MiVoice 5000 Server - Installation on an OVHcloud instance

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CONTENT

1. ABOUT THIS DOCUMENT

1.1 INTRODUCTION

This document describes the installation procees of the MiVoice 5000 on an OVHcloud instance.

OVHcloud can host a serve, in which an administrator can install the MiVoice 5000 that can manage up to 200 Remote Worker subscribers.

The procedure uses an installation script dedicated to OVHcloud and the ISO image file of the MiVoice 5000 in 8.3 SP1 version minimum. The installation script installs the MiVoice 5000 and prepares the OVHcloud instance to use the MiVoice 5000, for example by opening the required ports.

The configuration requires the SBC of the MiVoice 5000 for the SIP service management and fot the phones deployment, with the following services:

- Mitel Dialer OTT
- Unify Phone
- Remote Worker for SIP phones

For more information about deploying these, refer to the document **MiVoice 5000 - Service SBC pour Trunk SIP, Mitel Dialer OTT, Unify Phone et Remote Worker**.

1.2 PREREQUISITES

To install the MiVoice 5000 on an OVH instance, prepare the following elements:

- An OVH account
- The compressed file ovh-mv5000.sh.gz
- The OSI image file of the MiVoice 5000, in R8.3 SP1 minimum
- A ciphering license for the SBC of the MiVoice 5000

Add the following elements if the configuration uses Remote Worker with Mitel Dialer OTT or SIP phones:

- 1 FQDN externally resolved on the public IP address. The FQDN is associated to a certificate given by a public authority.
- An imported (PKCS#12 or PEM) certificate or Let’s Encrypt certificate to be assigned to the internet gateway.

1.3 MAIN STEPS

Here are the main steps to install the MiVoice 5000 on an OVHcloud instance:

- Create and configure an OVH instance
- Install the MiVoice 5000 on the OVH instance:
  - Copy the installation files on the OVHcloud server
  - Launch the installation script of the MiVoice 5000
  - Finalize the installation with the quick install tool of the MiVoice 5000
  - Declare the license
- Configure the MiVoice 5000:

  - Configure the network card
  - Activate the hash
- Configure the SBC of the MiVoice 5000:
  - Configure the Firewall
  - Configure the certificate for the Internet Gateway
  - Configure the Internet Gateway menu
  - Start the Internet Gateway service
- Configure the Remote Worker phones

1.4 LINKED DOCUMENTS

The procedure may require other documents for complementary configurations. For more information, refer to the following documents:

- The official documentation of OVHcloud, for more information about OVHcloud,
- **MiVoice 5000 Server – Implementation Manual**, for more information about the quick installation tool of the MiVoice 5000.
- **MiVoice 5000 Server – Operating Manual**, for more information about the MiVoice 5000 Server Web Admin,
- **MiVoice 5000 - SBC service for SIP Trunk Mitel Dialer OTT, Unify Phone and Remote Worker**, to configure Remote Worker phones.

2. CREATING AN OVHCLOUD INSTANCE

Login to the **OVHcloud Control Panel** through the following link:

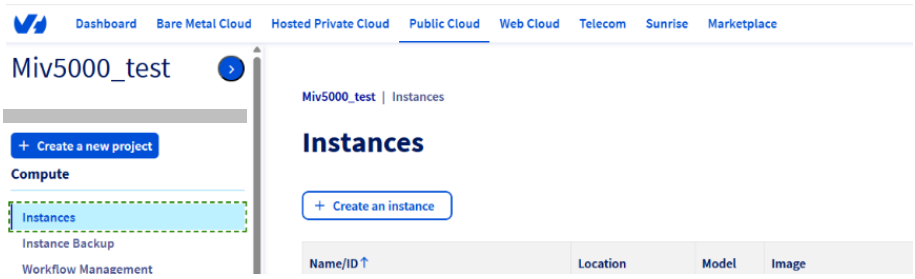
- **OVHcloud EU** : https://www.ovh.com/manager/

In the top navigation bar, click on **Public Cloud**.

Click the **Create a new project** button.

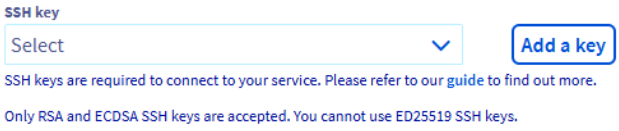
After creating the project, in the lateral menu, click on **Instances**.

Click the **Create an instance** button.

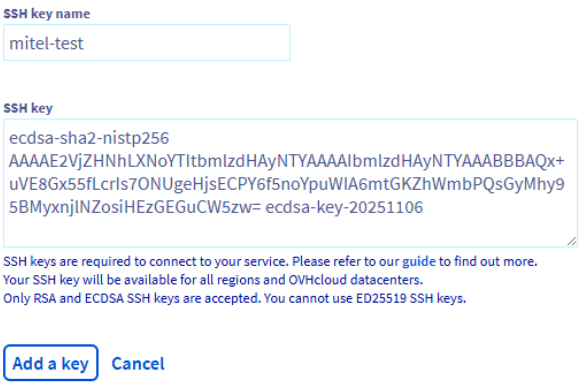


OVHCloud shows the configuration steps of the instance.

- **Step 1: Choose a model**
  - Choose the **B2-7** formula.
  - Click **Next**.
- **Step 2: Choose a model**
  - Choose the region closest to your site's location.
  - Click **Next**.
- **Step 3: Choose an image**
  - In the **Unix Distributions > Linux** section, Select in the dropdown menu **Rocky Linux 8**.
  - Next to the **SSH key** dropdown menu, click the **Add a key** button.



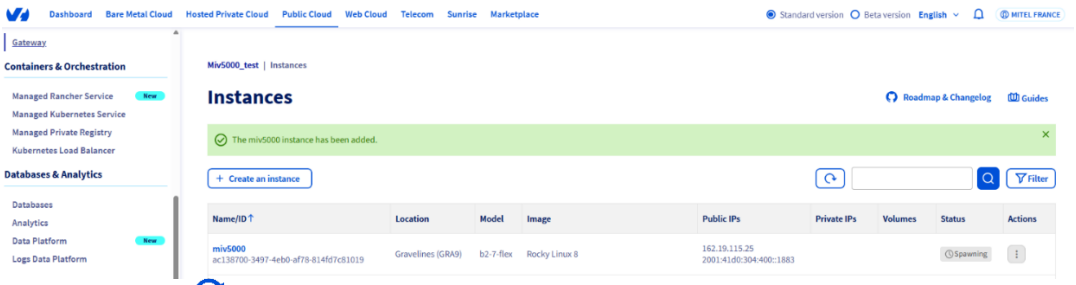
The configuration requires an SSH key. For more information, refer to the OVHCloud page How to create and use authentication keys for SSH connections to OVHcloud servers (en anglais uniquement)



- Click **Next**.

- **Step 4: Configure the instance**
  - In the **Instance name** field, enter the name of the instance.
  - Click **Next**.
- **Step 5: Configure the network**
  - Choose the option **Public mode**.
  - Click **Next**.
- **Step 6: Choose the billing**
  - Select your preferred billing option.
- Click **Create an instance**.

OVHCloud displays a notification to confirm the creation of the new instance, with the **Spawning** status.



Click the button to refresh the instance status.

The instance status switches to **Enabled** when the instance is ready to use.

3. INSTALLING THE MIVOICE 5000 ON THE OVHCOULD INSTANCE

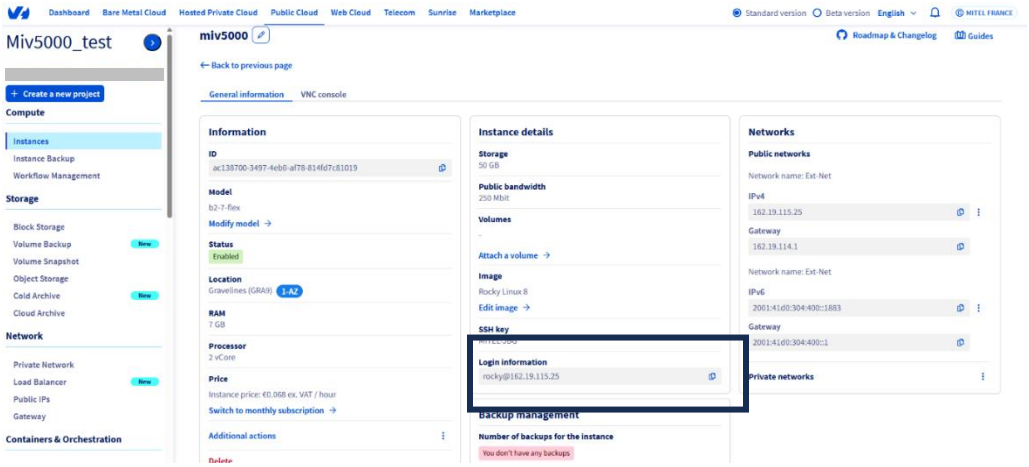
3.1 TRANSFERING THE INSTALLAITON FILES TO THE OVH SERVER

To install the MiVoice 5000 on an OVHcloud instance, the administrator needs the following files:

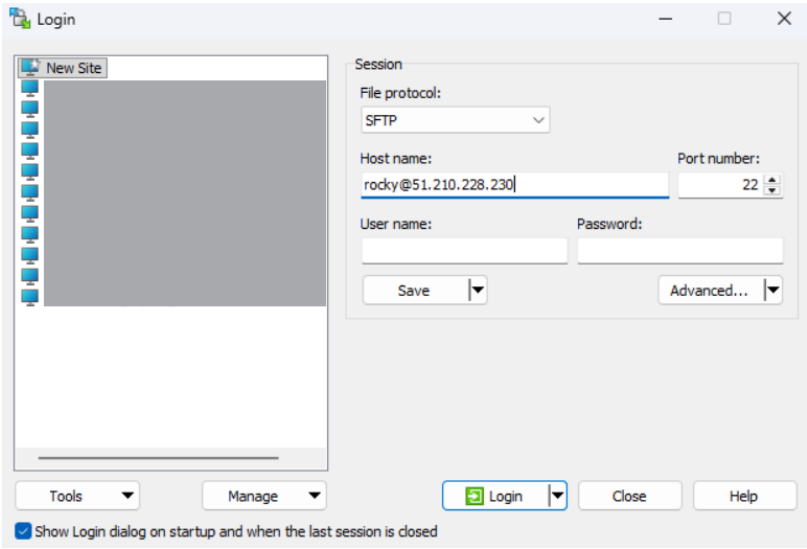
- the **ovh-mv5000.sh.gz** file
- The MiVoice 5000 ISO file, version 8.3 SP1 minimum

The files are available in the Software Download Center, accessible through MiAccess (https://miaccess.mitel.com). ASA

In the menu **Dashboards > Networks** of the instance, note the content of the **Login information** field, in the format **rocky@[IP address]**.



Login with rocky to the OVHcloud instance through a SFTP file manager, with the credential from the **Login information** field.



- Copy the GZ et ISO files in the OVHcloud server.

3.2 ACCESSING THE OVHCLOUD INSTANCE THROUGH SSH

Login with rocky to the OVH instance through SSH, with the credential from the **Login information** field.

Enter the following command to change the root password:

- $ sudo passwrd root

Enter the following command to login to the root account:

- $ su

3.3 LAUNCHING THE INSTALLATION SCRIPT OF THE MIVOICE 5000

After logging in to the OVHCloud instance through SSH

Enter the following command to access the script installation of the MiVoice 5000

- gunzip ovh-mv5000.sh.gz
- chmod +x ovh-mv5000.sh

Enter the following command to start the installation of the MiVoice 5000

- ./ovh-mv5000.sh

The script installs the MiVoice 5000 on the OVHCloud instance. The installation can take several minutes.

The console displays a message at the end of the installation

```
- - -  Installation ended.
MiVoice 5000 Installation : Done
The firewall will restrict connection to port 22 and 443 only from your IP
You can change the Firewall configuration in the WebAdmin after the installation
Customization : Done

Press any key to reboot to finish the installation...
```

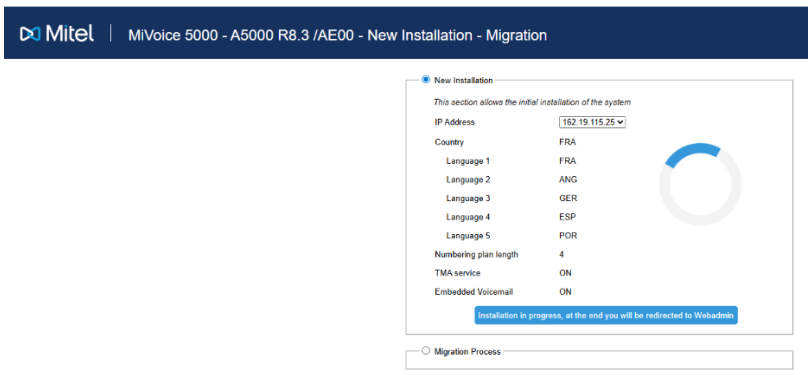
Press a keyboard key to reboot the instance. The reboot can take several minutes.

3.4 FINALIZING THE INSTALLATION OF THE MIVOICE 5000

The remaining installation operation should be carried out using the MiVoice 5000 Quick Install, accessible at **http://IP_Address or FQDN**, where **IP_Address or FQDN** is the IP address or FQDN of the future MiVoice 5000 Call Server.

For more information, refer to the document **MiVoice 5000 Server – Implementation Manual**.

The **New installation** section is displayed by default.



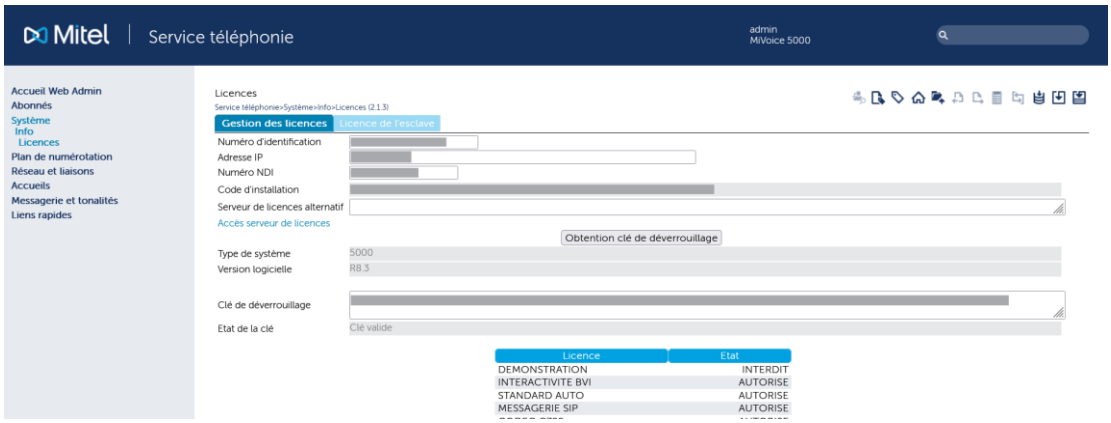
- Fill the fields according to the wanted configuration.
- Click the **Apply** button to start installing with the settings entered. The installation takes a few minutes.

After installation, the tool automatically launches the Web Admin of MiVoice 5000 Call Server.

WARNING: After installation, the quick install tool is no longer accessible.

3.5 DECLARING THE LICENSE

Menu **Telephony service>System>Info>Licenses**



- Enter the following information:
  - Identification number
  - IP address
  - IID number
- Click the **Installation code generation** button.

The **installation code** field shows the value of the installation code.

- Click the **Getting the keycode** button**.**

The wanted functionalities are allowed.

For safety, keep the license information in a text file.

Refer to the document **MiVoice 5000 Server – Implementation Manual**.

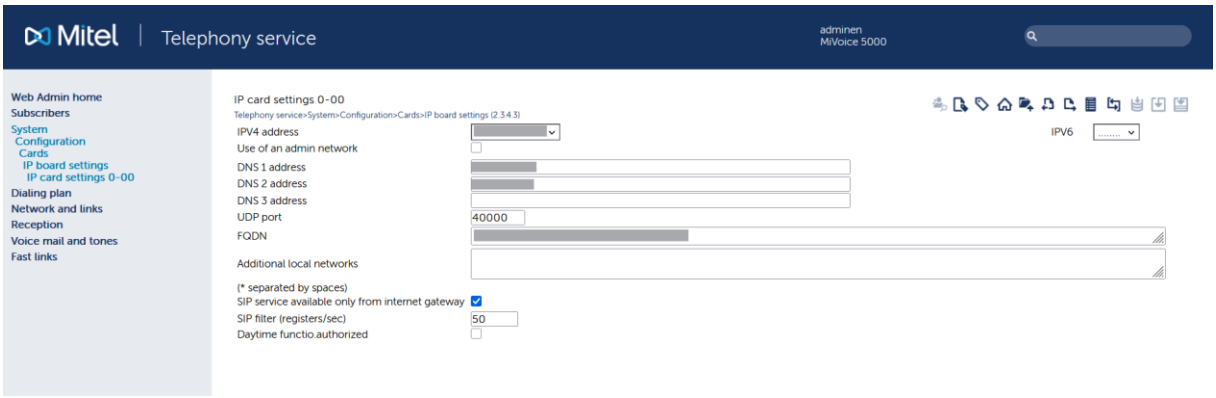
4. CONFIGURING THE MIVOICE 5000

4.1 CONFIGURING THE NETWORK CARD

Menu **Telephony service>System>Configuration>Cards>IP board settings**

Click on the IP cad **0-00**.

The MiVoice 5000 displays the information of the IP card.

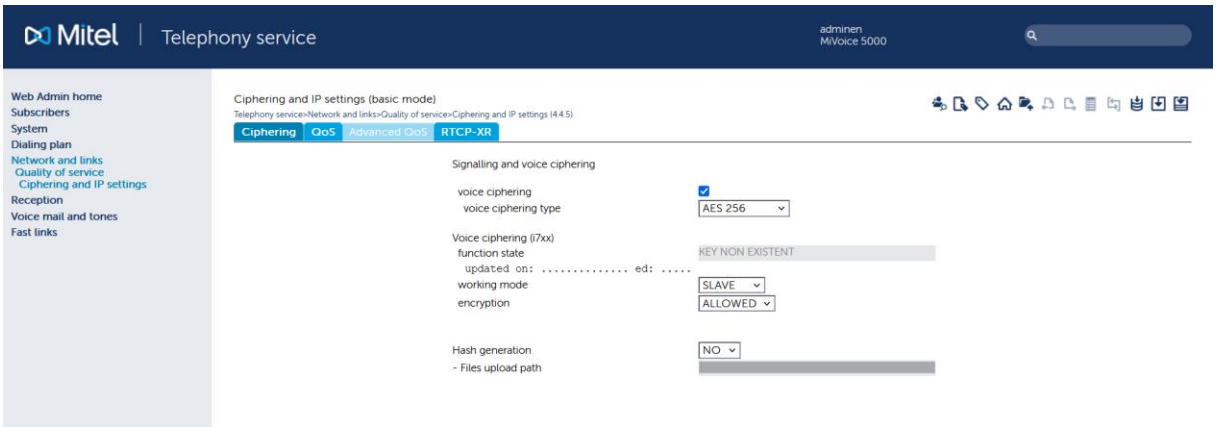


- If using an FQDN, Enter the FQDN resolved on the public IP address for the SBC in the **FQDN** field.
- Tick the **SIP service available only from internet gateway** checkbox.

  The MiVoice 5000 displays a **Confirmation** button to confirm the change of setting.
- Click the **Confirmation** button.

4.2 ACTIVATING THE HASH

Menu **Telephony service>Network and links>Quality of service>Ciphering and IP settings**



- In the **Hash generation** dropdown menu, select **YES**.

  The MiVoice 5000 displays a warning pop-up about the risk of generating a new hash. Click the **OK** button to close the pop-up.
- Click the **Confirmation** new button

  The MiVoice 5000 displays a new field with the generated hash.

5. CONFIGURING THE SBC OF THE MIVOICE 5000

5.1 CONFIGURING THE FIREWALL

The script installation opens the required ports to configure the SBC of the MiVoice 5000, specifically for the OVHcloud environment.

The open ports are the following:

- TCP 4445 for the Web services
- TCP 5061 for the TLS SIP
- UDP 20000-27999 for the voice

However, depending on the configuration of the MiVoice 5000, the firewall may require additional configurations.

If using Let's Encrypt:

- Open the TCP 80 port.

If using Unify Phone as Remote Worker phones:

- Delete the rule for the TCP 5061 port
- Reopen the TCP 5061 port, with the IP address 34.0.0.0/7 as Source IP

Protocol	Source IP	Source port	Destination port	Network card	
TCP	34.0.0.0/7		5061	eth0	
TCP	<Customer public IP>		22	eth0	
UDP			68	eth0	
TCP	<Customer public IP>		443	eth0	
UDP			20000:27999	eth0	

If using Remote Worker phones, accessible from some known sites:

- Delete the rule for the TCP 4445 port
- Delete the rule for the TCP 5061 port
- Reopen the TCP 4445 port, with the IP address of the client as Source IP
- Reopen the TCP 5061 port, with the IP address of the client as Source IP

Protocol	Source IP	Source port	Destination port	Network card	
TCP	<Customer public IP>		4445	eth0	
TCP	<Customer public IP>		5061	eth0	
TCP	34.0.0.0/7		5061	eth0	
TCP	<Customer public IP>		22	eth0	
UDP			68	eth0	
TCP	<Customer public IP>		443	eth0	
UDP			20000:27999	eth0	

To check or change open ports of the firewall, go to the menu Network Config. Service and change the rule for the wanted port.

For more information, refer to the document **MiVoice 5000 Server – Operating Manual**.

5.2 CONFIGURATING THE CERTIFICATE FOR THE INTERNET GATEWAY

Using the SBC requires assigning a public certificate to the internet gateway. The certificate can be the default certificate of the MiVoice 5000, an imported certificate (PKCS#12 or PEM), or a Let's Encrypt certificate. The type of certificate may change depending on the Remote Worker phones in the wanted configuration. Refer to the paragraph **1.2 – Prerequisites** for more information.

If the configuration keeps the default certificate, go to the next paragraph.

If the configuration includes an imported certificate (PKCS#12 or PEM), or a Let's Encrypt certficate:

Menu **Telephony service>System>Security>Certificates management**, **Servers certificates assignment** tab

- In the **Available certificates** dropdown menu, select the certificate to assign to the internet gateway.

  A table with the certificate information and a list of checkboxes appears.

- Tick the boxes of all the services.

- Click **Validation** to save the changes.

5.3 CONFIGURING THE INTERNET GATEWAY

Menu **Telephony service > Network and links > Internet gateway**

Change the following settings:

- In the **Mode** dropdown menu, select **Standard**.

- Tick the **OTT terminals allowed** box.

  The MiVoice 5000 displays a new field.

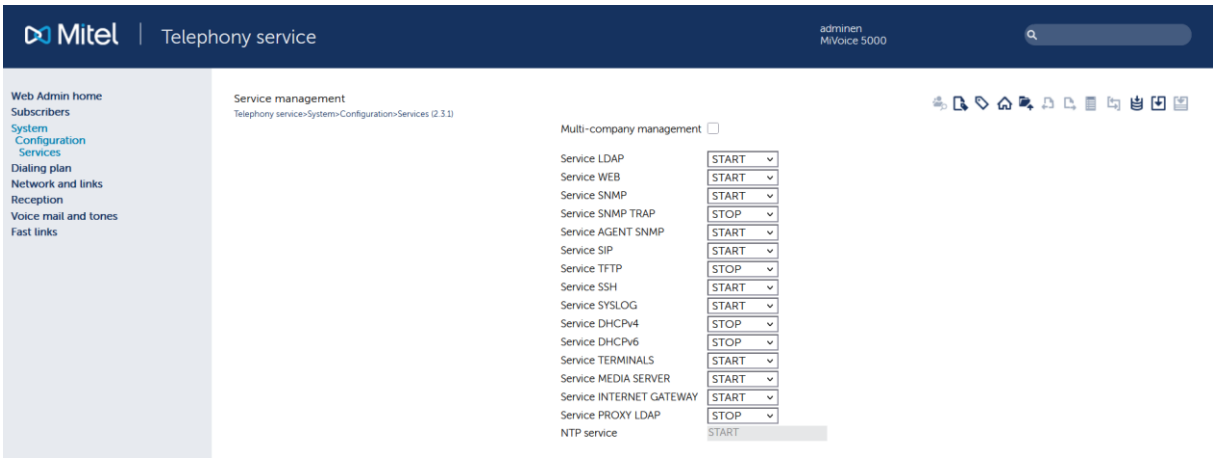
  - If using a public FQDN, in the **SBC public FQDN** field, enter the FQDN resolved on the public IP address for the SBC.

    If not, leave the field empty.

- Under the **NAT on the private interface** setting:
  - In the **iPBX address or FQDN** field, enter the IP address 127.0.0.1
  - In the fields **secured port (TLS),** check the TLS port (default port: 5061)

5.4 LAUNCH THE INTERNET GATEWAY SERVICE

Menu **Service téléphonie>Système>Configuration>Services**



- In the **Service INTERNET GATEWAY** dropdown menu, select **START**.

6. CONFIGURING THE PHONES

For a setup with an OVHcloud instance, three phone configurations are available through the SBC of the MiVoice 5000:

- Deploying the Mitel Dialer OTT
- Deploying Unify Phone
- Deploying Remote Worker SIP phones

For more information about the phone configuration through the SBC of the MiVoice 5000, refer to the document **MiVoice 5000 - SBC service for SIP Trunk Mitel Dialer OTT, Unify Phone and Remote Worker**.