Installationsanweisung für OpenSuSE v.11.1
(Installation for OpenSuSE v.11.1)

Pre-Requisites and Foreword

Some basic computer skill and knowledge is assumed throughout this document. For this reason we do not cover topics such as basic networking, CD/DVD burning, partitioning scheme design, or other more fundamental topics. If you would like to know more about any of the particular steps in this document we suggest you spend some time with either google or the official OpenSuSE installation document to really explore all the possible configuration scenarios.

For all the servers we recommend the 32-bit version of OpenSuSE. If you plan to have more then 150 concurrent agents in your ViciDial set-up then we recommend you install the 64-bit version on the Database server only.

DO NOT SKIP ANY STEPS! DO NOT DEVIATE FROM THE INSTRUCTIONS! THINGS WILL NOT WORK IF YOU DO!

For the purposes of this document we have used the following Hardware:
- Dual-Core 2.0ghz CPU
- 80-GB SATA drive
- 1-GB RAM
- OpenSuSE v.11.1 32-bit Network Installation CD (Full DVD suggested for slow bandwidth connections or multiple server installations)
- Internet Connection (Required!)

Please consult with your ViciDial Group Support Representative to make sure your hardware specifications will meet your desired expectations! Installation against advised specifications can not be guaranteed to function properly or provide the proper ViciDial experience.

OpenSuSE Pre-Installation

1. Download OpenSuSE from http://software.opensuse.org/; Network CD's may take a long time to install as the various portions of the operating system need to download; We recommend using the Full CD or DVD Installation Media as the network repositories can be temperamental at times.
2. Burn CD/DVD and boot from disk
3. Select "Installation" from the CD/DVD Boot Menu
4. Select your Language and Keyboard settings and agree to the license terms then click the Next button
5. Select "New Installation" and click the Next button
6. Select your time zone settings, make sure the correct time (within 5 minutes) is displayed, and click the Next button
7. For the Desktop Selection first select "Other" and then "Minimal Server Installation (Text Mode" as the sub selection then click the Next button

8. Click on the "Create Partition Setup" button
9. Select "Custom Partitioning" and click the Next button
10. Delete any pre-existing partitions listed by clicking a partition then clicking the Delete button; You may optionally wipe out all drives by clicking the Expert button and then clicking on "Delete Partition Table and Disk Label" from the drop-down menu
11. Choose the partitioning scheme you want to use; For the purposes of this document we will create a root partition and a 4-gig swap partition; All remaining space except for the 4-gig swap will be used by the root partition
12. Click on the disk to partition and then click on the Create button; For the purposes of this document we have used a 80GB SATA Drive that shows up with a max size of 74.5GB
13. Select "Primary" as the partition type and click "OK"
14. Under the "Format" area select the Format option
15. In the File System drop down box select ReiserFS
16. Click on the Fstab button
17. Select the "No Access Time" option and click "OK"
18. Under the Size area set the start cylinder at 0 and the ending cylinder to "+70.5GB" which is 4GB smaller then the max allowable drive size as listed in the main partition window
19. Select "/" or root as the Mount Point
20. Select the "OK" button
21. Click on the disk again to partition the remaining space and then click on the Create button
22. Select "Primary" as the partition type and click "OK"
23. Under format select the "Swap" file system type from the drop-down box
24. Select the "OK" button
25. You should now see the drive listed in the Expert Partition window along with two partitions, one mounted as root "/" the other mounted as swap; Verify the partitioning is set-up this way
26. Click the Next button
27. The "Suggested Partitioning" window will show the actions to be taken to the file system; Click the Next button
28. If you want to create a non privileged user for access to the system you may define it in the "Create New User" screen; Click the Next button when done
29. Click the Yes button on the pop-up warning window if you did not enter any user information
30. Type in the root password you would like to use; for the purposes of this document we will use "vicidial" as the root password; DO NOT FORGET THIS PASSWORD! Click the Next button when done
31. Click the Yes button to the weak password pop-up window
32. On the "Installation Settings" screen, click on the Install button.
33. Click on the "Confirm Installation" pop-up window; This is just verifying that we want to commit changes to the hard-drives and other system properties
34. The amount of time to install the operating system varies depending on your CD/DVD installation type, network speed, computer speed, etc; During the writing of this document it took about 2-hours for the Network Install CD to download and install the system
    After the installation the system will enter into a text console and begin the post-install set-up

OpenSuSE Post-Installation

1. At the login prompt type 'root' and press enter
2. At the password prompt we will type in what we set it to earlier of 'vicidial'; If you used a custom root password you would type that in here
3. At the shell prompt type in 'yast' and hit enter
4. Use the down arrow to highlight "Network Devices"
5. Press the right arrow and then the down arrow to highlight "Network Settings" and then press Enter
6. Press the tab key until the network card window is highlighted
7. Use the up and down arrow keys to select the network card in your system that will be connecting to your network then press ALT-I
8. Press ALT-T to select Static IP Configuration
9. Press the Tab key to enter the "IP Address" field and type in the IP you want; For the purposes of this document we will use 192.168.1.75
10. Press the Tab key again to enter the "Subnet Mask" field and type in the subnet mask; For the purposes of this document we will use 255.255.255.0
11. Type Alt-N to return to the "Network Settings" screen
12. Type Alt-S to enter the "Hostname/DNS" screen
13. Type Alt-T to move the cursor to the Hostname field; For the purposes of this document we will use "vici" as the hostname; We recommend you use a naming convention for your servers; This will help us trouble shoot them as well as you maintain them internally; We tend to use dbX for databases, webX for web servers, and dialX for dialers where X represents the order in which the servers were installed (I.E. dial1, dial2, dial3, etc); The hostname should be unique to the local network the system is attached to
14. Type Alt-D to move the cursor to the "Domain Name" field; For the purposes of this document we will use "vicidial.com" as the domain; This should be the domain used by your internal workstations and servers!
15. Type Alt-A to enable manual DNS Entry; For the purposes of this document we have used 4.2.2.1 as primary and 4.2.2.2 as secondary; These should be the DNS entries as used by your internal workstations and servers!
16. Type Alt-U to enter the default routing information screen
17. Enter the default gateway to be used; For the purposes of this document we will use "192.168.1.1" as the domain; This should be the gateway used by your internal workstations and servers!
18. Type Alt-F to finish configuration and enable the configuration changes; After the changes you will be taken back to the main YaST configuration menu
19. By default, the Firewall is enabled preventing any network connections to the server; For the purposes of this document we are going to disable this; If you want to enable this later please make sure you open the proper ports as needed
20. Press the left arrow key and then the down arrow key to highlight "Security and Users"
21. Press the right arrow key to highlight "Firewall" and press Enter
22. Press Alt-D to disable the firewall
23. Press Alt-T to stop the currently running firewall
24. Press Alt-N to save configuration changes
25. Press Enter to select "Yes" to the pop-up window to stop the firewall after saving changes
26. Press Alt-F to finish configuration changes and disable the firewall
27. Press Alt-Q to exit the yast configuration

28. At the prompt type "you" to load the Yast Online Update utility
29. Press F10 or ALT-A to accept the updates; you will now begin installing updates; If you needs to restart repeat this still until it returns to the prompt
30. At the prompt type "reboot" to cleanly enable all the network and environment changes made
31. You have now successfully installed OpenSuSE v.11.1; You may now connect remotely using an SSH Client such as PuTTY

You have successfully installed the base OS at this point!

Please make sure that TCP Port 22 is accessible to at least one machine from the Internet. This may involve opening ports on your router or network edge device. The process for doing that is beyond the scope of this document. Please consult your network technician or qualified IT staff to address this issue.