

HowTo - Move the Storage location on your MiCC server

INFORMATION

If you need to manually move the Storage folder location, you will need to follow a specific process to avoid issues with indexing and email routing.

MiCC VERSION 7.1.X.X

1. Stop the **prairieFyre Server Monitoring Agent** Service first, then stop the **prairieFyre Storage Service** and **prairieFyre Routing Media Service**.
2. Stop the **MCCWa** Application Pool from within the **IIS Manager**.
3. Launch **YourSite Explorer**, go to **YourSite > Enterprise**, click the **MCC Options** tab and change the multimedia storage path (this must be a direct path, and not a UNC path).
4. Move (or copy if you want a backup) the existing search storage folder (structure and content) to the new search storage path.
5. When the move/copy is done, go to **Control Panel**, click on **Indexing Options**, Click **Modify**, uncheck the previous search storage location (so it's no longer indexed) and make sure the new path is indexed (browse to it and check the box next to it). The number of indexed files shown on that page will fluctuate as files are un-indexed from one place and indexed in another: make sure the number goes back to what it was before you close that window. This re-indexing process could take several hours to complete. Wait until it completes before moving on.
6. Re-start the services from step 1, in reverse order (Routing Media, Storage, then SMA). Then start the MCCWa Application Pool from step 2.

MiCC VERSION 8.X.X.X

1. Stop the **MiContact Center Server Monitor** Service first, then stop the **MiContact Center Storage** and **MiContact Center Media Router**.
2. Stop the **MCCWa** Application Pool from within the **IIS Manager**.
3. Update the search storage location in the registry to point to the new location:
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\prairieFyre Software Inc\CCM\Common\MultimediaStoragePath (Starting in 8.0, you may specify a UNC path).
4. Make sure that the user account under which our storage service (and MCCWa app pool) run under have proper read/write access to the new search storage path.
5. Move (or copy if you want a backup) the existing search storage sub-folder structure and content to the new search storage path.
6. Re-start the services from step 1, in reverse order (Routing Media, Storage, then SMA). Then start the MCCWa Application Pool from step 2.

APPLIES TO

MCC Version 7.1 and 8.0

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