

Installing and Configuring MiVoice MX-ONE

INSTALLATION INSTRUCTIONS



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INTRODUCTION

This document describes the SW installation and initial configuration of the MX-ONE. The installation can be of the following three types:

Turnkey solution

The customer has bought both server and SW from Mitel. Mitel provides the operating system (SLES 11 SP4 x86_64) and a Media Kit containing the MX-ONE Software.

SW Only

The customer provides its own SLES 11 SP4 x86_64 compatible Server and Operating System, OS (SLES 11 SP4 x86_64) including Linux support subscription. Mitel provides a Media Kit containing the MX-ONE Software. OS needs to be installed on the server(s). For details see 4.2 SW Only Installation on page 13. The hardware clock of the server must also be set to a rather accurate value.

Virtual Appliance

A virtual appliance is a virtual machine image designed to run on a virtualization platform. The MX-ONE Service Node Virtual appliance includes the Operating System (SLES 11 SP4 x86_64) and the MX-ONE Software.

A template file with all settings needed for a new virtual machine is included on the Recovery Image, Use the media to install the operating system and application.

The MX-ONE Service Node Virtual Appliance runs on top of a VMware infrastructure, vSphere ESXi 5.x hypervisor. This means that of the ASUs, only ASU-II supports virtualization.

Please note that Mitel does not supply any VMware software together with the MX-ONE Service Node.

1.1

SCOPE

The installation and initial configuration of the MX-ONE takes place upon first startup of the system.

The first part of the document specifies the preparation steps for the Installing OS and configuring the application.

The media gateways are initiated after the initial system configuration.

Note: For Linux related configuration questions, see the SuSE Linux Enterprise Server 11 documentation, <http://www.novell.com/documentation/suse.html>.

1.2

TARGET GROUP

The target group for this document is personnel installing and configuring software for the MX-ONE.

1.3

PREREQUISITES

Before proceeding with the software installation:

- Make sure all cables are firmly connected and all hardware is properly installed. See the installation instructions for *INSTALLING MX-ONE HARDWARE*.
- The layout of the network must be defined. See the description for *MX-ONE SYSTEM PLANNING*.
- It is recommended for engineers installing the MX-ONE to be acquainted with the following areas:
 - MX-ONE Service Node
 - MX-ONE Lite (3U, with MGU board)
 - MX-ONE 1U (former Slim, with MGU board)
 - MX-ONE Classic (7U, with MGU board)
 - MX-ONE Media Server (SW variant for SIP-only scenarios). See description of the MX-ONE Media Server for installation instructions for the MX-ONE Media Server.
 - Media Gateway Classic (with LSU-E)
 - Certification
 - TCP/IP Networks
 - XML
 - Linux
- The following equipment is necessary:
 - VGA screen
 - Keyboard
 - DVD Reader
 - Floppy drive or USB memory
 - Mouse (if needed)
 - USB hub (in case a USB mouse is used)
- Special consideration must be taken for redundancy. See chapter 7 Redundancy Considerations on page 30.

1.3.1

SW ONLY INSTALLATION

Note: The customer provides its own SLES 11 SP4 compatible Server and Operating System (SLES 11 SP4) including Linux support subscription.

These requirements are minimum requirements for the MX-ONE Service Node when performing a SW Only installation. For a server with up to 2 500 extensions (users):

- Processor: 2 GHz Core 2 Duo
- RAM memory: 4GB
- Disc: 72 GB
- Intel x86 architecture
- Chipset with watchdog implementation
- LAN ports: 2 (100 or 1000 Mb/s)
- USB: 2 (USB 2.0)
- Console I/O

For a server with up to 15 000 extensions (users) the following minimum requirements apply.

- Processor: 2.4 GHz Quad Core
- RAM memory: 6 GB
- Disc: 72 GB
- Intel x86 architecture
- Chipset with watchdog implementation

- LAN ports: 2 (100 or 1000 Mb/s)
- USB: 2 (USB 2.0)
- Console I/O

The following equipment is necessary:

- VGA screen
- Keyboard
- DVD Reader
- Floppy drive
- Mouse (if needed)
- USB hub (in case a USB mouse is used)

The following CDs or DVDs must be available:

- SuSE Linux Enterprise Server 11, SP4, bootable media
- MX-ONE Media Kit

1.3.2

VIRTUAL APPLIANCE

For more information, see description *MX-ONE Service Node Virtualization* and installation instruction, *MX-ONE Service Node Virtual Appliance*.

2

OVERVIEW

2.1

GENERAL

The MX-ONE can comprise one or several MX-ONE Service Nodes, each, depending on the type of media gateway, can serve from one to fifteen media gateways. For more information, see the installation instructions for *INSTALLING MX-ONE HARDWARE*.

Each MX-ONE Service Node is assigned a Server number. Server 1 will distribute the configuration data to all other Servers. Also, Server 1 hosts the MX-ONE Service Node Manager, which provides a web interface to set the telephony related data for the system, like number series, operators, and so on, after the initial configuration. MX-ONE Provisioning Manager can be on any server, even on a stand alone. It is used for configuring user settings.

Network redundancy can be achieved by connecting the servers to a redundant network infrastructure.

Server redundancy is achieved by arranging the servers in clusters. A cluster is a number of servers with one designated standby server. The MX-ONE can have a maximum of 10 servers defined per cluster.

For more information about redundancy, see the description for *MIVOICE MX-ONE*.

Basic network configuration data for every Server needs to be installed locally.

The media gateways are added to the system after the system configuration, in the concluding routines.

Note: In a system with more than 32 Servers (LIMs), it is recommended to configure a Standard Server, with large hard disk capacity as Server 1, or else it will not be possible to upgrade the system.

Note: For a system with the range of 20 - 32 Servers with an MX-ONE server board (ASU, ASU Lite) in Server 1, consider to take safety backups of config mirrors and then delete them, or else it will not be possible to have more than two upgrades. For more information, see the operational directions for *ADMINISTRATOR USER'S GUIDE*, chapter Backup and Restore.

Note: Use YAST exclusively for jobs, where YAST is advised. Do not use YAST for any other configurations, it may cause system malfunctions.

2.2

WORKFLOW

Depending on the type of installation, use of HTTPS and so on, the procedure for installation and initial configuration differ.

1. Obtain digital certificate (only if HTTPS is used)
2. Collect needed IP addresses for the system
3. Install operating system and application
4. Perform Network setup start from Server 1 (LIM 1)
5. Perform network setup from all other servers
6. Continue the install (set Server number)
7. Reconfigure MX-ONE Service Node Manager if HTTPS is used as *mxone_admin* using *MX-ONE Maintenance Tool*.
8. Initial configuration completed.

3 PREPARATIONS

Installation and network configuration is done at once, starting with the server that should be Server 1. Configure the network on Server 1, continue with the rest of the server in the system.

Note: Before the installation can begin, the network configuration must be known.

3.1 NO REDUNDANCY

When redundancy is not used, the MX-ONE can be configured with only one LAN. The Media Gateway Classic (LSU-E) media gateways shall also use LAN connection.

On the Media Gateway Unit (MGU, meaning either MGU board or MX-ONE Media Server) both control and media is accessed on the same LAN port. The MGU board is either located in an MX-ONE Lite, MX-ONE Slim or in an MX-ONE Classic media gateway. The MX-ONE Media Server is either co-located with the MX-ONE Service Node or running on a separate server.

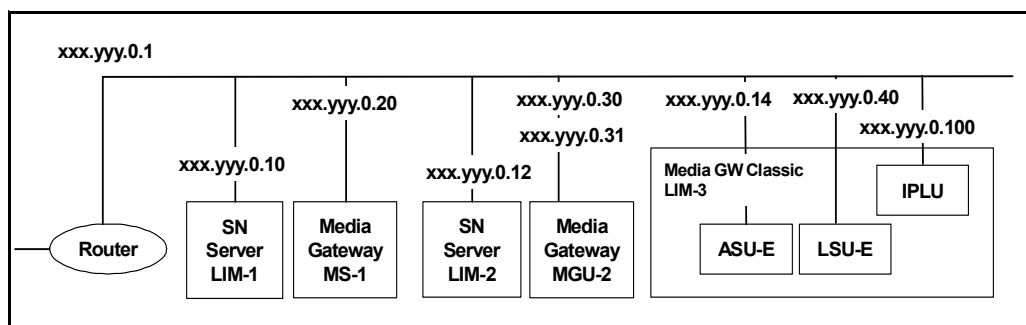


Figure 1: A non-redundant scenario with MGU, MS and LSU-E media gateways

3.2 NETWORK REDUNDANCY BY USING ETHERNET BONDING

By using Ethernet bonding, a switched network with a single subnet can be used for network redundancy.

When using Ethernet bonding, two Ethernet interfaces are aggregated to a logical unit where one interface is active at a time, while the other interface acts as a backup. The two interfaces share the same IP and MAC addresses. If one of the interfaces fail, the other one will continue to serve the operations, and the MX-ONE Service Nodes will be available on the functioning interface.

Ethernet bonding is only supported in the MX-ONE Service Nodes, however MGU implements a link failover mechanism that provide a similar functionality, If the active link fails the backup link will take over, see 5.1.1.2 Example 2 on page 25 for details.

The allowed configurations for network redundancy using Ethernet bonding are seen in Figure 2.

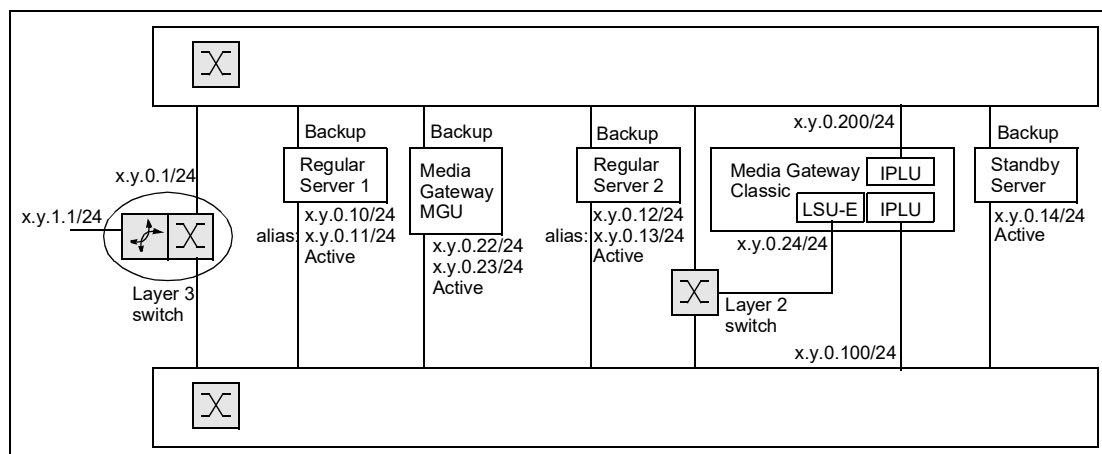


Figure 2: Server redundancy with Ethernet bonded network redundancy

The MGU is set up as for a non-redundant system. see chapter 5.1.1.1 Example 1 on page 25. Its LAN0 port is used.

3.3

OBTAINING A DIGITAL CERTIFICATE FOR THE MX-ONE SERVICE NODE MANAGER

The MX-ONE supports HTTPS for secure access to the web-based MX-ONE Service Node Manager. During the installation, the system is configured to use either standard HTTP or HTTPS. With HTTPS, it is necessary to configure a private key, and a digital certificate, to be used in the system.

For more information about the MX-ONE Provisioning Manager and MX-ONE Service Node Manager certificate handling, see the description for *AD AUTHENTICATION*.

The digital certificate can either be generated as a self-signed certificate during the installation or bought from a commercial certificate supplier. Note that a self-signed certificate provides limited security unless the certificate is properly and securely distributed to all clients. It is recommended to use a self-signed certificate during the installation, a commercial certificate can be installed later if needed. For more information about obtaining a digital certificate, see the operational directions for *CERTIFICATE MANAGEMENT*.

3.4 COLLECTING DATA

Before configuring the network and the system, some data must be collected. This data is used for basic network configuration.

Fill in the required information in the tables below:

Table 1 General Installation Configuration Data for server 1

| Note | Type of Information | Value |
|--|---|--|
| If IPv4 is selected | IPv4 address/CIDR ¹⁾ | |
| | IPv4 default gateway | |
| | Hostname | |
| | Domain name | |
| | Alias IPv4 address for DNS ¹⁾ | |
| | Alias IPv4 address for LDAP ¹⁾ | |
| It is required to use an external NTP server to have correct time setting in the system. | IPv4 address to ntp server | |
| max 3 ip addresses | IPv4 address to DNS forwarder server | |
| max 5 domain names and max 256 characters | Search list for host-name lookup up | |
| Only if IPv6 is selected | IPv6 address/CIDR | |
| Only if no Router Advertisement is missing | IPv6 default gateway | |
| | Market (country) Default is <i>Standard</i> . | |
| | DiffServ Code Point for Media The Diffserv code point for media is used to divide the voice part of the IP traffic into classes. Different classes have different priorities. The traffic with the highest priority will be sent first. Default is Expedited forwarding (traffic class 101, drop precedence 110) giving DSCP 101110. | Refer to the description on DiffServ found, for example, in the description for <i>CONFIGURATION FILE FOR DBC 42X</i> , in the chapter Diffserv settings. See RFC: 2598 |
| | DiffServ Code Point for Call Control The DiffServ code point for call control is used to divide the connection part of the IP traffic into classes. The different classes have different priorities. The traffic with the highest priority will be sent first. Default is traffic class 100 and drop precedence 110, giving DSCP 100110. | Refer to the description on DiffServ found, for example, in the description for <i>CONFIGURATION FILE FOR DBC 42X</i> , in the chapter Diffserv settings. See RFC: 2598 |

¹⁾ Must belong to same subnet.

Note: It is recommended to print a separate copy of Table 2 Data for basic network configuration and Server (LIM) configuration on page 10 for each Server in the system and fill in the values for easy access to the information during the configuration. Data for the media gateways is needed after the system configuration.

Table 2 Data for basic network configuration and Server (LIM) configuration

| Note | Type of Information | Value |
|--|--|---|
| | Server (LIM) number | |
| | Server host name A unique host name. | |
| ARP parameters (Applicable only for bonded systems) | ARP interval (in milliseconds) | |
| | ARP validate | Normally set to 1. |
| | ARP IP Target | Normally set to the default gateway address, and the media gateway address. |
| | Primary | Normally eth0. |
| Server network interface - 1 (eth0) | IP address | |
| | Subnet mask | |
| | Default gateway | |
| Media Gateway control interface | IP address | |
| Media Server media address (Optional) | In case unique address for media is wanted | This option is removed in 7.0. |

Clustering is used for server redundancy. Here, each MX-ONE Service Node that belongs to the cluster is assigned an alias IP address to each of its connected LANs. For more information, see the description for *MIVOICE MX-ONE*, on Redundancy.

Note: Table 3 and Table 4 refer to the Cluster related data.

Table 3 Cluster Configuration Data

| | Type of Information | Value |
|--|--|-------|
| | Cluster name | |
| | Server Number The Servers that should be included in the cluster | |
| | Standby Server Host Name | |
| | Sync Time The time in hours and minutes when the standby server will synchronize the reload data. | |

Table 4 Configuration Data for each Server in the Cluster

| | Type of Information | Value |
|-----------------------------|---------------------|-------|
| Alias Network Interface - 1 | IP Address | |

3.5 TURNKEY INSTALLATION PREPARATIONS

For more information, see operational directions Administrator User's Guide, chapter 5.1 Using recovery image.

3.6 SW ONLY PREPARATIONS

During the OS installation the appropriate Media kit (which contains a number of xml files for the installation and MX-ONE Installation package) must be available in a USB memory stick. The files contain the correct settings for the installation.

Note: The MX-ONE will use the whole disk, and will re-format the entire disk. No other software can reside in any partition.

3.7 VIRTUAL APPLIANCE

For more information, see description MX-ONE Service Node Virtualization and installation instruction, MX-ONE Service Node Virtual Appliance.

4

INSTALLATION AND INITIAL CONFIGURATION

Depending if the installation is a Turnkey or SW Only installation the starting point differs.

- If it is a Turnkey installation the basic network configuration can be performed directly, see chapter 4.1 Recovery image installation on page 12.
- If the installation is a SW Only installation the Operating System and the MX-ONE Service Node need to be installed on the server prior the basic network configuration, see chapter 4.2 SW Only Installation on page 13.

4.1

RECOVERY IMAGE INSTALLATION

To install the recovery image, perform the following steps:

OS Install

1. Boot the machine from the storage media with Recovery Image.
2. Enter BIOS mode.
3. Change the date if necessary. Other parameters might also need to be modified.
4. If USB is used, make sure that the boot order is: Hard disk, USB
5. Re-boot the machine from the storage media.
6. At the initial screen select the "Install" option. Press Enter.

Note: If the partitioning fails, the disk is not clean. Use the FDISK utility to partition the disk. For example, run fdisk from a Linux Live-CD.

Note: Beware of the timeout when the first screen appears. In case no selection is made, the system will boot with default parameters and the configuration file will not be read.

7. Log on as root. (Default password is set to "changeme". Change it later.)
8. Configure other necessary items (open yast):
 - Keyboard
 - Time zone
 - Close yast

Note: No other settings should be changed. E.g. language should not be changed. Do NOT change network configuration with YAST, as it could destroy your network configuration.

9. Restart the server by typing **reboot** at the shell prompt.
10. The OS is now installed on the server HW.
11. Repeat for all servers as necessary.

MX-ONE Service Node Install

To start the installation of MX-ONE, login as root and start the installation with command `/sbin/net_setup`. See chapter 4.4 Network and System Configuration on page 14 for details. This will setup the network and start the installation. Always start from Server1.

4.2

SW ONLY INSTALLATION

Note: The customer provides its own SLES 11 SP4 x86_64 compatible Server and Operating System, OS (SLES 11 SP4 x86_64) including Linux support subscription. Mitel provides a Media Kit containing the MX-ONE Software.

To install the OS and the MX-ONE Service Node, perform the following steps:

OS Install

1. Boot the machine from the storage media with SLES 11 SP4.
2. Enter BIOS mode.
3. Change the date if necessary. Other parameters might also need to be modified.
4. Re-boot the machine from the storage media.
5. At the initial screen:
 - a) Insert the USB memory stick. For more details, see 3.6 SW Only Preparations on page 11.
 - b) In the Boot Option field (bottom of the screen), type: **autoyast=usb:///**
Then select the "Installation" option. Press Enter.

Note: If the partitioning fails, the disk is not clean. Use the FDISK utility to partition the disk. For example, run fdisk from a Linux Live-CD.

- c) Change disks as prompted by the installation procedure.

Note: Beware of the timeout when the first screen appears. In case no selection is made, the system will boot with default parameters and the configuration file will not be read.

6. Log on as root. (Default password is set to "changeme". Change it later.)
7. Configure other necessary items (open yast):
 - Keyboard
 - Time zone
 - Close yast
- Note:** No other settings should be changed. E.g. language should not be changed. Do NOT change network configuration with YAST, as it could destroy your network configuration.
8. Install 1 package from the SLE-11-SP4-SDK-DVD-x86_64-GM-DVD1 python-dialog.
9. Unpack the MX-ONE_install package, <path to package>/MX-ONE_install*.bin --unpack.

After installation of extra packages and unpacking of MX-ONE_install*.bin package a reboot is needed.
10. Restart the server by typing **reboot** at the shell prompt.
11. The OS is now installed on the server HW.
12. Repeat for all servers as necessary.

MX-ONE Service Node Install

To start the installation of MX-ONE, login as root and start the installation with command /sbin/net_setup. For more details see 4.4 Network and System Configuration on page 14 for details. This will setup the network and start the installation. Always start from Server1.

4.3 SLES11 UPDATE PACKAGES

This section is valid for both SLES Service Packs and for SLES patch packages, if the installation requires an update of the OS.

See the installation instruction **UPGRADING AND UPDATING TO MIVOICE MX-ONE 6.x**, section “SLES11 update packages” for details on how the update is done.

4.4 NETWORK AND SYSTEM CONFIGURATION

Basic network configuration must be performed in a step-by-step installation for each Server. Here the server host name, the IP address, the default gateway address, and the domain name is set.

A proper network connection must be present to be able to configure and setup the system.

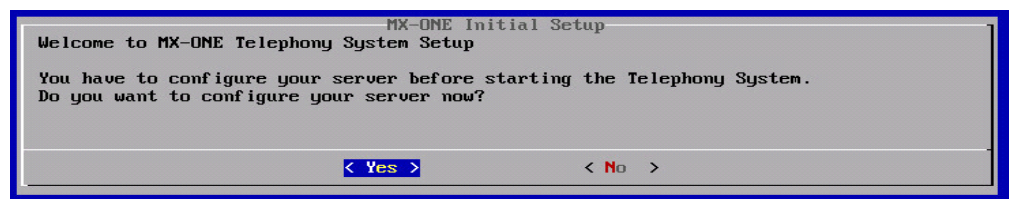
For a system with server redundancy the standby server is treated like an ordinary server.

Always start with server 1 first.

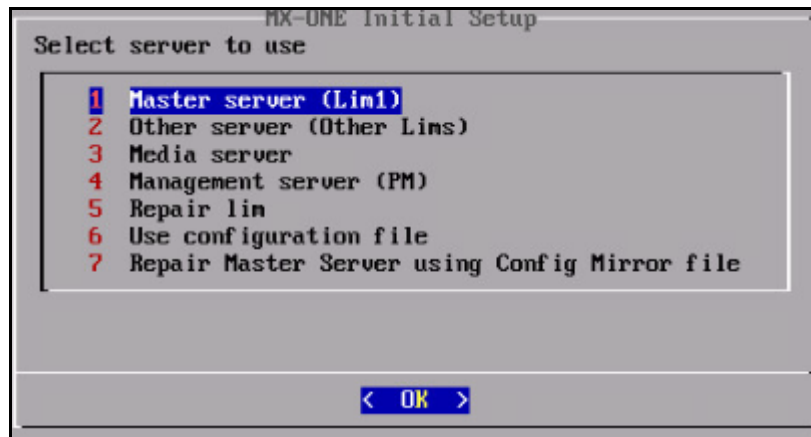
4.4.1 INSTALLATION OF SERVER 1

Note: The flows and figures below do not show all options, for example regarding IPv6 versus IPv4 addresses, QoS settings, or network bonding, so the online displays may look differently depending on the used server hardware, and on selected options. Follow the online instructions. The online installation displays may also be modified without notice.

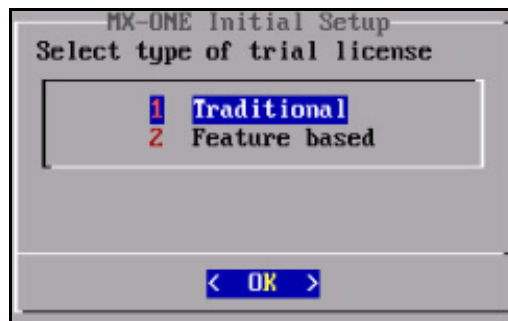
1. If not already done, connect a console (install keyboard and monitor) to the relevant MX-ONE Service Node.
2. To start the network configuration log in as root run command `#!/sbin/net_setup`
3. The MX-ONE Setup dialog is started.



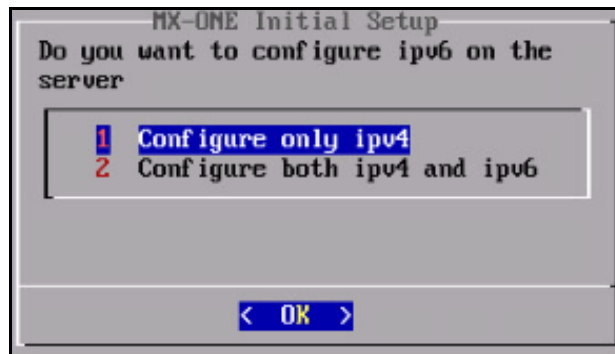
4. Select server type.



5. Select trial license type.



6. Configure Network address



7. Enter the configuration data. When done, click OK to continue. If you select Back, you will return to the previous dialog box.

The following data should be entered

- **IP address for Network Interface.**
Format nnn.nnn.nnn.nnn/nn
- **Default Gateway Network Interface.** Format nnn.nnn.nnn.nnn

Note: Entries marked with a * are mandatory. Default gateway must be set if gateway calls shall function, especially if redundancy functions are wanted. For specific installations where no default gateway is used, it is recommended to configure the MX-ONE Service Node IP address as default gateway for the RTP devices (in the media_gateway_interface command). An alarm will be generated if default gateway is not set.

- **Hostname:** Specifies a unique hostname for this server.
- **Domain name:** Specifies a domain name for the system.
Example: example.com
- **Alias address for DNS**
- **Alias address for LDAP**
- If Media Server is used, also **alias address for media port** in the Media Server.
- **NTP Server**
- **Forwarders and DNS search list**
- **IP address to forward DNS**
- **Domain search list**

MX-ONE Initial Setup

Please enter the configuration data, use the UP/DOWN arrow keys to move between the fields

(Fields marked as * are mandatory)., All addresses must be on same subnet.

IPv4 Address 'ip/CIDR' * 127.127.1.0/24

IPv4 default gateway address: *

Hostname: * MX-ONE

Domain name: *

IPv4 Alias address for DNS *

IPv4 Alias address for LDAP *

IPv4 alias address for media port

< OK > <Restart config>

MX-ONE Initial Setup

Please enter the configuration data, use the UP/DOWN arrow keys to move between the fields

(Fields marked as * are mandatory).

NTP server ip address: * 127.127.1.0

Forwarders and DNS Search list (optional)

IP address to forward dns(1-3)

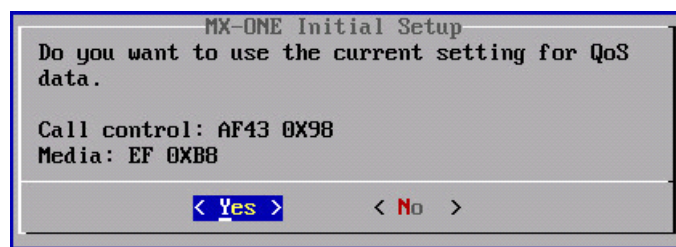
Domain search list

< OK > <Restart config>

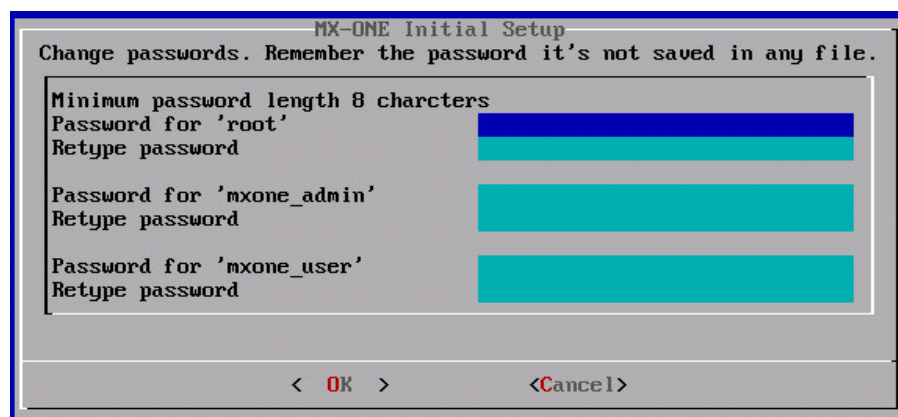
8. Select market to use in the system



9. Select Quality of Service, QoS, settings



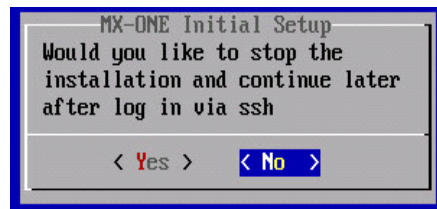
10. Initiate passwords for user accounts root, mxone_admin and mxone_user.



11. Enter the passwords for user accounts root, mxone_admin, and mxone_user. The minimum password length is 8 characters. The basic data to continue the initial setup is now collected and the installation may start. It can be continued in the console or later after logging in through SSH.

Note: All passwords in different servers of multi-server systems must be identical.

12. Would you like to stop the installation and continue later after log in via ssh?



13. By selecting **Yes**, you can stop the installation and continue later or select **No** to proceed. Regardless of the selection, confirm the data provided. Confirm the network set up.

Note: "No" results that the server is restarted and all data is erased.

14. MX-ONE is being installed on server 1.

```

SUSE Linux
Enterprise Server

Reading known host keys from file=/local/home/mxone_admin/.ssh/known_hosts

Status for known host keys
New: Servers=192.168.17.101
New: Servers=192.168.17.101

Number of conflicting keys: 0
Number of new keys       : 2
Number of updated keys   : 0
Number of OK keys        : 0

/local/home/mxone_admin/.ssh/id_dsa and/or id_dsa.pub is faulty or missing. Generating new keys.
Removing: /local/home/mxone_admin/.ssh/id_dsa res = -1
Generating new keys (~/.ssh/id_dsa and ~/.ssh/id_dsa.pub).
Public key exchange with server OK: -. (192.168.17.101)
ok
reportResult : id=0 : result=0
Copying result to master server.
result_server1.MX-ONE_07208
Result copied
100% 139 0.1KB/s 00:00

Current server(s) are:
server1.MX-ONE

Failed servers will not be included if you choose to continue.
They can be added later

New server data file(s) received from:
server1.MX-ONE ok
Press "c" to continue when data for all servers are present

```

Note: New installation of Server 1 will change the system Hardware ID. It is strongly recommended that a permanent license file is ordered after Installation Test for MX-ONE is completed.

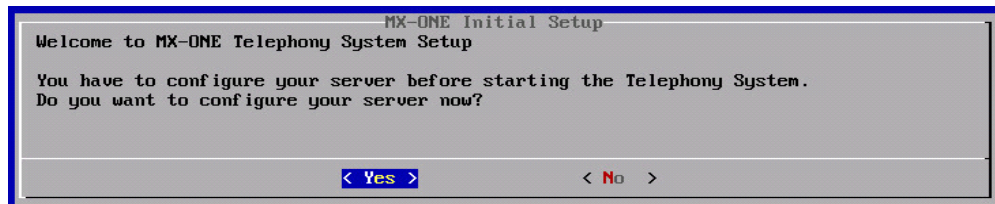
Note: If applicable, check status of SW RAID 1. Logon as root and key command mdadm -D /dev/md0, mdadm -D /dev/md1 and cat /proc/mdstat.

4.4.2

INSTALLATION OF OTHER SERVERS

Note: The procedure below must be run in all servers in the system.

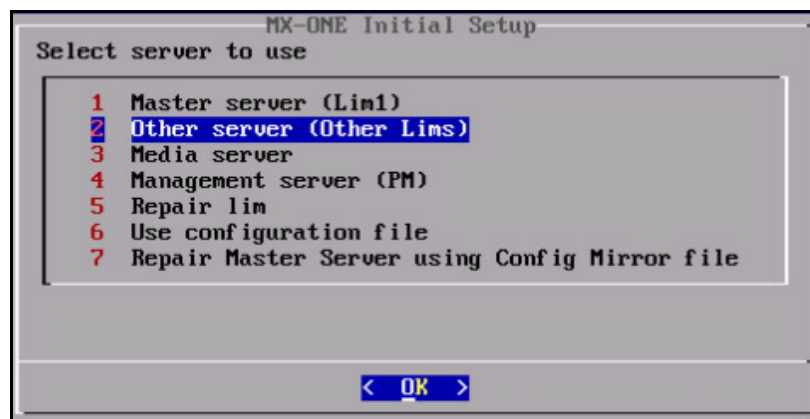
1. If not already done, connect a console (keyboard and monitor) to the relevant MX-ONE Service Node.
2. To start the network configuration log in as root run command `#!/sbin/net_setup`
3. The MX-ONE Setup dialog is started.



4.4.2.1

Other servers (Other Lims)

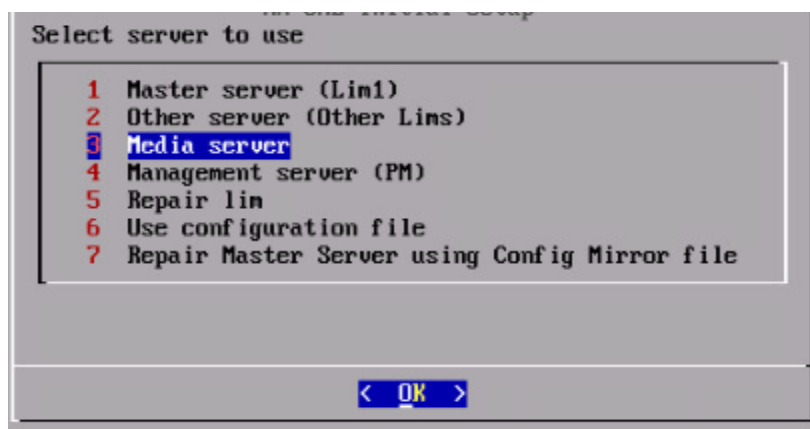
Select option Other servers (Other Lims) and follow the instruction on the screen.



4.4.2.2

Media server

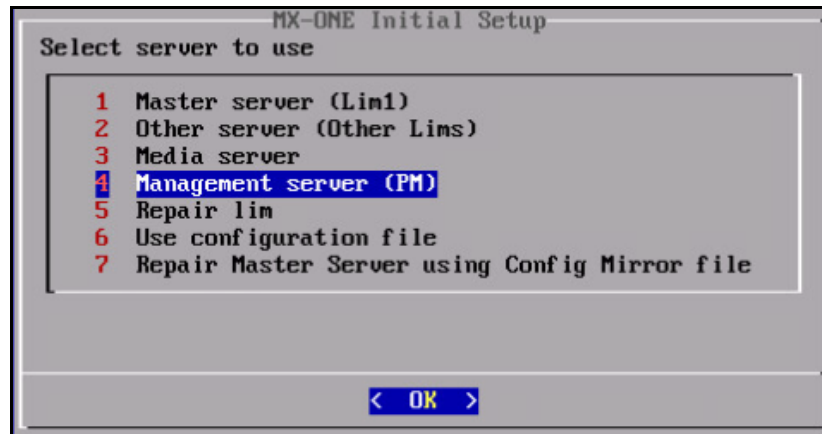
Select option Media Server follow the instruction on the screen.



4.4.2.3

Management server (PM)

Select option Management server (PM) and follow instruction on the screen



4.4.3

CONCLUDE NETWORK AND SYSTEM CONFIGURATION

The example below is from a two server system

1. All servers are installed successfully

```

SUSE Linux
Enterprise Server

Status for known host keys
-----
New: Servers=192.168.17.101
New: Servers=192.168.17.101

Number of conflicting keys: 0
Number of new keys       : 2
Number of updated keys   : 0
Number of OK keys        : 0

/local/home/mxone_admin/.ssh/id_dsa and/or id_dsa.pub is faulty or missing. Generating new keys.
Removing: /local/home/mxone_admin/.ssh/id_dsa res = -1
Removing: /local/home/mxone_admin/.ssh/id_dsa.pub res = -1
Generating new keys (~/.ssh/id_dsa and ~/.ssh/id_dsa.pub).
Public key exchange with server OK: -- (192.168.17.101)
ok
reportResult : id=0 : result=0
Copying result to master server.
result_server1.MX-ONE_07208                                100% 139    0.1KB/s   00:00
Result copied
-----
Current server(s) are:
server1.MX-ONE

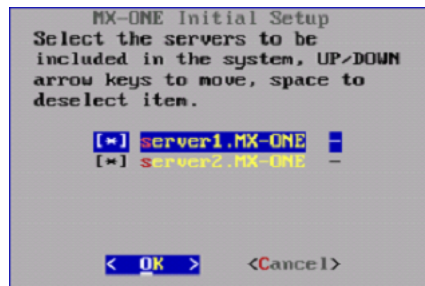
Failed servers will not be included if you choose to continue.
They can be added later

New server data file(s) received from:
server1.MX-ONE      ok
server2.MX-ONE      ok
Press "c" to continue when data for all servers are present
-

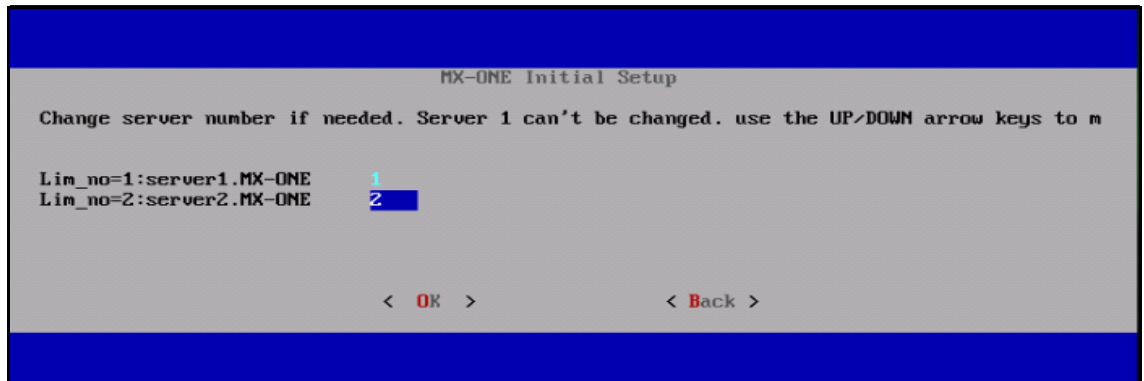
```

Key C to continue.

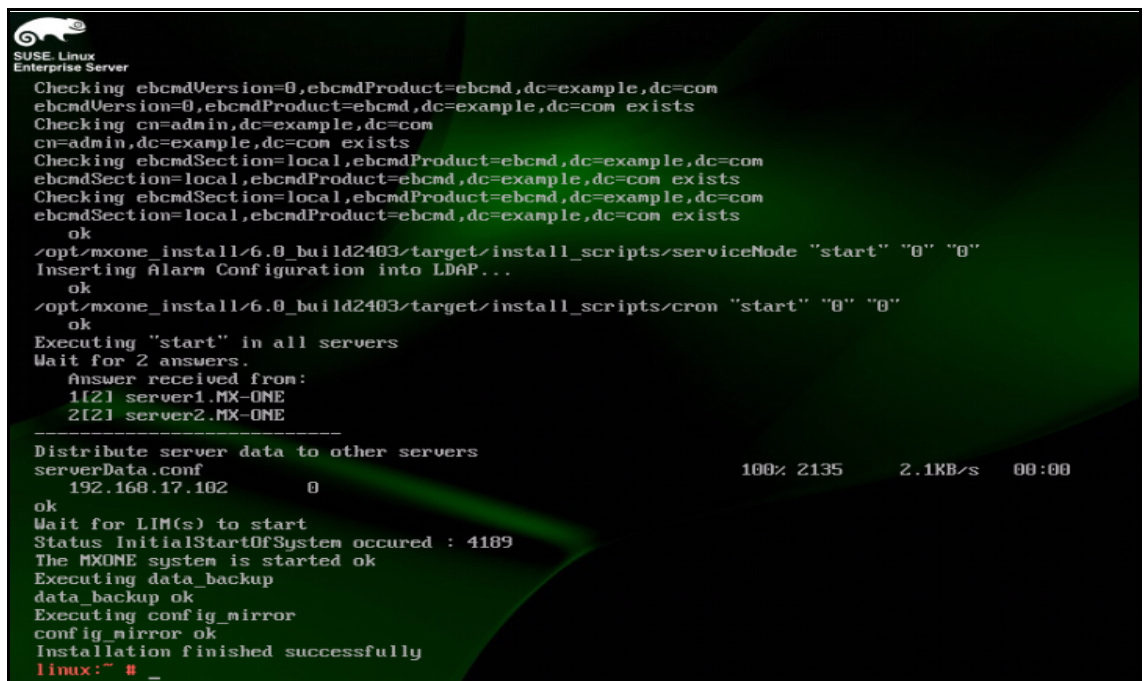
2. Select the servers to be included in the system.



3. Change the Server numbers if needed



4. The installation is complete.



5. Configure the media gateways. See Chapter 5.1 Configure the Media Gateways on page 24.
6. Some optional features are not loaded by default. See Chapter 4.5 Optional Programs on page 22.

To use one of those features, load the corresponding program unit(s) use the command **pu_add -unit -fill**, see the command description for **ADD/REMOVE/CHANGE PROGRAM**.

7. Enter the command **board_config-scan** from the MX-ONE Service Node mdsh shell, see the command description for *BOARD CONFIGURATION*. This is to make sure that all virtual boards on the Media Gateway are registered by the MX-ONE Service Node.
8. Enter the command **alarm** from the MX-ONE Service Node mdsh shell, see the command description for *ALARM FUNCTIONS*. This is to make sure there are no serious alarms in the alarm log.
9. Network and System Configuration is completed.
10. Optional, network redundancy, i.e. Bonding
Run the command *mxone_maintenance* that starts the Maintenance Utility and choose *Option Bonding settings in system*.
11. Optional, server redundancy.
For details see Operational directions *SERVER REDUNDANCY*.
12. Execute Installation Test for MX-ONE.
For details see Operational Directions for 9 Installation Test for MIVoice MX-ONE on page 37.
13. Place a new order on the order desk to receive a permanent license file.
For more details, see Operation Directions for *ADMINISTRATOR USER'S GUIDE*.

4.5

OPTIONAL PROGRAMS

For efficiency reasons there are a number of program units that are not loaded by default.

| Feature | Program Units |
|---------------------|------------------------|
| Paging | PGP1, PGP3 |
| ISDN S0 | ITBP, ITLBP, ITLP, ITP |
| SNMP w/Ericsson MIB | ASNMP |
| TL1 | TLP1 |
| TL4 | TLP4 |
| TL11 | TLP11 |
| TL12 | TLP12 |
| TL19 | TLP19 |
| TL22 | TLP22 |
| TL25 | TLP25 |
| TL26 | TLP26 |
| TL35 | TLP35 |
| TL37 | TLP37 |
| TL38 | TLP38 |
| TL45 | TLP45 |
| TL49 | TLP49 |
| TL50 | TLP50 |

| Feature | Program Units |
|---------|---------------|
| TL51 | TLP51 |
| TL72 | TLP72 |
| TL81 | TLP81 |
| TL95 | TLP95 |

For more information, see the parameter description for the *UNIT* parameter, in Technical Reference Guide, MML parameters.

4.6

OTHER OPTIONAL SOFTWARE

If certain optional external applications are wanted, there may be additional SW (not part of the Service Node) that also needs to be installed. Examples are the CSTA phase III WebService/SOAP protocol, management applications like the Provisioning Manager and the IP Phone SW Server (IPP), and CIL/SMDR post-processing applications. See installation documentation for each function.

4.7

RECOVERING FROM FAILURE

If the installation is not successful, it is recommended to run the installation again from the beginning from the Recovery Image.

5

COMPLETING THE CONFIGURATION

Most of the remaining configuration of the MX-ONE Service Node can be made using the web based MX-ONE Service Node Manager. The MX-ONE Service Node Manager provides different walk-throughs for the setup of the MX-ONE. See the *MX-ONE SERVICE NODE MANAGER USER GUIDE* for further information.

Users of the MX-ONE Service Node Manager can be configured either by MX-ONE Provisioning Manager or through the Linux system. For more information, see the description *MX-ONE PROVISIONING MANAGER* and the installation instruction *INSTALLING MX-ONE PROVISIONING MANAGER*.

It is also possible to configure the system using the command line interface, see the description for *COMMAND ADMINISTRATION*.

5.1

CONFIGURE THE MEDIA GATEWAYS

For the MX-ONE Service Node to be able to communicate with its media gateway it must know the IP address of the media gateway control port, eth0. If needed, it must be set on the media gateway hardware.

There are three major types of MX-ONE media gateways:

- The media gateway built around the MGU board.
For instructions on how to set the IP address, to be able to reach the MGU hardware over the network, see chapter 8 MGU board setup on page 34.
- The MX-ONE Media Server, is a pure software implementation which emulates the MGU board. This media gateway can only be used for SIP-only scenarios.
For instructions on how to configure the MX-ONE Media Server, see the description of MX-ONE Media Server.
- The Media Gateway Classic (LSU-E).
For instructions on how to change its IP addresses, see the operational directions for *CONFIGURING THE LSU-E*.

5.1.1

CONFIGURE MGU INTERFACES BY COMMAND

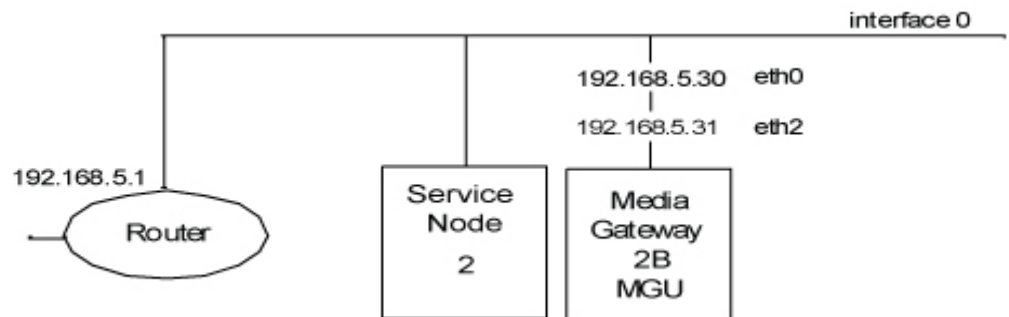
Normally you would use MX-ONE Service Node Manager to configure the MGU in the system, when the IP address of its control port has been set (as described in **chapter 8 MGU board setup on page 34**), as it gives the best system overview. Here the location of the unit is defined to the MX-ONE, that is, to which MX-ONE Service Node it belongs.

The interfaces of the MGU (both MGU board and MX-ONE Media Server) can be set directly. To configure the control interface use the command *media_gateway_config*. To configure the media interface use the command *media_gateway_interface*.

5.1.1.1

Example 1

Configure an MGU-based media gateway for Server 2 as media gateway B. Redundancy is not used. (Interface eth0 is used for control and eth2 is used for media).



```
example# media_gateway_config -i -m 2B --mgw-type mgu --cidr 192.168.5.30/25
--default-gateway 192.168.5.1 --symbolic-name Stockholm
```

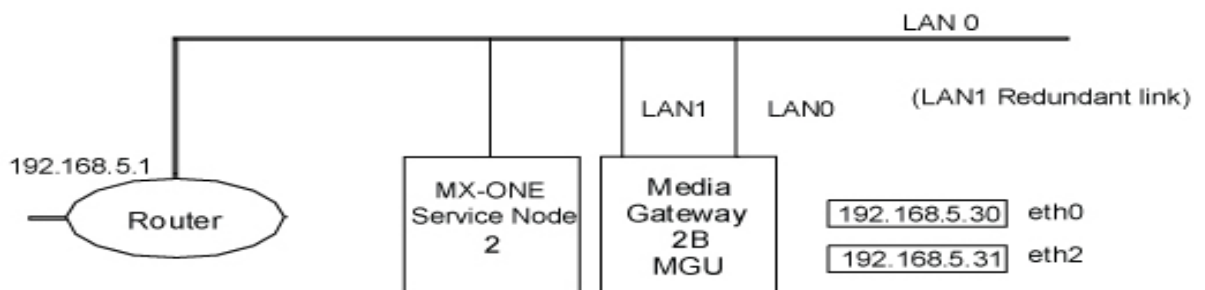
```
example# media_gateway_interface -i -m 2B --cidr 192.168.5.31/25
--default-gateway 192.168.5.1
```

5.1.1.2

Example 2

Configure a MGU-based media gateway for Server 2 as media gateway B. Link failover (type of Ethernet bonding) redundancy is used. Interface LAN0 and LAN1 should be connected to the same switched network. (Interface eth0 is used for control and eth2 is used for media).

Link failover will be activated when another network cable is connected to LAN1 port and an active link is detected:



```
example# media_gateway_config -i -m 2B --mgw-type mgu --cidr 192.168.5.30/25
--default-gateway 192.168.5.1 --symbolic-name Stockholm
```

```
example# media_gateway_interface -i -m 2B --cidr 192.168.5.31/25
--default-gateway 192.168.5.1
```

5.2

CONFIGURATION CHANGES IN OTHER SYSTEMS IN THE PRIVATE NETWORK (OPTIONAL)

In certain installation cases, where the new system shall partly or fully replace an old system, i.e. when only part of the extensions are moved, or when several old systems are 'merged', or an old system is split in several new systems, or the move has to be done in stages, it can be relevant to do some temporary configuration changes in the old system(s) in the same private network.

The extension data will eventually be removed from the old system (or the entire old system removed), but the extension directory numbers and the extensions may temporarily be kept assigned but vacant, in order to for example re-direct calls to the new location. To do this, configuration is required in the old system(s) using the number analysis and Private Network Routing O&M functions. The extension data can also temporarily remain in the old system(s), but will then be seen as existing in other commands (like extension print commands). The procedure could be for example like this:

1. Install the new system and the extensions to be moved. Initiate the wanted tie-lines between old and new system.
In this example, to be able to reach extensions 1000 to 1020 in the new system, the SRT should be set to 1 in the RODDI command. For example:
`Roddi:dest=05731,rou=<xx>,adc=<xxx>,srt=1;`
2. In the old system, convert the number type of the vacant extension number to external destination:

number_vacant_conversion_initiate -number 1000..1020/ -numbertype ex -newnumbertype -ed
3. Initiate a PNR destination to route the calls to the extension's new location. In this example the former extension number 1000 (which is now an external destination) will be addressing the number 057311000, which should lead to the extension 1000 in the new system:

LCDDI:TAB=PNR,ENTRY=1000&&1020,FRCT=1; (to set which entries to allow in PNR). Repeat for all relevant extension numbers, if they are not in series.
LCDDI:TAB=RCT,FRCT=1,PRE=05731; (to reach an external line via PNR).
4. The extension in the new system will now be 'active', while the extension number in the old system will be 'passive', and calls addressing that old number will be re-directed to the new system. At some time, when the move is finished, the old system should either be removed, or the extension and number data be erased.

See operational directions *SMOOTH MIGRATION* for more details and context.

6

MAINTENANCE

To change the configuration after the installation, as root run the command ***mxone_maintenance*** that starts the Maintenance Utility.

Note: Not all the parameters can be modified after the installation. To update the configuration, select one of the following options from the online menu:

Package handling

Select this option to list, add, distribute or remove installation packages.

Upgrade MiVoice MX-ONE Version

Select this option to list, prepare or upgrade the system to newre version.

Rollback MiVoice MX-ONE Version

Select this option to list or rollback the system to previous versions.

Repair LIM or SSH keys in system

Select this option to repair a failing LIM or ssh keys or generate network configuration for faulty server.

Uninstall complete system, all MiVoice MX-ONE versions

Select this option to uninstall complete MiVoice MX-ONE system.

Server in system

Select this option to list, add and remove server.

LIM in system

Select this option to list, add and remove LIM.

Standby server in system

Select this option to list, convert free server to standby server or convert standby server to free server.

License handling

Select this option to show hardware ID, list license usage and install new license file.

Market settings

Select this option to list or change market setting in the system.

Diff serv parameters

Select this option to list or change QoS setting in the system.

Note: To change Diffserv value in MGU or Media Server, refer to `media_gateway_info` command.

Bonding settings in system

Select this option to list, add or remove bonding.

Cluster handling

Select this option to handle clusters in system.

Note: When changing a cluster, e.g. changing fallback type, adding a Server (LIM) to cluster, the cluster functionality is stopped during the reconfiguration.

DNS forward settings

Select this option to list and change DNS forward settings and search domains.

Seccheck settings

Select this option to enable/disable seccheck settings.

User management in server

Select this option to list, add, remove and change user accounts in the system.
Select this option to enable/disable V.24 access to Service Node daemon.

Web server config

Select this option to configure Web server. e.g. for MX-ONE Service Node Manager.

Manage add-on software

Select this option to list, install, upgrade and uninstall add-on software.

Manage SLES software repositories

Select this option to list, add and remove SLES Service Packs or Patch Packages.

Manage Certificates and TLS settings in the system

Select this option to configure certificates and TLS settings.

Manage settings for Media Server

Select this option to list, add and remove Media Servers.

6.1

RENEWING CERTIFICATES

A self-signed certificate is usually valid for 360 days. If the system is configured to use HTTPS with a self-signed certificate, the MX-ONE Service Node Manager web server will not work properly when the certificate has expired. To solve this, renew the self-signed certificate.

To renew a commercial certificate, follow the supplier instructions.

For more information about renewing certificates, see the operational directions for *CERTIFICATE MANAGEMENT*.

6.2

CHANGING MX-ONE SERVICE NODE IP ADDRESS AND NETWORK NAME

Changing the MX-ONE Service Node IP address and network names are advanced operations that must only be performed by an experienced technician who has deep knowledge of Linux, the MX-ONE Service Node, and the Media Gateway. For more information about changing the MX-ONE Service Node IP address and network names, contact your local support.

6.3

CHANGING AUTHENTICATION LOGIN FROM LINUX TO MX-ONE PROVISIONING MANAGER

When MX-ONE Provisioning Manager is installed on the same server as MX-ONE Service Node Manager, authentication method is not automatically set to MX-ONE Provisioning Manager authentication.

The authentication method for logging on to MX-ONE Service Node Manager is changed for existing MX-ONE Service Node installations.

- a) Login as *mxone_admi*
- b) Run command: *sudo webserver_config*

Depending on the combination of installed applications and the available options, the above Run command differs.

Authentication method is configured on the server where MX-ONE Service Node Manager (MX-ONE Service Node Manager or *eri_om*) is installed. Ensure that the

proper protocol (HTTP or HTTPS) is chosen for the MX-ONE Provisioning Manager server. Port is automatically configured accordingly. It is important to acknowledge the re-start of *eri_jboss* after the configuration process. Otherwise, the changes do not have any effect.

6.4 INCREASING HEAP MEMORY SIZE IN JBOSS CONFIGURATION FILE

Follow the steps below for increasing the heap memory size in Jboss configuration:

1. Login to Provisioning Manager server with root user credentials.
2. Go to path: `cd /opt/jboss/bin/`
3. Edit *run.conf* file and change the options *Xms512m* and *Xmx512m* to the desired values. In the example below, options are changed to 2048m.

```
JAVA_OPTS="-Xms2048m -Xmx2048m -XX:MaxPermSize=300m
-Dsun.rmi.dgc.client.gcInterval=3600000 -Dsun.rmi.dgc.server.gcInterval=3600000 -Djava.library.path=/opt/eri_sn/lib:/opt/jboss/bin
-Dfile.encoding=UTF-8 -XX:+UseConcMarkSweepGC -XX:+CMSPermGenSweepingEnabled -XX:+CMSClassUnloadingEnabled"
```

4. Save the changes.
5. Restart SNM server.

Note: For restarting SNM server, log in as *mxone_admin* and run command: `sudo webserver_config` and select restart web server.

7

REDUNDANCY CONSIDERATIONS

7.1

PREREQUISITES

- The standby Server (LIM) must have enough performance to be able to take over from an arbitrary Server in the cluster.
- The standby Server must have enough hard disk memory to be able to store two data backups of each Server included in the cluster. A data backup normally requires around 100 MB of disk space.
- Within a cluster there must be enough bandwidth to efficiently transmit data backups to the standby server.

Note: For reference, see the Redundancy section of the description for *MX-ONE SYSTEM PLANNING*.

7.2

GENERAL

The MX-ONE Service Nodes can be connected to a redundant network.

Certain features, like for example, operator queue and ACD backup group, can be duplicated and placed in different Servers. This increases the reliability for specific features.

Server redundancy means that a standby MX-ONE Service Node (server) is able to take over from any failing Server. The standby Server takes over the failing Server's identity, including the IP address (the alias address), and will continue to control the media gateways of the failing Server (LIM).

At server redundancy the servers are assigned both real and alias IP addresses. When a Server goes down, the alias addresses of the failing Server are moved to the standby server. The standby server is reloaded and started using the Server number of the failing Server.

The standby server will take over any failing servers identity and continue execution of call processing. It is recommended that the standby server is of the same type as the failing server, for example, if an HP server fails, it should be an HP server that takes over.

To achieve server redundancy the Servers are arranged in clusters. A cluster is a number of Servers with one designated standby Server. The MX-ONE can have a maximum of 10 Servers per cluster.

The HLR backup/redundancy feature provides a possibility for H.323 and SIP extensions to temporarily register, on certain conditions, to a backup HLR in another server (LIM) than the ordinary HLR server (LIM).

7.3

LIMITATIONS

This section lists the known limitations with the redundancy solution in MX-ONE that must be considered when deploying both network and server redundancy.

7.3.1 NETWORK REDUNDANCY

- Certain types of terminals and end-user applications, like soft clients and legacy IP terminals, do not support more than one IP network.
- The Operator Media Device (OMD) in the IP-based Operator Workstation (NOW) only supports one network.
- Certain Servers, like remote MX-ONE Service Nodes can have only one network, and thereby lack network redundancy.
- When the MX-ONE Media Server is used, the redundancy functions of the server on which the MX-ONE Media Server is running will be valid.
- With Ethernet bonded network redundancy, it is recommended to define at least two ARP IP targets per server. If only one ARP IP target is specified and that target is unreachable communication will change back and forth between the interfaces. If this happens it will most likely lead to lost IP packets and fatal disturbances in the server communication.

7.3.2 SERVER REDUNDANCY

- For performance reasons, a backup cluster cannot include MX-ONE Service Nodes (LIMs) in different geographical areas.
- If a Server does not belong to any backup cluster, for example, a remote Server, it will not have any server redundancy.
- If several ordinary servers in the same cluster fail, the MX-ONE Service Node with the highest priority will execute on the standby server. If one Server is running on the standby server when another MX-ONE Service Node with higher priority fails, the MX-ONE Service Node with highest priority will finally execute on the standby server. The other failed MX-ONE Service Nodes will not operate.
- If automatic fallback is configured for the cluster, the fallback will take place when the server is functioning again. This can create problems if the regular server goes up and down repeatedly during a short period of time.

7.3.3 HLR BACKUP/REDUNDANCY

- HLR backup is supported for H.323 and SIP extensions, but requires support for load distribution (for H.323) or DNS SRV (for SIP) in the terminals.
- While registered to a backup HLR, several services cannot be utilized by the user. For example group functions, queue function, monitoring, and charging functions.
- IP end points that do not support periodic re-registration and load distribution mechanisms cannot have the HLR backup feature.

7.4 CONFIGURATION

7.4.1 SERVER REDUNDANCY

When server redundancy is used alias addresses are set for the ordinary MX-ONE Service Nodes in the cluster.

The alias addresses should belong to the same subnets as the ordinary IP addresses. Address symmetry is recommended to facilitate maintenance..

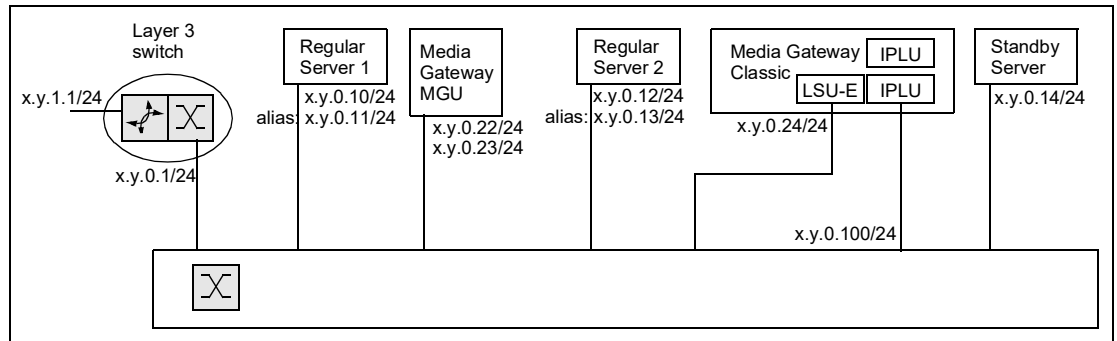


Figure 3: Server redundancy without network redundancy

Server redundancy can also be used in a Ethernet bonded network, see figure below. For more information, see *MX-ONE System Planning*.

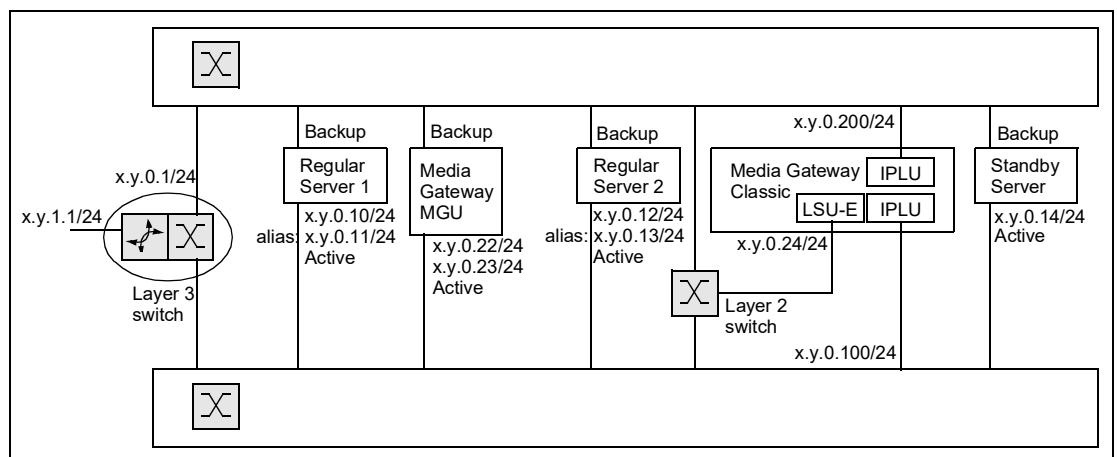


Figure 4: Server redundancy with Ethernet bonded network redundancy

The following entities should be setup to the alias server addresses:

- IP extensions (H.323 and SIP)
- Media Gateway (for the NFS server)
- LSU-E (for the NFS server)
- CSTA
- Operator Work Station (NOW)

7.4.2

HLR BACKUP/REDUNDANCY

When HLR backup shall be used, activate the service by the *ASPAC* command with parameter 198 (*PARNUM* = 198).

Configure the IP terminals and the DNS server appropriately, to support load balancing.

7.4.3 OTHER SERVICES

7.4.3.1 DNS

The internal DNS of the MX-ONE Service Nodes are configured automatically at installation. Here the base addresses are used. This internal DNS must not be modified.

If the user wants DNS entries for phone server records the address to the customer local DNS should be specified.

7.4.3.2 GICI

GICI is not affected by redundancy, as the MX-ONE Service Node is connected as a client to the GICI server. The GICI server should be located on the same side of the router as the IP phones.

7.4.3.3 NTP

The clock time on any of the Servers (LIMs) should not be changed manually, because the NTP server (specified in the configuration file) will synchronize the clocks of all the Servers.

Note: Manual change of time or date on any MX-ONE Service Node should not be done.

7.4.3.4 *Certain legacy features with common functions*

There are a few usually optional legacy features that have common function programs, which in 2-server systems are only loaded in one server (the non-I/O server) as default. Those features are:

- TDM-DECT (CF program unit CTLM)
- Paging (DPM)
- CCSS7 trunks (MTM)
- Route optimization/Path Replacement for ISDN/DPNSS (ROM)
- Traffic Recording (TMM1, TMM2) and
- SOM (ZODBM, ZOHC, ZOMM)

In such systems, you can improve redundancy for those features by manually loading the mentioned specific program units, and also in the second server. In systems with 3 or more servers, these common functions get loaded in 2 or more servers.

8

MGU BOARD SETUP

8.1

GENERAL

In order to access the MGU board over the network the IP address of its control port on LAN 0 must be set.

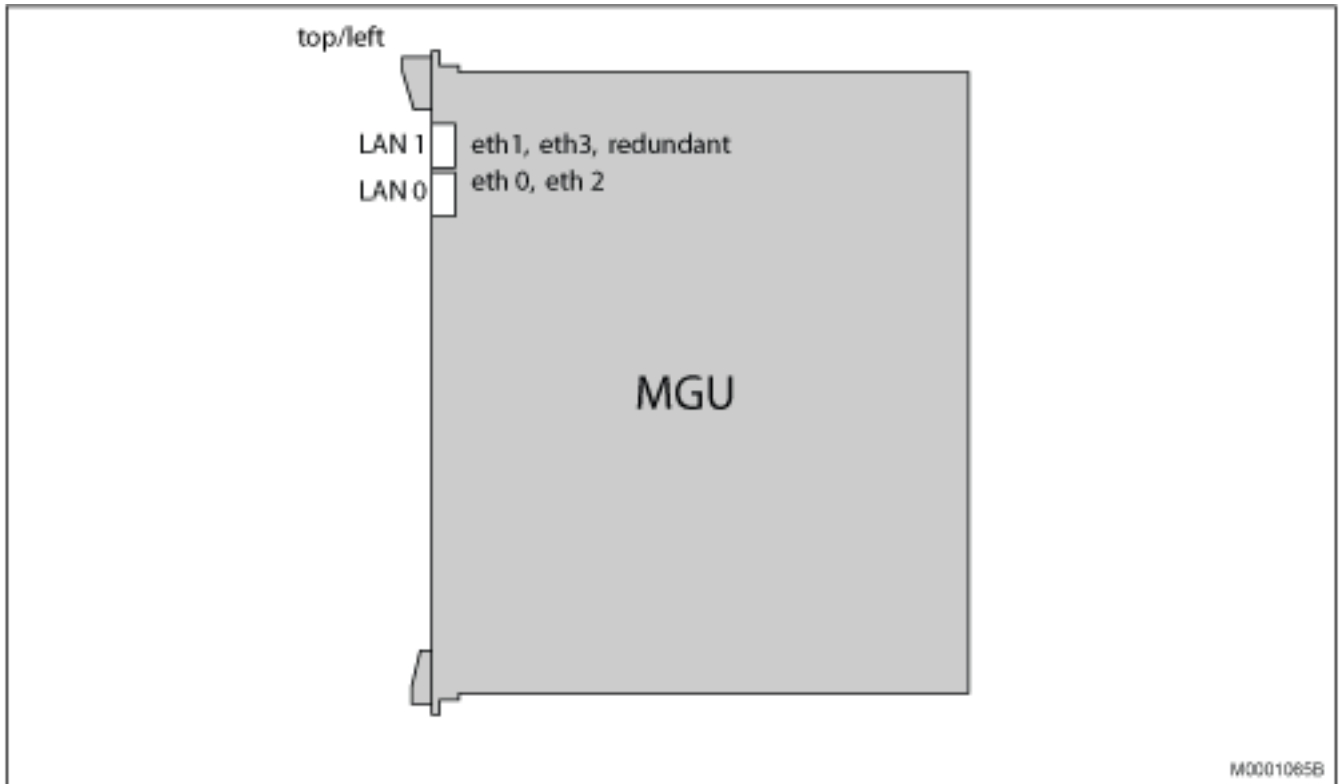


Figure 5: MGU board LAN ports

The following Ethernet ports are available, see Table 5 MGU ports on page 34.

Table 5 MGU ports

| | LAN 0 | LAN 1 (redundancy) |
|---------|-------|--------------------|
| Control | eth0 | eth1 |
| Media | eth2 | eth3 |

8.2

PREREQUISITES FOR MGU BOARDS

- Root authority is needed to access the MGU console.
- Make a terminal connection to the USB port in the front of the MGU.
Use cable TSR 899 135/1, which is a USB to D-Sub cable, plus a 9 pin D-Sub female to female adaptor.
Use a terminal program, for example, **kermit**.
- Baud rate is set to 9600 bits/sec, 8 data bits, no parity, 1 stop bit.

No HW or SW flow control.

If run with kermi on a MX-ONE Service Node a control file, `.kermitrc`, is needed under `/root` with the following content:

- set line `/dev/ttyS0`
 - set speed 9600
 - set transmit prompt 46
 - set take echo on
 - set carrier-watch off
 - set flow none
 - connect
- The default address for `eth0` is: 192.168.1.2/24

8.3 SET ETH0 AND DEFAULT GW ADDRESSES

1. Login with user: **admin**, password: **admin**.
Change password for admin. (You will get a warning, and be prompted to change the password).
Switch to root, by: **su -**
The default password is **root**.
Change password for root. (You will get a warning, and be prompted to change the password).
2. Follow the on-screen instructions.

Note: Use the command `mgu-setup --help` for guidance.

The process is completed in the MX-ONE Service Node Manager where, for example, redundancy is set. There it is also mandatory to set the media ports.

This is followed by a reboot.

Note: The `mgu-setup` script only allows IPv4 addresses to be set. In case using IPv6 control, the command `nvparams` must be used to set the IPv6 control address (`eth0_ip6`) and default IPv6 route (`def_route6`).

8.4 BOOT PARAMETERS

When the MX-ONE Service Node has sent the board parameters and the reboot is done, the set parameters can be checked. Use the command:

nvparams -dispar all

The following parameters can, for example, be displayed:

Table 6 Boot parameters

| Parameter name | Default or (Example) |
|----------------|----------------------|
| *ROF_num | ROF 137 6304/x |
| *ROF_rev | Rxx |
| *ROF_ser | T01xxxxxx |

| Parameter name | Default or (Example) |
|----------------|--|
| *eth0_mac | (00:13:5E:F0:AD:C4) |
| *eth1_mac | (00:13:5E:F0:AD:C5) |
| *eth2_mac | (00:13:5E:F0:AD:F6) |
| *eth3_mac | (00:13:5E:F0:AD:F7) |
| eth0_ip | 192.168.1.2/24 |
| eth1_ip | 192.168.2.2/24 |
| eth2_ip | 192.168.1.3/24 |
| eth3_ip | 192.168.2.3/24 |
| nfsroot | /mgu_root |
| lilo_arg | root=/dev/mtdblock1 rw rootfstype=yaffs2 noatime |
| autoupdate | no |
| nfs_server | 192.168.1.10 |
| def_route | 192.168.1.1 |
| def_route1 | 192.168.2.1 |
| autostart | (yes) |
| phy0_mode | (AUTO) |
| phy1_mode | (AUTO) |
| lan_active | (BOTH) |
| lan_primary | (LAN0) |

9

INSTALLATION TEST FOR MIVOICE MX-ONE

This section describes installation test at the end of the installation procedure.

To check functionality for the MX-ONE proceed as follows:

1. Make a call from an IP telephone to another IP telephone.
2. Make a call from an IP telephone to an analog telephone.
3. Make a call from an IP telephone to an external number.
4. Make a call from an external number to an IP telephone.
5. Make a call from a digital telephone to another digital telephone.