

MaxACD 7.0

Conversion to a Redundant System

February 29, 2016

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Introduction

This guide describes how to convert an existing MaxACD 7.0 All-in-One system to a Redundant system.

1. Planning

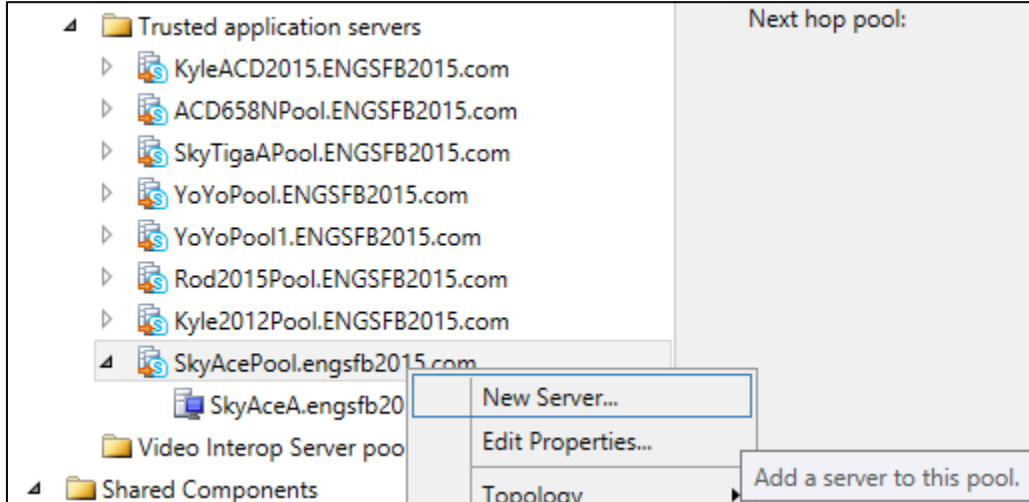
Before you begin the steps outlined in this document, we recommend that you speak with your AltiGen Sales Representative and/or AltiGen Technical Support to make sure that you have the correct licenses to operate a redundant system. Also, make sure that the redundancy feature has been enabled on your system key.

The examples in the guide use the following placeholder information. While performing the steps, substitute the names/URLs that are appropriate to your environment:

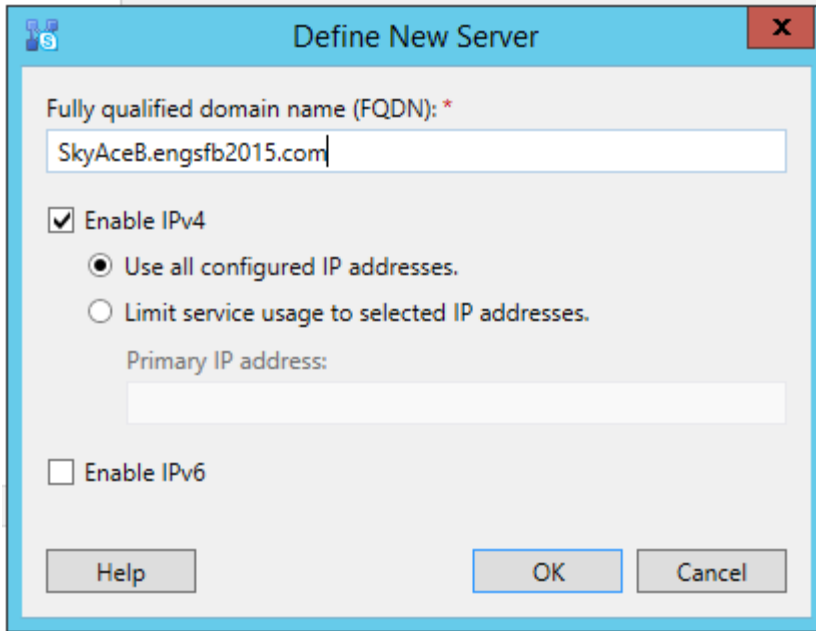
- ***SkyAceA.engsfb2015.com*** — the current All-in-One MaxACD70 server
- ***SkyAceB.engsfb2015.com*** — the new MaxACD70 redundancy server
- **10.40.2.62** — a standalone SQL 2014 Express server

2. Prepare the Lync/Skype for Business Topology

1. Go to the Topology Builder on the front-end server.



2. Add *SkyAceB.engsfb2015.com* (the second server) to the trusted application pool of MaxACD70 server.

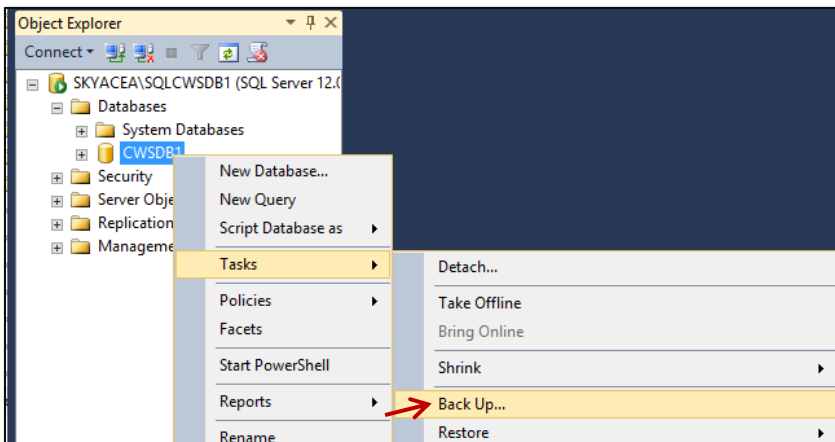


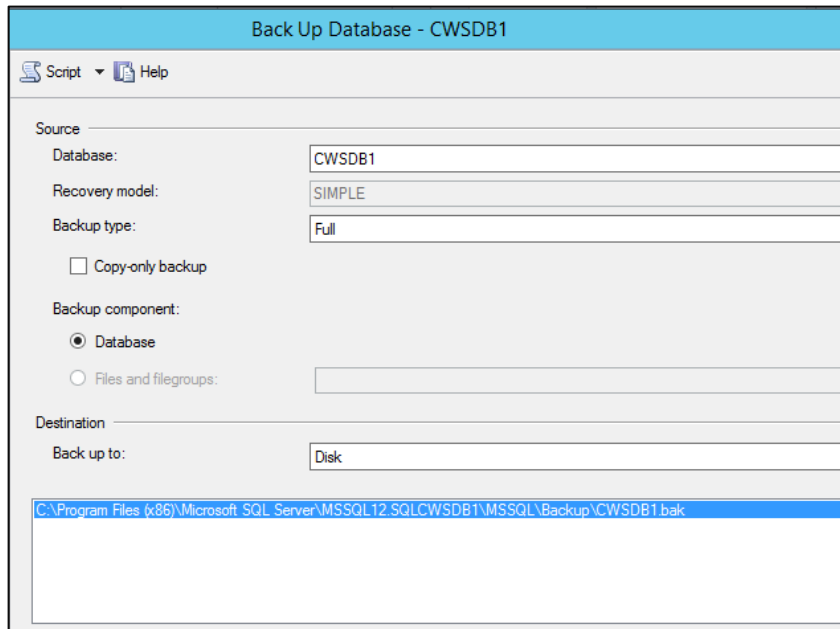
3. Publish the Topology.

3. Migrate CWSDB to a Standalone SQL Server

1. Prepare a standalone Windows 2012 Server (in our example, this is 10.40.2.162) and install SQL Express Server 2014 SP1 on it. The SQL DB instance name in our example is SKYACEDB.
2. Back up CWSDB1 on the *SkyAceA.altigen.com* server using *SQL Server Management Studio 2014 SP1*.

If you do not have this tool, you can search for it on the internet. Search for “Microsoft SQL Server 2014 Service Pack 1 (SP1) Express.” Then download and install *SQL Server Management Studio 2014 SP1*. The file is *ENU\x64\SQLManagementStudio_x64_ENU.exe*. It is approximately 800MB in size.



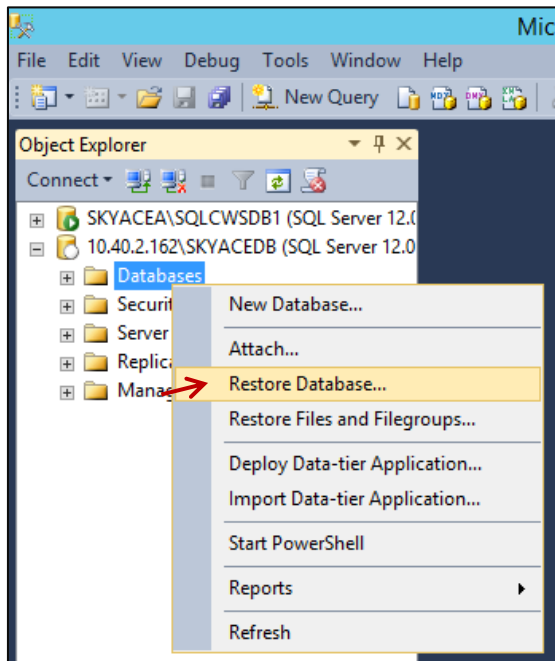
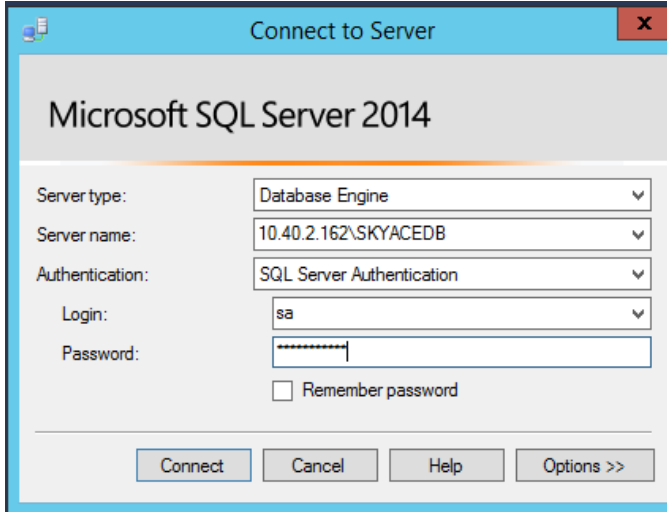


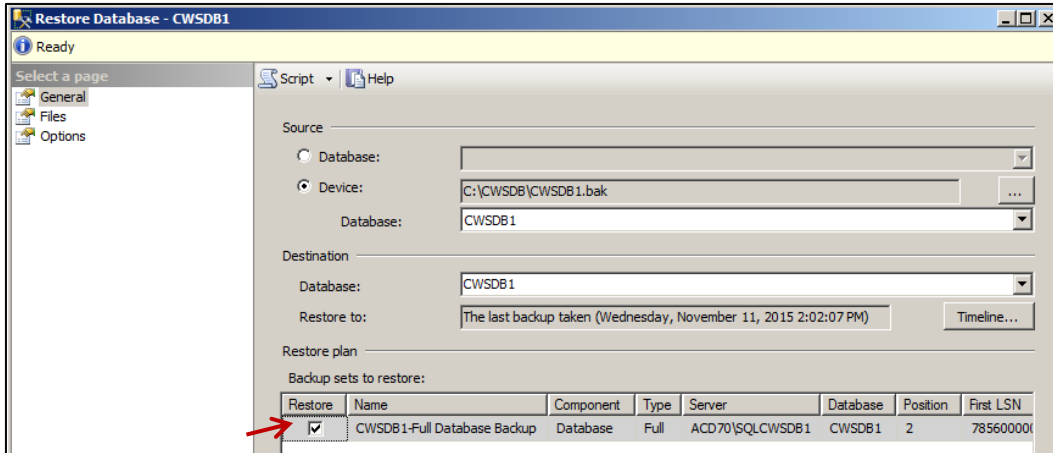
In this example, the backup file name is CWSDB1.bak. It is stored on *SkyAceA.engsfb2015.com*.

3. Copy the database backup file, *CWSDB1.bak*, to the hard drive on the standalone SQL server (10.40.2.162).
4. Restore the backup file to the standalone SQL Server (10.40.2.162).

In this example, the database instance name on 10.40.2.162 is *SKYACEDB*.

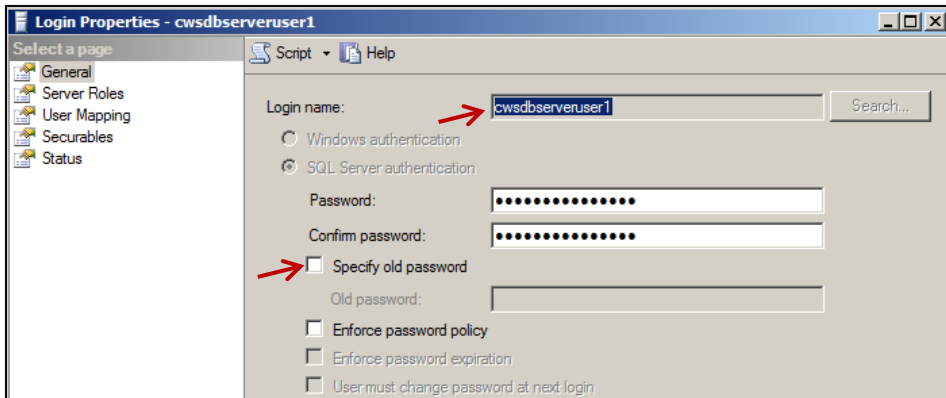
Note If you restored the CWS DB on 10.40.2.162 before, you will need to restart the SQL Server and make sure that there are no SQL clients connected to the SKYACEDB SQL instance. Then delete the old CWSDB. Simply renaming the old CWSDB will still cause the conflict, because the internal DB storage path is still the same.



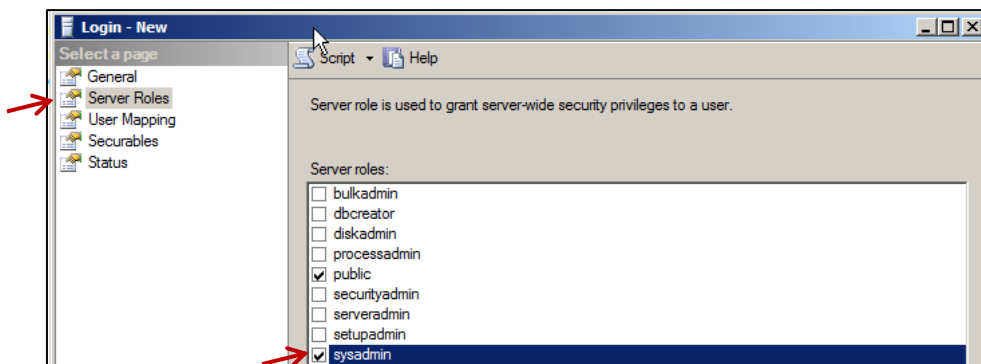


- In SQL Management Studio, click **Security**. Right-click **Login** and select **New User**. Create a user *cwsdbserveruser1* (you must use this name; otherwise, the configuration will fail) and set up the password for this user in SQL server. Clear the *Specify old password* option.

The password must be 8-20 characters, with at least 1 digit, 1 lowercase letter, and 1 uppercase letter. Make sure that you record this password for future reference.



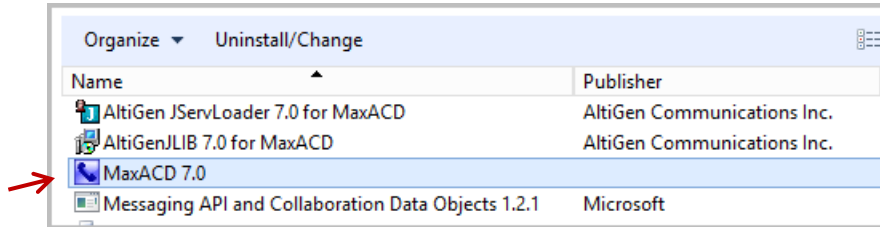
- Click **Server Roles** and assign this user the sysadmin role.



7. In the *SkyAceA* system, uninstall MaxACD 7.0 and reboot.



IMPORTANT! DO NOT INSTALL MaxACD 7.0 on the original MaxACD system until you finish the MaxACD installation on the second system. Otherwise, MaxACD will not work correctly.

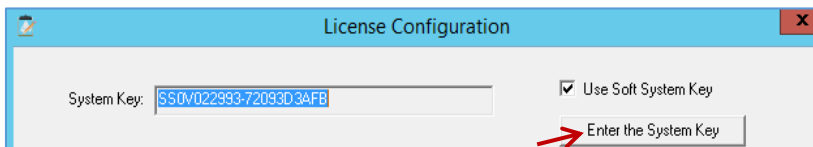


8. Follow the steps in the *MaxACD 7.0 Deployment Guide* to install MaxACD on the second system (skyaceb.engsfb2015.com) as a redundant setup.

- The SQL machine address is *10.40.2.162*
- The SQL instance is *SKYACEDB*
- Make sure that you **use ID 1**

9. Run *reglicesne.exe* under `\altserv\exe` and click **Enter the System Key** to enter the system key. The system key is the same as the first server's key.

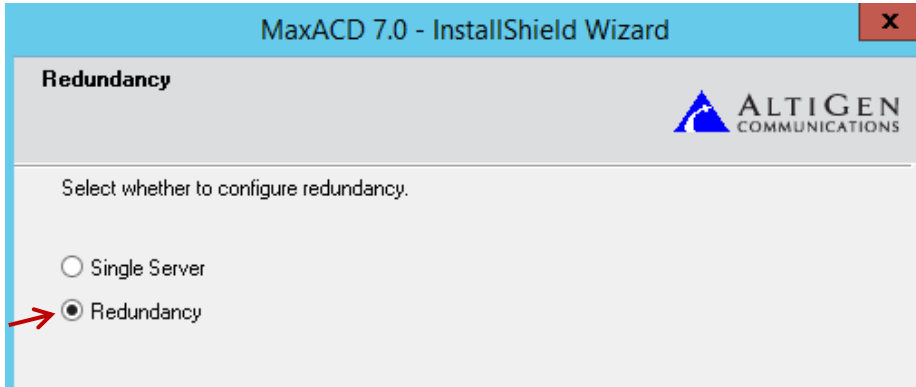
If the redundancy feature is not enabled on your system key (as mentioned on page 3), the system will not take the key. In that case, you will need to talk to AltiGen Technical Support or your AltiGen Sales Representative to resolve the issue.



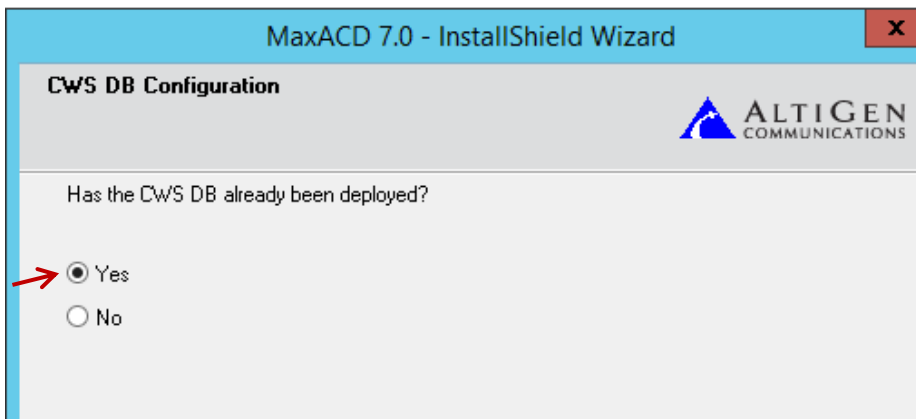
10. After you finish installation process on the second MaxACD server, make some test calls on the second MaxACD system

If the test calls were all successful, then you can continue to the next step and re-install MaxACD 7 on the first server. **If any test calls failed, then you must resolve all issues before you proceed with the remaining steps.**

11. If all test calls were successful, run *setup.exe* to re-install MaxACD 7 on the first server. When you reach the *Redundancy* page, select the **Redundancy** option.



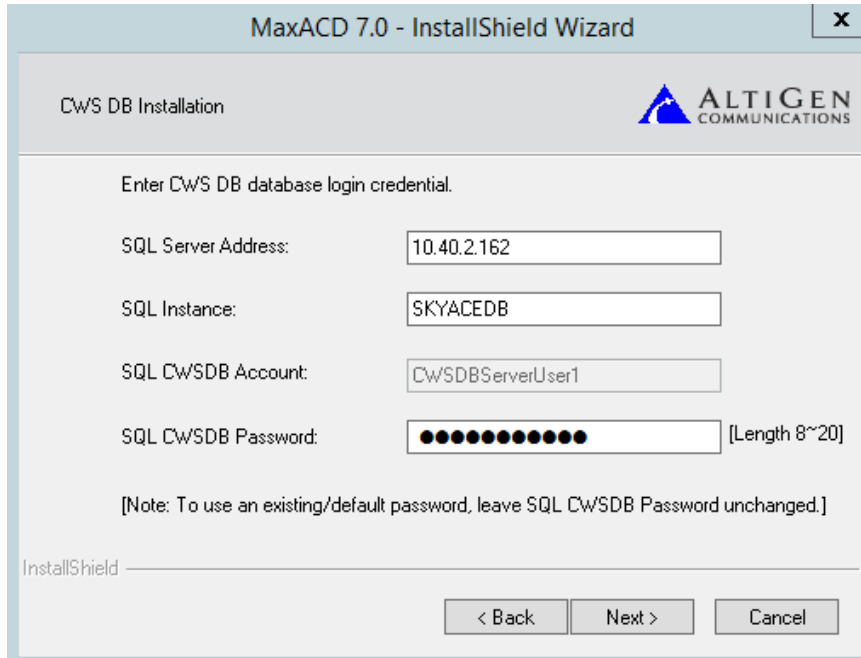
12. When you reach the database configuration page, note that CWS DB has already been deployed on 10.40.2.162, so choose **Yes**.



13. On the next page, select the correct *SQL Server Address* and *SQL Instance*. Enter the *cwsdbserveruser1*'s password that you created earlier. Click **Next**.

In this example, SQL Server Address is 10.40.2.162 and SQL Instance is SKYACEDB.

Note: If you ever uninstall and re-install MaxACD on this system and the SQL password is not changed, you can just press Next to use the existing password.



MaxACD 7.0 - InstallShield Wizard

CWS DB Installation

Enter CWS DB database login credential.

SQL Server Address: 10.40.2.162

SQL Instance: SKYACEDB

SQL CWSDB Account: CwSDBServerUser1

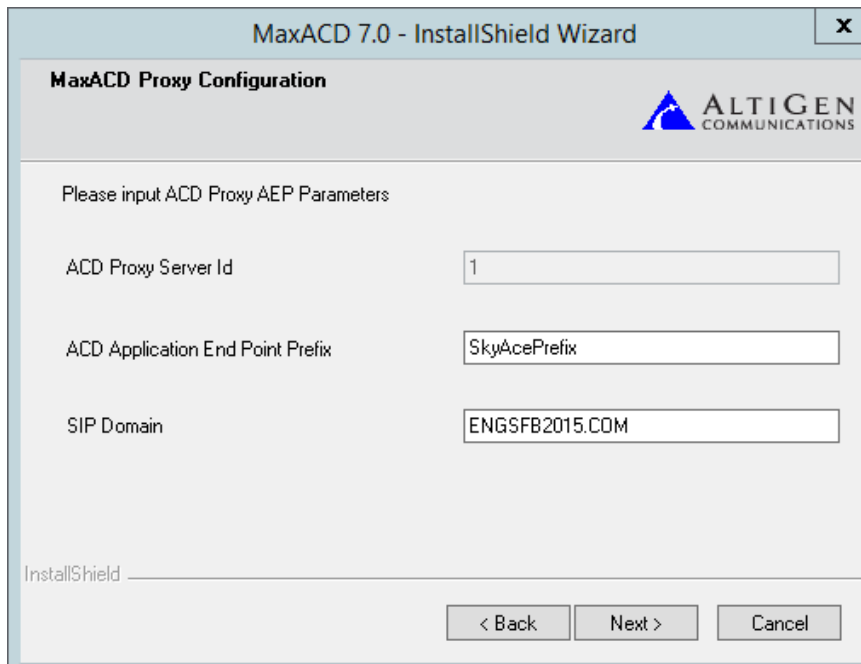
SQL CWSDB Password: [Masked] [Length 8~20]

[Note: To use an existing/default password, leave SQL CWSDB Password unchanged.]

InstallShield

< Back Next > Cancel

14. Click **Next**.



MaxACD 7.0 - InstallShield Wizard

MaxACD Proxy Configuration

Please input ACD Proxy AEP Parameters

ACD Proxy Server Id 1

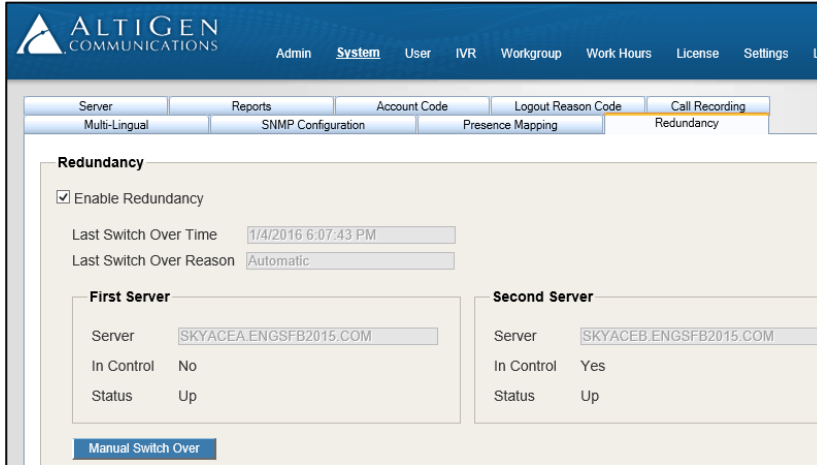
ACD Application End Point Prefix SkyAcePrefix

SIP Domain ENGSFB2015.COM

InstallShield

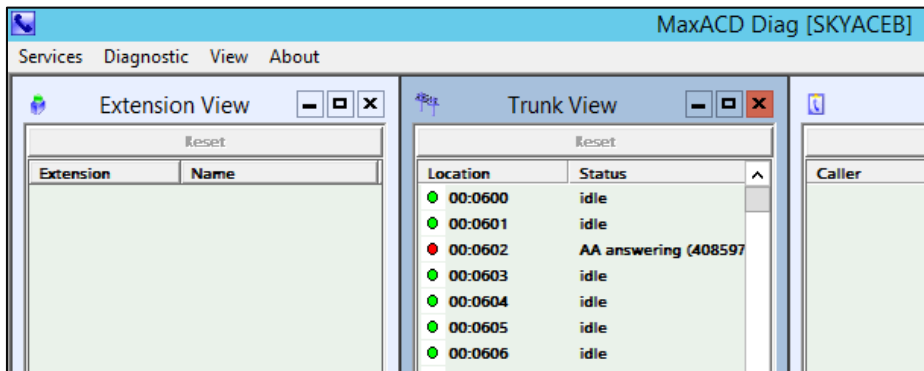
< Back Next > Cancel

15. Log into the MaxACD *Administrator Portal* and select **System > Redundancy** to check the redundancy status.



You should see both servers listed, with one server in control, and both servers and a status of *Up*.

16. Make sure that first server is in control. If it is not in control, click **Manual Switchover** and wait 1-2 minutes to make sure that the switch has been completed.
17. Open the folder `..\altiserv\exe`. Run *MaxAcDdiag.exe* in the first server and make some inbound calls to the system to verify whether calls come to the MaxACD server that shows as being in control.
18. Manually switch to the second server, and wait 1-2 minutes for the change to be completed. Then run *MaxAcDdiag* on that server and verify that incoming calls work correctly.



19. If your CDR or VRM server is collocated with the first MaxACD server (`skyacea.engsf2015.com`), you may want to consider moving that to a server other than first or second MaxACD server (`skyacea` or `skyaceb`).

20. Back up the Web Chat server configuration and scripts, and then re-deploy the Web Chat service.

AltiGen Technical Support

Authorized AltiGen Partners and distributors and Direct Customers on a Direct Support Plan may contact AltiGen technical support by the following methods.

- You may request technical support on AltiGen's Partner web site, at <https://mspartner.altigen.com>. Open a case on this site; a Technical Support representative will respond within one business day (Tier 1 Direct Customers must call to open a case).
- Call 888-ALTIGEN, choose option **5** from the IVR, or 408-597-9000, option **5** from IVR, and follow the prompts. Your call will be answered by one of AltiGen's Technical Support Representatives or routed to the Technical Support Message Center if outside of normal business hours and no one is available to answer your call.

Technical support hours are 5:00 a.m. to 5:00 p.m., PST, Monday through Friday, except holidays.

If all representatives are busy, your call will be returned in the order it was received, within four hours under normal circumstances. Outside AltiGen business hours, only urgent calls will be returned on the same day (within one hour). Non-urgent calls will be returned on the next business day.

Please be ready to supply the following **required** information when calling in for Support:

- Partner ID
- AltiGen Certified Engineer Tech ID
- Serial numbers for any applicable hardware (chassis, boards, and so on)
- Number and types of boards in the system, if applicable
- MaxACD version number
- Server model
- The telephone number where you can be reached

Be prepared to answer the following questions:

- Is this a virtual or a standalone server installation?
- If this is a virtual installation, it is installed in VMware environment or Hyper-V? What is the version number of the virtual server?
- How much memory and how many CPU's are reserved for MaxACD Server use? Memory and CPU cores should always be dedicated and reserved for MaxACD Server use exclusively.
- Are SSD drives installed? If not, be prepared to describe what NAS devices are installed and whether they are shared or dedicated to the MaxACD server. t