

SCOPSERV
INTERNATIONAL INC.

**ScopTEL Version 5 to Version 6 scopserv-reports
scopserv-realtime post upgrade Queue Log Migration
Product Bulletin**



BACKGROUND INFORMATION

- ScopServ scoptel-reports and scoptel-realtime release 5 packages use an older transport method and a flat queue_log file to generate Telephony Reports while the release 6 versions are highly optimized using a new WebSockets Transport and process ACD data to SQL tables.
- **Upgrading scoperv-reports and scopserv-realtime Release 5 packages to release 6 scoperv-reports and scopserv-realtime packages will require you to manually execute the Queue Log Migration script else post upgrade reporting data will not be processed!**
- **Therefore you must review the following scenarios to determine if you must execute the script!**





When Must You Execute the Queue Log Migration Script On an el5 installation?

- Currently installed scopserv-server and scopserv-realtime versions can be queried with the command: 'rpm -qa scopserv-reports scopserv-realtime'
- ScopServ release 5 output will look like:
scopserv-reports-5.0.98.0.20161021-1.nodist.scopserv
scopserv-realtime-5.0.115.0.20160927-1.el5.scopserv
NOTE: the el5 extension displays the host OS distribution is CentOS 5 el5).
- This result means that you have not *yet* upgraded to release 6 packages and do not have to execute the Queue Log Migration script until AFTER you upgrade these packages to release 6 versions.



When Must You Execute the Queue Log Migration Script On an e15 installation?

- If Automatic Updates are enabled then it is possible that you are unaware the upgrade has taken place.
- It is also possible an administrator has updated these packages unaware of any ramifications this may cause.
- You may query the server to see if release 5 packages have been upgraded to release 6 and then execute the Queue Log Migration script as soon as possibly convenient when the server is under minimal load due to call volumes.
- Execute this bash command to check the server's yum upgrade history 'grep scopserv-r /var/log/yum.log*' omitting quotes.
Oct 27 15:52:46 Updated: 20161021:scopserv-reports-5.0.98.0.20161021-1.nodist.scopserv.noarch
Oct 27 15:53:12 Updated: 20160927:scopserv-realtime-5.0.115.0.20160927-1.el5.scopserv.x86_64
Dec 14 14:22:20 Updated: 20161202:scopserv-reports-5.0.100.0.20161202-1.nodist.scopserv.noarch
Dec 14 14:27:15 Updated: 20161209:scopserv-realtime-6.0.0-7.el5.x86_64
Dec 14 14:27:31 Updated: 20161209:scopserv-reports-6.0.0-7.nodist.noarch
- This output clearly shows the scopserv-reports and scopserv-realtime packages were upgraded from Release 5 to 6





When Must You Execute the Queue Log Migration Script On an el6 installation?

- If you are installing a clean version of ScopTEL ISO el6 you do not have to execute the Queue Log Migration script because the el6 ScopTEL ISO bundles scopserv-reports and scopserv-realtime rpms by default.





When Must You Execute the Queue Log Migration Script On an el6 installation?

- If you are upgrading from el5 to el6 you must execute the Queue Log Migration script **post installation and restore** because the el6 ScopTEL ISO bundles scopserv-reports and scopserv-realtime rpms by default
- Installing from the ScopTEL el6 installation media will format and destroy all data on your existing drives therefore you will have to backup all of your existing data prior to upgrading el5 to el6
- Refer to the documentation available at <https://blog.scopserv.com/2012/06/how-to-backup-and-restore-a-scoptel-pbx/>
 - The Putty and WinSCP method is the recommended method



Upgrading the scopserv-reports and scopserv-realtime Packages to Release 6

- If automatic updates are enabled in the ScopTEL Server>Package Manager then the updates will be installed automatically and the Queue Log Migration script must be executed As Soon As Possible to prevent inaccessible ACD historical data!

The screenshot displays the 'Packages Manager' interface. It features a top navigation bar with 'Configuration' and 'Version Informations' tabs. Below this is a 'Configuration' section with sub-tabs for 'General', 'Connection', 'Packages', 'Repository', and 'Scheduler'. The 'General' tab is active, showing system details: 'Distribution: CentOS release 6.8 (Final)' and 'Architecture: x86_64'. At the bottom, the 'Auto Update' section includes the option 'Enable Auto-Update?' which is checked with a green checkmark icon.





Upgrading the scopserv-reports and scopserv-realtime Packages to Release 6

- If Auto-Update is not enabled then the new packages can be updated manually using the GUI via Configuration>Server>Packages Manager>Version Informations by using the Click to Update method.
- Wait for an appropriate maintenance window when the server is not operating in busy conditions.
- Then immediately execute the Queue Log Migration Script.





Upgrading the scopserv-reports and scopserv-realtime Packages to Release 6

- If Auto-Update is not enabled then the new packages can be updated manually using ssh (recommended method).
- Wait for an appropriate maintenance window when the server is not operating in busy conditions.
- Omit any “ ” when running the following commands.
- Execute the bash command ‘scopserv_yum update scopserv-reports scopserv-realtime -y’
- Once the Release 6 packages installation has been completed execute these commands.
- ‘service scopserv_realtime restart’
- ‘service scopserv_queuelog restart’
- Then immediately execute the Queue Log Migration Script

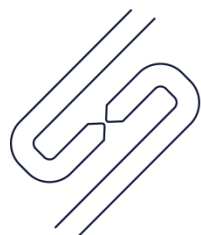


How To Execute the Queue Log Migration Script

- **After** scopserv-reports and scopserv-realtime packages have been updated from Release 5 to Release 6.
- Not necessary on clean el6 installations.
- Go to Tools>Telephony>Reports>Queue Log Migrate and click on the Queue Log Migration button to start the migration script.
- It is recommended that you do this during non peak hours since the migration script can take a long time based on the amount of saved historical data.

The screenshot shows the ScopTEL web interface. The top navigation bar includes links for General, Informations, Snapshot, Dialplan, Database, Asterisk Log, Mass Phone Reboot, Voicemail Management, LDAP Test, SIP ALG Detector, and Reports. The left sidebar shows a tree view of the system configuration, with 'Tools' expanded to show 'Telephony'. The 'Telephony' folder is selected, and its sub-items are visible: General, Informations, Snapshot, Dialplan, Database, Asterisk Log, Mass Phone Reboot, Voicemail Management, LDAP Test, SIP ALG Detector, Import/Export, and File Manager. The main content area displays 'Telephony Reports' with a table containing one entry: 'Queue Log Migrate' with the description 'Verify all Queue (ACD) SQL tables and migrate data to new format.' The 'Queue Log Migrate' button is highlighted with a red box.

Command	Description
Queue Log Migrate	Verify all Queue (ACD) SQL tables and migrate data to new format.



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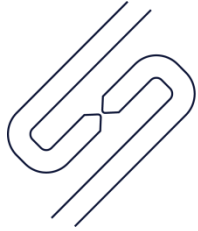
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Nous vous remercions pour votre intérêt envers nos solutions.





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