

# uniteme 19.08

October 10, 2019

## Summary

eZuce is pleased to announce the General Availability of Uniteme 19.08.

Attention - Uniteme is now a CentOS 7 only release as of version 19.08.

This will be a fairly light update with one newly added feature. The new feature is the new DID management capability. Administrators are able to define their DID pools in the system and then allocate numbers from those pools for users, hunt groups, etc. Coming in hopefully the next release will be a method of redirecting calls for unallocated DID to a particular extension per-DID pool.

Additionally, improvements have been made to the licensing services allowing customers to maintain their own licenses across multiple servers.

## Highlights

### uniteme New Features:

- DID Pool management.

### uniteme Improvements:

- Licensing service has been improved to allow customers to manage their own licenses across multiple clusters.

## Notes

1. Full Beta Release Notes with installation information are located here: [19.08 Full Release Notes](#)
2. 19.08 is now released on CentOS 7 only. This will require that administrators install CentOS 7 minimal, then install Uniteme with our single line installer and then restore from a previous version backup.
3. Customers receiving faxes through AudioCodes devices will need to modify their AudioCodes configurations with the following settings changes:

[Voice Engine Params]

CallerIDType = 0

FaxTransportMode = 0

CNGDetectorMode = 0

[SIP Params]

CHANNELSELECTMODE = 0

ISFAXUSED = 0

SIPTRANSPORTTYPE = 0

[ CodersGroup0 ]

CodersGroup0 0 = "g711Ulaw64k", 20, 0, -1, 0;

## Who Should Install?

This release is recommended for all 4.6 and later installations. If you have a patch installed to your system a new patch may be required. Please contact [sa@ezuce.com](mailto:sa@ezuce.com) if think you may have a patch applied as that may be replaced during the update.

eZuce's software products continuously progress through an Agile based development methodology that keeps feature functionality comprehensive and up-to-date in response to evolving market and customer requirements.

New software releases are made at a rate of two to four releases a year. Releases are numbered in the <yy>.<mm>.<uu> format where <yy> and <mm> designate the year and the month, respectively, in which a release is made generally available. Where applicable, <uu> corresponds to an update release relative to a general release on which fixes are made available.

In order to ensure service continuity and stability, customers may keep their production environments unchanged for up to a 6-month period during which release updates or patches are made available. After a release is more than 6-months old, eZuce customers would have to upgrade to the latest generally available release - inclusive of all fixes to date and any new patches.

# Questions

If you have questions about updating you can email [sa@ezuce.com](mailto:sa@ezuce.com) or if you need assistance with the update contact your account manager or email [sales@ezuce.com](mailto:sales@ezuce.com).

## Software Release History

We're currently running on a 4-month release cycle.

- April release for 2018 is 18.04
- August release for 2018 is 18.08
- ...

### Release Level History

- 14.04 - April 30, 2014
- 14.04.1 - June 01, 2014
- 14.04.2 - July 11, 2014
- 14.04.3 - October 24, 2014
- 14.10 - February 5, 2015
- 15.04 - April 29, 2015
- 15.05 - May 27, 2015
- 15.06 - June 30, 2015
- 15.08 - August 31, 2015
- 15.10.1 - December 9, 2015
- 15.12 - January 6, 2016
- 16.02 - March 14, 2016
- 16.04 - May 31, 2016
- 16.08 - October 6, 2016
- 16.12 - January 17, 2017
- 17.04 - April 18, 2017
- 17.08 - September 7, 2017
- 17.10 - December 7, 2017
- 18.04 - June 5, 2018
- 18.08 - September 7, 2018
- 18.12 - January 15, 2019
- 19.04 - May 28, 2019
- 19.08 - October 10, 2019

## System Requirements

For a reasonably performing system, we recommend the following configuration.

### Minimum hardware requirements

- Pentium 4 or Xeon processor @ 2.0 GHz 64bit or higher
- Minimum 4 GB of RAM with sufficient swap space
- 40 GB disk (75 users depending on usage patterns, VoiceMail consumes ~ 1 MB per minute so scale appropriately for your user count and anticipated VM retention policy)
- As with anything server wise, more CPU/RAM/DISK = better.

#### Notes:

- **uniteme** supports an unlimited number of voicemail boxes, the total number of hours of recorded messages is determined by the size of the hard-disk. As a rule, for every minute of recorded messages, you will need 1 MB of disk space (About 3 hours per 10 GB of disk space).

## Operating System

**CentOS/RHEL 7 x86\_64 minimal** with latest updates is required (recommended now).

or

**CentOS/RHEL 6 x86\_64 minimal** with latest updates is required.

## Devices

### Phones

- **Polycom VVX Devices** with firmware 5.9.1 (split) are recommended for new installations
- **Polycom SoundPoint IP** Devices should run firmware 4.0.14 (split)

## Gateways

- **AudioCodes Gateways** are recommended for PSTN connectivity

## SBCs

- **Frafos, Sangoma, Acme Packet and Ingate** SBC's are recommended for SIP Trunking and Remote Worker connectivity (commonly referred to as sipXbridge and MediaRelay services respectively).
- **NOTE:** The eZuce **uniteme** - "Use built-in SIP Trunk SBC" found in Gateway Details for use with Trunking or Remote Worker solutions should be used only for lab purposes. Additionally, sipXbridge does not work in an HA environment.

# Documentation

Technical Reference Manuals, User Guides, and other technical and user information can be found under the following link: [Documentation Page](#)

# Installation and Upgrade Notes

## Special MongoDB note

Please be aware of these MongoDB requirements <http://docs.mongodb.org/manual/reference/ulimit/> **Note:** Both the "hard" and the "soft" ulimit affect MongoDB's performance. The "hard" ulimit refers to the maximum number of processes that a user can have active at any time. This is the ceiling: no non-root process can increase the "hard" ulimit. In contrast, the "soft" ulimit is the limit that is actually enforced for a session or process, but any process can increase it up to "hard" ulimit maximum. Every deployment may have unique requirements and settings; however, the following thresholds and settings are particularly important for mongod and mongos deployments:

```
ulimit -a
-f (file size): unlimited
-t (cpu time): unlimited
-v (virtual memory): unlimited
-n (open files): 64000
-m (memory size): unlimited
-u (processes/threads): 32000
```

Always remember to restart your mongod and mongos instances after changing the ulimit settings to make sure that the settings change takes effect. If you limit virtual or resident memory size on a system running MongoDB the operating system will refuse to honor additional allocation requests. After every install/upgrade please check that "cat /proc/\$pid\_of\_mongo/limits" have the recommended value of 655350. To make this value permanent you need to create this file `/etc/security/limits.d/99-mongodb-nproc.conf` and add the following lines:

```
mongodb soft nproc 64000
mongodb hard nproc 64000
mongodb soft nofile 64000
mongodb hard nofile 64000
```

## Special Patch Note

If you have a patch installed to your system a new patch may be required. Please contact [sa@ezuce.com](mailto:sa@ezuce.com) if think you may have a patch applied as that may be replaced during the update.

# Installing from Repository

**uniteme** can be installed using the following procedure

1. Download CentOS 7 64 bit Minimal ISO from CentOS (<https://www.centos.org/download/>)
2. Install CentOS 7. ([Installing#InstallRedHatEnterpriseLinux7.xorCentOS7.x](#))
3. Install **uniteme**. ([Installing#Installuniteme](#))

# Upgrade from previous versions

## New Procedure

We will be utilizing an upgrade script to ensure upgrades proceed as intended and so that customers have the appropriate warnings and information before upgrading.

## Warning!

Make sure you **backup** your system (configuration and voicemail at a minimum) prior to installation. You'll be upgrading mongodb to a new version!

## Upgrade to 18.12 or later for CentOS 7

Any upgrade to CentOS 7 will require a fresh installation of CentOS 7 and then a restore of **uniteme**.

### Backup your System

Login to the Admin GUI and click on System -> Backup and at a minimum backup configuration and voicemail.

Download the configuration and voicemail backup archives.

### Build New CentOS 7 Server

Download CentOS 7 64 bit Minimal ISO from CentOS (<https://www.centos.org/download/>)

Install CentOS 7. ([Installing#InstallRedHatEnterpriseLinux7.xorCentOS7.x](#))

Install **uniteme**. ([Installing#Installuniteme](#))

### Restore your System

Restore configuration and voicemail.

Remove any secondary servers restored from the Servers page.

Send Server Profile.

Reboot

### Add Secondary Servers

Rebuild and re-add any secondary servers.

## Upgrade to 19.04 or later for CentOS 6 Single Server systems for 18.04 (CentOS 6) and Older

### Backup your existing System

Login to the Admin GUI and click on System -> Backup and at a minimum backup configuration and voicemail.

**Do it now... before you go any further.**

### Download upgrade.sh

Login to the primary server as root.

Execute the following:

```
wget https://download.ezuce.com/unite-upgrade.sh
```

```
chmod +x unite-upgrade.sh
```

### Run upgrade.sh

Execute the upgrade script and answer 'Yes' to continue:

```
./unite-upgrade.sh
```

The following will be displayed:

```
Uniteme 19.08 Upgrade Script
```

IMPORTANT: If this is a multi-server cluster, all databases except the Primary (which must be on the configuration server) should be removed.

IMPORTANT: You should run a system backup and copy your config and voicemail backups to another system. If the upgrade fails, you will need to build a new server and restore from backup.

IMPORTANT: Ensure that you have enough disk space available for a copy of the Mongo databases. (roughly your Config + Voicemail backups).

IMPORTANT: 18.08 does not have Reachme in it, if you use Reachme on this server or in the cluster, do not continue!

This script will do the following:

- Back up mongo config and dbs
- Stop mongo instance and remove old mongo files
- Change XX.XX occurrences in /etc/yum.repos.d with 19.08
- Perform yum update and then reboot the machine

On sipxconfig service startup following steps are taken (in case there is a backup still on the disk):

- Restore mongo config and dbs, then remove from disk
- Reboot machine

For other cluster servers:

- Run same script
- Re-add databases that were removed.

Continue? (you must enter Yes or No as shown and press Enter):

Enter 'Yes' and press Enter to continue. The system will reboot a couple of times as part of the process.

## Upgrade to 18.04 or later for CentOS 6 Multi-Server Clusters with Multiple Database Servers for 17.10 and Older

### Backup your System

Login to the Admin GUI and click on System -> Backup and at a minimum backup configuration and voicemail.

**Do it now... before you go any further.**

### Remove All Secondary Databases from Cluster Nodes

From the Admin UI remove databases from all nodes **except** for the primary node. Click on System -> Databases do accomplish this.

### Proceed as with Single Server for Primary

Proceed as above with the 'Download upgrade.sh' section and then the 'Run upgrade.sh' section.

### Secondary Servers in Cluster

After the Primary Server has completed, repeat for each of the Secondary Servers in the cluster until all are completed.

### Add Database Nodes

After the secondary nodes are complete and done with their reboots, log in to the Admin UI and add back the database nodes that were removed.

### Send Server Profiles

Login to web interface as superadmin.

Navigate to System -> Servers page. Place checkmark next to server names and click 'Send Profiles'.

## SEC Service Upgrade Note

When upgrading **uniteme** from openUC 4.6 Update 11 or 14.4.3 to 15.06 follow these steps to ensure the SEC service is correctly running:

- 1. Upgrade from 4.6 Update 11 or 14.4.3 to 15.06.
- 2. After the upgrade is complete, perform the usual restart.
- 3. Once possible, connect via CLI and monitor processes using top. Notice that the SEC process is using a lot of CPU memory.
- 4. Perform another restart OR restart only the Sipxlogwatcher service.

## Modified Files Upgrade Note

If you have manually modified any system related files or some files are not as yum would expect them to be, the yum update process may not overwrite them. It will instead create 'rpmnew' or 'rpmsave' files and not overwrite the files. The administrator may have previously modified the files knowingly or as part of a patch supplied by TAC.

To check your upgrade.log and search for \*.rpmnew \*.rpmsave on your system check the upgrade log:

You will be responsible for merging any changes from the old file to the new or contacting Technical Support if you require assistance.

## Support Tips and Contact Information

Please see the [Getting Support](#) section for support tips and support contact information

## Issues Sorted by Issue Number

Jira #	JIRA Name	RN Content	Enhancement/Fix /Known Issue	Key words
SIP X-795	Copyright year in Admin GUI footer should be dynamic	Uniteme 19.04 still shows in Admin GUI footer  Copyright (C) 2017 eZuce, Inc.  year could be set as variable (server time year or build machine year).	Bug	Admin GUI
SIP X-805	REST bug CDR offset	There are two types of REST Services that involve CDRs  1. User Rest service, which requires user credentials, that does not have offset param, only limit example: curl -k -u 200:12345678 <a href="https://10.3.0.100/sipxconfig/rest/my/redirect/cdr/200?limit=1">https://10.3.0.100/sipxconfig/rest/my/redirect/cdr/200?limit=1</a>  2. Admin rest service: curl -k -u superadmin:12345678 <a href="https://10.3.0.100/sipxconfig/api/cdrs/user/200/history?fromDate=201801000000">https://10.3.0.100/sipxconfig/api/cdrs/user/200/history?fromDate=201801000000</a> or curl -k -u superadmin:12345678 <a href="https://10.3.0.100/sipxconfig/api/cdrs/history?fromDate=201801000000">https://10.3.0.100/sipxconfig/api/cdrs/history?fromDate=201801000000</a>  For section 2, the offset and limit parameters are not effective and fromDate parameter is mandatory: this is a bug in our code. Please open a jira ticket to track this	Support Bug	CDR
SIP X-806	MP3's on 19.04 Centos7 for Voicemail or Prompts	sipXcom 19.04 (19.04.20190522074125). When a call is transferred to VoiceMail by IVR, instead of the 'beep', caller is disconnected.  If .mp3 is used as the voicemail format, the call is drop as soon as the beep to leave a message. Silence is played for message prompts if a mp3 is used.  Switch the message format back to .wav worked	Bug	Voicemail
SIP X-807	Sendmail queue must be flushed every 15 seconds [Centos 7]	Centos 7 uses a different parameter in /etc/sysconfig/sendmail to configure mail queue flushing. It is: SENDMAIL_OPTS  Put SENDMAIL_OPTS=-q15s  instead of QUEUE=p15s which is the Centos 6 corresponding sendmail option for flushing queue	Bug	Voicemail

UC-2437	Manage Pool of DID's	<p>Just as we manage a pool of Extensions it makes sense for openUC to manage a pool of DID's.</p> <p>These DID's would be able to be added to a user, AA, etc.</p> <p>The DID's would be returned to the pool if the user is deleted.</p> <p>User extension could also be the DID.</p> <p>Admin should be able to populate this with DID's, Country, State, City.</p> <p>Calls to unassigned DID's on a per location basis would route to some ext... (could be AA, User, Hunt Group, etc.).</p> <p>Be able to report on DID use.</p>	New Feature	DID
UC-4806	Get License from license server using UID	Admin should be able to get the license from license server using UID generated on license server.	New Feature	Licensing
UC-4818	Add ability to push license UID to Uniteme server	<p>There should be an ability to push license UID to remote Uniteme server using REST API or script.</p> <p>Set license UID: POST: <a href="https://server/sipxconfig/api/license/{uid}">https://server/sipxconfig/api/license/{uid}</a></p> <p>Get license details: GET: <a href="https://server/sipxconfig/api/license/">https://server/sipxconfig/api/license/</a></p>	New Feature	Licensing
UC-4823	Freeswitch.log not included in CentOS7 snapshots	freeswitch.log in centos7 moved to /var/log/freeswitch/freeswitch.log rather than /var/log/sipxpbx/freeswitch.log and is missing from snapshots.	Support Bug	Snap shot
UC-4824	elasticsearch.yml file settings incorrect	<p>The elasticsearch.yml file seems to be creating the <code>node.name</code> is being created incorrectly and not removing old server names from <code>cluster.name</code> and <code>node.name</code>.</p> <p>Some of these issues may be been introduced in UC-4635.</p>	Support Bug	Audit