9**), select the Site and System names to be synchronized.
4. Choose the option to **Delete all existing entries and add new**.
5. Click the **Set Schedule** button and populate the scheduling options.

When this job runs, it will transfer the Department designations from the CND database to the appropriate Department in the Organizational Hierarchy Editor tree. Entries in CND that have no department designation or inaccurate department information will be transferred to the Corporate Level in the Organizational Hierarchy tree.

**Note:** For TM version 3.0, Service Update Patch SU3E must be installed to allow the full Hierarchy path to be transferred from CND to TBS. TM 3.1 automatically includes the feature.

**Figure 9 – Billing synchronization**

