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Upgrade Cloud and Hardware PBXs to WMS 4.0; Deploy PBX as VM on WMS 4.0

 The Guide explains how to upgrade existing Cloud, Hardware systems to WMS version 4.0 and how to deploy PBX as a Virtual Machine on WMS 4.0.

PBX Licensing and Activation: <https://confluence.wildix.com/x/twM8AQ>

Updated: April 2019

Permalink: <https://confluence.wildix.com/x/jgKIAQ>

 Important!

Before upgrading your PBX, make sure that WMP shows that the PBX is entitled to WMS 4.01, otherwise contact Wildix for the information on how to get a valid license.

Before proceeding, make sure that you have a backup of the existing system as all the configuration data will be lost during the upgrade.

Supported Systems: Per User WMS 3.XX PBXs with monthly, yearly or 5 year subscriptions. Lifetime per user systems bought 01 Jan 2019 onwards.

Unsupported Systems: Per Service PBXs and Lifetime Per User PBXs, licenses for these PBXs must be regenerated.

- [Install or upgrade VM PBX](#)
 - [Requirements](#)
 - [Deployment](#)
- [Upgrade HW PBX](#)
 - [Requirements](#)
 - [Preparing USB flash drive for upgrade/ restore of HW PBX](#)
 - [Windows](#)
 - [Mac OS](#)
 - [Linux](#)
 - [Deployment](#)
 - [Deployment of HW PBXs with 32bit OS](#)
- [Activate or upgrade Cloud PBX](#)
 - [Add a new Cloud PBX](#)
 - [Upgrade you current Cloud PBX](#)

Install or upgrade VM PBX

! Important: Upgrade of existing Virtual Machines running WMS 3.XX is not supported. Existing user data and CDR must be copied manually to the new Virtual Machine if they were not saved on a separate virtual disk.

Requirements

Any kind of VM hypervisor capable of importing OVF/OVA templates for deploying, is supported.

Recommended requirement for VM systems:

1vCPU, 2GB -> PBX managing up to 1000 users

2vCPU, 4GB -> PBX managing up to 5000 users

4vCPU, 6GB -> PBX managing up to 10000 users

Requirements may differ depending on the system usage (i.e. additional integrations, burst load, etc).

Deployment

- Download the new VM Image here: https://files.wildix.com/images/wms4/WMS_4.01_x64_20190424.ova (compatible with VMWare 6.X, HyperV, Virtualbox)
- If you prefer OVF format, please use utility called OVFTool by VMWare: <http://ftp.tucha13.net/pub/software/VMware-ovftool-4.1.0/>

After installation, you need to run the following command changing paths for your system:

OVFTool command example

```
ovftool WMS_4.01_x64_20190111.ova WMS_4.01_x64_20190111.ovf
```

- In case if you're running VMWare version lower than 6.5, please run this command in order to reduce VMWare HW Compatibility Level:

OVFTool hw compatibility change (example for ESXi 6.0)

```
ovftool --maxVirtualHardwareVersion=11 wms_4_01_x64_20190215.ova wms_4_01_x64_20190215_v11.ova
```

To install the system, follow the official vendor documentation for your virtualization platform to start a Linux 64 bits Virtual Machine.

Once the VM is installed, follow [PBX Licensing and Activation Admin Guide](#) and reactivate the existing licenses, upload the backup saved previously.

All the existing data (voicemails / recordings / CDR) stored on the old VM must be copied manually. Contact Wildix Support if help is needed during this procedure.

 In case of old versions of VMware, there are two ways:

1. Re-convert OVA template to OVF format, it provides access to 2 VM disk files (root and virtual usb-key) and then build virtual machine on any hypervisor with 2 disk files and run it
2. Otherwise download OVF archive from here: https://files.wildix.com/images/wms4/wms_4_01_x64_20190215.zip

Upgrade HW PBX

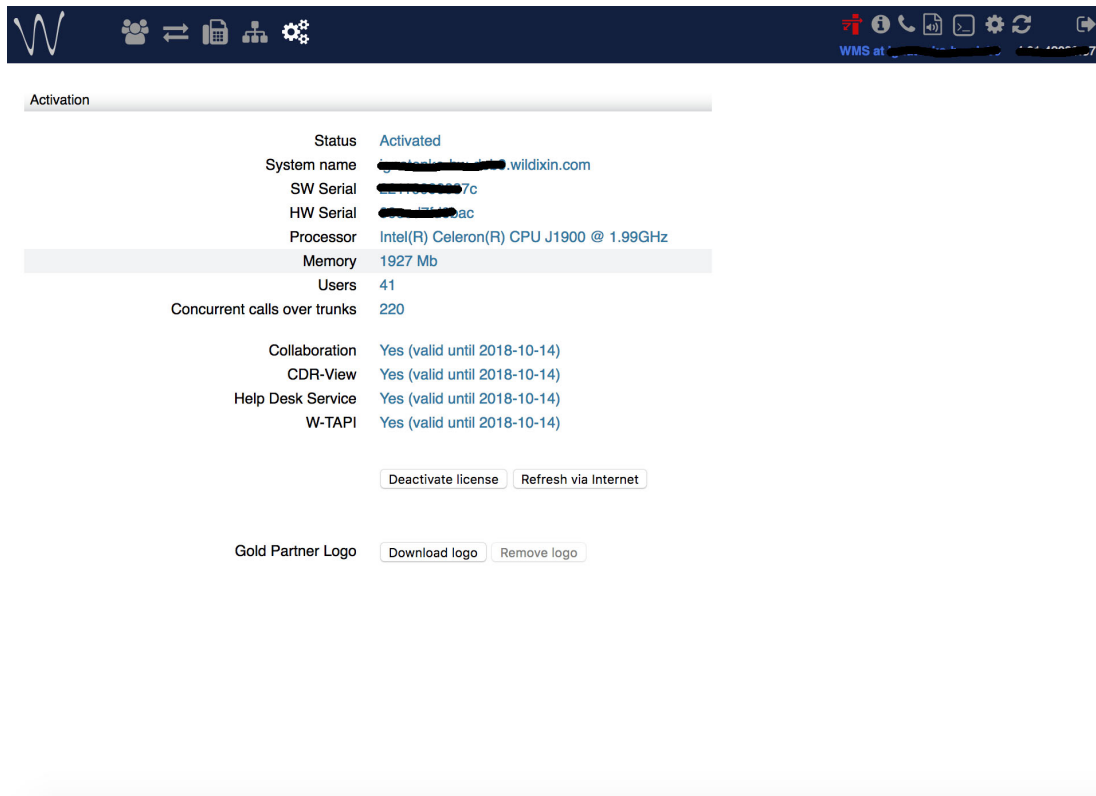
Warning:

- fore the upgrade, remove all external USB storages
- Backup is required before upgrading as all data (excluding USB stored date) will be deleted
- Do not turn off the PBX during the upgrade

Requirements

- CPU: Atom D2550, Celeron J1800, Celeron J1900
- Supported starting from WMS version 3.88.41071 and higher

For example:



Activation

Status	Activated
System name	[redacted].wildix.com
SW Serial	[redacted]7c
HW Serial	[redacted]9ac
Processor	Intel(R) Celeron(R) CPU J1900 @ 1.99GHz
Memory	1927 Mb
Users	41
Concurrent calls over trunks	220
Collaboration	Yes (valid until 2018-10-14)
CDR-View	Yes (valid until 2018-10-14)
Help Desk Service	Yes (valid until 2018-10-14)
W-TAPI	Yes (valid until 2018-10-14)

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Preparing USB flash drive for upgrade/ restore of HW PBX

Requirements:

USB flash drive - 4GB or more; without any partitions that may prevent the booting process (MBR partitions in particular)

For upgrade/restore procedure, you need to prepare special USB flash drive:

- [Download image](#)
- Write image to USB flash drive

Warning:

This will irrevocably delete all files on your USB flash drive, so make sure you do not have any important files on the flash drive before doing this. Be absolutely sure that you are directing `dd` to the correct drive before executing.

Windows

Use [Etcher](#) GUI tool.

Mac OS

Use [Etcher](#) GUI tool or command line utility `dd` as below.

Run the following commands, replacing `/dev/diskX` with your drive, e.g. `/dev/disk2`. A USB device is normally auto-mounted in macOS, and you have to unmount (not eject) it before block-writing to it with `dd`:

```
# diskutil unmountDisk /dev/diskX
# dd if=PATH_TO_IMAGE of=/dev/rdiskX bs=1m
```

Linux

Run the following command, replacing `/dev/sdX` with your drive, e.g. `/dev/sdb` (Do not append a partition number, so do not use something like `/dev/sdb1`):

```
# dd if=PATH_TO_IMAGE of=/dev/sdX bs=512K status=progress oflag=sync
```

Deployment

To deploy HW PBX, proceed with the following steps:

- Connect to PBX via serial cable (speed 19200)
- Insert a special prepared USB flash drive as described in the previous section
- Turn on or reboot PBX
- Press a key on the keyboard within three seconds to be able to move inside the boot menu (e.g. Up/Down key)
- Select ***Upgrade to version 4*** in GRUB menu

```

GNU GRUB  version 0.97  (630K lower / 506880K upper memory)

+-----+
| 2.6.35.13-1586                                     |
| Reset admin password                               |
| Upgrade to version 4                               |
+-----+

Use the ^ and v keys to select which entry is highlighted.
Press enter to boot the selected OS, 'e' to edit the
commands before booting, or 'c' for a command-line.

```

- Select **Upgrade**

```

GNU GRUB  version 0.97  (630K lower / 506880K upper memory)

+-----+
| [WARNING] Backup is required                       |
| Configuration will be reset during upgrade         |
| Do not turn off PBX while upgrade                 |
+-----+
| UPGRADE                                           |
| CANCEL                                            |
+-----+

Use the ^ and v keys to select which entry is highlighted.
Press enter to boot the selected OS, 'e' to edit the
commands before booting, or 'c' for a command-line.

```

- Wait for the system to be updated and turned off automatically

```

Checking hardware requirements...
CPU -- [OK]
Storage -- [OK]
PBX is upgrading. This might take a while. Do not turn off.
3.42GiB 0:01:40 [ 35MiB/s [=====] 100%
Upgrade completed.
Powering off...

```

Once the system has started, follow [PBX Licensing and Activation Admin guide](#) and reactivate the existing licenses, upload the backup saved previously. Connect the existing USB storage and configure it if needed, DO NOT RE-INIT the storage as all data will be lost.

Deployment of HW PBXs with 32bit OS

Some HW PBXs with WMS 4.01 Version are based on 32-bit. Before upgrading or activating licenses on this PBX, you need to update it to the latest WMS Version based on 64-bit:

- Connect to PBX via serial cable (speed 19200)
- Insert a special prepared USB flash drive as described in the previous section

- Turn on or reboot PBX
- Select **System restore** -> **Restore** in GRUB menu

```

GNU GRUB  version 2.02-beta3-5

+-----+
| Debian GNU/Linux                                     |
| Advanced options for Debian GNU/Linux              |
| *System restore                                     |
+-----+

Use the ^ and v keys to select which entry is highlighted.
Press enter to boot the selected OS, 'e' to edit the commands
before booting or 'c' for a command-line.

```

- Select **Restore**


```

GNU GRUB  version 2.02-beta3-5

+-----+
| [WARNING] Backup is required                         |
| Configuration will be reset during restore           |
| Do not turn off PBX while system restore            |
+-----+
| *RESTORE                                             |
| CANCEL                                              |
+-----+

Use the ^ and v keys to select which entry is highlighted.
Press enter to boot the selected OS, 'e' to edit the commands
before booting or 'c' for a command-line. ESC to return
previous menu.

```

 Note: After restoring the system, an error indicating the failure of updating from 32-bit to 64-bit may occur. To remove the error, activate PBX licenses.

- Wait for the system to be updated and turned off automatically

After completing the procedure, you can proceed with PBX Licensing and Activation.


Activate or upgrade Cloud PBX

Add a new Cloud PBX

- Go to **PBX Per user**
- Select a customer and go *PBXes* tab
- Click **+** to add a new PBX
- Select **WPBX-CLOUD WMS4** in *Model*/field

Model	WPBX-CLOUD WMS4
Region	WPBX-CLOUD
Name	WPBX-CLOUD WMS4
WMS Network License	No

- Fill in all other fields
- Click **Add**

 Note: Wait for approximately 3 minutes before proceeding. Your PBX will be activated.


Upgrade you current Cloud PBX

To upgrade your current Cloud PBX to WMS 4.01 version, proceed with the following steps:

- Go to **PBX Per user**
- Select a customer and choose the Cloud PBX
- Click **Options** button (Three dots) and select **Edit**
- Click **Advanced features**
- Select **Migrate to WMS 4**

Pbxes | ACME Save Cancel

WMS version	3.88.43578.05
Region	EU (Ireland)
Support	Available
Name	eugeniocloud.wildix.com
WMS Network License	No
Expire	Yearly
PBX-BASIC	3 X EUR = EUR
UC-Essential	100 X EUR = EUR
UC-Business	1 X EUR = EUR
UC-Premium	1 X EUR = EUR
Storage size (x10GB)	0 X EUR = 0.00 EUR
Total: EUR	
Comment	
Advanced features	
Migrate to WMS 4 Upgrade Restart	
Tech Support	

 Note: The migration can take up to 15 minutes. After it is completed, you will see the PBX version has changed.