**Vici Dial Installation Guide**

**1. Installing Vicibox on Server with KVM**

**Step 1**: Access the KVM for your server.

* Restart the server by clicking on the DEL+C+A option from the top navbar.
* After the restart, you'll be redirected to the Vicibox installation screen.

**Step 2**: Select the disk for the Vicibox installation.

* Choose the disk where you want to install Vicibox and hit **OK**.

**Step 3**: Begin Vicibox installation.

* Once Vicibox installation completes, it will load and give you an option to log in.

**2. SSH Access to the Server**

**Step 4**: Access the server via SSH.

* Use the command:

ssh root@65.108.65.123

* Confirm the connection by typing yes when prompted, then enter the password.

**Step 5**: Set up server configuration.

* It will prompt you to choose the language, keyboard layout, and timezone.
* For the timezone, select **America/New\_York**.

**Step 6**: Configure the NTP server.

yast time zone

* In the region section, select **USA**, and in the timezone section, choose **Eastern (New York)**.
* Under "Other Settings", configure the NTP server by removing any existing pools and adding:

us.pool.ntp.org

* Accept the settings and run:

zypper up -y

**Step 7**: Reboot the server after updating repositories.

* Once the update completes, reboot the server:

reboot

**3. Install Vici box**

**Step 8**: Re-access the server via SSH after reboot.

vici box-install

* During the installation process, follow the prompts to:
  + Enter the server's local IP address.
  + Confirm the installation settings.
  + Choose the appropriate server setup (Database + Asterisk + Web Server for 25 agents).

For cluster installations, you would install Database and Web Server on one machine, and Asterisk servers on others.

**Step 9**: Confirm "**Telephony**" settings.

* Select **Yes** for full express settings.
* Reboot the server After installation is complete.
* After server comes online after reboot follow the steps below

**Apache server**

* Enter systemctl status apache2.service to check if the Apache server is runnin. If the Apache is not running and returns error, follow steps below :
* Go to **/etc/apache2/vhosts.d/** and Rename 0000-default files if there’s .**old** in last of 0000-default.

mv 0000-default-ssl.conf.old 0000-default-ssl.conf

mv 0000-default.conf.old 0000-default.conf

* Now go to **/etc/apache2/conf.d/** and enter **ls** to check if the files contain .old there will be 4 files with .old you need to remove .old from them in order to activate apache2.service

**mv audiostore.conf.old audiostore.conf**

**mv mod\_deflate.conf.old mod\_deflate.conf**

**mv viciarchive.conf.old viciarchive.conf**

**mv vicirecord.conf.old vicirecord.conf**

* After renaming these files enter systemctl restart apache2.service and if it doesn’t gave any error then your apache server is in Active state
* If the Apache2.service is still not running then follow the steps below.

Navigate to **/etc/apache2/vhosts.d/** and delete **dynportal-ssl.conf** and **dynportal.conf:**

rm -r dynportal-ssl.conf

rm dynportal.conf

* + Rename .old files to restore default configurations:

mv 0000-default-ssl.conf.old 0000-default-ssl.conf

mv 0000-default.conf.old 0000-default.conf

* Now, restart the Apache service:

systemctl restart apache2.service

**Bug Fixes for Vicibox v11.0.1 and v11.0.2**

**Step 11**: Fix Asterisk directories.

* Go to **/usr/share/** and rename the asterisk/ directory to **asterisk.old/:**

mv asterisk/ asterisk.old

mkdir asterisk/

cd /var/lib/

* Do the same for **/var/lib/:**

mv asterisk/ asterisk.old

mkdir asterisk/

cd /etc/asterisk/

**Step 12**: Rename configuration files in **/etc/asterisk/.**

* Rename existing files:

mv asterisk.conf asterisk.conf.old

mv http.conf http.conf.old

mv modules.conf modules.conf.old

Rename configuration files in **/etc/apache2/conf.d/**

**mv audiostore.conf.old audiostore.conf**

**mv mod\_deflate.conf.old mod\_deflate.conf**

**mv viciarchive.conf.old viciarchive.conf**

**mv vicirecord.conf.old vicirecord.conf**

**Second server**

**Step 13**: Copy Asterisk files from another server.

* Use rsync to copy the asterisk/ directory from the other server to the new server:

**cd /usr/share/**

rsync -avzH asterisk/ root@:/usr/share/asterisk/ is server pr ja kay 65.108.239.6 jaha sy send krni

**cd /var/lib/**

rsync -avzH asterisk/ root@:/var/lib/asterisk/ is server pr ja kay 65.108.239.6 jaha sy send krni

**Step 14**: Transfer the configuration files using SCP.

From the old server, transfer the required files using SCP: is server pr ja kay 65.108.239.6 jaha sy send krni

scp -r asterisk.conf root@94.130.31.250:/etc/asterisk/

scp -r http.conf root@94.130.31.250:/etc/asterisk/

scp -r modules.conf root@94.130.31.250:/etc/asterisk/

**Step 15**: Apply SSL

* Access the server using SSH and navigate to the vicibox-ssl directory:

cd /usr/share/vicibox-ssl/

* Run the SSL script:

./vicibox-ssl

* Enter your email and domain details when prompted.

**Step 16**: Reboot the server.

* Reboot the server:

**5. Debugging**

If you encounter issues during installation, use the following command to debug:

perl /usr/share/astguiclient/ADMIN\_keepalive\_ALL.pl --debugX

**6. User Setup**

For the first login, create the initial user:

* **Username**: 6666
* **Password**: 1234