

Installationsanweisung für ViciBox Redux v.3

(Installation for ViciBox Redux v.3)

www.vicibox.com

Pre-Requisites and Foreword

Some basic linux 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, infrastructure methodologies, 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, the official OpenSuSE installation documents, or on the ViciDial forums at www.vicidial.com.

ViciBox Redux is a self-contained installation CD based upon the OpenSuSE v.11.3 Linux distribution. It includes online as well as offline installation capabilities with support for both ViciDial v.2.2.1 and SVN “Trunk” code. As of ViciDial Redux v.3.0.0, this installer now contains the ability to do multi-server installations or clustering. This particular installation guide will only go over the single-server installation scenario with a focus on the less experienced admins. Please read the clustering guide addendum after you have read this one and fully understand it's contents.

As of this writing, the current version of ViciBox Redux is v.3.0.6. It is built with the following softwares:

- OpenSuSE v.11.3 32-bit w/ PAE
- Linux Kernel v.2.6.34.7
- Asterisk v.1.4.27.1-vici
- Dahdi v.2.3.0.1
- Wanpipe v.3.5.15
- Wanpipe Voicetime v.3.0.9
- ViciDial v.2.2.1 and SVN v.2.4-283 Build 100929-1203

For the purposes of this document, we will be using one of our “Mini” servers for the install. This consists of the following hardware:

- Quad-Core CPU
- 160GB Hard Drive
- 4-GB RAM

The above hardware specifications should allow us to have roughly 15 agents on a single server with a 4:1 dial ratio and full call recording. It should also be noted that doubling the above specifications would not yield a linear increase in capacity. If you need to scale ViciDial you will need to do so horizontally, not vertically. This has to do with the software architecture limits that are inherent in Asterisk as well as resource allocation for other things such as Apache and MySQL.

Should you have any problems or questions arising from the installation of this software we recommend you visit our free tech support forums at www.vicidial.org. Always post the ViciBox version, ViciDial version and build, and a detailed explanation of the issue you are having. Simply posting that ViciBox did not work is not adequate and will probably not get a response.

Pre-Installation Live-CD Boot

1. Download ViciBox Server ISO from <http://download.vicial.com/iso/vicibox/server>;
Download size should be approximately 490MB
2. Burn ISO to CD and boot from disk
3. Select “ViciBox Redux” from the boot menu and press Enter
4. Press ALT-Y to agree to the license, then press ALT-N to move to the next screen
5. Type in a preferred hostname if desired; For the sake of this document, I will put in 'vicibox'
6. Press ALT-N to continue to the next screen
7. Press ALT-C, then press ALT-N to load the network configuration screen; Alternatively, this step can be skipped and the network environment configured after the Phase-1 installation and prior to Phase-2; If skipping the network configuration, proceed to step 21
8. Using the 'tab' key, press 'tab' until the preferred network interface is highlighted
9. Press ALT-I to edit the network configuration of this interface
10. Press ALT-T to select Statically Assigned IP Address configuration
11. Press the 'tab' key to highlight the IP Address field
12. Type in the IP Address this server will use in production; This should not change
13. Press the 'tab' key to highlight the Subnet Mask field; Type in the Subnet Mask of your network
14. Press ALT-N to return to the network configuration screen
15. Press ALT-U to configure the default gateway
16. Type in the Default Gateway Address for your network; If you are using the offline installation method then this field is optional
17. Press ALT-S to configure the domain name servers
18. Press ALT-1 to configure the first domain name server
19. Type in the IP Address of the primary domain name server; If you want to configure additional DNS servers, press tab and enter the appropriate information
20. Press ALT-O to return to the network configuration screen
21. Press ALT-N to continue to the next screen

At this point you should see the CD Boot and then get a login prompt. All the following procedures can now be continued remotely across a network by connecting through SSH. The default root password is 'vicial'. You can alternatively skip the static IP assignment during this step and complete it at a later time if desired. It is shown here for posterity. If you have any additional system preparation you want to do then now would be a good time to do that. All steps proceeding after this phase will be permanent.

Base OS Installation – Phase 1

1. Login to the Live CD environment by typing 'root' at the login prompt, followed by 'vicial' at the password prompt
2. At the shell prompt, type 'os-install' and press Enter
3. If you have any special language or keyboard layouts, change those here, otherwise press ALT-N to continue to the next screen
4. Please verify that the server is configured to use the correct timezone you are in; You can

navigate this screen by using the 'tab' key; Press ALT-N when done to continue to the next screen

5. By default, ViciBox Redux will create a 4GB swap partition on the first drive it finds, followed by a second partition with all the remaining space on that drive for / (root), and finally erase any other partitions it finds. If this is not what you want, change the partitioning scheme here. For our purposes we are going to accept the default partitioning scheme. When done, press ALT-N to continue to the next screen.
6. If you want to have a non-privileged user account for security reasons, you may enter that here. For the purposes of this document we chose not to have a non-privileged user. Press ALT-N to continue to the next screen
7. If you did not enter a non-privileged user during step 6, you will be asked if you are sure you do not want to create a non-privileged user. For the purposes of this document, we will select 'Yes' and press Enter.
8. Since we did not enter a non-privileged user, we are now prompted to supply a root password. For the purposes of this document, we will type 'vicial' in for the root password. You will need to hit tab and also type in 'vicial' in the confirm password field. Press ALT-N when done to continue to the next screen; **DO NOT FORGET THIS PASSWORD! REMEMBER IT!**
9. If your root password is not what is considered a strong password (more on google), the system will advise you that it is not particularly strong, and ask you to confirm its use. For the purposes of this document, we accept that 'vicial' is all lower case, and select 'Yes' and pressing Enter.
10. You will now be presented with an installation summary screen. It will list some general hardware specifications, along with the steps and methods it will use for installation. You may review this and make any changes that you deem fit. When done, press ALT-I to start the installation.
11. Since this is the start of a destructive process, the system will confirm a second time that you want to install. Press ALT-I to confirm the start of installation.
12. When completed, you will be presented with the option of rebooting now or later. For the sake of this document, we chose to reboot now by pressing Enter. If you choose to reboot later you will be brought back to a linux prompt in the Live CD. You can then simply reboot by typing 'reboot' when you are ready.
13. When rebooting, the system will continue to configure the unique hardware on the system.
14. For the authentication method we will use the local system. The other authentication methods are beyond the scope of this document. Press ALT-N to continue to the next screen
15. The system will prompt you to create a non-privileged user. For the purposes of this document, we will not be creating one. Press ALT-N to continue to the next screen.
16. The system will prompt you to confirm that you do not want to create a non-privileged user. Press ALT-N to continue.

This completes the Phase-1 OS Installation. At this time the server may be moved around freely and relocated. It is recommended that the server be configured and installed in it's final production environment prior to the start of Phase-2. This would be the appropriate stopping point if these servers are destined for a colo or client's site. The steps involved in moving a ViciDial server after phase-2 has been conducted is beyond the scope of this document. The Network configuration can be accessed by typing 'yast lan' from the root screen.

OS Update – Phase 1.5

1. Login to the ViciBox by typing 'root' for the login prompt and the password you entered in step 8 from Phase 1.
2. Type 'zypper refresh && zypper up' to initiate the OS Update
3. If prompted, select 'a' for always trust a software repository.
4. When prompted, select 'y' for yes to confirm the installation and upgrade of new software packages
5. When you are back at the shell prompt, type 'reboot' to reboot the machine and load any new kernel changes that may have been installed; Failure to do this will result in Phase 2 erroring out during install.

This phase of the installation requires Internet connectivity to complete. It is mentioned here to prevent installation issues when new kernels are installed. It is a precautionary measure only and is optional, but recommended.

ViciDial Installation – Phase 2

1. Login to the ViciBox by typing 'root' for the login prompt and the password you entered in step 8 from Phase 1.
2. Type 'vicibox-install' and press Enter
3. You will be presented with some simple Yes or No questions on how you want ViciDial installed on this server. For the purposes of this document we would answer 'Y' to the Database Server, Web Server, and Telephony Server. These are the required components to have a functional ViciDial system. If you need help with this step please visit our forums at www.vicidial.org or contact us for paid support at www.vicidial.com.