Role STORE (Debian/Win2019)

Introduction

The STORE role is used to store the following data for the platform:

- Client specific Data
    - Uploaded files in including WAV prompts
    - Files uploaded by the CHAT and WhatsApp connectors
    - Voice-Mails left by callers
    - Generated Reports
    - ...
- Non Client Specific Data
    - The current version of the jtel software
    - Database backups
    - Logfiles
    - ...

Types of STORE

Type	Provided with	Comments
Platform Internal Non Redundant	Separate drive in LB machine configured with Linux LVM for easy expandability. Access to file share via SMB v3 using Samba directly on load-balancer.	Can be provided in a separate machine acd-store if desired.
Platform Internal Redundant	Separate drive in both LB machines configured with Linux LVM and DRBD block replication. Access to file share via SMB v3 using Samba and a virual IP address configured in PCS Cluster.	Can be provided in a separate machines acd-store1 and acd-store2 if desired.
Platform External	The file share can be provided externally to the system if a good, reliable and fast storage system is available.	Must be mountable by SMB / Samba.

Note, the storage should be capable of reading and writing at least 50MB per second.

Although the system will not often need this data rate, it can require it in bursts and it will impact performance if the storage cannot cope with this.

Installation Steps

- Role STORE - Non Redundant (Debian/Win2019)
- Role STORE - Redundant (Debian/Win2019)
- Role STORE - Install Applications and Data (Debian/Win2019)
- Mounting STORE - All Linux except for STORE (Debian/Win2019)