

SINGER | Support Details - New -Draft

HOTLINE NUMBERS

SIP Trunk Details

- Singer SLT Outbound IP: 172.16.32.1 Line No: 0112400400
- Singer SLT Inbound IP: 22.1.2.9 Line No: 0112400400
- Singer LankaBell Outbound IP: 10.200.1.67 Line No: 0115400400
- Singer LankaBell Inbound IP: 172.16.11.131 Line No: 0115400400

Singer - IVR

- Server IP: 172.16.11.68
- Company1 SSL configuration path: /var/www/html/SSL_IVR/Demo_IVR/Singer_SL_IVR.php
- Company2 SFL configuration path: /var/www/html/SFL_IVR/Demo_IVR/SingerFinance_IVR.php

Master APP

<http://httpprogrammingapi.facetone.slmo.com/>

SKYPE Configurations

Singer Skype Sip Trunk Details:

SIP User = 99051000278670
Sip Password = TQwS2qr6FkC7kP
Skype Trunk = sip.skype.com
Port UDP = 5060

Skype Manager Account Details(Admin):

Email = kapilap@singersl.com
Id / Name = singerhotline
Password = \$ingerHot@2016

Skype Callcenter Account Details:

Email = prasadrajs@singersl.com
Work Email = callcenter@singersl.com
Id / Name = singercallcenter
Password = \$ingerHot@2016

SMS Configuration

- SMS Gateway IP: 202.192.232.133 Port: 5020
- SMS service host server IP : 172.16.11.35
- SMS_user : singerSec
- SMS_password : ger#dup
- SMS_queue : SMSOUT
- SMS_number : 0710400400
- SMPP Client : Runing as a docker
- SMS queue monitoring url: <http://rabbitmq.facetone.slmo.com:15672>
- Rabbitmq web login: username: admin password: admin

WEB SERVERS

NO of Servers :2

Webserver - Apache

- Server IP: 172.16.11.67 (Primary) 172.16.11.68 (Secondary) 172.16.11.69 (Virtual IP)
- Keep-Alive configuration path: /etc/keepalived/keepalived.conf
- Admin Console web url: <http://consoles.facetone.slmo.com/AdminConsole>
- Agent Console web url: <http://consoles.facetone.slmo.com/AgentConsole>

• Admin console login details,

Company1: SSL username: ccadminssl@singersl.com
password: Duo\$@2016

Company2: SFL username: ccadminsfl@singersl.com
password: Duo\$@2016

• Agent console login details,

Company1: SSL username: test@singersl.com
password: 123456

Company2: SFL username: duoagent@duosoftware.com
password: DuoS123

Load balancing via Haproxy

Log rotate :??

Freeswitch

- Server IP: 172.16.11.131 (Primary) 172.16.11.134 (Secondary)
- Call Recording location

Inbound clips location :

/usr/src/recordings/sales

Inbound clips moving location

: /home/fs_Voiceclips/inboundRecordings

Outbound clips saving location : /usr/recordings/

Outbound clips moving location

: /home/fs_Voiceclips/outboundrecordings

- Freeswitch modules installed location: /usr/lib/freeswitch/mod
- Freeswitch configuration location: /etc/freeswitch/autoload_configs
- Run as a service

NAS Location = ??

NAS Path = ??

Voice backup Scrip location = ??

Info: Crontab job runs to move recordings at midnight and remove 10 months old recordings, command crontab -e to check

Log rotate= yes

file size =11mb

file count=15

APPSERVERS -

Dockers

*Nginx will auto restart when server reboots

NO of Servers=3

Virtual IP : N/A

Server IPs : 172.16.11.35 (AppServer1) *.app1.facetone.slmo.com

172.16.11.36 (AppServer2) *.app2.facetone.slmo.com

172.16.11.38 (AppServer3) *.app3.facetone.slmo.com

DNS :yes

HA method : LB HAPROXY

Installation scripts location= /usr/src/DVP-Scripts/veery_cloud_contai

Freeswitch

~~*freeswitch run as a service in both servers~~

~~*service will auto start when server reboots~~

~~* DNS used in configurations~~

~~No of servers :-2~~

~~Virtual IP :172.16.11.131 (callserver.facetone.slmo.com)~~

~~Server IPs :172.16.11.134(callserver1.facetone.slmo.com),~~

~~: 172.16.11.138 (callserver2.facetone.slmo.com)~~

~~HA method :Keepalived service (checking PID and Internal profile to ensure that freeswitch is running)~~

~~Current master :172.16.11.134~~

~~Voice backup~~

~~Backup Script location :-2~~

~~NAS location for inbound :-/facetone/FS_Recordings/inbound/~~

~~NAS location for outbound :-/facetone/FS_Recordings/outbound/~~

~~Log rotate= yes~~

~~file size =11mb~~

~~file count=15~~

HA PROXY

*All the services pointed to Ha proxy

*if ha proxy primary failed then secondary server will take the requests by keepalived

NO of Servers=2

Virtual IP : 172.16.11.111 (Virtual IP)

Server IPs : 172.16.11.99 (Primary)

172.16.11.100 (Secondary)

DNS :yes

HA method : Keepalived

- Run as a service

ner/

Docker Load Balancing Chart

Google Sheet:

This sheet contains all the load balanced service details

<https://docs.google.com/spreadsheets/d/1rMfV65UuUb14ySkaBzMMHrnCXWUGwkojOb56mDeKkLo/edit?usp=sharing>

Port Connectivity List:

This Sheet have the Listening/Closed Port details:

<https://docs.google.com/spreadsheets/d/13AyKpdKZpBJA-XLzGLB3awHfDT0kZedbv-JVFjNOs9s/edit?usp=sharing>

- HAProxy configuration path:
/etc/haproxy/haproxy.cfg
- Keep-Alive configuration path:
/etc/keepalived/keepalived.conf

troubleshooting tips,

--service haproxy status	#Check haproxy status
--service haproxy reload	#Check haproxy reload
--service haproxy restart	#Check haproxy restart

MONGO

Mongo replication with HA configured if master is down then slave will become master and handle the queries according to the priority of the Replica sets .

No of servers :5 (3 in production 2 in DR)

Server IP : 172.16.11.3 [mongo1.facetone.slmo.com](#) (Isolated from the production due to DR implementation to be added to the replica set)

172.16.11.6 [mongo2.facetone.slmo.com](#) (New Primary -Priority 1)

172.16.11.7 [mongo3.facetone.slmo.com](#) (secondary -Priority 3)

172.20.11.3 [mongodr1.dr.facetone.slmo.com](#) (secondary -priority 2)

172.20.11.6 [mongodr2.dr.facetone.slmo.com](#) (Replication only)

HA method :Mongo Replica Set

Replica set name : rs0

Current master :172.16.11.6

Databases :facetone

Password :DuoS123

User : duo

Port :27017

DB Backups : Mongo backups configured (mongo dump doesn't backup fsfiles and fschunks collection)

Backup Script location : /home/DB_Backup_Scripts/MongoBackup_Script.sh

Backup location :

NAS location : /mnt/CallCentre/FaceTone/Production-DB-Backups/mongo/

POSTGRES

*Replication configured (Master slave replication)

Troubleshooting tips:

Switch to postgres user and run following commands

*PGPOOL configure with HA to check current master

*database backup pointed to NAS directly

No of servers :2

Pgpool Virtual IP :172.16.11.9 popool.facetone.slmo.com

Pgpool port =5433

Postgress

Server IP :172.16.11.6 DNS:postgres2.facetone.slmo.com (current master)

172.16.11.7 DNS:postgres3.facetone.slmo.com

Current master :172.16.11.6 ()

Databases :duo , Freeswitch

User = duo Password :DuoS123

Port :5432

Backup

Backup Script location

: /home/DB_Backup_Scripts/PGBackup_Script.sh

NAS Backup location :

/mnt/CallCentre/FaceTone/Production-DB-Backups/postgres

*Mounted PostgreSQL backup location

Command : su postgres

Check pgpool service status (db1): pcp_recovery_node -h 172.16.11.9 -p 9898 -n 1

Check pgpool service status (db2): pcp_recovery_node -h 172.16.11.9 -p 9898 -n 0

PG pool Admin link : 172.16.11.6/pgpoolAdmin-3.7.0/

PG pool Admin link : 172.16.11.7/pgpoolAdmin-3.7.0/

Pg pool Admin Logins:

Username postgres Password DuoS123

REDIS-

~~*Redis Sentinel configured~~

~~*If master is Down slave should be manually configured to act as master (slave will not change to master automatically)~~

Redis Server

Master redis

IP :172.16.11.4

DNS : redis1.facetone.slmo.com

Port : 6379 /tcp

dump file location : /var/lib/redis/dump.rdb

Slave

IP :172.16.11.8

DNS : redis2.facetone.slmo.com

Port : 6379 /tcp

dump file location : /var/lib/redis/dump.rdb

Dashboard redis

Production Redis

~~NO of Servers : 3~~

~~Current master :172.16.11.4 redis1.facetone.slmo.com~~

~~Server IP _____:~~

~~_____172.16.11.4 redis1.facetone.slmo.com~~

~~_____172.16.11.8 redis2.facetone.slmo.com~~

~~_____172.16.11.7 redis3.facetone.slmo.com~~

~~HA method _____: Sentinel~~

~~Sentinel Port _____:26379~~

~~Sentinel Name _____:redis-cluster~~

~~Password _____:DuoS123~~

~~Port _____:6379~~

IP :172.16.11.7
port :6379 /tcp
Singer Dashboard redis DB = DB 0

Backup: N/A
Backup Script location : N/A
Backup location :N/A
NAS location :N/A

RABBITMQ

*Run as aservice

IP : 176.16.11.4
DNS :rabbitmq1.facetone.slmo.com
Port : 5672
Management console url : <http://172.16.11.4:15672/>
Username : admin
Password : admin

RabbitMQ

~~*Run as aservice~~
~~*Cluster~~
~~No of servers :2~~
~~Virtual IP :NO~~
~~Server IP : (176.16.11.4 DNS :rabbitmq1.facetone.slmo.com)~~
~~, (176.16.11.3 DNS: rabbitmq1.facetone.slmo.com)~~
~~DNS :yes~~
~~HA method :Cluster~~
~~Current master :N/A~~
~~username :admin~~
~~Password :admin~~
~~Port :5672 /15672~~

GRAPHITE

* Running as a docker
* Automatically starts when the server starts

No of servers :1
Virtual IP :No
Server IP : 172.16.11.4
DNS : graphite.facetone.slmo.com
HA method :NO
Current master :N/A
Port=8125

Network Attached Storage (NAS)

NAS IP : 172.16.4.25
NAS Port : 445 tcp
Username :duoadmin
Password : Duo\$@2016

NAS Mounted servers

DB Servers: 172.16.11.3 , 172.16.11.6

*Mounted mongo backup location

/mnt/CallCentre/FaceTone/Production-DB-Backups/mongo

*Mounted PostgreSQL backup location

/mnt/CallCentre/FaceTone/Production-DB-Backups/postgress

Redis Server : 172.16.11.4 (redis)

*Mounted redis backup location

/mnt/CallCentre/FaceTone/Production-DB-Backups/redis

Internal DNS Server

*All the DNS names in the primary server synced to the secondary server

- Server IP: 172.16.11.163 (Primary) 172.16.11.164 (Secondary)
- DNS Server configuration path: /etc/network/interfaces
- Web URL: <https://172.16.11.163:10000/>
- Login to Webmin UI: username: root password: Duo\$@2016

Login Details

Vsphere Login details for the physical host

Production Host Name	Host IP	Username	Password	Status
CCSTGSRV01	172.16.11.10	root	password	UP
CCSTGSRV02	172.16.11.11	root	password	UP
CCSTGSRV03	172.16.11.12	root	password	UP

Server Name	IP	SSH Port	Username	Password
Appserver1	172.16.11.35	65	root	Duo\$@2016
Appserver2	172.16.11.36	65	root	Duo\$@2016
Appserver3	172.16.11.38	65	root	Duo\$@2016

DR - Host Name	Host IP	Username	Password	Status
DRCALLCSTG01	172.20.11.10	root	password	UP
DRCALLCSTG02	172.20.11.11	root	password	UP
DRCALLCSTG03	172.16.11.12	root	password	Pending

Union Place Call Center Remote PC Credentials

Allowed IP To connect servers :172.19.253.24

IP	Username	Password
192.19.253.24	mcadmin	Admin@\$2017

Contact Center related General Information's

1. Singer Call Center,

Senior Assistant Manager
Ms. Sajeni Pandithage
Mobile | 0773371516

Supervisor Isuru
Mobile | 0710718750

Supervisor Azim
Mobile | 0774550055

Supervisor Harshani
Mobile | 0776662449

2. Singer Head Office,

Assistant Senior Manager
Mr. Prasadraj Saswathrajha
Mobile | +94 77 3710064

Assistant Director IT
Mr. Thanuja Senavirathne
Mobile | +94 77 7661770