instant

CHIME

BUDDY LIST MIGRATOR
USER GUIDE

Fall 2016

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OVERVIEW

The Buddy List Migrator is a web tool that allows users to view their Sametime buddy list and perform a migration of their contacts into their Skype for Business buddy list.

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1. Open a web browser and go to the URL that Buddy List Migrator web tool is hosted at.
    a. Refresh your browser cache for best results by pressing CTRL+F5 if you are visiting this page for a second time.
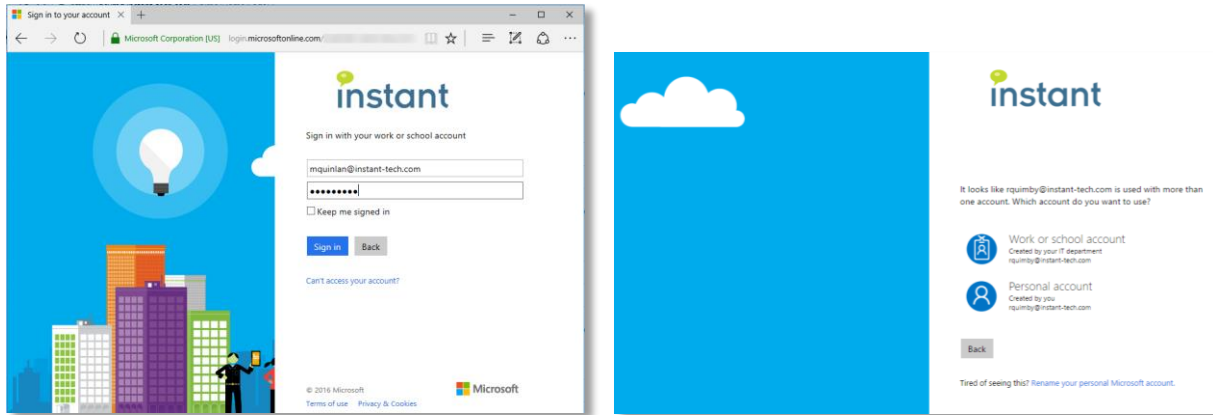2. You will be prompted to log-in using your Microsoft credentials.

Figure 1: Microsoft log-in

3. After you have logged in, you will see the Buddy List Migrator web tool. Two things might happen at this point:
    a. If your Sametime contact list is found on the server, you will see it displayed on the left hand-side as such:
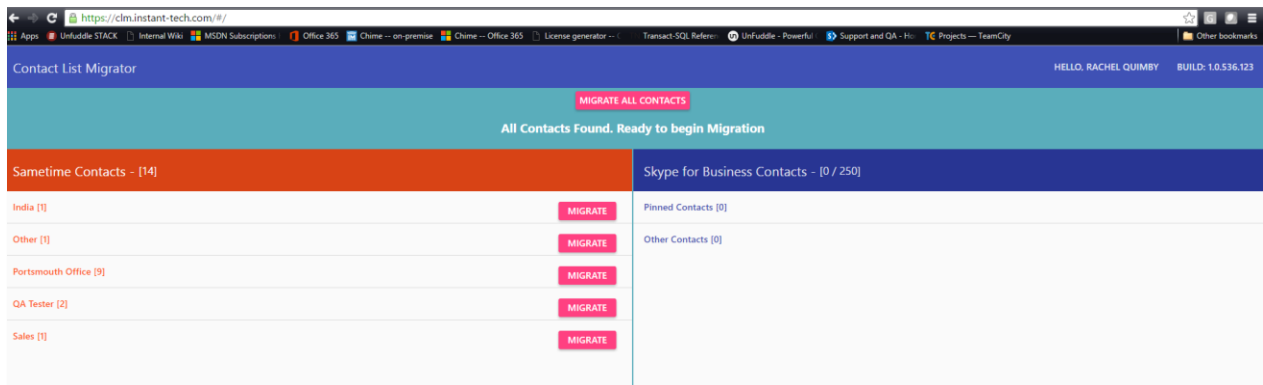

Figure 2: Buddy List Migrator Web Tool

b. If your Sametime contact list is not found, the Sametime contact list on the left will be blank and you will be shown text at the top that says what file name the server tried to find and failed. You should screen shot this text and send it to your administrator for investigation.

4. Your Sametime contact list will be collapsed by group name, you can expand a group to see its members by clicking on the group name.
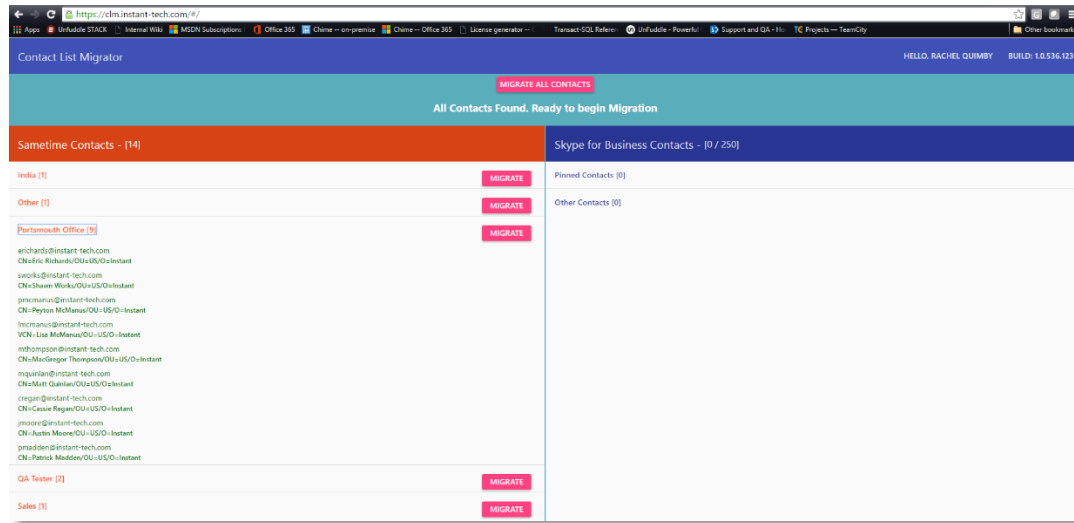

Figure 3: Expand Contact List

5. After reviewing your Sametime contact list, you can proceed with migration in one of two ways:
   a. To migrate a few select groups, click the "Migrate" button to the right of the group names.
   b. To migrate all of you contacts, press the "Migrate All Contacts" button at the very top of the screen.
      i. If your Sametime buddy list has greater than 250 contacts, you won't be able to migrate all.
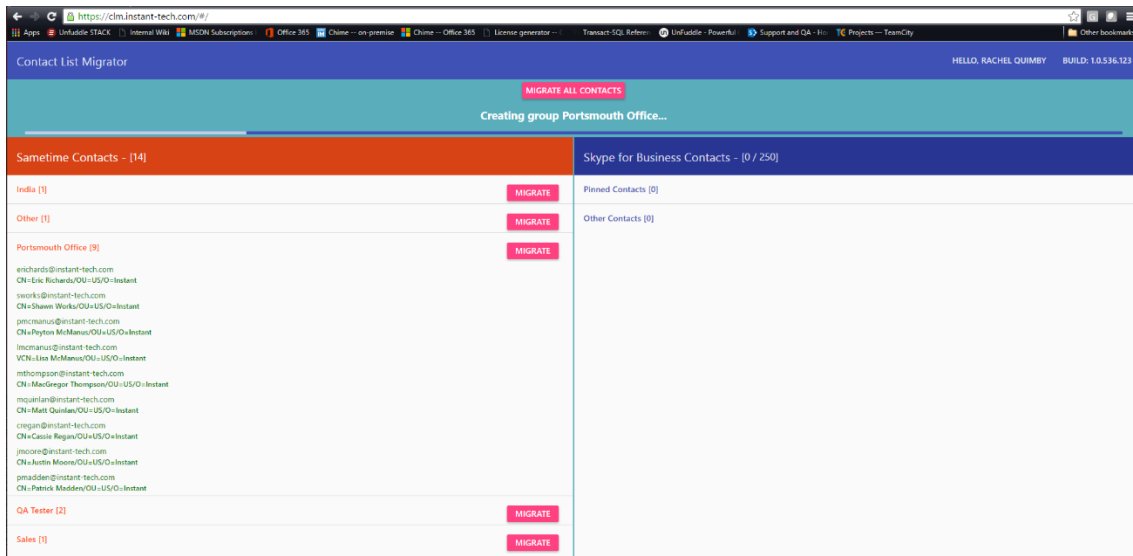

Figure 4: Start Migration

6. When you see the text "Migration complete" at the top, the migration is done! You can now close the Buddy List Migrator web tool.
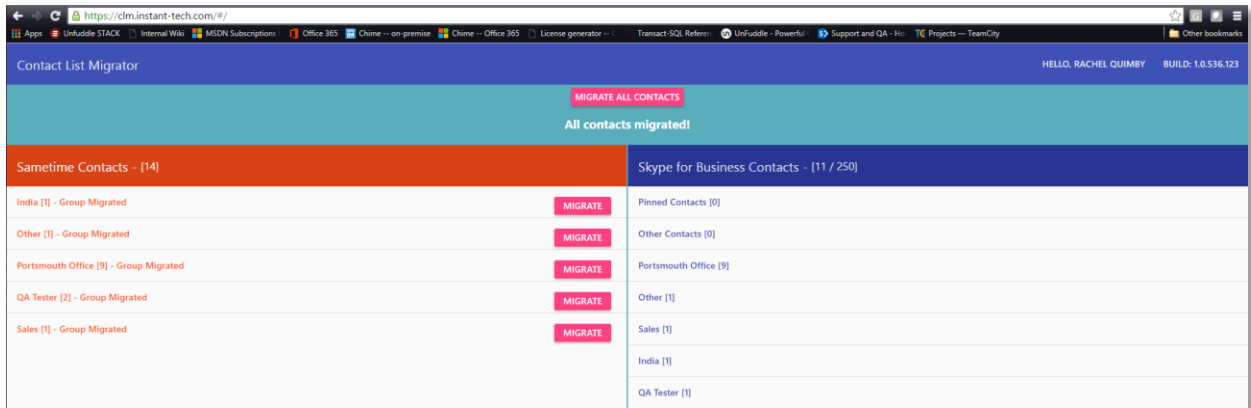

Figure 5: Migration Completed

FAQS

"NOT ALL OF MY SAMETIME GROUPS ARE SHOWING UP IN THE WEB TOOL, WHY NOT?"

The Buddy List Migrator web tool can only migrate your private groups. Public groups won't be displayed for migration.

"BUDDY LIST MIGRATOR IS TELLING ME AN ERROR OCCURRED AND IT CAN'T MIGRATE ALL MY SAMETIME CONTACTS. I HAVE A VERY LARGE BUDDY LIST OR SAMETIME GROUP. WHAT DOES THIS MEAN?"

Skype for Business has a buddy list size limitation of 250 contacts. If you have more than 250 contacts in your Sametime buddy list, or in a group, you won't be able to migrate all of those contacts due to this limitation. Try choosing to migrate just the Sametime groups that you use the most, not all of them. Or choose a smaller group to migrate.

"I ACCIDENTALLY MIGRATED A GROUP THAT I DIDN'T MEAN TO, HOW CAN I UNDO IT?"

There's no undo function in the Buddy List Migrator web tool. You can delete a group from your Skype for Business desktop client by clicking on the "GROUPS" tab, then right-clicking the group name and hitting "Delete group".

"AFTER I MIGRATED GROUP 'X', THERE'S NOT THE SAME NUMBER OF CONTACTS ON THE SAMETIME SIDE AS THE SKYPE FOR BUSINESS SIDE IN THAT GROUP."

There's a couple of reasons why the number of contacts in a group wouldn't be the same after a migration. One reason, is if there was already a group named 'X' in Skype for Business with contacts in it. If that's the case then after the migration happens the group on the Skype for Business side might have more contacts than on the Sametime side. Another reason why the groups might have different numbers of contacts is if there were duplicate contacts in the Sametime side. If there are duplicate contacts, they will be de-duped on the migration. In this case, the Skype for Business side might have less contacts than the Sametime side.

"IN THE BUDDY LIST MIGRATOR WEB TOOL I SEE AN ERROR THAT A CONTACT WAS NOT FOUND."

This happens when the web tool can't resolve a contact in your Sametime buddy list. This might be a corrupted contact, or the user's e-mail address might no longer be valid. You can still perform the migration, but it's a warning that this user won't be migrated. Contacts that are not found are shown in black in your Sametime contact list.

"MY SAMETIME GROUP 'FAVORITES' IS MOVED INTO THE SKYPE FOR BUSINESS GROUP 'PINNED CONTACTS'. THAT'S WRONG! FURTHERMORE, THE GROUP NAMED 'FAVORITES' DOESN'T APPEAR IN SKYPE FOR BUSINESS."

By default, every Skype for Business contact list has two groups named 'Favorites' and 'Other Contacts'. When the web tool tries to migrate a group called 'Favorites' to Skype for Business, it says, "You can't do that. You already have a group named Favorites!" What's confusing is that 'Favorites' group has a display name of 'Pinned Contacts'. So when you see 'Pinned Contacts' in Skype for Business, just read it as 'Favorites'.

"I MIGRATED THE CONTACTS THAT I WANT, AND I SEE THEM APPEAR ON THE SKYPE FOR BUSINESS SIDE IN THE BUDDY LIST MIGRATOR WEB TOOL, BUT WHEN I LOOK AT MY SKYPE FOR BUSINESS DESKTOP CLIENT I DON'T SEE THEM, OR SOME ARE MISSING. WHERE ARE THEY?"

There's two things that might be happening here, first are you looking at the "GROUPS" view on your Skype for Business desktop client?
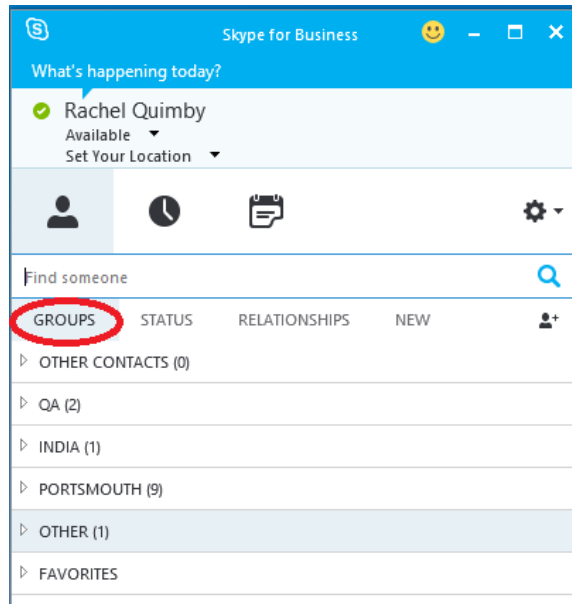

Figure 6: Groups Tab

Also, the Skype for Business client periodically refreshes its contact list from the cloud. At the moment you are looking, it might not have refreshed since you finished your migration. To force the contact list to be refreshed, simply sign-out and then sign back in again.
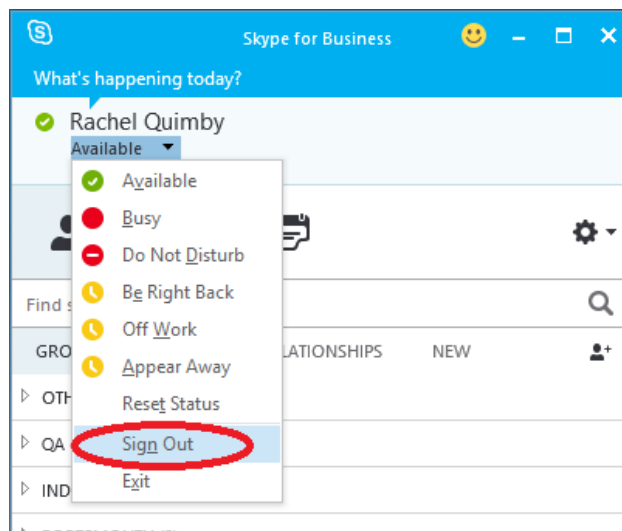

Figure 7: Sign Out Then Sign Back In