

www.vitalpbx.org

INDEX

VITALPBX HIGH AVAILABILITY FOR CALL CENTERS	3
1 INTRODUCTION	3
1.1 VITALPBX HIGH AVAILABILITY	
1.2 Prerequisites	3
2 CONFIGURATIONS	4
2.1- IP Configuration and Hostname	
2.2 Installing the necessary software dependencies	
2.3 Create Authorization Key	
2.4 Installing from Scripts	
2.5 Installing Sonata Switchboard in Server 3	
2.6 Some interesting commands	
2.7 Pairing the three Servers (Continuing with the step by step)	
2.8 FIREWALL	
2.9 Hostname	
2.10 CONFIGURE MARIADB GALERA TO REPLICATE THE DATABASE IN THE THREE VITALPBX S	
2.11 CREATE HIGHT AVAILABILITY FOR THE SERVER	
2.12 CREATE USEFUL COMMANDS FOR THE MAINTENANCE OF OUR CLUSTER	
2.13 TEST	25
3 RESOURCES TROUBLESHOOTING	26
3.1 VERY USEFUL COMMANDS	26
3.2 MARIADB DOES NOT START CORRECTLY	27
3.3 I CAN'T GET INTO THE VITALPBX INTERFACE, IT GIVES ME A SQL ERROR	27
3.4 Cluster Destroy	28
3.5 Create the Cluster again	
3.6 DESTROY THE CLUSTER AND NORMALIZE BOTH SERVERS	
3.7 Recommendations	31
40 Some sources of information	31

VitalPBX High Availability for Call Centers

1.- Introduction

1.1.- VitalPBX High Availability

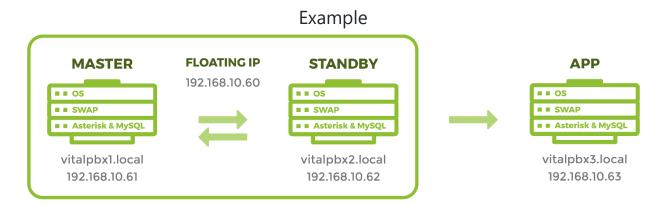
High availability is a characteristic of a system which aims to ensure an agreed level of operational performance, usually uptime, for a higher than normal period.

Make a high-availability cluster out of any pair of VitalPBX servers. VitalPBX can detect a range of failures on one VitalPBX server and automatically transfer control to the other server, resulting in a telephony environment with minimal down time.

In the case of Call Centers, it is necessary to be monitoring operations in real time and constantly obtaining reports from the PBX, these processes sometimes load the PBX with tasks that its only function should be to process calls.

With this solution we provide high availability for call management and we also prevent the PBX from being accessed by the person in charge of supervising the Call Center or the Agents who wish to manage call recordings.

It is for this reason that there is a third server, which we call the Application Server, which is in charge of monitoring the Call Center's activity in real time as well as obtaining statistical reports.



1.2.- Prerequisites

In order to install VitalPBX in high availability you need the following:

- a.- 4 IP addresses.
- b.- Install VitalPBX version 3 or higher on three servers with similar characteristics.
- c.- MariaDB Galera (include in VitalPBX 3)
- d.- Corosync, Pacemaker, PCS and Isyncd.

2.- Configurations

2.1- IP Configuration and Hostname.

We will configure in each server the IP address and the host name.

First, we will go to the web interface under:

Admin>System Settings>Network Settings

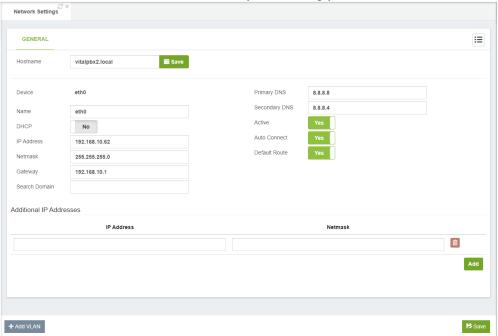
Disable DHCP and configure the selected IP and hostname. In our example we will use the following values.

Name	Master	Standby	Арр
Hostname	vitalpbx1.local	vitalpbx2.local	vitalpbx3.local
IP Address	192.168.10.61	192.168.10.62	192.168.10.63
Netmask	255.255.255.0	255.255.255.0	255.255.255.0
Gateway	192.168.10.1	192.168.10.1	192.168.10.1
Primary DNS	8.8.8.8	8.8.8.8	8.8.8.8
Secondary DNS	8.8.4.4	8.8.4.4	8.8.4.4

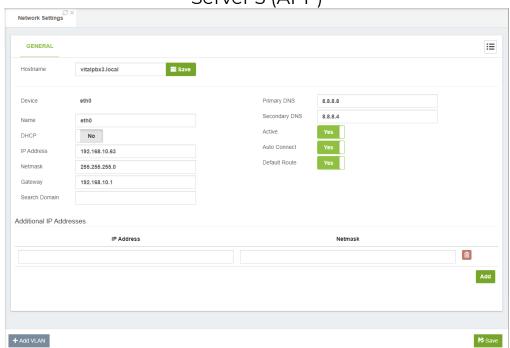
First change the Hostname, remember press the **Save button** (\square) next to it to apply the new hostname.

Server 1 (Master) Network Settings GENERAL ∷ vitalpbx1.local 8.8.8.4 eth0 No Auto Connect 192.168.10.61 255.255.255.0 192.168.10.1 Search Domain Additional IP Addresses Add + Add VLAN

Server 2 (Standby)



Server 3 (APP)



You can also change the hostname from the console using the following command:

Server 1

[root@ vitalpbx ~]# hostnamectl set-hostname vitalpbx1.local

Server 2

[root@ vitalpbx ~]# hostnamectl set-hostname vitalpbx**2**.local

Server 3

[root@ vitalpbx ~]# hostnamectl set-hostname vitalpbx**3**.local

2.2.- Installing the necessary software dependencies

For High Availability services we need to install in Server 1 and 2 Corosync, Pacemaker and PCS.

[root@ vitalpbx1-2 ~]# yum -y install corosync pacemaker pcs

We are going to synchronize some directories in both servers. For this we need to install lsync in Server 1 and 2. The information from Server 1 and 2 to Server 3 is also copied.

[root@ vitalpbx**1-2** ~]# yum install lsyncd -y

2.3.- Create Authorization Key

Create authorization key for the Access between the Server 1 and 2 without credentials. And create authorization key for access from Server 1 and 2 to Server 3.

Create key in Server 1 to access Server 2 and 3.

[root@ vitalpbx1 ~]# ssh-keygen -f/root/.ssh/id_rsa -t rsa -N " >/dev/null

[root@ vitalpbx1 ~]# ssh-copy-id root@192.168.10.62

Are you sure you want to continue connecting (yes/no)? yes

root@192.168.10.62's password: (remote server root's password)

Number of key(s) added: 1

Now try logging into the machine, with: "ssh 'root@192.168.10.62" and check to make sure that only the key(s) you wanted were added.

[root@vitalpbx1 ~]#

[root@ vitalpbx1 ~]# ssh-copy-id root@192.168.10.63

Are you sure you want to continue connecting (yes/no)? **yes** root@192.168.10.62's password: **(remote server root's password)**

Number of key(s) added: 1

Now try logging into the machine, with: "ssh 'root@192.168.10.63" and check to make sure that only the key(s) you wanted were added.

[root@vitalpbx1 ~]#

Create key in Server 2 to access Server 1 and 3

```
[root@ vitalpbx2 ~]# ssh-keygen -f /root/.ssh/id_rsa -t rsa -N " >/dev/null
[root@ vitalpbx2 ~]# ssh-copy-id root@192.168.10.61
Are you sure you want to continue connecting (yes/no)? yes
root@192.168.10.61's password: (remote server root's password)

Number of key(s) added: 1

Now try logging into the machine, with: "ssh 'root@192.168.10.61'"
and check to make sure that only the key(s) you wanted were added.

[root@vitalpbx2 ~]#
```

```
[root@ vitalpbx2 ~]# ssh-copy-id root@192.168.10.63
Are you sure you want to continue connecting (yes/no)? yes root@192.168.10.61's password: (remote server root's password)

Number of key(s) added: 1

Now try logging into the machine, with: "ssh 'root@192.168.10.63" and check to make sure that only the key(s) you wanted were added.

[root@vitalpbx2 ~]#
```

2.4.- Installing from Scripts

If you want to continue step by step go to step 2.7, but if you want to create the configuration automatically, run the following script in Server 1:

```
[root@ vitalpbx] ~]# mkdir /usr/share/vitalpbx/ha
[root@ vitalpbx1 ~]# cd /usr/share/vitalpbx/ha
[root@ vitalpbx1 ~]# wget https://raw.githubusercontent.com/VitalpbX/vitalpbx_ha/master/vpbxgaha.sh
[root@ vitalpbx] ~]# chmod +x vpbxgaha.sh
[root@ vitalpbx] ~]#./vpbxgaha.sh
       ********
  Welcome to the VitalPBX high availability installation *
   All options are mandatory
IP Master..... > 192.168.10.61
IP Standby..... > 192.168.10.62
IP Application..... > 192.168.10.63
Floating IP..... > 192.168.10.60
Floating IP Mask (SIDR).. > 24
hacluster password..... > MyPassword (any password)
                   Check Information
        Make sure you have internet on both servers
Are you sure to continue with this settings? (yes,no) > yes
```

This process may take a couple of minutes, and once it is done, VitalPBX High Availability will be ready to use.

Always remember to use floating ip to manage your VitalPBX. In this example it is 192.168.10.60.

2.5.- Installing Sonata Switchboard in Server 3

Now we are going to connect to Server 3 to install Sonata Switchboar, for which we are going to Admin/Add-Ons/Add-Ons.

In Server 1 we are going to create an Api Key through which Sonata Switchboard will be connected, for which we are going to Admin/Admin/Application Keys. We create the API Key that works in all Tenants and then we edit it to copy the value.

In the Server 3 console we are going to execute the following command to update the connection values of Sonata Switchboard.:

```
[root@ vitalpbx3 ~]# mysql -uroot astboard -e "UPDATE pbx SET host='192.168.10.60', remote_host='yes', api_key='363e3bad4b44261455c62af32a44fafd'"
[root@ vitalpbx3 ~]# sed -i -r 's/localhost/192.168.10.60/' /usr/share/sonata/switchboard/monitor/config.ini
[root@ vitalpbx3 ~]# systemctl restart switchboard
```

Remember to change the Api Key for the value copied in the previous step.

2.6.- Some interesting commands

Some interesting commands that we must keep in mind for any problem we have with our cluster

To destroy the cluster and start again we use the following command [root@ vitalpbx1 ~]# ./vpbxgaha.sh destroy

To rebuild the cluster after destroying it

```
[root@ vitalpbx1 ~]# ./vpbxgaha.sh rebuild
```

And lastly to force a refresh of the cluster

[root@ vitalpbx1 ~]# pcs resource refresh --full

Remember that in all cases we must have the script on our server

Note:

In some cases, the destroy command does not respond because the corosync service cannot be stopped, if this happens, we recommend stopping the service forcibly with the "kill PID" command (the service PID). Do this on both servers.

```
[root@ vitalpbx1 ~]# systemctl status corosync | grep "Main PID"
Main PID: 5702 (corosync)
[root@vitalpbx1-2 ~]#
```

Kill the service in both servers

[root@ vitalpbx1 ~]# kill 5702

The PID is different on both servers, so we recommend searching for the PID separately.

Important Note:

Please read the section on 3.- Resources Troubleshooting, this will help you solve any problem you have with your cluster.

2.7.- Pairing the three Servers (Continuing with the step by step)

Now, we will pair the two servers because we need them to have the same main Tenant ID.

Server 1

 $[root@vitalpbx1.local ~] # mysql -uroot ombutel -e "select path from ombu_tenants" | awk 'NR==2' af739029bb237e9e$

Remember this ID.

Server 2

[root@ vitalpbx**2**.local ~]# mysql -uroot ombutel -e "select path from ombu_tenants" | awk 'NR==2' 633225cc70d86221

Next, in Server 2 Update the Tenant ID with the value of Server 1

[root@ vitalpbx**2**.local ~]# mysql -uroot ombutel -e "update ombu_tenants set path='af739029bb237e9e"

And rename the main Tenant path in Server 2

[root@ vitalpbx2.local ~]# mv /var/lib/vitalpbx/static/633225cc70d86221 /var/lib/vitalpbx/static/af739029bb237e9e

Server 3

[root@ vitalpbx $\bf 3$.local ~]# mysql -uroot ombutel -e "select path from ombu_tenants" | awk 'NR==2' 633225cc70d86221

Next, in Server 3 Update the Tenant ID with the value of Server 1

[root@ vitalpbx3.local ~]# mysql -uroot ombutel -e "update ombu_tenants set path='af739029bb237e9e"

And rename the main Tenant path in Server 2

[root@ vitalpbx3.local ~]# mv /var/lib/vitalpbx/static/633225cc70d86221 /var/lib/vitalpbx/static/af739029bb237e9e

2.8.- Firewall

In both Servers.

In VitalPBX GUI go to Admin > Firewall > Services and add the following Services.

Server Name	Port	Protocol
MariaDB Client	3306	TCP
MariaDB Galera Traffic	4567-4568	TCP
MariaDB Galera SST	4444	TCP
HA2224	2224	TCP
HA3121	3121	TCP
HA5403	5403	TCP
HA5404-5405	5404-5405	UPD
HA21064	21064	TCP
HA9929	9929	вотн

Then, go to Admin > Firewall > Rules and add the Rules for the services created and in the Source for security use the local network (In my case is: 192.168.10.0/24). Then remember to apply changes in both servers. Also, for more security you can add the rules with the three server's IP address.

2.9.- Hostname

Next, we will connect through ssh to each of the servers and we configure the hostname of each server in the /etc/hots file, so that the three servers see each other with the hostname.

```
[root@vitalpbx1-2-3.local ~]# echo -e "192.168.10.61 \tvitalpbx1.local" >> /etc/hosts [root@vitalpbx1-2-3.local ~]# echo -e "192.168.10.62 \tvitalpbx2.local" >> /etc/hosts [root@vitalpbx1-2-3.local ~]# echo -e "192.168.10.63 \tvitalpbx3.local" >> /etc/hosts
```

Remember to change the IP addresses to your IP addresses

2.10.- Configure MariaDB Galera to replicate the Database in the three VitalPBX Servers.

In Server 1 configure Galera

```
[root@ vitalpbx1.local ~]# nano /etc/my.cnf.d/server.cnf
[galera]
binlog_format=ROW
default-storage-engine=innodb
innodb_autoinc_lock_mode=2
bind-address=0.0.0.0
# Galera Provider Configuration
wsrep_on=ON
wsrep_provider=/usr/lib64/galera-4/libgalera_smm.so
# Galera Cluster Configuration
wsrep_cluster_name="test_cluster"
wsrep_cluster_address="gcomm://192.168.10.61,192.168.10.62,192.168.10.63"
# Galera Synchronization Configuration
wsrep_sst_method=rsync
# Galera Node Configuration
wsrep_node_address="192.168.10.61"
wsrep_node_name="Server 1"
```

Remember to change the IP addresses to your IP addresses.

In Server 2 configure Galera

```
[root@ vitalpbx2.local ~]# nano /etc/my.cnf.d/server.cnf
[galera]
binlog_format=ROW
default-storage-engine=innodb
innodb_autoinc_lock_mode=2
bind-address=0.0.0.0
# Galera Provider Configuration
wsrep_on=ON
wsrep_provider=/usr/lib64/galera-4/libgalera_smm.so
# Galera Cluster Configuration
wsrep_cluster_name="test_cluster"
wsrep_cluster_address="gcomm://192.168.10.61,192.168.10.62,192.168.10.63"
# Galera Synchronization Configuration
wsrep_sst_method=rsync
# Galera Node Configuration
wsrep_node_address="192.168.10.62"
wsrep_node_name="Server 2"
```

Remember to change the IP addresses to your IP addresses.

In Server 3 configure Galera

```
[root@ vitalpbx3.local ~]# nano /etc/my.cnf.d/server.cnf
[galera]
binlog_format=ROW
default-storage-engine=innodb
innodb_autoinc_lock_mode=2
bind-address=0.0.0.0
# Galera Provider Configuration
wsrep_on=ON
wsrep_provider=/usr/lib64/galera-4/libgalera_smm.so
# Galera Cluster Configuration
wsrep_cluster_name="test_cluster"
wsrep_cluster_address="gcomm://192.168.10.61,192.168.10.62,192.168.10.63"
# Galera Synchronization Configuration
wsrep_sst_method=rsync
# Galera Node Configuration
wsrep_node_address="192.168.10.63"
wsrep_node_name="Server 3"
```

Remember to change the IP addresses to your IP addresses.

Now in Server 1 we proceed to create the Cluster.

```
[root@ vitalpbx1 ~]# systemctl stop mariadb
[root@ vitalpbx1 ~]# galera_new_cluster
```

In Server 2 restart mariadb service

[root@ vitalpbx2 ~]# systemctl restart mariadb

In Server 3 restart mariadb service

[root@ vitalpbx3 ~]# systemctl restart mariadb

2.11.- Create Hight Availability for the Server

Afterwards, create a monitor directory in the three Servers

```
[root@ vitalpbx1-2-3 ~]# mkdir /var/spool/asterisk/monitor
[root@ vitalpbx1-2-3 ~]# chown asterisk:asterisk /var/spool/asterisk/monitor
```

2.11.1.- Then, configure Isync in Server 1

Remember to change the IP addresses to your IP addresses

```
[root@ vitalpbx1 ~]# nano /etc/lsyncd.conf
----
-- User configuration file for lsyncd.
--
-- Simple example for default rsync.
--
settings {
```

```
logfile = "/var/log/lsyncd/lsyncd.log",
    statusFile = "/var/log/lsyncd/lsyncd-status.log",
    statusInterval = 20,
    nodaemon = true,
    insist = true,
}
sync {
    default.rsync,
    source="/var/spool/asterisk/monitor",
    target="192.168.10.62:/var/spool/asterisk/monitor",
    rsync={
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/",
    target="192.168.10.62:/var/lib/asterisk/",
    rsync = {
         binary = "/usr/bin/rsync",
         owner = true,
         group = true,
         archive = "true",
         _extra = {
              "--include=astdb.sqlite3",
              "--exclude=*"
        }
}
sync {
    default.rsync,
    source="/var/lib/asterisk/agi-bin/",
    target="192.168.10.62:/var/lib/asterisk/agi-bin/",
    rsync={
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/priv-callerintros/",
    target="192.168.10.62:/var/lib/asterisk/priv-callerintros",
    rsync={
        owner = true,
         group = true
```

```
sync {
    default.rsync,
    source="/var/lib/asterisk/sounds/",
    target="192.168.10.62:/var/lib/asterisk/sounds/",
    rsync={
         owner = true,
        group = true
    }
}
sync {
    default.rsync,
    source="/var/lib/vitalpbx",
    target="192.168.10.62:/var/lib/vitalpbx",
    rsync = {
         binary = "/usr/bin/rsync",
         owner = true,
         group = true,
         archive = "true",
        _extra = {
                    "--exclude=*.lic",
                    "--exclude=*.dat",
              "--exclude=dbsetup-done",
                   "--exclude=cache"
        }
}
sync {
    default.rsync,
    source="/etc/asterisk",
    target="192.168.10.62:/etc/asterisk",
    rsync={
        owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/spool/asterisk/monitor",
    target="192.168.10.63:/var/spool/asterisk/monitor",
    rsync={
        owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/",
    target="192.168.10.63:/var/lib/asterisk/",
```

```
rsync = {
         binary = "/usr/bin/rsync",
         owner = true,
         group = true,
         archive = "true",
         _extra = {
              "--include=astdb.sqlite3",
              "--exclude=*"
         }
}
sync {
    default.rsync,
    source="/var/lib/asterisk/agi-bin/",
    target="192.168.10.63:/var/lib/asterisk/agi-bin/",
    rsync={
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/priv-callerintros/",
    target="192.168.10.63:/var/lib/asterisk/priv-callerintros",
    rsync={
         owner = true,
         group = true
    }
}
sync {
    default.rsync,
    source="/var/lib/asterisk/sounds/",
    target="192.168.10.63:/var/lib/asterisk/sounds/",
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/vitalpbx",
    target="192.168.10.63:/var/lib/vitalpbx",
    rsync = {
         binary = "/usr/bin/rsync",
         owner = true,
         group = true,
         archive = "true",
         _extra = {
```

In Server 2 Remember to change the IP addresses to your IP addresses

```
[root@ vitalpbx2 ~]# nano /etc/lsyncd.conf
-- User configuration file for lsyncd.
-- Simple example for default rsync.
settings {
    logfile = "/var/log/lsyncd/lsyncd.log",
    statusFile = "/var/log/lsyncd/lsyncd-status.log",
    statusInterval = 20,
    nodaemon = true,
    insist = true,
}
sync {
    default.rsync,
    source="/var/spool/asterisk/monitor",
    target="192.168.10.61:/var/spool/asterisk/monitor",
    rsync={
        owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/",
    target="192.168.10.61:/var/lib/asterisk/",
    rsync = {
         binary = "/usr/bin/rsync",
         owner = true,
         group = true,
```

```
archive = "true",
         _extra = {
              "--include=astdb.sqlite3",
              "--exclude=*"
        }
}
sync {
    default.rsync,
    source="/var/lib/asterisk/agi-bin/",
    target="192.168.10.61:/var/lib/asterisk/agi-bin/",
    rsync={
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/priv-callerintros/",
    target="192.168.10.61:/var/lib/asterisk/priv-callerintros",
    rsync={
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/sounds/",
    target="192.168.10.61:/var/lib/asterisk/sounds/",
    rsync={
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/vitalpbx",
    target="192.168.10.61:/var/lib/vitalpbx",
    rsync = {
         binary = "/usr/bin/rsync",
         owner = true,
         group = true,
         archive = "true",
         _extra = {
                       "--exclude=*.lic",
                       "--exclude=*.dat",
              "--exclude=dbsetup-done",
                       "--exclude=cache"
```

```
}
sync {
    default.rsync,
    source="/etc/asterisk",
    target="192.168.10.61:/etc/asterisk",
    rsync={
         owner = true,
         group = true
sync {
    default.rsync,
    source="/var/spool/asterisk/monitor",
    target="192.168.10.63:/var/spool/asterisk/monitor",
        owner = true,
        group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/",
    target="192.168.10.63:/var/lib/asterisk/",
    rsync = {
         binary = "/usr/bin/rsync",
         owner = true,
         group = true,
        archive = "true",
        _extra = {
              "--include=astdb.sqlite3",
             "--exclude=*"
        }
}
sync {
    default.rsync,
    source="/var/lib/asterisk/agi-bin/",
    target="192.168.10.63:/var/lib/asterisk/agi-bin/",
        owner = true,
        group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/priv-callerintros/",
```

```
target="192.168.10.63:/var/lib/asterisk/priv-callerintros",
    rsync={
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/asterisk/sounds/",
    target="192.168.10.63:/var/lib/asterisk/sounds/",
    rsync={
         owner = true,
         group = true
}
sync {
    default.rsync,
    source="/var/lib/vitalpbx",
    target="192.168.10.63:/var/lib/vitalpbx",
    rsync = {
         binary = "/usr/bin/rsync",
         owner = true,
         group = true,
         archive = "true",
         _extra = {
                    "--exclude=*.lic".
                    "--exclude=*.dat",
              "--exclude=dbsetup-done",
                    "--exclude=cache"
}
sync {
    default.rsync,
    source="/etc/asterisk",
    target="192.168.10.63:/etc/asterisk",
    rsync={
         owner = true,
         group = true
    }
```

2.11.2.- Configure the start of services on Servers 1 and 2

```
[root@ vitalpbx1-2 ~]# systemctl start pcsd
[root@ vitalpbx1-2 ~]# systemctl enable pcsd.service
[root@ vitalpbx1-2 ~]# systemctl enable corosync.service
[root@ vitalpbx1-2 ~]# systemctl enable pacemaker.service
```

2.11.3.- Create the password of the hacluster user on Servers 1 and 2

[root@ vitalpbx1-2 ~]# echo MyPassword | passwd --stdin hacluster

2.11.4.- Server Authenticate in Server 1

[root@ vitalpbx1 ~]# pcs cluster auth vitalpbx1.local vitalpbx2.local -u hacluster -p **MyPassword** vitalpbx1.local: Authorized vitalpbx2.local: Authorized

2.11.5.- Create the cluster and configure parameters, perform only on the Server 1

[root@ vitalpbx1 ~]# pcs cluster setup --name cluster_vitalpbx vitalpbx1.local vitalpbx2.local

2.11.6.- Starting Cluster in Server 1

```
[root@ vitalpbx1 ~]# pcs cluster start --all
[root@ vitalpbx1 ~]# pcs cluster enable --all
[root@ vitalpbx1 ~]# pcs property set stonith-enabled=false
[root@ vitalpbx1 ~]# pcs property set no-quorum-policy=ignore
```

2.11.7.- Stop services and disable in Servers 1 and 2

```
[root@ vitalpbx1-2 ~]# systemctl stop asterisk
[root@ vitalpbx1-2 ~]# systemctl disable asterisk
```

2.11.8.- Create resource for the use of the Floating IP

```
[root@ vitalpbx1 ~]# pcs resource create virtual_ip ocf:heartbeat:IPaddr2 ip=192.168.10.60 cidr_netmask=24 op monitor interval=30s on-fail=restart [root@ vitalpbx1 ~]# pcs cluster cib drbd_cfg [root@ vitalpbx1 ~]# pcs cluster cib-push drbd_cfg
```

2.11.9.- Create asterisk Service in Server 1

```
[root@ vitalpbx1 ~]# pcs resource create asterisk service:asterisk op monitor interval=30s
[root@ vitalpbx1 ~]# pcs cluster cib fs_cfg
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint colocation add asterisk with virtual_ip INFINITY
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint order virtual_ip then asterisk
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg -config
[root@ vitalpbx1 ~]# pcs resource update asterisk op stop timeout=120s
[root@ vitalpbx1 ~]# pcs resource update asterisk op restart timeout=120s
[root@ vitalpbx1 ~]# pcs resource update asterisk op restart timeout=120s
```

Note:

Changing these values from 15s (default) to 120s is very important since depending on the server and the number of extensions the Asterisk can take more than 15s to start

2.11.10.- Create Isyncd Service in Server 1

```
[root@ vitalpbx] ~]# pcs resource create lsyncd service:lsyncd.service op monitor interval=30s
[root@ vitalpbx] ~]# pcs cluster cib fs_cfg
[root@ vitalpbx] ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx] ~]# pcs -f fs_cfg constraint colocation add lsyncd with virtual_ip INFINITY
[root@ vitalpbx] ~]# pcs -f fs_cfg constraint order asterisk then lsyncd
[root@ vitalpbx] ~]# pcs cluster cib-push fs_cfg --config
```

2.12.- Create useful commands for the maintenance of our cluster

2.12.1.- Create "bascul" command in both servers

```
[root@ vitalpbx1-2 ~]# nano /usr/local/bin/bascul
#!/bin/bash
set -e
# Authors: Rodrigo Cuadra
#
        with Collaboration of Jose Miguel Rivera
        4-Jul-2020
#Support: rcuadra@aplitel.com
#funtion for draw a progress bar
#You must pass as argument the amount of seconds that the progress bar will run
#progress-bar 10 --> it will generate a progress bar that will run per 10 seconds
progress-bar() {
   local duration=${1}
   already_done() { for ((done=0; done<$elapsed; done++)); do printf ">"; done }
   remaining() { for ((remain=$elapsed; remain<$duration; remain++)); do printf " "; done }
    percentage() { printf "| %s%%" $(( (($elapsed)*100)/($duration)*100/100 )); }
    clean_line() { printf "\r"; }
   for (( elapsed=1; elapsed<=$duration; elapsed++ )); do
        already_done; remaining; percentage
        sleep 1
       clean_line
   done
   clean_line
}
server_a=`pcs status | awk 'NR==10 {print $3}'`
server_b=`pcs status | awk 'NR==10 {print $4}'
server_master=`pcs status resources | awk 'NR==1 {print $4}'`
#Perform some validations
if [ "${server_a}" = "" ] || [ "${server_b}" = "" ]
then
  echo -e "\e[41m There are problems with high availability, please check with the command *pcs status* (we recommend applying
the command *pcs cluster unstandby* in both servers) \e[0m"
 exit;
fi
if [[ "${server_master}" = "${server_a}" ]]; then
   host_master=$server_a
   host_standby=$server_b
   host_master=$server_b
   host_standby=$server_a
fi
# Print a warning message and ask to the user if he wants to continue
echo -e "* Change the roles of servers in high availability
echo -e "*\e[4]m WARNING-WARNING-WARNING-WARNING-WARNING-WARNING \e[0m*"
echo -e "*All calls in progress will be lost and the system will be *" \,
echo -e "* be in an unavailable state for a few seconds.
#Perform a loop until the users confirm if wants to proceed or not
while [[ $perform_bascul != yes && $perform_bascul != no ]]; do
```

```
read -p "Are you sure to switch from $host_master to $host_standby? (yes,no) > " perform_bascul
done
if [[ "${perform_bascul}" = "yes" ]]; then
    #Unstandby both nodes
    pcs cluster unstandby $host_master
    pcs cluster unstandby $host_standby
    #Do a loop per resource
    pcs status resources | grep "^s.*s(.*):s.*" | awk '{print $1}' | while read -r resource ; do
        #Skip moving the virutal_ip resource, it will be moved at the end
        if [[ "${resource}" != "virtual_ip" ]]; then
            echo "Moving ${resource} from ${host_master} to ${host_standby}"
            pcs resource move ${host_standby}
        fi
    done
    sleep 5 && pcs cluster standby $host_master & #Standby current Master node after five seconds
    sleep 20 && pcs cluster unstandby $host_master & #Automatically Unstandby current Master node after$
    #Move the Virtual IP resource to standby node
    echo "Moving virutal_ip from ${host_master} to ${host_standby}"
    pcs resource move virtual_ip ${host_standby}
    #End the script
    echo "Becoming ${host_standby} to Master"
    progress-bar 10
    echo "Done"
else
    echo "Nothing to do, bye, bye"
fi
sleep 5
role
```

Add permissions

[root@ vitalpbx1-2 ~]# chmod +x /usr/local/bin/bascul

2.12.2.- Create "role" command in both servers

```
[root@ vitalpbx1-2 ~]# nano /usr/local/bin/role
#Bash Colour Codes
green="\033[00;32m"
txtrst="\033[00;0m"
if [ -f/etc/redhat-release ]; then
    linux_ver=`cat /etc/redhat-release`
    vitalpbx_ver=`rpm -qi vitalpbx |awk -F: '/^Version/ {print $2}'`
    vitalpbx_release=`rpm -qi vitalpbx |awk -F: '/^Release/ {print $2}'`
elif [ -f/etc/debian_version ]; then
    linux_ver="Debian "`cat /etc/debian_version`
    vitalpbx_ver=`dpkg -l vitalpbx |awk '/ombutel/ {print $3}'`
else
    linux_ver=""
    vitalpbx_ver=""
    vitalpbx_release=""
vpbx_version="${vitalpbx_ver}-${vitalpbx_release}"
asterisk_version=`rpm -q --qf "%{VERSION}" asterisk`
server_master=`pcs status resources | awk 'NR==1 {print $4}'`
host=`hostname`
if [[ "${server_master}" = "${host}" ]]; then
    server_mode="Master"
        server_mode="Standby"
logo='
```

```
echo -e '
${green}
${logo}
${txtrst}
Role
         : $server_mode
         : ${vpbx_version//[[:space:]]}
Version
Asterisk
         : ${asterisk_version}
Linux Version: ${linux_ver}
Welcome to : `hostname`
         : `uptime | grep -ohe 'up .*' | sed 's/up //g' | awk -F "," '{print $1}'`
Uptime
         :`uptime|grep-ohe'load average[s:][:].*'|awk'{print "Last Minute: "$3" Last 5 Minutes: "$4" Last 15 Minutes: "$5}'`
        : `uptime | grep -ohe '[0-9.*] user[s,]'
IP Address :${green}`ip addr | sed -En 's/127.0.0.1//;s/.*inet (addr.)?(([0-9]*\){3}[0-9]*\).*\\ 2/p' | xargs`\${txtrst}
        : timedatectl | sed -n '/Local time/ s/^[\t]*Local time:\(.*$\)/\1/p'
Clock
NTP Sync. : `timedatectl |awk -F: '/NTP sync/ {print $2}'`
echo -e "*
                           Servers Status
echo -e "Master"
pcs status resources
echo -e ""
echo -e "Servers Status"
pcs cluster pcsd-status
```

Add permissions and make a copy to /etc/profile.d/vitalwelcome.sh

```
[root@ vitalpbx1-2 ~]# chmod +x /usr/local/bin/role
[root@ vitalpbx1-2 ~]# cp -rf /usr/local/bin/role /etc/profile.d/vitalwelcome.sh
```

2.12.3.- Create "recovery_galera" command and service in both servers

In Server 1

```
[root@ vitalpbx1 ~]# nano /usr/local/bin/recovery_galera
#!/bin/bash
set -e
mariadb_state=`systemctl is-active mariadb >/dev/null 2>&1 && echo YES || echo NO`
if [ "${mariadb_state}" = 'NO' ] ;then
          galera_state_server_a=`cat /var/lib/mysql/grastate.dat | grep 'safe_to_bootstrap:'`
          if ping -c 3 192.168.10.62; then
                    galera\_state\_server\_b=\'ssh\ root@\textbf{192.168.10.62}\ ''cat\ /var/lib/mysql/grastate.dat\ |\ grep\ 'safe\_to\_bootstrap:''\''\ '''
                    if [ "\${galera_state_server_a}" = 'safe_to_bootstrap: 1' ] ;then
                              galera_new_cluster
                              ssh root@192.168.10.62 "systemctl start mariadb"
                              systemctl status mariadb
                              exit;
                    fi
                    if [ "\${galera_state_server_b}" = 'safe_to_bootstrap: 1' ] ;then
                              ssh root@192.168.10.62 "galera_new_cluster"
                              systemctl start mariadb
                              systemctl status mariadb
                              exit;
          else
                    sed -i 's/safe_to_bootstrap: 0/safe_to_bootstrap: 1/g' /var/lib/mysql/grastate.dat
                    galera_new_cluster
          fi
else
          echo -e "*
                         MariaDB Service is Running
FOF
```

Add permissions in server 1

[root@ vitalpbx] ~]# chmod +x /usr/local/bin/recovery_galera

Create the service in Server 1

```
[root@ vitalpbx1 ~]# nano /etc/systemd/system/recovery-galera.service
[Unit]

Description=Run script at startup after network and mariadb becomes reachable
After=network.target
After=mariadb.service

[Service]
Type=Recovery Galera
RemainAfterExit=yes
ExecStart=/usr/local/bin/recovery_galera
TimeoutStartSec=0

[Install]
WantedBy=default.target
```

Enable the Service in server 1

```
[root@ vitalpbx1 ~]# systemctl daemon-reload
[root@ vitalpbx1 ~]# systemctl enable recovery-galera.service
```

In Server 2

```
[root@ vitalpbx2 ~]# nano /usr/local/bin/recovery_galera
#!/bin/bash
set -e
mariadb_state=`systemctl is-active mariadb >/dev/null 2>&1 && echo YES || echo NO`
if [ "${mariadb_state}" = 'NO' ] ;then
         galera_state_server_a=`cat /var/lib/mysql/grastate.dat | grep 'safe_to_bootstrap:'`
          if ping -c 3 192.168.10.62; then
                   galera_state_server_b=\`ssh root@192.168.10.61 "cat /var/lib/mysql/grastate.dat | grep 'safe_to_bootstrap:"\`
                   if [ "\${galera_state_server_a}" = 'safe_to_bootstrap: 1' ] ;then
                             galera_new_cluster
                             ssh root@192.168.10.61 "systemctl start mariadb"
                             systemctl status mariadb
                   fi
                   if [ "\${galera_state_server_b}" = 'safe_to_bootstrap: 1' ] ;then
                             ssh root@192.168.10.61 "galera_new_cluster"
                             systemctl start mariadb
                             systemctl status mariadb
                             exit;
         else
                   sed -i 's/safe_to_bootstrap: 0/safe_to_bootstrap: 1/g' /var/lib/mysql/grastate.dat
                   galera_new_cluster
         fi
else
         MariaDB Service is Running *"
         echo -e "*
         echo -e "***********
EOF
```

Add permissions in server 2

[root@ vitalpbx2 ~]# chmod +x /usr/local/bin/recovery_galera

Create the service in Server 1

[root@ vitalpbx2 ~]# nano /etc/systemd/system/recovery-galera.service [Unit]

Description=Run script at startup after network and mariadb becomes reachable After=network.target

After=mariadb.service

[Service]

Type=Recovery Galera

RemainAfterExit=yes

ExecStart=/usr/local/bin/recovery_galera

TimeoutStartSec=0

[Install]

WantedBy=default.target

Enable the Service in server 2

```
[root@ vitalpbx2 ~]# systemctl daemon-reload
[root@ vitalpbx2 ~]# systemctl enable recovery-galera.service
```

2.13.- Test

2.13.1.- Test bascul

```
[root@vitalpbx] ~]# bascul
      Change the roles of servers in high availability
* WARNING-WARNING-WARNING-WARNING-WARNING *
*All calls in progress will be lost and the system will be ^{\star}
    be in an unavailable state for a few seconds.
Are you sure to switch from vitalpbx1.local to vitalpbx2.local? (yes,no) > yes
Moving virutal_ip from vitalpbx1.local to vitalpbx2.local
Becoming vitalpbx2.local to Master
Done>>>>| 100%
              *********
                    Servers Status
Master
virtual_ip (ocf::heartbeat:IPaddr2): Started vitalpbx2.local
          (service:asterisk): Started vitalpbx2.local
lsyncd (service:lsyncd.service): Started vitalpbx2.local
Servers Status
vitalpbx1.local: Online
vitalpbx2.local: Online
[root@vitalpbx1 ~]#
```

2.13.2.- Show the Cluster status



3.- Resources troubleshooting

3.1.- Very useful commands

If a resource has failed, a failure message appears when you display the cluster status. If you resolve that resource, you can clear that failure status with the pcs resource cleanup command. This command resets the resource status and fail count, telling the cluster to forget the operation history of a resource and re-detect its current state.

The following command cleans up the resource specified by resource_id.

```
[root@vitalpbx1-2 ~]# pcs resource cleanup resource_id
```

If you do not specify a resource_id, this command resets the resource status and fail count for all resources.

As of Red Hat Enterprise Linux 7.5, the pcs resource cleanup command probes only the resources that display as a failed action. To probe all resources on all nodes you can enter the following command:

```
[root@vitalpbx1-2 ~]# pcs resource refresh
```

By default, the pcs resource refresh command probes only the nodes where a resource's state is known. To probe all resources even if the state is not known, enter the following command:

```
[root@vitalpbx1-2 ~]# pcs resource refresh --full
```

Show all the parameters associate with resources

```
[root@vitalpbx1-2 ~]# pcs resource show (asterisk, lsyncd or virtual_ip)
```

Is possible update a parameter after finish to create the cluster with the fallowing command. For change the timeout in start for the resource asterisk do this: [root@vitalpbx**1-2** ~]# pcs resource update asterisk op start timeout=120s

3.2.- Mariadb does not start correctly

If you shut down all nodes at the same time, then you have effectively terminated the cluster. Of course, the cluster's data still exists, but the running cluster no longer exists. When this happens, you'll need to bootstrap the cluster again.

If the cluster is not bootstrapped and mysqld on the first node is just started normally, then the node will try to connect to at least one of the nodes listed in the wsrep_cluster_address option. If no nodes are currently running, then this will fail. Bootstrapping the first node solves this problem.

In some cases Galera will refuse to bootstrap a node if it detects that it might not be the most advanced node in the cluster. Galera makes this determination if the node was not the last one in the cluster to be shut down or if the node crashed. In those cases, manual intervention is needed.

Let's edit the file **/var/lib/mysql/grastate.dat** and change the value of **safe_to_bootstrap: 0** to **safe_to_bootstrap: 1** on the server that we believe has the most up-to-date data from the databases.

[root@vitalpbx#~]# nano /var/lib/mysql/grastate.dat

Then on the same server we execute the following command:

[root@vitalpbx#~]# galera_new_cluster

And on the other server we start mariadb normally

[root@vitalpbx\$ ~]# systemctl restart mariadb

With this, our mariadb cluster should be normalized.

3.3.- I can't get into the VitalPBX interface, it gives me a sql error

A command may fail with ER_UNKNOWN_COM_ERROR producing 'WSREP has not yet prepared node for application use' (or 'Unknown command' in older versions) error message. It happens when a cluster is suspected to be split and the node is in a smaller part — for example, during a network glitch, when nodes temporarily lose each other. It can also occur during state transfer. The node takes this measure to prevent data inconsistency. Its usually a temporary state which can be detected by checking wsrep_ready value. The node, however, allows SHOW and SET command during this period.

In the Server that have the Issue

[root@vitalpbx#~]# mysql -uroot

 $[root@vitalpbx \verb|#" \sim] \# SET GLOBAL wsrep_provider_options="pc.bootstrap=yes";$

[root@vitalpbx# ~]# exit;

Now on the other server

[root@vitalpbx# ~]# systemctl restart mariadb

3.4.- Cluster Destroy

In some cases, the cluster is not working as we expect, sometimes it is necessary to make the cluster again, so the steps to follow are as follows.

To destroy the cluster on both servers run the following command

[root@vitalpbx1-2 ~]# pcs cluster destroy

If you are configuring step by step you must follow the following steps

3.5.- Create the Cluster again

3.5.1.- Create the cluster and configure parameters, perform only on the Server 1

[root@ vitalpbx1 ~]# pcs cluster setup --name cluster_vitalpbx vitalpbx1.local vitalpbx2.local

3.5.2.- Starting Cluster in Server 1

```
[root@ vitalpbx1 ~]# pcs cluster start --all
[root@ vitalpbx1 ~]# pcs cluster enable --all
[root@ vitalpbx1 ~]# pcs property set stonith-enabled=false
[root@ vitalpbx1 ~]# pcs property set no-quorum-policy=ignore
```

3.5.3.- Stop services and disable in both servers

```
[root@ vitalpbx1-2 ~]# systemctl stop asterisk
[root@ vitalpbx1-2 ~]# systemctl disable asterisk
```

3.5.4.- Create resource for the use of the Floating IP

```
[root@ vitalpbx1 ~]# pcs resource create virtual_ip ocf:heartbeat:IPaddr2 ip=192.168.10.60 cidr_netmask=24 op monitor interval=30s on-fail=restart [root@ vitalpbx1 ~]# pcs cluster cib drbd_cfg [root@ vitalpbx1 ~]# pcs cluster cib-push drbd_cfg
```

3.5.5.- Create asterisk Service in Server 1

```
[root@ vitalpbx1 ~]# pcs resource create asterisk service:asterisk op monitor interval=30s
[root@ vitalpbx1 ~]# pcs cluster cib fs_cfg
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint colocation add asterisk with virtual_ip INFINITY
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint order virtual_ip then asterisk
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg -config
[root@ vitalpbx1 ~]# pcs resource update asterisk op stop timeout=120s
[root@ vitalpbx1 ~]# pcs resource update asterisk op restart timeout=120s
[root@ vitalpbx1 ~]# pcs resource update asterisk op restart timeout=120s
```

3.5.6.- Create Isyncd Service in Server 1

```
[root@ vitalpbx1 ~]# pcs resource create lsyncd service:lsyncd.service op monitor interval=30s [root@ vitalpbx1 ~]# pcs cluster cib fs_cfg [root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config [root@ vitalpbx1 ~]# pcs -f fs_cfg constraint colocation add lsyncd with virtual_ip INFINITY
```

[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint order asterisk then lsyncd [root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config

3.5.7.- Server 1 and 2

[root@vitalpbx1-2 ~]# pcs resource refresh --full

Wait 30 seconds and run the role command to ensure everything is fine.

[root@vitalpbx1 ~]# role

3.6.- Destroy the Cluster and Normalize both servers

If for any reason you want to become independent again the two servers must follow the following procedure.

Destroy the cluster on both servers run the following command

[root@vitalpbx**1-2** ~]# pcs cluster destroy

Note:

In some cases, the destroy command does not respond because the corosync service cannot be stopped, if this happens, we recommend stopping the service forcibly with the "kill PID" command (the service PID). Do this on both servers.

[root@ vitalpbx**1-2** ~]# systemctl status corosync | grep "Main PID" Main PID: 5702 (corosync) [root@vitalpbx**1-2** ~]#

Kill the service in both servers

[root@ vitalpbx] ~]# kill 5702

The PID is different on both servers, so we recommend searching for the PID separately.

Now that we have destroyed the cluster we are going to remove the Galera cluster.

It's easy. You should gracefully stop all nodes. After this remove all Galera configuration from /etc/my.cnf.d/server.cnf and start MySQL. Better to do it on latest stopped node, to prevent data loss.

[root@ vitalpbx1-2 ~]# systemctl stop mariadb

In Server 1 remove all the yellow data, do the same in server 2.

[root@ vitalpbx1.local ~]# nano /etc/my.cnf.d/server.cnf [galera]
binlog_format=ROW
default-storage-engine=innodb
innodb_autoinc_lock_mode=2
bind-address=0.0.0.0

Galera Provider Configuration wsrep_on=ON

wsrep_provider=/usr/lib64/galera-4/libgalera_smm.so

```
# Galera Cluster Configuration
wsrep_cluster_name="test_cluster"
wsrep_cluster_address="gcomm://192.168.10.61,192.168.10.62"

# Galera Synchronization Configuration
wsrep_sst_method=rsync

# Galera Node Configuration
wsrep_node_address="192.168.10.61"
wsrep_node_name="Server 1"
```

Now start mariadb in both servers

```
[root@ vitalpbx1-2 ~]# systemctl start mariadb
```

Now normalize the start of the asterisk service on both servers

```
[root@ vitalpbx1-2 ~]# systemctl enable asterisk
[root@ vitalpbx1-2 ~]# systemctl start asterisk
```

Now go to the /etc/profile.d/vitalwelcome.sh file and delete the lines that are yellow on both servers

```
[root@ vitalpbx1-2 ~]# nano /etc/profile.d/vitalwelcome.sh
#Bash Colour Codes
green="\033[00;32m"
txtrst="\033[00;0m"
if [ -f/etc/redhat-release ]; then
    linux_ver=`cat /etc/redhat-release`
    vitalpbx_ver=`rpm -qi vitalpbx |awk -F: '/^Version/ {print $2}'`
    vitalpbx_release=`rpm -qi vitalpbx |awk -F: '/^Release/ {print $2}'`
elif [ -f /etc/debian_version ]; then
    linux_ver="Debian "`cat /etc/debian_version`
    vitalpbx_ver=`dpkg -l vitalpbx |awk '/ombutel/ {print $3}'`
    linux_ver=""
    vitalpbx_ver=""
    vitalpbx_release=""
vpbx_version="${vitalpbx_ver}-${vitalpbx_release}"
asterisk_version=`rpm -q --qf "%{VERSION}" asterisk`
server_master=`pcs status resources | awk 'NR==1 {print $4}'`
host=`hostname`
server_mode="Master"
        server_mode="Standby"
logo='
echo -e "
${green}
${logo}
${txtrst}
Role: $server_mode
Version: $\{\text{vpbx_version}/\[[:\text{space:}]]\}}
Asterisk : ${asterisk_version}
Linux Version: ${linux_ver}
Welcome to : `hostname
           : `uptime | grep -ohe 'up .*' | sed 's/up //g' | awk -F "," '{print $1}'`
```

Remove all relative file and service in both server

```
[root@ vitalpbx1-2 ~]# systemctl stop recovery_galera
[root@ vitalpbx1-2 ~]# systemctl disable recovery_galera
[root@ vitalpbx1-2 ~]# rm /usr/local/bin/recovery_galera
[root@ vitalpbx1-2 ~]# rm /usr/local/bin/role
[root@ vitalpbx1-2 ~]# rm /usr/local/bin/bascul
[root@ vitalpbx1-2 ~]# rm /etc/systemd/system/recovery-galera.service
```

3.7.- Recommendations

- If you have to turn off the three servers at the same time, we recommend that you start by turning off the one in Standby and then the Master and the App.
- If the three servers stopped abruptly, always start first that you think you have the most up-to-date information and a few minutes later the other server.
- If you want to update the version of VitalPBX we recommend you do it first on Server 1, then do a bascul and do it again on Server 2 and finish in the Server 3.

4.-0.- Some sources of information

1.- https://www.digitalocean.com/community/tutorials/how-to-mirror-local-and-remote-directories-on-a-vps-with-lsyncd
2.- https://clusterlabs.org/pacemaker/doc/en-US/Pacemaker/1.1/html/Clusters_from_Scratch/_configuring_corosync.html
3.- Google Search