Starting Up and Shutting Down

Introduction

A jtel ACD consists of a minimum of 2 virtual machines and may grow to sizes of 30 or more, depending on redundancy or performance requirements. Based on a systems architecture, there are certain dependencies between the services, so a clean startup and shutdown is required and only done in a certain order to prevent problems during and after startup. The following pages describe the general parameters, as well as some of the various possible scenarios for proper shutdown and startup procedures, depending on the systems architecture.

On Premise

Caution for on premise jtel ACD systems:

Shutting down and starting the virtual machines of your jtel System is not part of the jtel service contract and may incur service fees as a result, if assistance from jtel is required. For further information, or to book a service appointment, please contact us at service@jtel.de

Page Layout

The pages are split into a parent and child pages. This parent page contains general information. The child pages each contain information about the specific procedure, depending on the sizing of the system. The sizing variants are **Small**, **Medium** and **Large**

Redundancy - Controlled Failovers

If you wish to shutdown only one side of your redundant jtel cluster, the following child page provides a guide for this procedure Shutdown/Startup Procedure - Redundancy - Controlled Failover and Failback

This procedure is useful for cases where one of your VM-Hosts must be shutdown, but your jtel ACD is required to maintain service during this time.

jtel System Dependencies

All services of the platform are dependent on two central entities:

- The Storage(s)
- The Database(s)

To boot the solution, the storage should always be booted first. If this is external to the solution, continue with the next step. Otherwise, the computer (or in case of redundancy - both computers) is started on which the storage is located. This is usually the load balancer, but for larger systems a separate storage machine could have been implemented. Afterwards, the master database is booted. As soon as its is finished, the slave can be started up. Finally, the telephony servers and web servers can be started up in any order, even simultaneously.

Redundant Systems

Shutting down redundant clusters is generally easier than starting them back up. **If problems occur after starting back up, some components must be checked:**

Database:

- MySQL Replication between all replication partners

Load Balancing:

- pcs cluster status

Storage:

- pcs cluster status
- drbd status

Checks after starting a system

To ensure proper system functionality after a boot, tests are required. Follow the guideline on this page: System Health Check

Machines and Shutdown Priorities

The Hostnames of an ACDs jtel virtual machines may not be in concurrence with the aliases displayed below.

Alias	Signifies	Shutdown Priority	Startup Priority
acd-dbm	Database Master	Third	Third
acd-dbm1	First Database Master	Third	Third
acd-dbm2	Second Database Master	Third	Third
acd-dbs	Database Slave	Second	Fourth
acd-dbs1	First Database Slave	Second	Fourth
acd-dbs2	Second Database Slave	Second	Fourth
acd-dbr	Reporting Database	Second	Fourth
acd-lb	The Load Balancer	Fourth	Second
acd-lb1	First Load Balancer	Fourth	Second
acd-lb2	Second Load Balancer	Fourth	Second
acd-store	The File Storage	Last	First
acd-tel1 ... acd-telN	The Telephony Machine(s) Numbered from 1 ... N	First	Last
acd-jb1 ... acd-jbN	The Webserver Machine(s) Numbered from 1 ... N	First	Last
acd-api	The REST-API	First	Last
acd-chat	Chat and or WhatsApp	First	Last
acd-chatbot	Chatbot	First	Last