

AltiGen KB

Turning off Automatic Switchover on a Softswitch

1. Select System > Redundancy to open the Redundancy dialog box
2. Check the "Automatically assume control when active system is not available" box.

This option is only available for the standby system. Once redundancy switchover occurs, the formerly active system is now the standby system. This option for the new standby system will be unchecked. You should check it manually after making sure that the new standby system is recovered.

By turning this feature off, the standby server will not automatically switch over.

DO NOT UNCHECK the "Enable Redundancy" box at any time. This will disable the shared IP address causing phones to unregisiter or unable to make/receive calls and also disable the Enterprise Network Manager.

<https://know.altigen.com/questions/1072/>