

SCM Samsung Communication Manager



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Active-Active



Active-Active Architecture
Active-Active Deployment Scenarios
Active-Active Fail Cases
Active-Active Setup
Modes and Status
Helpful Reminders

Active-Active



Active-Active Architecture

System Architecture SBC w/gateway



Active-Active with SBC and PSTN Gateways

- Total 3000 users supported on the SCM is this scenario
- All users are assigned to the Master as primary system
- The slave SCM will act as the secondary system
- Our Master and Slave nodes are located at 2 different data centers
- All users will use SIP Trunking
- The phones all have a PRI gateway onsite for survivability
- Everything is connected through MPLS provided by the carrier

ONLY the users on the Master side can use MS exchange for integration



System Architecture SBC w/gateway **PSTN** SmisUNG III IP G/W G/W G/W G/W 5 Mbps 10 Mbps 10 Mbps **MPLS** from Carrier G/W G/W **Z** Master Slave SCM-A0 SCM-A1 SBC Master Slave SIP Provider SCM-SO MS Exchange SCM-S1

System Architecture Voice Gateways only



Active-Active with PSTN Voice Gateways

- Total 3000 users supported on the SCM is this scenario
- All users are assigned to the Master as primary system
- The slave SCM will act as the secondary system
- The Master node is located at the Head Office #1
- Slave node is located at Head Office #2
- The phones all have a gateway onsite for survivability
- Everything is connected through MPLS provided by the carrier

System Architecture Voice Gateways only **PSTN** SmisUNG G/W G/W G/W G/W 5 Mbps 10 Mbps 10 Mbps **MPLS** from Carrier G/W G/W \geq <Master Slave SCM-A0 SCM-A1 Master Slave SCM-SO MS Exchange SCM-S1

System Architecture SBC w/gateway "6000 users"

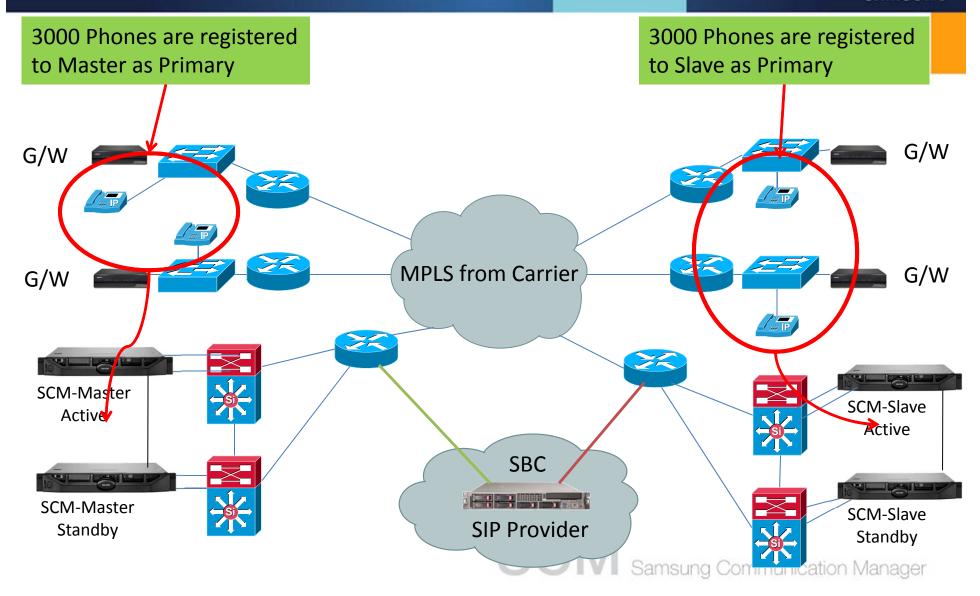


Active-Active with SBC and w/voice gateways

- Total 6000 users supported on the SCM is this scenario
- 3000 users are assigned to the Master as primary
- 3000 users are assigned to the Slave as primary
- Each secondary server will backup the primary server
- Our Master and Slave nodes are located at 2 different data centers
- All users will use SIP Trunking and have PSTN gateways for survivability
- Everything is connected through MPLS provided by the carrier

System Architecture SBC w/gateway "6000 users"







Active-Active

- If the primary server (master.active or master.standby) can not provide the service
- The secondary server (slave.active and slave.standby) will provide the service on behalf of the primary server.

Active-Active switch-over occurs in the following situations :

- If the primary server goes down, Secondary server provides the PBX services.
- If terminals connected to the primary server have been lost, Secondary server provides the services.
- If the primary server goes into slave node, slave node does not provide the service during full data synchronization. In this case, secondary server of terminals provides the services.



Key Constrains



Administrator	 Configuration Change/Modification is allowed only through the Master Node The Slave-node is just a read-only permitted, except for MOH uploading
Embedded Application	 The Following Applications are NOT available on Secondary Server Voice Mail, Call Recording, AME, Outlook service. Conference Bridge Meet-me Conference feature is NOT available on Secondary Server. Ad-hoc, Progressive, Predefined, Conference are available both SCM nodes. ACD Lite and CSTA Service are NOT available on Secondary Server The ACD group operates on one node only.
Call Services	The Park and Retrieve feature is NOT supported on Secondary Server The Callback feature is NOT supported on Secondary Server
Others	Custom MOH files MUST be loaded on both Master and Slave Nodes Custom AA files MUST be loaded on both Master and Slave Nodes

Active-Active Deployment



SCM Active-Active Deployment Scenarios

Supported Active-Active Scenarios



We will now cover what scenarios are supported for

Active-Active



Scenario #1 (SBC w/voice gateways)

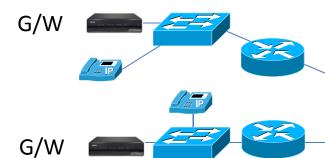


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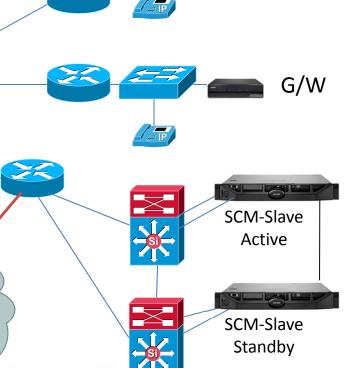
All Phone are registered to Master as Primary and Slave as secondary

Users will also be assigned to their local gateways for Survivability

SCM Master and SCM Slave will both have a dual route to the SBC



MPLS from Carrier



SCM-Master
Active

SCM-Master
Standby



SBC
SIP Provider

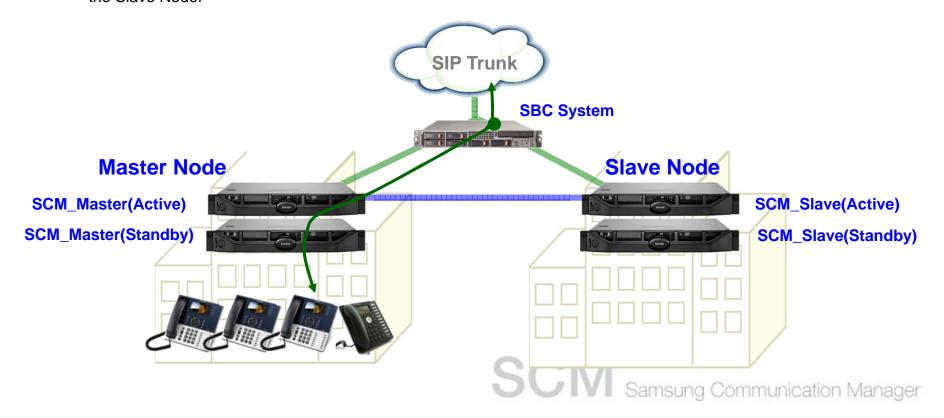
Scenario #1 SIP Trunks Active-Active



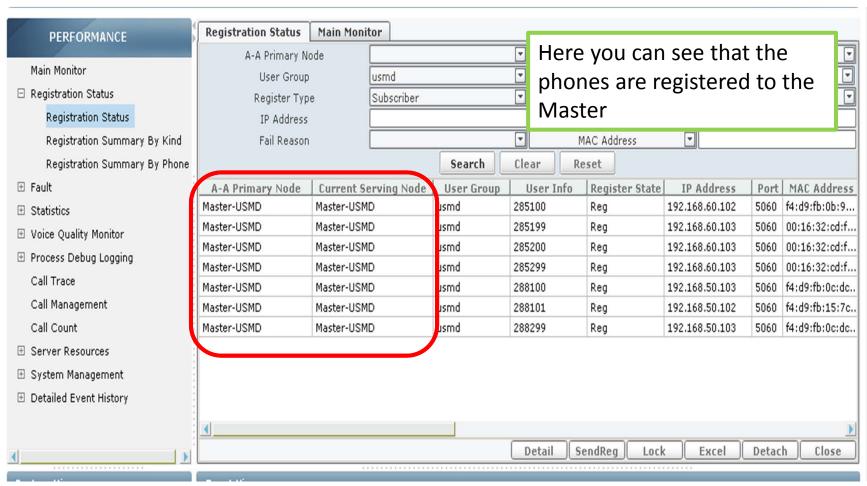
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When an SBC is used for call routing

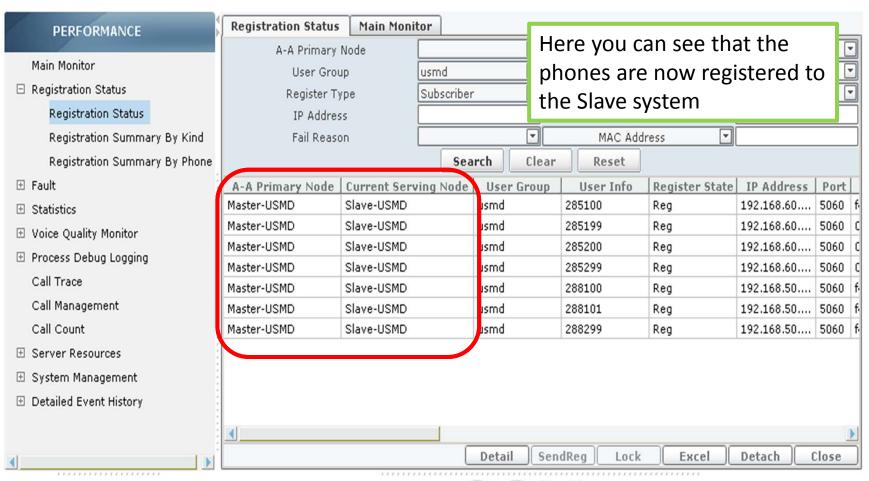
- The SBC is be configured with Multiple Session Targets so that Primary Session Target is pointing to Master
 Node and Secondary Session Target is pointing to Slave Node.
- If SBC is unable to send the Calls to Master Node than it will use Secondary Session Target to send the calls to the Slave Node.













Scenario #1 Fail Cases

Scenario #1 Fail Case - 1

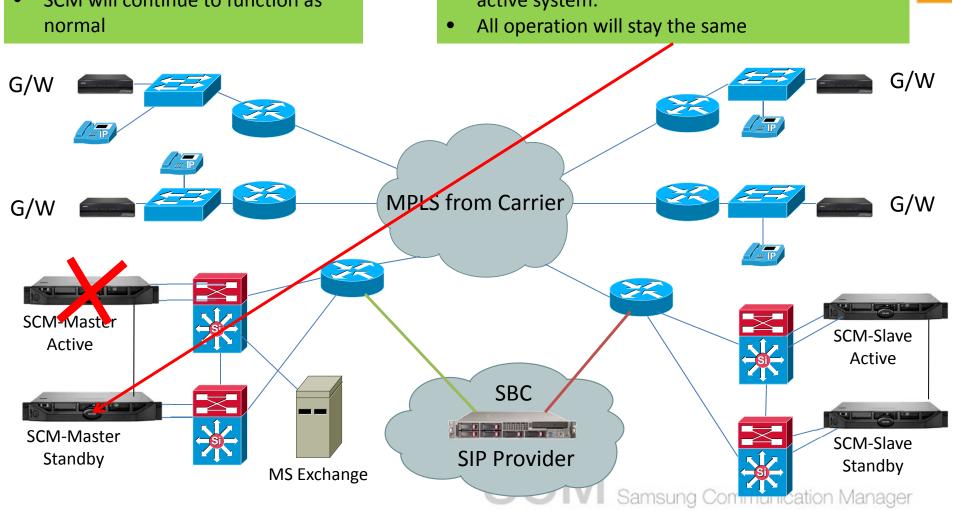


SAMSUNG

Your SCM-Master.active is down!

SCM will continue to function as

The SCM-Master.standby will take over as the active system.



Scenario #1 Fail Case - 2

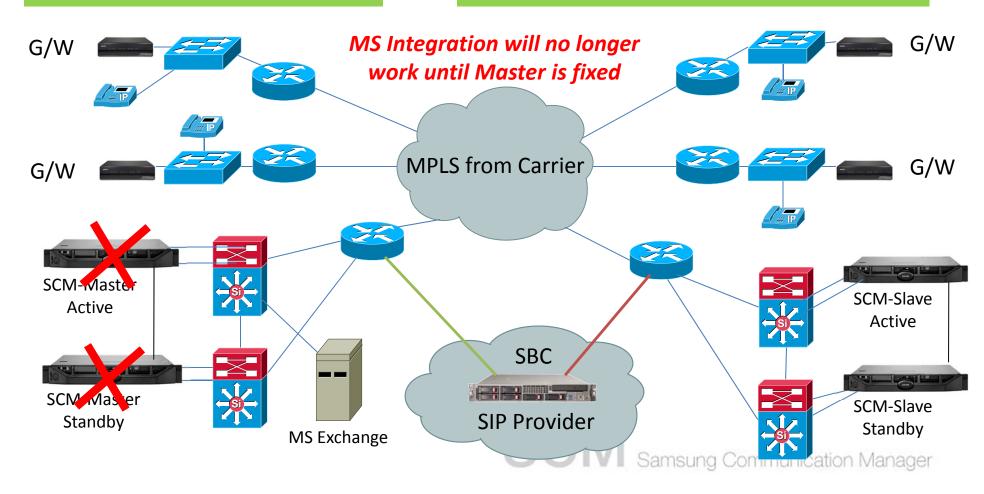


SAMSUNG

SCM Master is down!

 All phones will now function from the SCM Slave system

- The primary server for a phone provides UMS
- Since our phones primary was the SCM Master
- We will no longer have Mailbox func



Scenario #1 Fail Case - 3

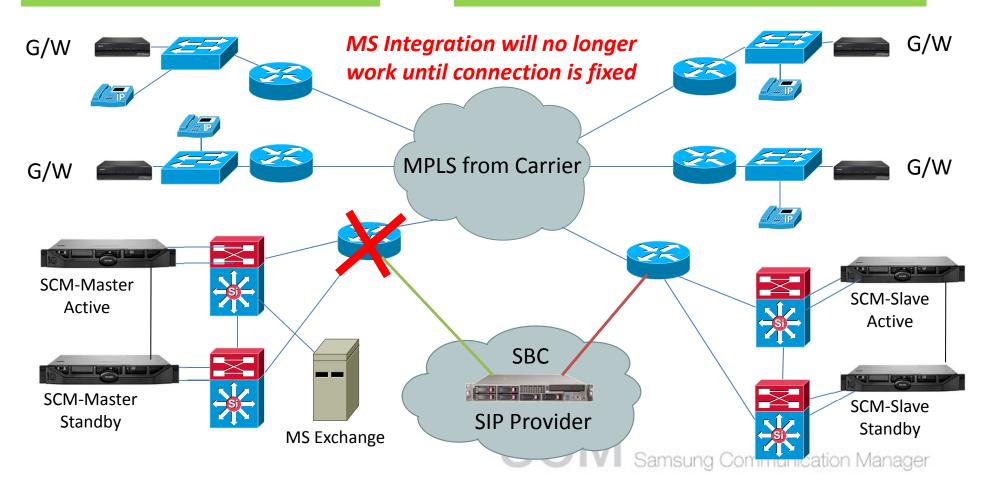


SAMSUNG

Your data center network is down!

 All phones will now function from the SCM Slave system

- The primary server for a phone provides UMS
- Since our phones primary was the SCM Master
- We will no longer have Mailbox func



Scenario #1 Fail Case - 4



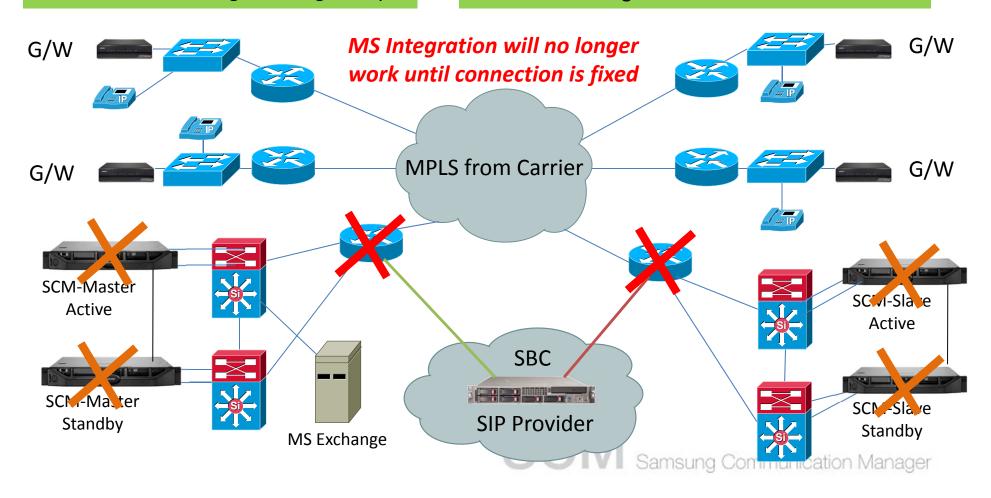
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Both data centers are down!

- Users will now fail over to the gateways
- A user must be assigned to a gateway

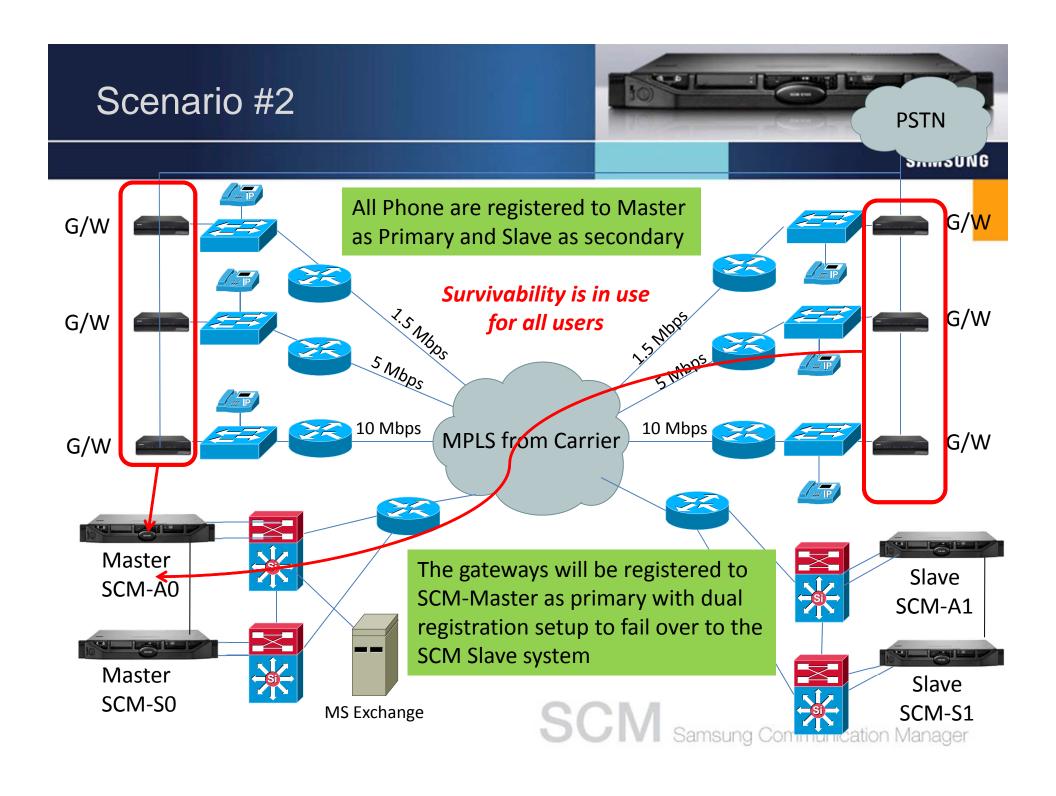
Survivability mode is in place

- Users can make outbound calls only
- We will no longer have Mailbox function

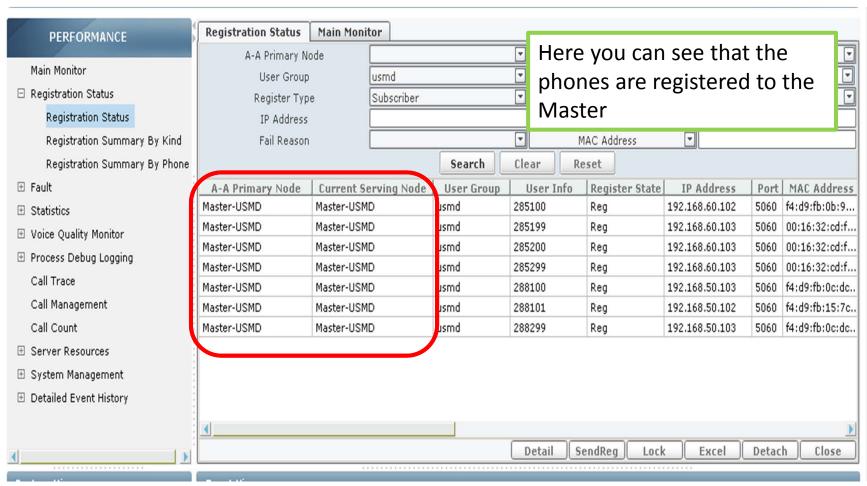




Scenario #2 (PRI-Gateways)









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Ubigate Voice Gateway Dual Registration

```
voip-gateway
host domain-name samsung.com
bind control interface ethernet 0/1
bind media interface ethernet 0/1
rtp payload-type nte 101
call-server
  ip-address ipv4:192.168.60.10
  ip-address ipv4:192.168.50.10 secondary ← Here we will add the Secondary Server
  gw-uri usmd-master-2016 expires 60
  exit call-server
sip-ua
  authentication username usmd-master-2016 password usmd-master-2016
  registrar concurrent-registration
  offer call-hold dir-inactive
  disable-star-contact
  reason-header override
  no shutdown
  exit sip-ua
no shutdown
exit voip-gateway
```



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Ubigate Voice Gateway Dual Registration

PERFORMANCE	Registration Status	Main Monit	or			\Me se	e here th	at the		
System Viewer	A-A Primary Node User Group		\ \ \			We see here that the gateways have registered to				
System: [MINE] master.active Status: [MASTER] Active	Register Type IP Address		Endpoint RegReceive			both Master and Slave				
Alarm: CRI (0) MAJ (0) MI 2)	Fail Reason				v	MAC Address				
CPU Memory File	A-A Primary Node Current Serving Node User Group User Info Register							IP Address	P z	MAC A
	Master-USMD	Master-USMD		ısmd	Main-2016-Master		Reg	192.168.60.11	5060	f4:d9:ft
	Slave-USMD	Slave-USMD		ısmd	Backup-2016-Slave		Reg	192.168.50.11	5060	f4:d9:ft
System Viewer System: [MINE] slave.active Status: [SLAVE] Active Alarm: CRI (0) MAJ (0) MI 0) CPU Memory File	Registration Status A-A Primary User Grou Register Ty IP Addres Fail Reaso A-A Primary Node Slave-USMD Master-USMD	Node [pp [ppe [s [usmd Endpoint Re	Search User Group usmd usmd	Backu Main-	Current Ser User Register User Age MAC Add Reset User Info up-2016-Slave 2016-Master	Info State int Info	192.168.50.11 192.168.60.11	5060	MAC # f4:d9:fl f4:d9:fl



Scenario #2 Fail Cases

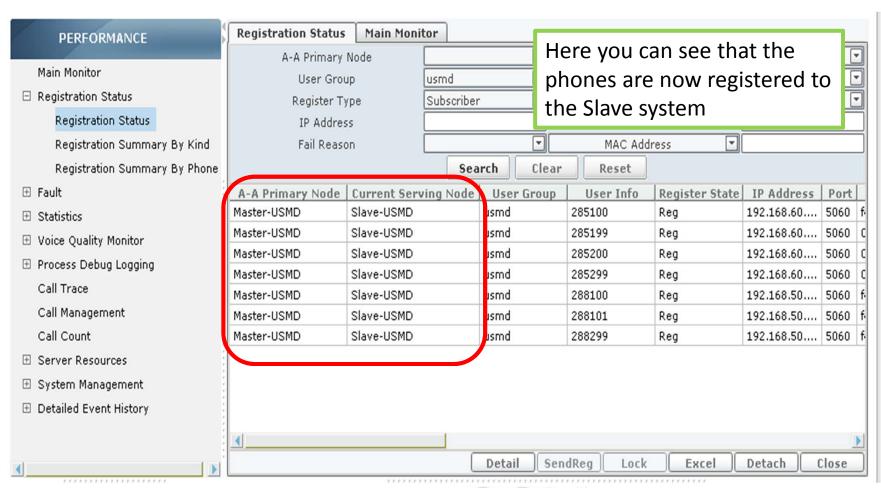
Scenario #2 Fail Case - 1 **PSTN** SmmoUNG Your SCM-Master.active is down! G/W G/W SCM will continue to function as normal Survivability is in use I.S Mbos 7.5 Mpg5 G/W G/W for all users 5 Mbps 5 Mbps 10 Mbps 10 Mbps **MPLS** from Carrier G/W G/W $\geq <$ Master Slave SCM-A0 The SCM-Master.standby will SCM-A1 take over as the active system. All operation will stay the same Master Slave SCM-S0 MS Exchange SCM-S1

Scenario #2 Fail Case - 2 **PSTN** SmisUNG All phones and gateways will now G/W G/W function from the SCM Slave system MS Integration will no longer G/W G/W work until Master is fixed 5 Mbps 5 Mbps 10 Mbps 10 Mbps MPLS from Carrier G/W G/W \geq <Master The primary server for a phone Slave SCM-A0 provides UMS SCM-A1 Since our phones primary was the **SCM Master** We will no longer have Mailbox func Master Slave SCM-S0 MS Exchange SCM-S1

Scenario #2 Fail Case - 3 **PSTN** SmisUNG All phones and gateways will now G/W G/W function from the SCM Slave system MS Integration will no longer G/W G/W work until network is fixed 5 Mbps 5 Mbps 10 Mbps 10 Mbps MPLS from Carrier G/W G/W Master The primary server for a phone Slave SCM-A0 provides UMS SCM-A1 Since our phones primary was the **SCM Master** We will no longer have Mailbox func Master Slave SCM-S0 MS Exchange SCM-S1

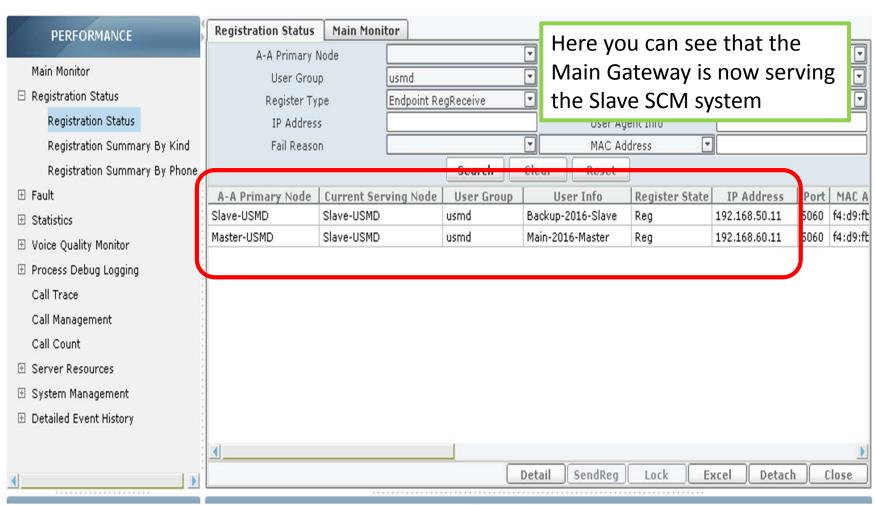
Scenario #2 Fail Case – 3





Scenario #2 Fail Case – 3





Scenario #2 Fail Case – 4 **PSTN** SmiroUNG Survivability mode is in place G/W G/W Users can make outbound calls only 7.5 MDD5 G/W G/W 5 Mbps 10 Mbps 10 Mbps **MPLS** from Carrier G/W G/W Master slave SCM-A0 SCM-A1 Users have lost total communication with the datacenter! Master All calls will route out their local gateways Slave SCM-S0 SCM-S1



Scenario #3 (w/6000 users)

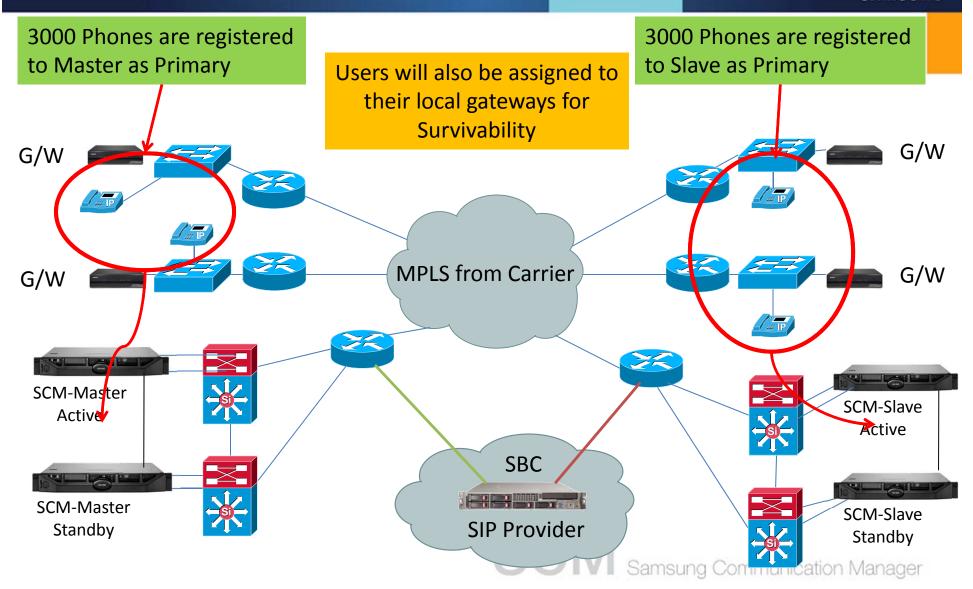


Active-Active with SBC and w/voice gateways

- Total 6000 users supported on the SCM is this scenario
- 3000 users are assigned to the Master as primary
- 3000 users are assigned to the Slave as primary
- Each secondary server will backup the primary server
- Our Master and Slave nodes are located at 2 different data centers
- All users will use SIP Trunking and have PSTN gateways for survivability
- Everything is connected through MPLS provided by the carrier

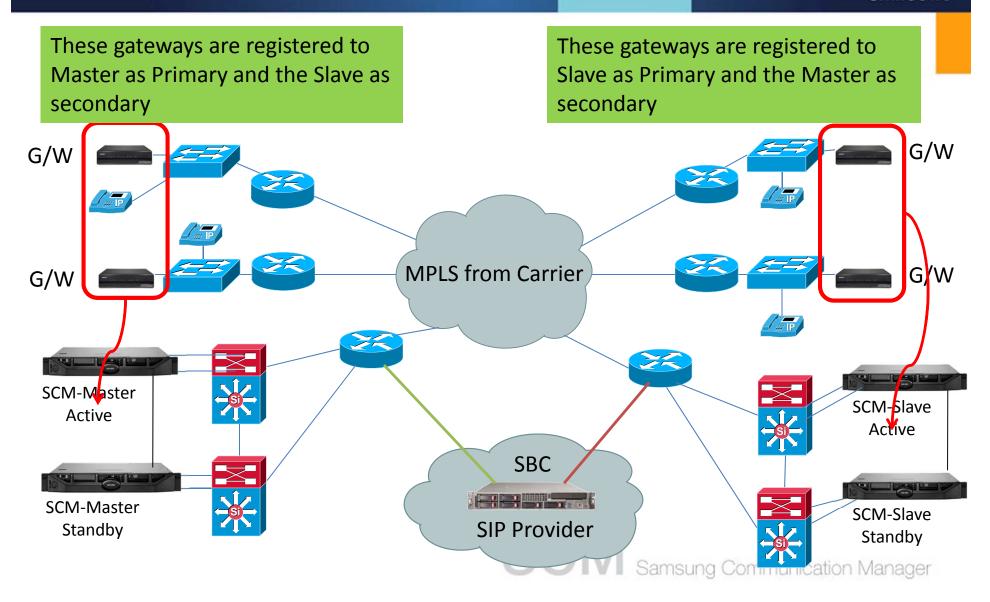
Scenario #3





Scenario #3





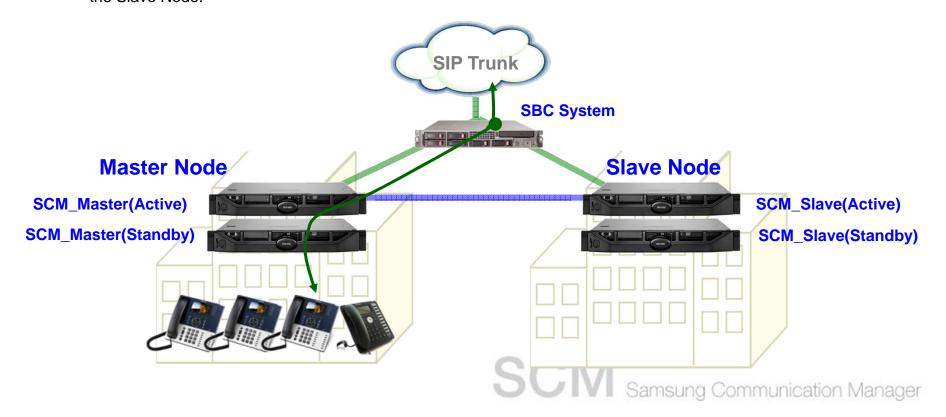
Scenario #3 SIP Trunks Active-Active



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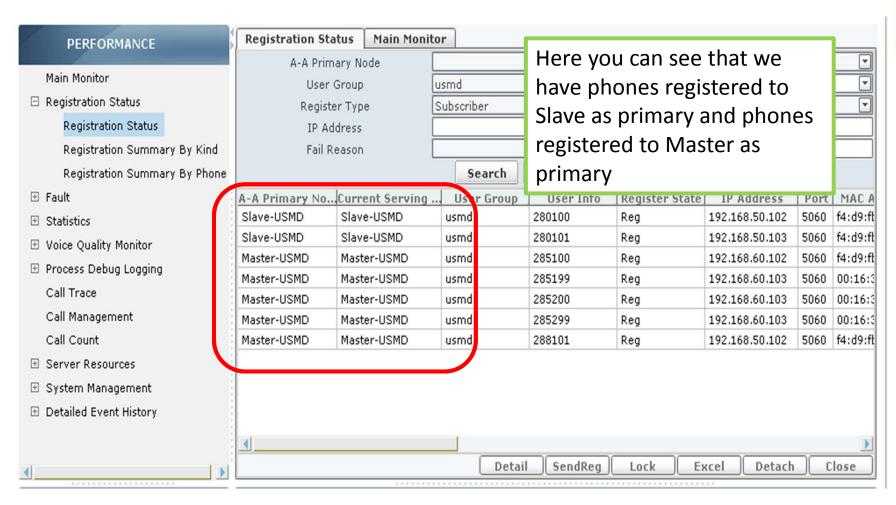
When an SBC is used for call routing

- The SBC is be configured with Multiple Session Targets so that Primary Session Target is pointing to Master
 Node and Secondary Session Target is pointing to Slave Node.
- If SBC is unable to send the Calls to Master Node than it will use Secondary Session Target to send the calls to the Slave Node.



Scenario #3





Scenario #3



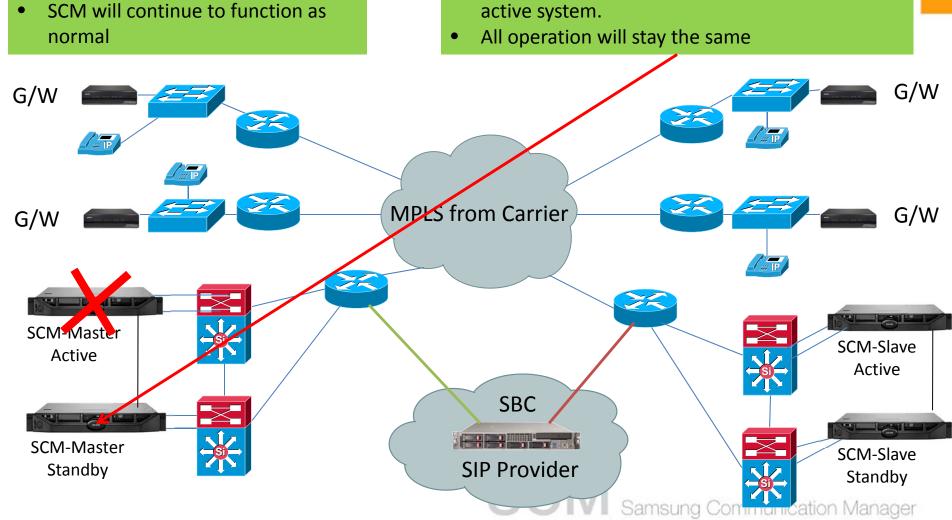
Scenario #3 Fail Cases



SAMSUNG

Your SCM-Master.active is down!

• The SCM-Master.standby will take over as the active system.



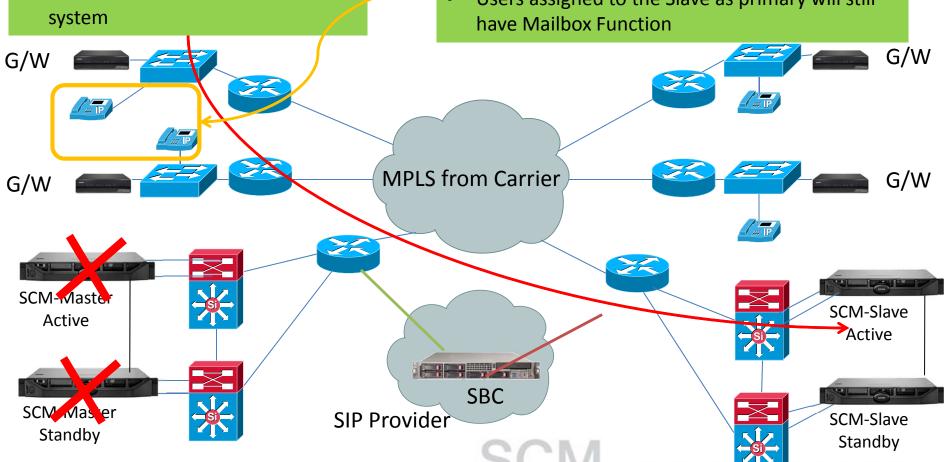


SAMSUNG

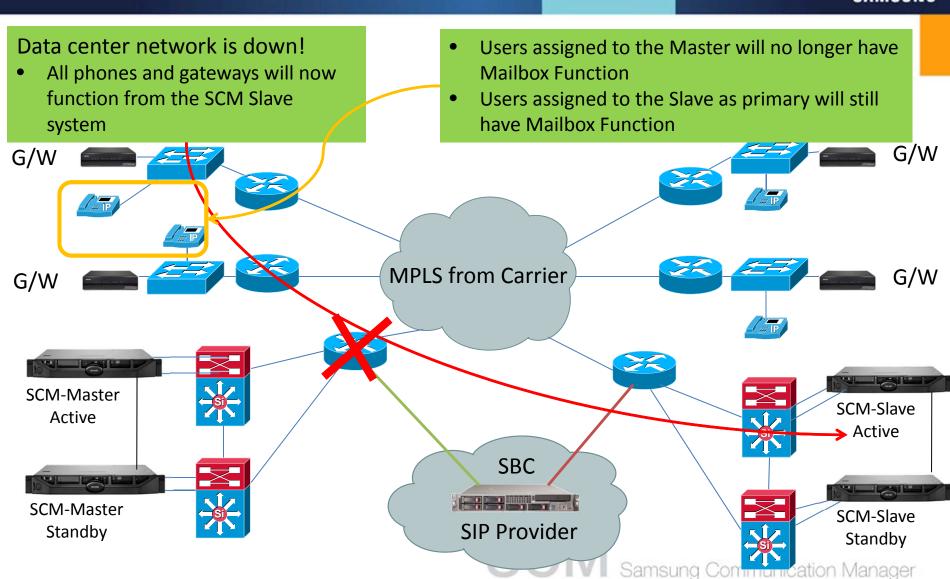
SCM Master is down!

All phones and gateways will now function from the SCM Slave

- Users assigned to the Master will no longer have **Mailbox Function**
- Users assigned to the Slave as primary will still







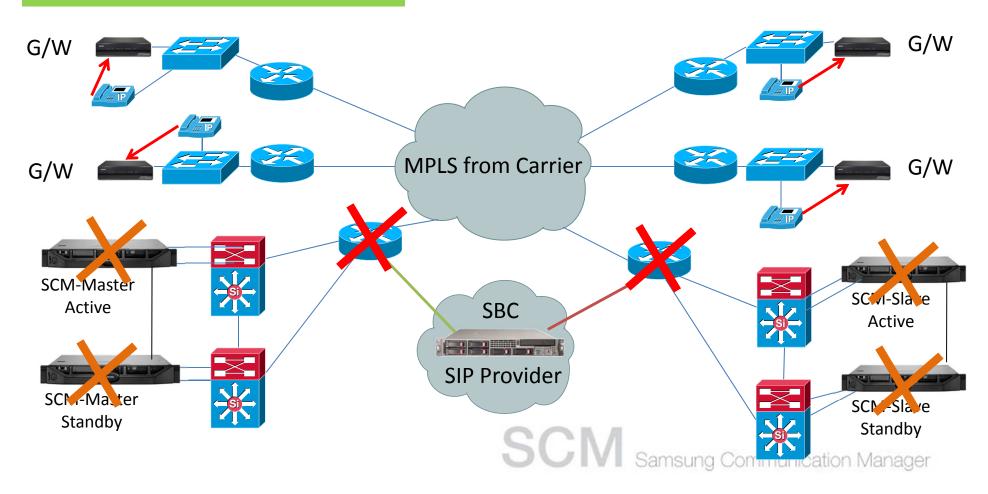


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Both data centers network is down!

Users assigned to gateways will now function in Survivability mode

- No phone system = no application servers!
- Outbound calls only!





Active-Active Setup



Method 1 (Beginning with A/A)



Method 1 Setup Configuration

- Master-Node 0 (Component) IP: 192.168.60.10
- Slave-Node 1 (Component) IP: 192.168.50.10
- Master Node Name : Dallas
- Slave Node Name : Irving
- User Group profile created at Administrator of Master
- SBC sip routing setup for Dual registration setup
- Gateway Dual registration setup
- PSTN Routing setup on Master for Dual registration setup
- Users will be automatically setup for Dual registration
- Master as Primary and Slave as Secondary



Method 1 "Part 1"



Login to the Administrator for Master Node

- URL = 192.168.60.10/scm.jnlp

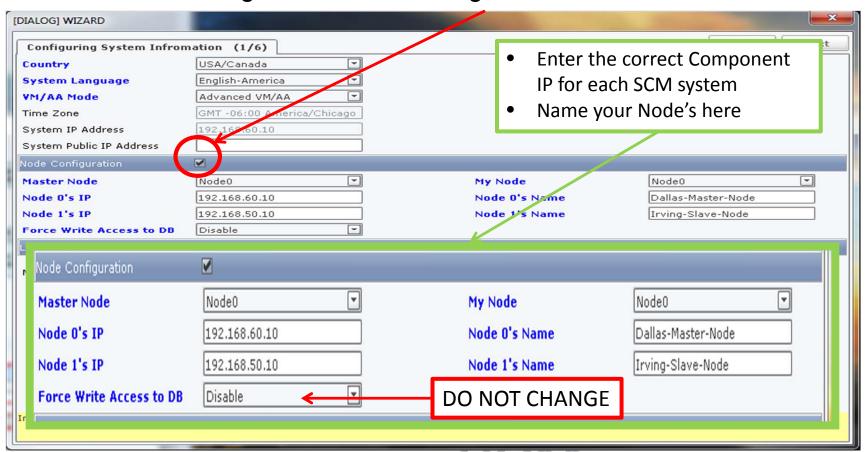
Level	User Name	Password		
Administrator	admin	samsung*#		
Administrator	root	samsung*#		
	SCM A	Administrato	admin	OK
			admin	ок
			*******	Cancel

English

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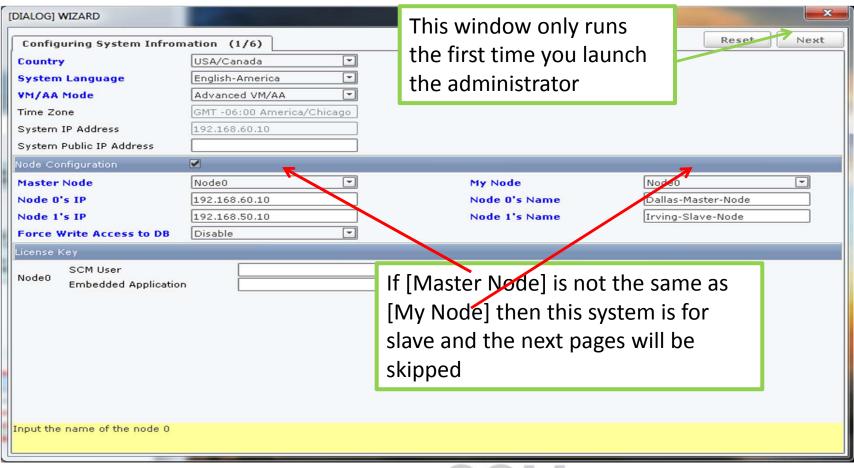
- Configure the system information
- Select and configure the node configuration





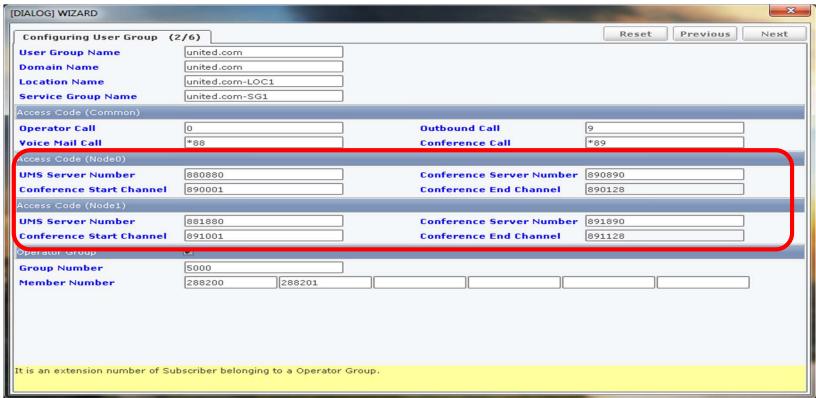
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Important Notes



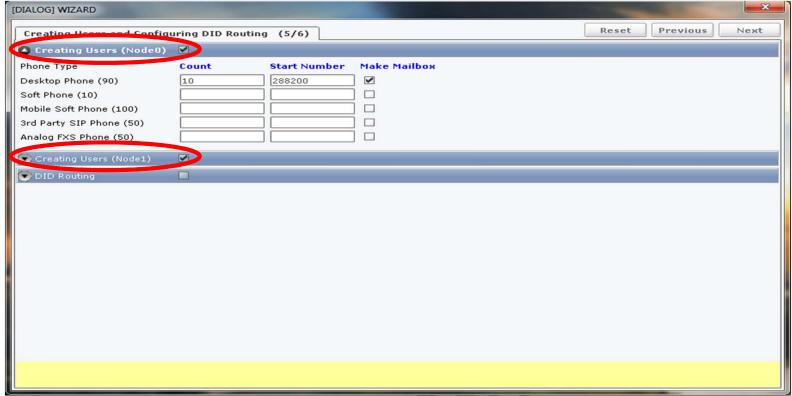


- Create the Global User Group
- UMS & Conference Server for Master Node (Default in place)
- UMS & Conference Server for Slave Node (Default in place)





- You can choose to create all users assigned to the Master as primary
- You can also choose to have users assigned to the Slave as primary



Method 1 "Part 2"



Login to the Administrator for Slave Node

- URL = 192.168.50.10/scm.jnlp

Level	User Name	Password		
Administrator	admin	samsung*#		
Administrator	root	samsung*#		
	SCM A	Administrato		
			admin	ок
			******	Cancel

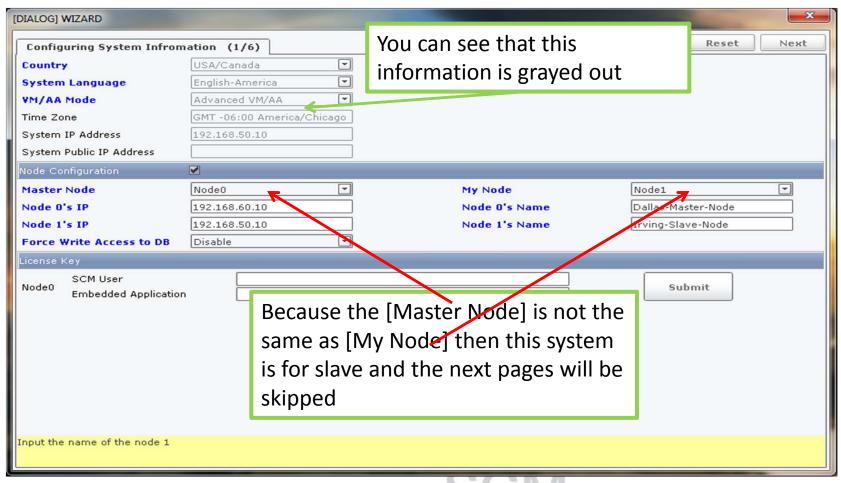
English

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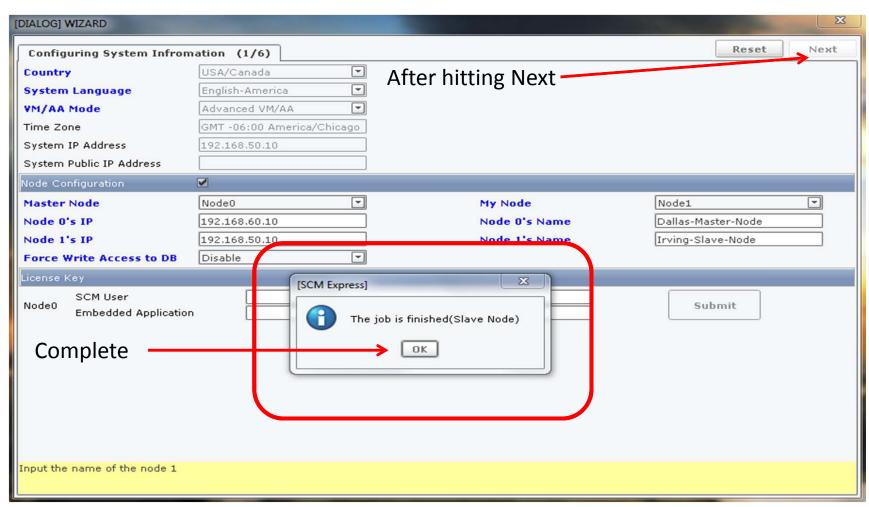


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Select and configure the node configuration

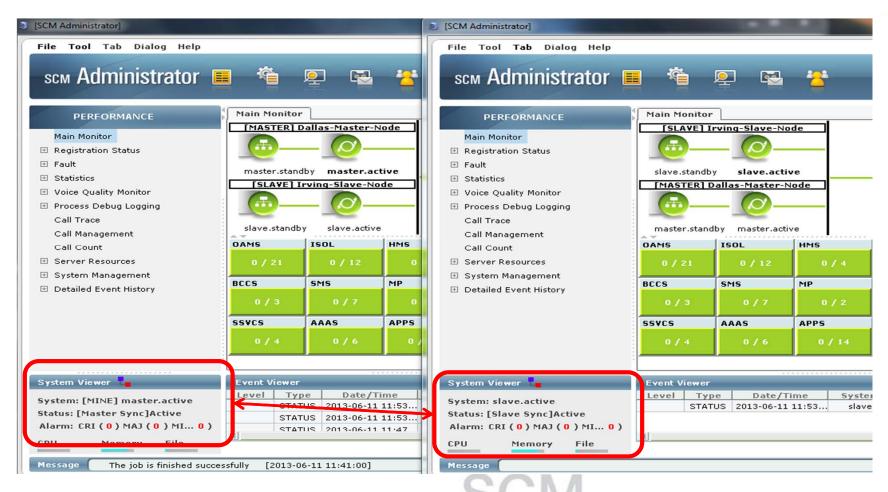






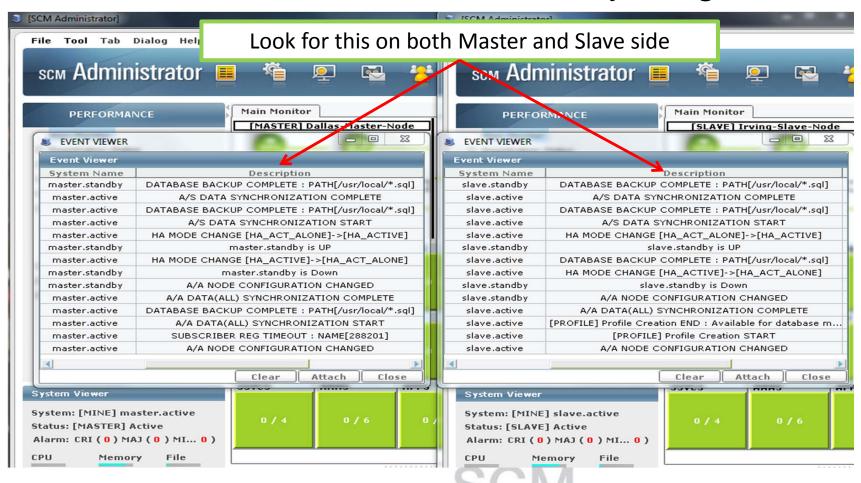


Systems are syncing "Please WAIT until done before going forward!"





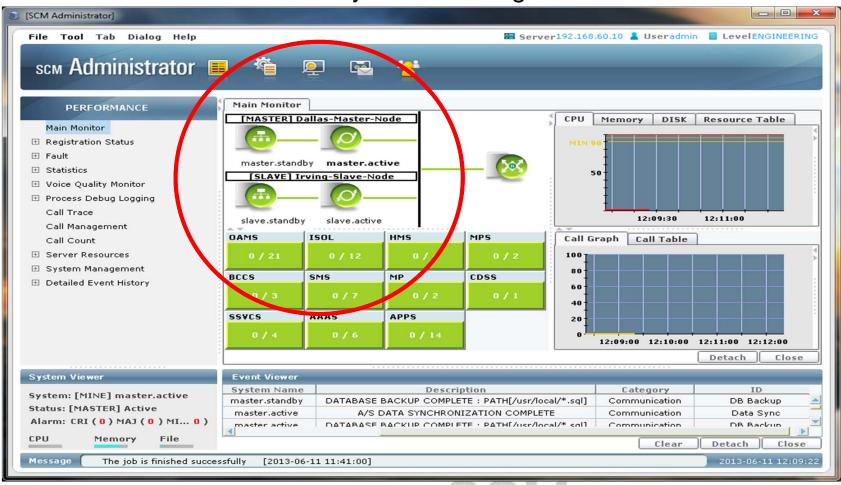
How to know when its done syncing?





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All systems are a go!



Please note

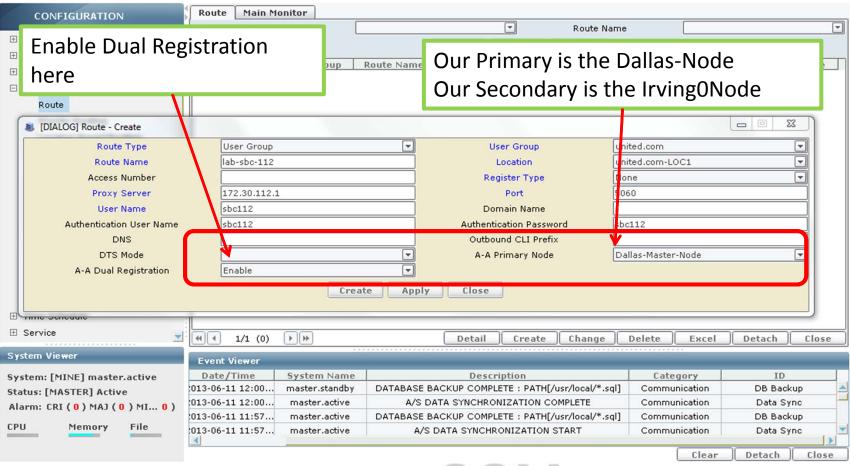


Changes or adds can only be made from the Master-Node

Method 1 "Part 3"



Setting up the SBC sip connection

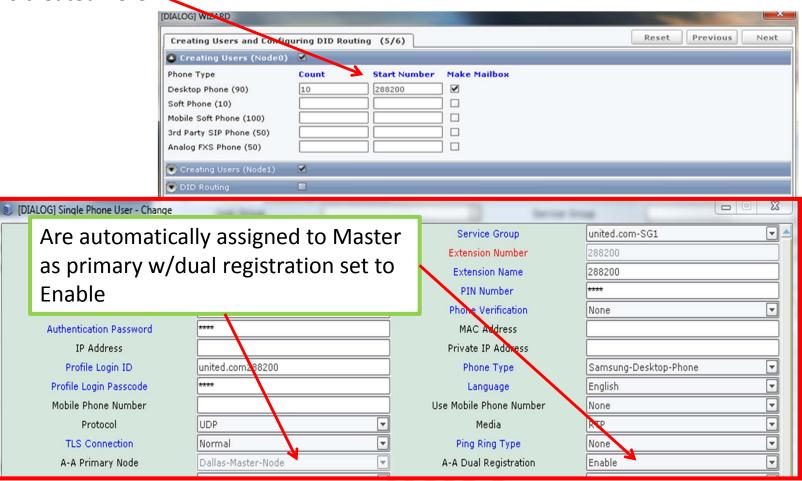


Method 1 "Users"



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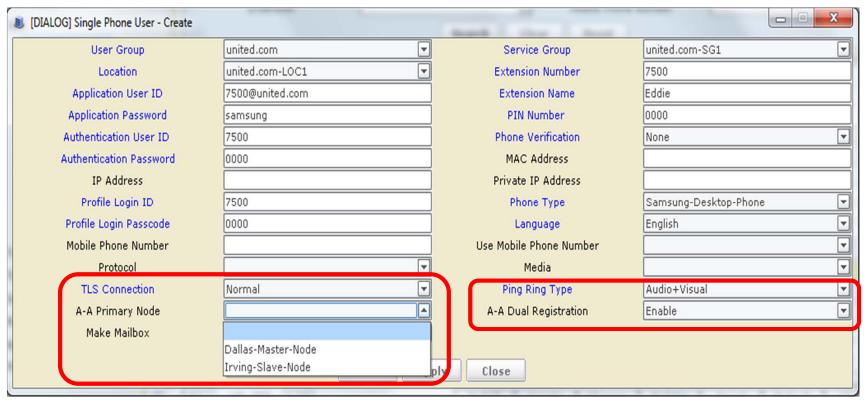
Users created here



Method 1 "Users"



When creating a user after setup you can decide what Node to make primary and can Enable dual registration



Method 1 "Part 4"



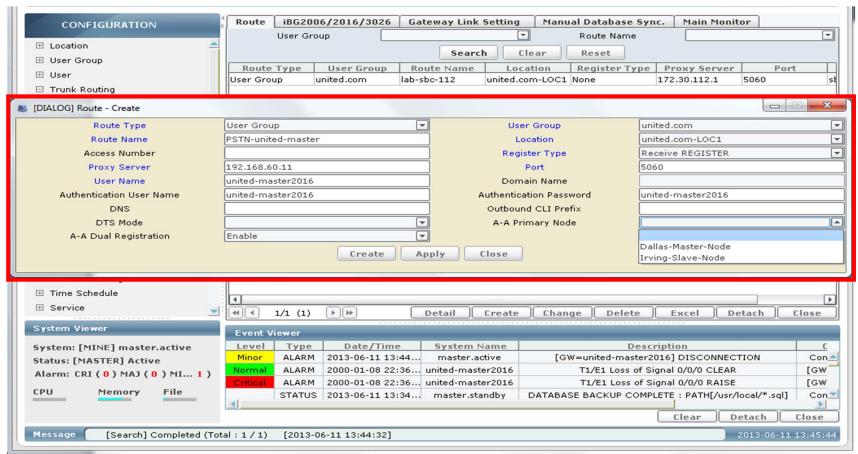
- You must setup Dual Registration for each gateway like below
- Make sure to add the secondary server IP

```
voip-gateway
host domain-name samsung.com
 bind control interface ethernet 0/1
 bind media interface ethernet 0/1
 rtp payload-type nte 101
 call-server
  ip-address ipv4:192.168.60.10
  ip-address ipv4:192.168.50.10 secondary ← Here we will add the Secondary Server
  gw-uri usmd-master-2016 expires 60
  exit call-server
 sip-ua
  authentication username usmd-master-2016 password usmd-master-2016
  registrar concurrent-registration
  offer call-hold dir-inactive
  disable-star-contact
  reason-header override
  no shutdown
  exit sip-ua
 no shutdown
 exit voip-gateway
```

Method 1 "PSTN Route"

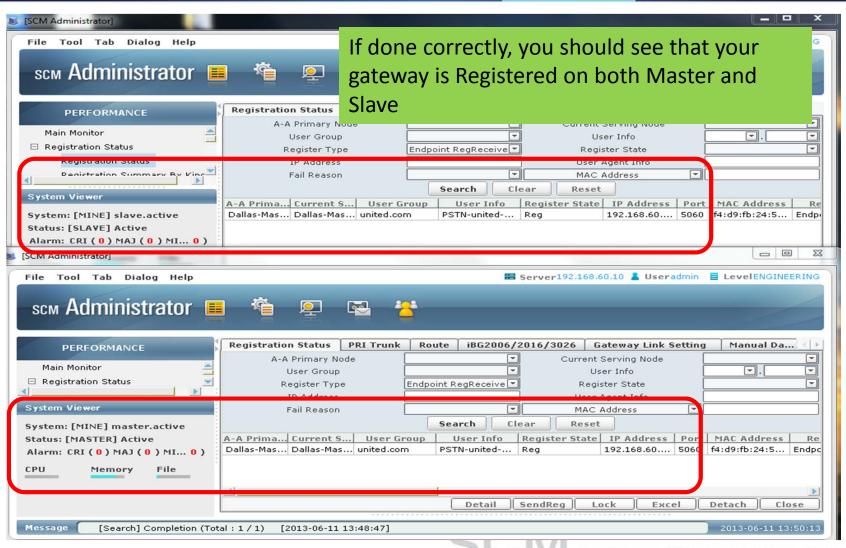


- You must setup Dual Registration for the PSTN route
- And select which node will be its primary



Method 1 "PSTN Route"







Method 2 (Converting to A/A)





Converting to Active-Active

- When you covert to A/A, all users and routes will have the Master as Primary
- The newly added Slave will act as the secondary server for all users and routes
- You will need to setup dual registration for any gateways on the network
- You will need to reassign the Announcement language

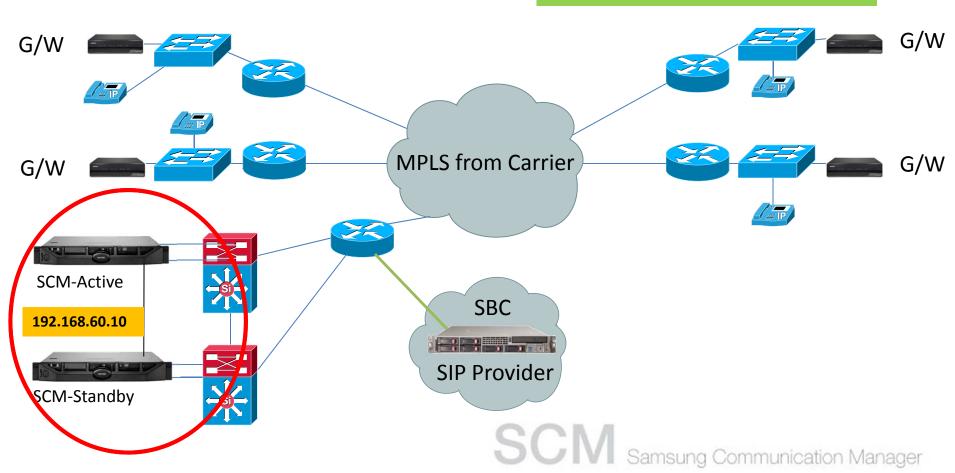
Method 2 Setup



SAMSUNG

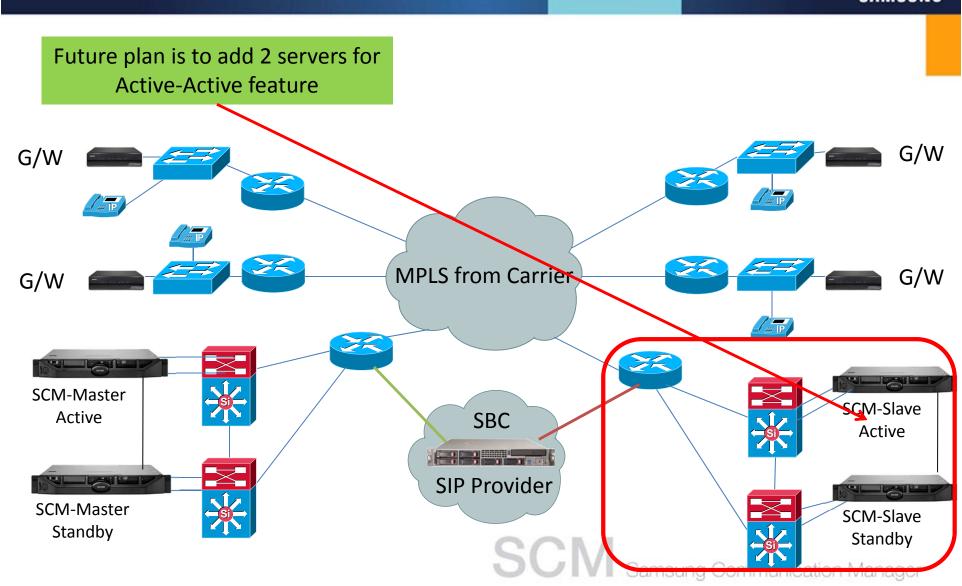
Current setup is 2 servers setup with High Availability

All users and gateways are assigned to the current SCM



Method 2 Setup





Method 2 Setup



Method 2 Setup Configuration

• Master-Node 0 (Component) IP: 192.168.60.10

• Slave-Node 1 (Component) IP: 192.168.50.10

Master Node Name : Dallas

Slave Node Name : Irving

Method 2 "Part 1"



Login to the Administrator for Master Node

- URL = 192.168.60.10/scm.jnlp

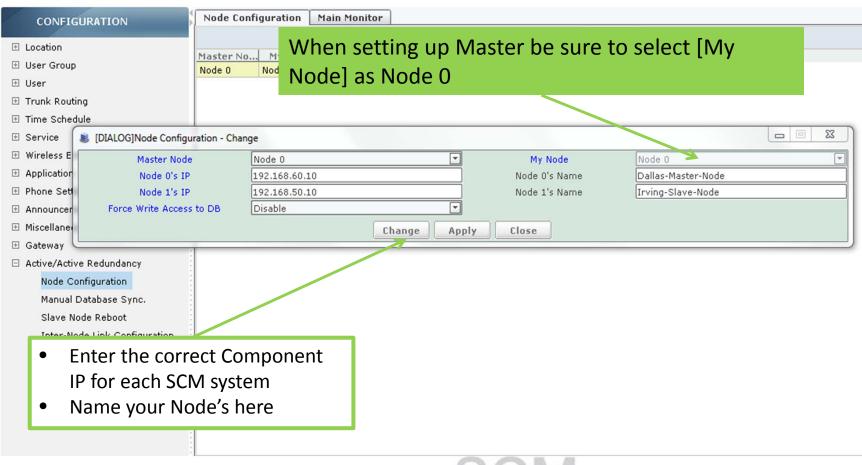
Level	User Name	Password		
Administrator	admin	samsung*#		
Administrator	root	samsung*#		
	SCM A	Administrato) [OK
			admin	ок
			******	Cancel

English

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Configuration → Active/Active Redundancy → Node Configuration



Method 2 "Part 2"



Login to the Administrator for Slave Node

- URL = 192.168.50.10/scm.jnlp

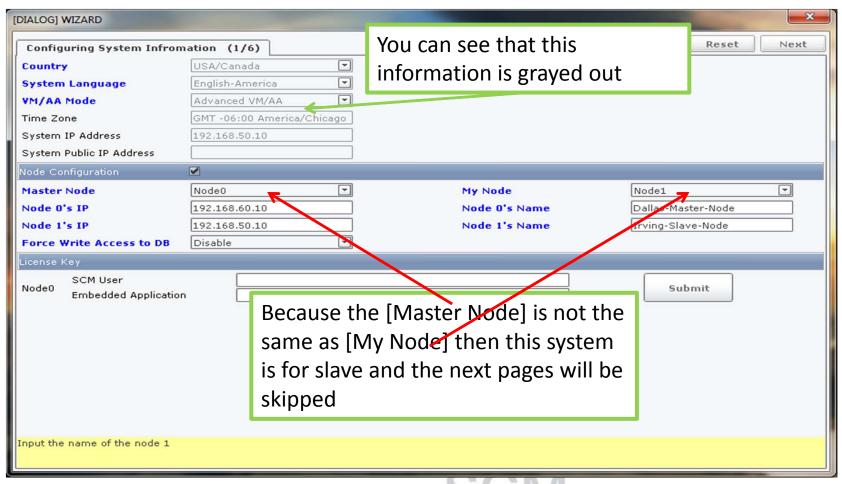
Level	User Name	Password		
Administrator	admin	samsung*#		
Administrator	root	samsung*#		
	scm A	Administrato		
			admin	ок
			*******	Cancel

English



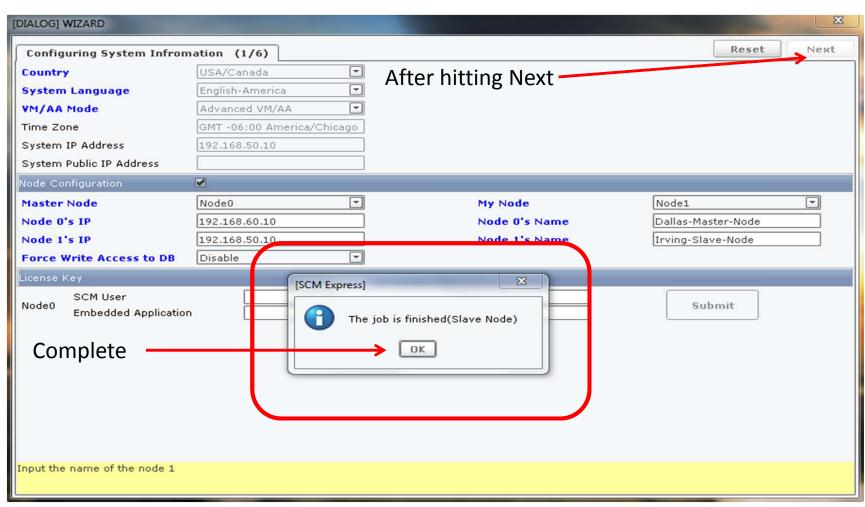
SAMSUNG

Select and configure the node configuration



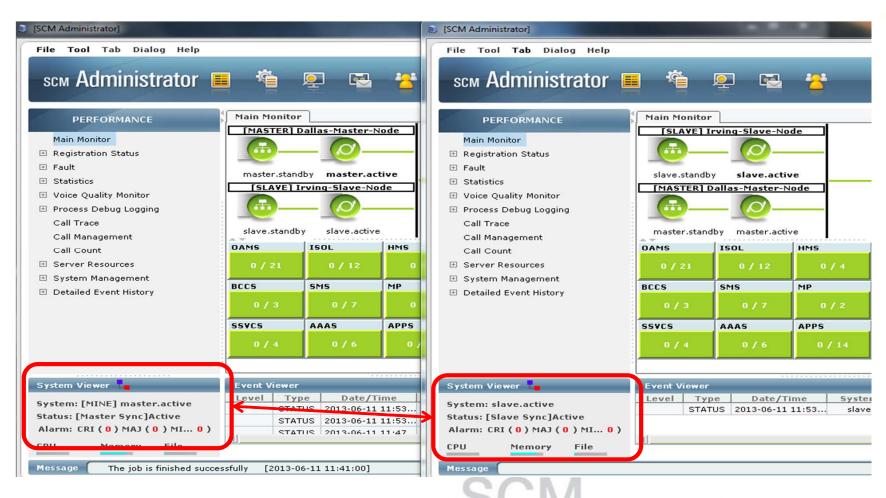


SAMSUNG



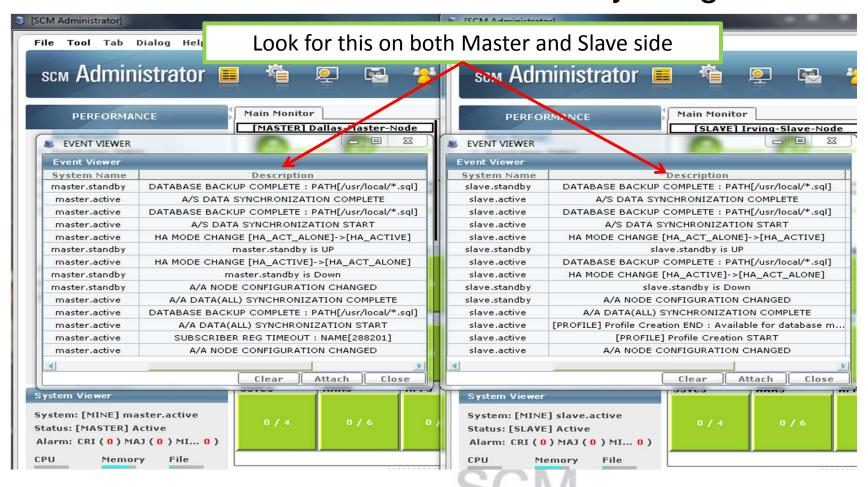


Systems are syncing "Please WAIT until done before going forward!"



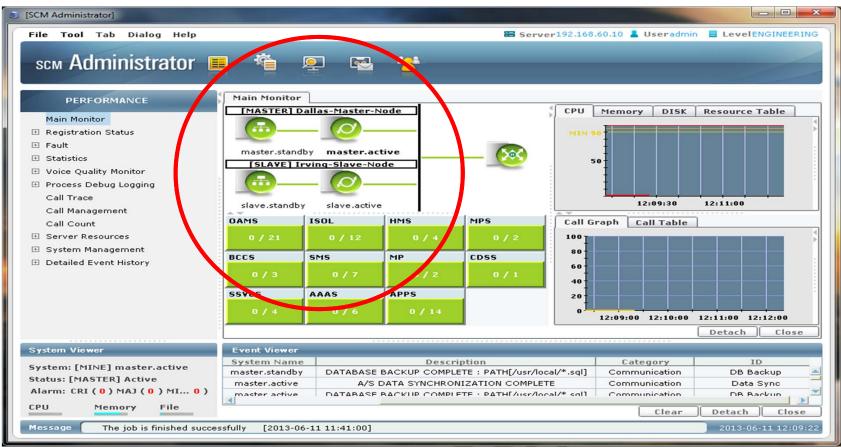


How to know when its done syncing?





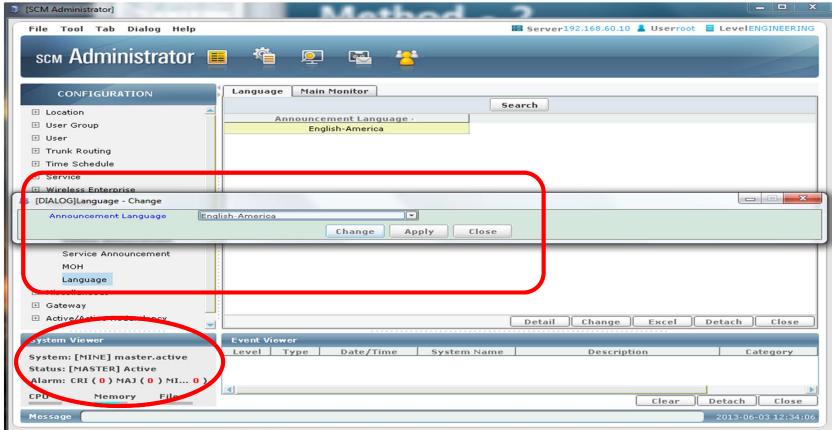
All systems are a go!



Method 2 "Part 3"



- Resetting the announcement language
- This must be done here, simply reselect your language



Method 2 "Part 4"



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- You must setup Dual Registration for each gateway like below
- Make sure to add the secondary server IP

```
voip-gateway
host domain-name samsung.com
 bind control interface ethernet 0/1
 bind media interface ethernet 0/1
 rtp payload-type nte 101
 call-server
  ip-address ipv4:192.168.60.10
  ip-address ipv4:192.168.50.10 secondary ← Here we will add the Secondary Server
  gw-uri usmd-master-2016 expires 60
  exit call-server
 sip-ua
  authentication username usmd-master-2016 password usmd-master-2016
  registrar concurrent-registration
  offer call-hold dir-inactive
  disable-star-contact
  reason-header override
  no shutdown
  exit sip-ua
 no shutdown
 exit voip-gateway
```



Lab Time

- Work with a partner to setup Active-Active
- Use method #2
- Initialize one of the databases
- We will cover Scenario #1 and #3

Modes and Status



Modes and Status

Role of Active-Active Nodes



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Data management

- Master Node
 - In the Active-Active system, this node can change the data using the Administrator.
- Slave Node
 - In the Active-Active system, this node can be only display the data using the Administrator.
- Data changed on the master node is copied to the slave node.
- You must setup a sync time or sync the system manually.

Call service (Active-Active Priority Server)

- Primary Server (Node-0)
 - Server that provide call services to subscribers.
- Secondary Server (Node-1)
 - If the subscriber's primary server can not provide call service, secondary server provides call service on behalf of the primary server.
- Current Serving Server
 - Server that provide call service to subscribers.



Active-Active Status



MASTER state

With the Active-Active configuration system, when the master and slave node is connected, it refers to the state of the master system.

Master Alone state

With the Active-Active configuration system, when the master and slave node is not connected, it refers to the state of the master system.

SLAVE state

With the Active-Active configuration system, when the master and slave node is connected, it refers to the state of the slave system.

Slave Alone state

With the Active-Active configuration system, when the master and slave node is not connected, it refers to the state of the slave system.

Active-Active Synchronization



Active-Active Synchronization

- When Active-Active systems are connected, you can setup a schedule when they perform synchronization.
- When the FULL synchronization happens
 - Data is copied from the master node to the slave node.
- PARTIAL synchronization
 - It is to copy only the changed data during the time between Master and Slave is disconnected.

Active-Active Partial synchronization execution condition

Systems perform the partial synchronization except in the case of conditions to perform the all synchronization of the above.



Active-Active All synchronization execution condition

- The master and slave node was connected after you change the Active-Active node configuration.
- The master and slave node was connected after the operator is forced to change the node configuration in a disconnected state.
- If it fails to transfer important node configuration, systems perform the all synchronization when SCM is restarted.
- The operator performs the all synchronization using manual synchronization command.

Recovery between nodes



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Logical Links between active and active nodes

Link to check alive state between nodes (TCP)

Link Down between nodes

- If any of the following conditions occurred, the link between the nodes was disconnected.
 - TCP connection to check the alive state was disconnected.
 - Local node did not receive the Heartbeat message from the remote node for 10 seconds.
 Note: Each node sends a Heartbeat message at 1 second intervals.
 - Three TCP connections to send/receive data were disconnected.
 - Three TLS connections to send/receive data were disconnected.

Link Up between nodes

- If all the conditions below are met, the link between nodes was connected.
 - TCP connection to check the alive state was connected and each nodes received a heartbeat message.
 - TCP/TLS connection to send/receive data are all connected and nodes successfully send/receive internal initialization messages.



Helpful Reminders



Helpful Reminders

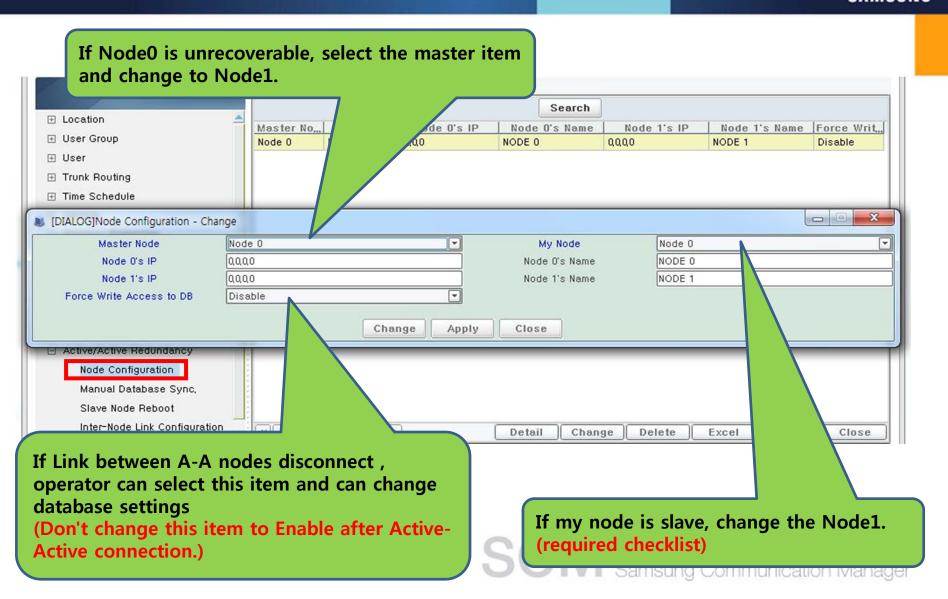


Active-Active "Force Write"

Active-Active "Force Write"



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Gateway Dual Registration



Gateway Dual Registration

Gateway Dual Registration



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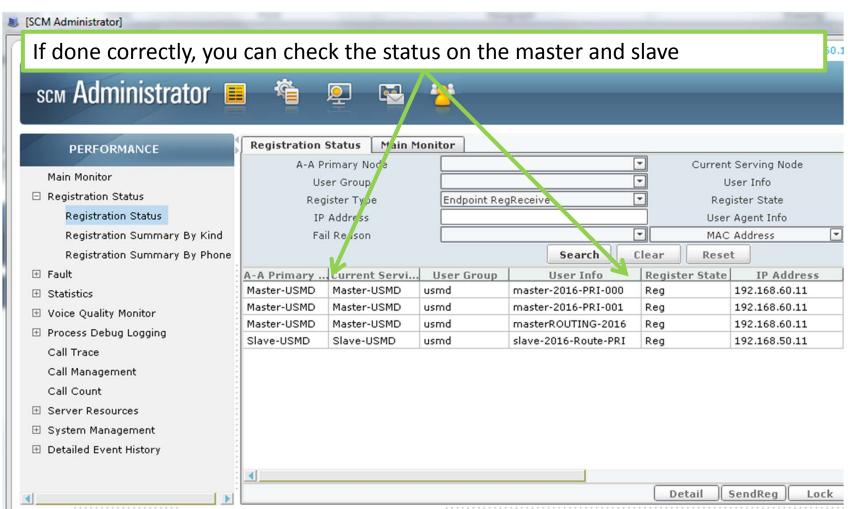
- You will need to setup a backup call-server for each gateway you have.
- Simply login to your gateway and add the secondary call server like this.

```
usmd-Master-2016/configure/voip-gateway#
voip-gateway
  host domain-name usmd.com
  bind control interface ethernet 0/1
  bind media interface ethernet 0/1
  call-server
    ip-address ipv4:192.168.60.10
    ip-address ipv4:192.168.50.10 secondary
    gir uni usmd master 2016 expires 60
    éxit call-server
  sip-ua
    authentication username usmd-master-2016 password usmd-master-2016
    registrar concurrent-registration offer call-hold dir-inactive
    disable-star-contact
    reason-header override
    no shutdown
    exit sip-ua
  shutdown
  exit voip-gateway
usmd-Master-2016/configure/voip-gateway# no shutdown
```

Gateway Dual Registration



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Database Sync



Database Sync

Database Sync



Reminder

 When Active-Active systems are connected, you must setup a schedule when they perform synchronization.







Lab Time

- Lets do it again!
- Using Method #1
- Initialize all servers
- Setup Scenario #2



The End