

IM History Export on MiVoice Connect

Summary

- **Deprecated:** In 14.2 users could export their own IM history from the client. This feature has been deprecated in the Connect desktop client.
- In Connect, users' IM history is available on the HQ server or on the Service Appliance

Definitions

- **Communicator:** telephony client for 14.2 customers
- **Connect:** telephony client for Connect customers
- **History:** IM conversations generated via Connect clients over the past 18 months

Prepare for Migration

- 14.2 users have their IM history stored on the Communicator client. This history will not be preserved after customers upgrade to Connect and install the Connect client. Customers who wish to preserve their IM history store on the Communicator client should export that history from the client.

Storage & Access

	HQ	Mitel Service Appliance
Contains	previous day's IM history moved to HQ from the UCB	current day's IM history and any data that hasn't yet been moved to HQ
Location Of files	<Shoreline data>\IMArchives\<Tenant xxx>	<shoreline data>/IMArchives/<Tenant xxx>
File	<ul style="list-style-type: none"> • One file is created per UCB per day • the filenames are of the form: *IMArchive*; 	<ul style="list-style-type: none"> • the files can have the following extension: *.IMArchive, *.conv and *.conv.localONLY

IM history (*) files are moved from the Service Appliance to the HQ server daily.

File Format

Record Type	Sub-type							Notes
BeginConv	<Blank>	Conv ID	Conv Type	Start Time	Archive reason	Opt: ThreadID		Marks the beginning of a conversation

ConvEnd	<Blank>	Conv ID	End time					End of conversation	
Pointers	<Blank>	Next Conv offset	Messages Begin offset	Post-metadata offset	Message count	Record count		Pre-Metadata: offset for quick access	
Participant	<Blank>	Participant JID	Join time	Leave time	Nick name			Identifies active presence of participant	
MessageInfo	<Blank>	Size of each record: separated by colon							Metadata
IMEvent	Message	Event time	Message Sender JID	Sender client	Message content (CSV, XML escaped)	Archive UID	Optional: target client, if target is online, archived by whom		
IMEvent	MUCCreate	Event time	Acting user's JID	Room ID	Acting user's nick name	Optional converted thread ID			
IMEvent	MUCDestroy	Event time	Acting user's JID						
IMEvent	MUCInvite	Event time	Acting user's JID	Invite message	Invited users				
IMEvent	MUCInviteDecline	Event time	Acting user's JID	Users's Client ID	Declinene message				
IMEvent	MUCJoin	Event time	Acting user's JID	Nick name	Users's Client ID				
IMEvent	MUCLeave	Event time	Acting user's JID	Nick name	Users's Client ID	Leaving message note			
IMEvent	MUCNickChange	Event time	Acting user's JID	New nick name	Users's Client ID	Old nick name			
IMEvent	MUCKick	Event time	Acting user's JID	Target user's JID					
IMEvent	MUCBan	Event time	Acting user's JID	Target user's JID					