

Cluster Configuration (CentOS8/Win2019)

Introduction

The jtel system uses a hazelcast cluster to communicate and share data between the following roles in near real time. The hazelcast cluster is installed on the following machines:

Role	Install Platform Listener	Comments
TEL	Yes	Produces call records when calls are received and distributed by the system.
WEB	Configuration file only - integrated in webserver.	Consumes call records when calls are received and distributed by the system. Consumes chat records when chats are received and distributed by the system.
DATA	Yes	Produces data change indications, for example indications of login / logout by agents.
CHAT	Configuration file only - integrated in chat server.	Produces and consumes chat records when chats are received and distributed by the system.

Installation

The installation is discussed in the instructions pertaining to each role.

Configuration

The configuration of the hazelcast cluster should be prepared, and placed on STORE for easy copying to all machines which require the configuration file.

Copy Configuration File

Copy the configuration file using the windows explorer, or on linux, using the following command:

```
cp /home/jtel/shared/JTELCarrierPortal/Utils/Install/PlatformUDPlistener/conf/hazelcast.xml /home/jtel/shared
```

Edit the file

Edit the file in windows or linux.

Give the cluster a unique name and password, just in case another hazelcast application is running in the same network:

```

...

<group>
  <!-- ENTER HERE UNIQUE DATA -->
  <name>jtel-cluster-my-acd</name>
  <password>jtel-cluster-pass-secret</password>
</group>

...

```

The necessary hosts must be added or removed in the **hazelcast.xml** file:

```

...

<tcp-ip enabled="true">
  <member>acd-dbm</member>
  <member>acd-jb1</member>
  <member>acd-jb2</member>
  <member>acd-tel1</member>
</tcp-ip>

...

```

Note: you should include the following hosts in the configuration:



Hosts	Alias Non Redundant Installation	Aliases Redundant Installation
DATA - Database Masters	acd-dbm	acd-dbm1 acd-dbm2
TEL - Telephony Servers	acd-tel1	acd-tel1 acd-tel2
WEB - Webservers	acd-jb1 acd-jb2 ...	acd-jb1 acd-jb2 ...
CHAT - Chat Servers	acd-chat1	acd-chat1 acd-chat2