

Installationsanweisung für ViciBox Redux mit Clustering

(Installation for ViciBox Redux with Clustering)

Pre-Requisites and Foreword

This document is designed to be an addendum guide to the ViciBox Redux v.3 Installation document. Within that scope, we will not be covering the actual installation of either ViciBox Redux. If you need to reference those documents they can be located at the following address:

[ViciBox Redux v.3 Installation](#)

This document is considered an advanced user guide. What this means is that the installer should have an adequate fundamental knowledge of the various commands and softwares that will be mentioned throughout. If you are a novice user or do not feel comfortable working natively with MySQL and the Linux operating system then I would suggest you seek out support when following this document.

Any commands and instructions given in this document are by nature subjective to your actual installation environment. This means that the actual steps and methods to make a cluster work for *your* specific installation may have slight variations from how they are presented here. Please take this into consideration when following this document and adjust things as necessary.

All install CD's must be the same version to ensure the proper codebase is installed! This document does not cover the necessary steps needed to install an additional server using SVN Trunk that is not done at cluster set-up (i.e. done 3 months later)! Please seek out support for help with this at either the ViciBox Forums at www.vicidial.org or paid support at vicidial.com!

As of this writing, the current version of ViciBox Redux is v.3.0.3. It is built with the following softwares:

- OpenSuSE v.11.3 32-bit w/ PAE (64-Bit for DB-Only CD)
- Linux Kernel v.2.6.34
- Asterisk v.1.4.27.1-vici
- Dahdi v.2.3.0.1
- Wanpipe v.3.5.14
- Wanpipe Voicetime v.3.0.9
- ViciDial v.2.2.1 and SVN v.2.4-279 Build 100908-0926

For our scenario, we will be installing a 75-agent cluster. Our installation layout will be as follows:

- Database Server @ 192.168.197.5 – Quad-Core CPU, 8-GB Ram, Hardware Caching RAID-10
- Web Server @ 192.168.197.10 – Quad-Core CPU, 4-GB Ram, RAID-1
- Archive Server @ 192.168.197.15 – Quad-Core CPU, 4-GB Ram, 2-TB RAID-6
- Telephony Server 1 @ 192.168.197.21 – Quad-Core CPU, 4-GB Ram, RAID-1
- Telephony Server 2 @ 192.168.197.22 – Quad-Core CPU, 4-GB Ram, RAID-1
- Telephony Server 3 @ 192.168.197.23 – Quad-Core CPU, 4-GB Ram, RAID-1

The above hardware specifications and layout is a general guideline. Depending upon your calling type, lead quality, business program, etc, these specifications may change. For further information or to discuss your specific scenario, please visit the ViciBox Forum at www.vicidial.org or contact the ViciDial Group for paid support. Server Install will be presented in preference of installation order.

Database Server Installation

Must be installed first! No Exceptions!

This server will be installed using the 64-bit DB-Only version of ViciBox Redux. You can download it from <http://download.vicidial.com/iso/vicibox/server/>. This will be the *ONLY* server that will or can use this installer. All the other server installations will be utilizing the regular 32-bit ViciBox Redux CD.

1. Download and Burn the DB-Specific ViciBox Redux installation CD
2. Follow the instructions in the regular ViciBox Redux Installation document for the Phase-1 install
3. After the successful installation of the server, and after it's move to the production network environment, login using the root password of 'vicidial'
4. At the command prompt, type 'vicibox-db' to initiate the database install
5. Follow the instructions and prompts in the installer to install the appropriate roles on this server

This server can optionally act as the Web Server for smaller configurations (i.e. 75 agents or less). For the purposes of this document we will be setting up an additional web server. This script will also insert a server into your ViciDial Database with the Server ID set to “DB1”. This is mandatory for the proper operation of the cluster and should not be deleted or modified.

If you choose to do an SVN Installation you must ensure that the following server installations are *ALSO* using the SVN Install method and the same Online Update option that you chose. Failure to do so will end up with code base fragmentation and your cluster will not operate properly if at all. It is for this same reason that this guide is only to be used when installing all servers at the same time. If you are going to add servers at a later time you will need to go back and manually do an SVN checkout on ViciDial on the additional servers after installation to make sure that it is using the correct SVN code base as the database server. The procedures for doing this is beyond the scope of this document.

If you need help with this process, please use our free support forums at www.vicidial.org or our paid support at www.vicidial.com.

Web Server Installation

1. Download and burn the ViciBox Redux installation CD
2. Follow the instructions in the regular ViciBox Redux Installation document for the Phase-1 install
3. After the successful installation of the server, and after it's move to the production network environment, login using the root password of 'vicidial'
4. At the command prompt, type 'vicibox-install' to initiate the database install
5. Follow the instructions and prompts in the installer, remembering to type 'N' for the Database and Telephony server installation roles; NOTE: If you select the “SVN” option for the Database, you **MUST** select the “SVN” option during this install as well! Additionally, if you also opted to do an online update during the Database install you must also do that here as well.
6. During the ViciDial installation, enter the IP Address of the Database when prompted
7. When done, you should be able to navigate a web browser to <http://server/vicidial/admin.php>

Archive Server Installation (Optional)

1. Download and burn the ViciBox Redux installation CD
2. Follow the instructions in the regular ViciBox Redux Installation document for the Phase-1 install
3. After the successful installation of the server, and after it's move to the production network environment, login using the root password of 'vicial'.
4. At the command prompt, type 'archive-setup' to install the various users and directories needed for the Archive server
5. Write down the archive username and password that you entered here. It will be used later during the dialer installation.

The archive is now available at <http://server/archive>. This server is optional and can be installed at any time without any special configuration options on ViciDial's part. If installed at a later time, the appropriate `astguiclient.conf` options must be changed on the dialers as well as the FTP cronjob uncommented in the dialer's crontab.

Telephony Server Installation

The Telephony Servers MUST be installed one at a time to avoid conflicting with each other in the database during installation. Each server's hostname will also be used as the Server ID in the server's section of ViciDial.

1. Download and burn the ViciBox Redux installation CD
2. Follow the instructions in the regular ViciBox Redux Installation document for the Phase-1 install
3. After the successful installation of the server, and after it's move to the production network environment, login using the root password of 'vicial'
4. At the command prompt, type 'vicibox-install' to initiate the installation; If you selected "SVN" during the database install, you must ALSO select it here, along with the same option used for the Online Update during the database installation; You will enter 'N' for the Database and Web Server roles
5. Towards the end of the ViciBox installation, you will be prompted to do a Manual installation of ViciDial, select 'Y' to proceed with manual installation; You will accept the default values, as presented, for most of the install
6. For the Database Server IP, enter then IP of the Database server.
7. If you set-up an archive server, enter the archive server's IP, username, and password for the FTP Host, FTP User, and FTP Password field
8. Set the FTP Directory field to blank; This will make your recordings show up as <http://archive-server/archive/date/recording.mp3>
9. You may accept the default values as presented for the rest of the install.
10. When done, and back to the shell prompt, type 'reboot' to cleanly load your new ViciDial System
11. If you optionally installed an archive server, you will need to log back into vicial and type 'enable-archive' to have the cron job enabled.