



v3.0

v3.0

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# VitalPBX High Availability for Call Centers

## 1.- Introduction

### 1.1.- VitalPBX High Availability

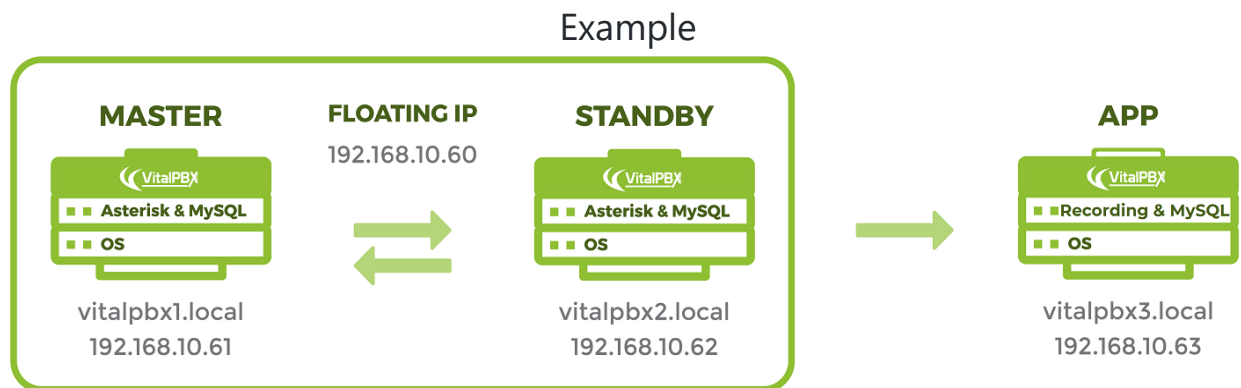
High availability is a characteristic of a system which aims to ensure an agreed level of operational performance, usually uptime, for a higher than normal period.

Make a high-availability cluster out of any pair of VitalPBX servers. VitalPBX can detect a range of failures on one VitalPBX server and automatically transfer control to the other server, resulting in a telephony environment with minimal down time.

In the case of Call Centers, it is necessary to be monitoring operations in real time and constantly obtaining reports from the PBX, these processes sometimes load the PBX with tasks that its only function should be to process calls.

With this solution we provide high availability for call management and we also prevent the PBX from being accessed by the person in charge of supervising the Call Center or the Agents who wish to manage call recordings.

It is for this reason that there is a third server, which we call the Application Server, which is in charge of monitoring the Call Center's activity in real time as well as obtaining statistical reports.



### 1.2.- Prerequisites

In order to install VitalPBX in high availability you need the following:

- a.- 4 IP addresses.
- b.- Install VitalPBX version 3 or higher on three servers with similar characteristics.
- c.- MariaDB Galera (include in VitalPBX 3)
- d.- Corosync, Pacemaker, PCS and Isyncd.

## 2.- Configurations

### 2.1- IP Configuration and Hostname.


We will configure in each server the IP address and the host name.

First, we will go to the web interface under:

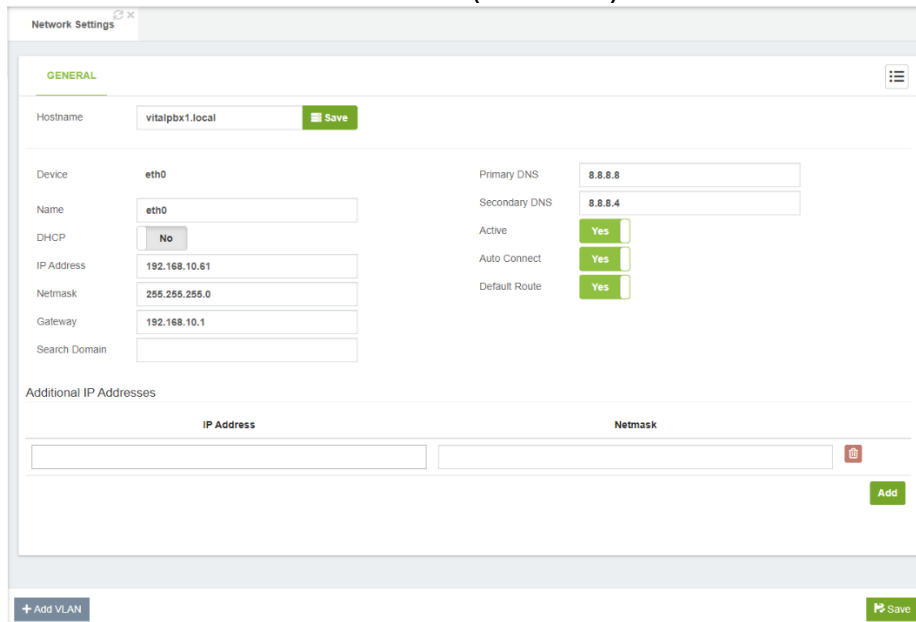
**Admin>System Settings>Network Settings**

Disable DHCP and configure the selected IP and hostname. In our example we will use the following values.

Name	Master	Standby	App
Hostname	vitalpbx1.local	vitalpbx2.local	vitalpbx3.local
IP Address	192.168.10.61	192.168.10.62	192.168.10.63
Netmask	255.255.255.0	255.255.255.0	255.255.255.0
Gateway	192.168.10.1	192.168.10.1	192.168.10.1
Primary DNS	8.8.8.8	8.8.8.8	8.8.8.8
Secondary DNS	8.8.4.4	8.8.4.4	8.8.4.4

First change the Hostname, remember press the **Save button** (  ) next to it to apply the new hostname.

#### Server 1 (Master)



Network Settings

GENERAL

Hostname: vitalpbx1.local

Device: eth0

Name: eth0

DHCP:

IP Address: 192.168.10.61

Netmask: 255.255.255.0

Gateway: 192.168.10.1

Search Domain:

Primary DNS: 8.8.8.8

Secondary DNS: 8.8.8.4

Active:

Auto Connect:

Default Route:

Additional IP Addresses

IP Address	Netmask
<input type="text"/>	<input type="text"/>

## Server 2 (Standby)

Network Settings

**GENERAL**

Hostname:  Save

Device: **eth0**

Name:

DHCP:  No

IP Address:

Netmask:

Gateway:

Search Domain:

Primary DNS:

Secondary DNS:

Active:  Yes

Auto Connect:  Yes

Default Route:  Yes

Additional IP Addresses

IP Address	Netmask
<input type="text"/>	<input type="text"/>

Add

+ Add VLAN Save

## Server 3 (APP)

Network Settings

**GENERAL**

Hostname:  Save

Device: **eth0**

Name:

DHCP:  No

IP Address:

Netmask:

Gateway:

Search Domain:

Primary DNS:

Secondary DNS:

Active:  Yes

Auto Connect:  Yes

Default Route:  Yes

Additional IP Addresses

IP Address	Netmask
<input type="text"/>	<input type="text"/>

Add

+ Add VLAN Save

You can also change the hostname from the console using the following command:

Server 1

```
[root@ vitalpbx ~]# hostnamectl set-hostname vitalpbx1.local
```

Server 2

```
[root@ vitalpbx ~]# hostnamectl set-hostname vitalpbx2.local
```

Server 3

```
[root@ vitalpbx ~]# hostnamectl set-hostname vitalpbx3.local
```

## 2.2.- Installing the necessary software dependencies

For High Availability services we need to install in Server 1 and 2 Corosync, Pacemaker and PCS.

```
[root@ vitalpbx1-2 ~]# yum -y install corosync pacemaker pcs
```

We are going to synchronize some directories in both servers. For this we need to install lsync in Server 1 and 2. The information from Server 1 and 2 to Server 3 is also copied.

```
[root@ vitalpbx1-2 ~]# yum install lsyncd -y
```

## 2.3.- Create Authorization Key

Create authorization key for the Access between the Server 1 and 2 without credentials. And create authorization key for access from Server 1 and 2 to Server 3.

Create key in Server 1 to access Server 2 and 3.

```
[root@ vitalpbx1 ~]# ssh-keygen -f /root/.ssh/id_rsa -t rsa -N "" >/dev/null
[root@ vitalpbx1 ~]# ssh-copy-id root@192.168.10.62
Are you sure you want to continue connecting (yes/no)? yes
root@192.168.10.62's password: (remote server root's password)
```

Number of key(s) added: 1

Now try logging into the machine, with: "ssh 'root@192.168.10.62'"  
and check to make sure that only the key(s) you wanted were added.

```
[root@vitalpbx1 ~]#
```

```
[root@ vitalpbx1 ~]# ssh-copy-id root@192.168.10.63
Are you sure you want to continue connecting (yes/no)? yes
root@192.168.10.63's password: (remote server root's password)
```

Number of key(s) added: 1

Now try logging into the machine, with: "ssh 'root@192.168.10.63'"  
and check to make sure that only the key(s) you wanted were added.

```
[root@vitalpbx1 ~]#
```

Create key in Server 2 to access Server 1 and 3

```
[root@ vitalpbx2 ~]# ssh-keygen -f /root/.ssh/id_rsa -t rsa -N "" >/dev/null
[root@ vitalpbx2 ~]# ssh-copy-id root@192.168.10.61
Are you sure you want to continue connecting (yes/no)? yes
root@192.168.10.61's password: (remote server root's password)

Number of key(s) added: 1

Now try logging into the machine, with: "ssh 'root@192.168.10.61'"
and check to make sure that only the key(s) you wanted were added.

[root@vitalpbx2 ~]#
```

```
[root@ vitalpbx2 ~]# ssh-copy-id root@192.168.10.63
Are you sure you want to continue connecting (yes/no)? yes
root@192.168.10.63's password: (remote server root's password)

Number of key(s) added: 1

Now try logging into the machine, with: "ssh 'root@192.168.10.63'"
and check to make sure that only the key(s) you wanted were added.

[root@vitalpbx2 ~]#
```

## 2.4.- Installing from Scripts

If you want to continue step by step go to step 2.7, but if you want to create the configuration automatically, run the following script in Server 1:

```
[root@ vitalpbx1 ~]# mkdir /usr/share/vitalpbx/ha
[root@ vitalpbx1 ~]# cd /usr/share/vitalpbx/ha
[root@ vitalpbx1 ~]# wget https://raw.githubusercontent.com/VitalPBX/vitalpbx_ha/master/vpbxgaha.sh
[root@ vitalpbx1 ~]# chmod +x vpbxgaha.sh
[root@ vitalpbx1 ~]# ./vpbxgaha.sh

*****
*   Welcome to the VitalPBX high availability installation   *
*                   All options are mandatory                *
*****
IP Master..... > 192.168.10.61
IP Standby..... > 192.168.10.62
IP Application..... > 192.168.10.63
Floating IP..... > 192.168.10.60
Floating IP Mask (SIDR).. > 24
hacluster password..... > MyPassword (any password)
*****
*                   Check Information                         *
*   Make sure you have internet on both servers              *
*****
Are you sure to continue with this settings? (yes,no) > yes
```

This process may take a couple of minutes, and once it is done, VitalPBX High Availability will be ready to use.

Always remember to use floating ip to manage your VitalPBX. In this example it is 192.168.10.60.

## 2.5.- Installing Sonata Switchboard in Server 3

Now we are going to connect to Server 3 to install Sonata Switchboard, for which we are going to Admin/Add-Ons/Add-Ons.

In Server 1 we are going to create an Api Key through which Sonata Switchboard will be connected, for which we are going to Admin/Admin/Application Keys. We create the API Key that works in all Tenants and then we edit it to copy the value.

In the Server 3 console we are going to execute the following command to update the connection values of Sonata Switchboard.:

```
[root@ vitalpbx3 ~]# mysql -uroot astboard -e "UPDATE pbx SET host='192.168.10.60', remote_host='yes', api_key='babf43dbf6b8298f46e3e7381345afb' ""  
[root@ vitalpbx3 ~]# sed -i -r 's/localhost/192.168.10.60/' /usr/share/sonata/switchboard/monitor/config.ini  
[root@ vitalpbx3 ~]# systemctl restart switchboard
```

Remember to change the Api Key for the value copied in the previous step.

### Notes:

- The Sonata Switchboard license must be installed on the Master Server. This is because Sonata Switchboard connects directly to the Master Server via API and it needs to display the information in real time.
- You can install Sonata Recording, Sonata Billing, and Sonata Stats on the application server. In this case the license must be on the application server. No additional configuration is necessary.



## 2.6.- Some interesting commands

Some interesting commands that we must keep in mind for any problem we have with our cluster

To destroy the cluster and start again we use the following command

```
[root@ vitalpbx1 ~]# ./vpbxgaha.sh destroy
```

To rebuild the cluster after destroying it

```
[root@ vitalpbx1 ~]# ./vpbxgaha.sh rebuild
```

And lastly to force a refresh of the cluster

```
[root@ vitalpbx1 ~]# pcs resource refresh --full
```

Remember that in all cases we must have the script on our server

### Note:

In some cases, the destroy command does not respond because the corosync service cannot be stopped, if this happens, we recommend stopping the service forcibly with the “kill PID” command (the service PID). Do this on both servers.

```
[root@ vitalpbx1 ~]# systemctl status corosync | grep "Main PID"  
Main PID: 5702 (corosync)  
[root@vitalpbx1-2 ~]#
```

Kill the service in both servers

```
[root@ vitalpbx1 ~]# kill 5702
```

The PID is different on both servers, so we recommend searching for the PID separately.

### Important Note:

Please read the section on 3.- Resources Troubleshooting, this will help you solve any problem you have with your cluster.

## 2.7.- Pairing the three Servers (Continuing with the step by step)

Now, we will pair the three servers because we need them to have the same main Tenant ID.

Server 1

```
[root@ vitalpbx1.local ~]# mysql -uroot ombutel -e "select path from ombu_tenants" | awk 'NR==2'  
af739029bb237e9e
```

Remember this ID.

Server 2

```
[root@ vitalpbx2.local ~]# mysql -uroot ombutel -e "select path from ombu_tenants" | awk 'NR==2'  
633225cc70d86221
```

Next, in Server 2 Update the Tenant ID with the value of Server 1

```
[root@vitalpbx2.local ~]# mysql -uroot ombutel -e "update ombu_tenants set path='af739029bb237e9e'"
```

And rename the main Tenant path in Server 2

```
[root@vitalpbx2.local ~]# mv /var/lib/vitalpbx/static/633225cc70d86221 /var/lib/vitalpbx/static/af739029bb237e9e
```

Server 3

```
[root@vitalpbx3.local ~]# mysql -uroot ombutel -e "select path from ombu_tenants" | awk 'NR==2' 633225cc70d86221
```

Next, in Server 3 Update the Tenant ID with the value of Server 1

```
[root@vitalpbx3.local ~]# mysql -uroot ombutel -e "update ombu_tenants set path='af739029bb237e9e'"
```

And rename the main Tenant path in Server 2

```
[root@vitalpbx3.local ~]# mv /var/lib/vitalpbx/static/633225cc70d86221 /var/lib/vitalpbx/static/af739029bb237e9e
```

## 2.8.- Firewall

In both Servers.

In VitalPBX GUI go to Admin>Firewall>Services and add the following Services.

Server Name	Port	Protocol
MariaDB Client	3306	TCP
MariaDB Galera Traffic	4567-4568	TCP
MariaDB Galera SST	4444	TCP
HA2224	2224	TCP
HA3121	3121	TCP
HA5403	5403	TCP
HA5404-5405	5404-5405	UPD
HA21064	21064	TCP
HA9929	9929	BOTH

Then, go to Admin>Firewall>Rules and add the Rules for the services created and in the Source for security use the local network (In my case is: 192.168.10.0/24). Then remember to apply changes in both servers. Also, for more security you can add the rules with the three servers IP address.

## 2.9.- Hostname

Next, we will connect through ssh to each of the servers and we configure the hostname of each server in the /etc/hosts file, so that the three servers see each other with the hostname.

```
[root@vitalpbx1-2-3.local ~]# echo -e "192.168.10.61 \tvitalpbx1.local" >> /etc/hosts
[root@vitalpbx1-2-3.local ~]# echo -e "192.168.10.62 \tvitalpbx2.local" >> /etc/hosts
[root@vitalpbx1-2-3.local ~]# echo -e "192.168.10.63 \tvitalpbx3.local" >> /etc/hosts
```

Remember to change the IP addresses to your IP addresses

## 2.10.- Configure the AMI client

For Sonata Switchboard to connect from the application server it is necessary to have access to an AMI account without restrictions, for this reason we must create a user as shown below.

```
[root@vitalpbx1.local ~]# nano /etc/asterisk/vitalpbx/manager__50-astboard-user.conf
[astboard]
secret = astboard
deny = 0.0.0.0/0.0.0.0
permit= 0.0.0.0/0.0.0.0
read = all
write = all
writetimeout = 5000
eventfilter=!Event: RTCP*
eventfilter=!Event: VarSet
eventfilter=!Event: Cdr
eventfilter=!Event: DTMF
eventfilter=!Event: AGIExec
eventfilter=!Event: ExtensionStatus
eventfilter=!Event: ChannelUpdate
eventfilter=!Event: ChallengeSent
eventfilter=!Event: SuccessfulAuth
eventfilter=!Event: NewExten
EOF
[root@vitalpbx1.local ~]#
```

## 2.11.- Configure MariaDB Galera to replicate the Database in the three VitalPBX Servers.

In Server 1 configure Galera

```
[root@vitalpbx1.local ~]# nano /etc/my.cnf.d/server.cnf
[galera]
binlog_format=ROW
default-storage-engine=innodb
innodb_autoinc_lock_mode=2
bind-address=0.0.0.0

# Galera Provider Configuration
wsrep_on=ON
wsrep_provider=/usr/lib64/galera-4/libgalera_smm.so
```

```
# Galera Cluster Configuration
wsrep_cluster_name="test_cluster"
wsrep_cluster_address="gcomm://192.168.10.61,192.168.10.62,192.168.10.63"

# Galera Synchronization Configuration
wsrep_sst_method=rsync

# Galera Node Configuration
wsrep_node_address="192.168.10.61"
wsrep_node_name="Server 1"
```

Remember to change the IP addresses to your IP addresses.

#### In Server 2 configure Galera

```
[root@vitalpbx2.local ~]# nano /etc/my.cnf.d/server.cnf
[galera]
binlog_format=ROW
default-storage-engine=innodb
innodb_autoinc_lock_mode=2
bind-address=0.0.0.0

# Galera Provider Configuration
wsrep_on=ON
wsrep_provider=/usr/lib64/galera-4/libgalera_smm.so

# Galera Cluster Configuration
wsrep_cluster_name="test_cluster"
wsrep_cluster_address="gcomm://192.168.10.61,192.168.10.62,192.168.10.63"

# Galera Synchronization Configuration
wsrep_sst_method=rsync

# Galera Node Configuration
wsrep_node_address="192.168.10.62"
wsrep_node_name="Server 2"
```

Remember to change the IP addresses to your IP addresses.

#### In Server 3 configure Galera

```
[root@vitalpbx3.local ~]# nano /etc/my.cnf.d/server.cnf
[galera]
binlog_format=ROW
default-storage-engine=innodb
innodb_autoinc_lock_mode=2
bind-address=0.0.0.0

# Galera Provider Configuration
wsrep_on=ON
wsrep_provider=/usr/lib64/galera-4/libgalera_smm.so

# Galera Cluster Configuration
wsrep_cluster_name="test_cluster"
```

```
wsrep_cluster_address="gcomm://192.168.10.61,192.168.10.62,192.168.10.63"
```

```
# Galera Synchronization Configuration  
wsrep_sst_method=rsync
```

```
# Galera Node Configuration  
wsrep_node_address="192.168.10.63"  
wsrep_node_name="Server 3"
```

Remember to change the IP addresses to your IP addresses.

Now in Server 1 we proceed to create the Cluster.

```
[root@vitalpbx1 ~]# systemctl stop mariadb  
[root@vitalpbx1 ~]# galera_new_cluster
```

In Server 2 restart mariadb service

```
[root@vitalpbx2 ~]# systemctl restart mariadb
```

In Server 3 restart mariadb service

```
[root@vitalpbx3 ~]# systemctl restart mariadb
```

## 2.12.- Create High Availability for the Server

Afterwards, create a monitor directory in the three Servers

```
[root@vitalpbx1-2-3 ~]# mkdir /var/spool/asterisk/monitor  
[root@vitalpbx1-2-3 ~]# chown asterisk:asterisk /var/spool/asterisk/monitor
```

### 2.12.1.- Then, configure lsyncc in Server 1

Remember to change the IP addresses to your IP addresses

```
[root@vitalpbx1 ~]# nano /etc/lsyncd.conf  
----  
-- User configuration file for lsyncd.  
--  
-- Simple example for default rsync.  
--  
settings {  
    logfile = "/var/log/lsyncd/lsyncd.log",  
    statusFile = "/var/log/lsyncd/lsyncd-status.log",  
    statusInterval = 20,  
    nodaemon = true,  
    insist = true,  
}  
  
sync {  
    default.rsync,  
    source="/var/spool/asterisk/monitor",  
    target="192.168.10.62:/var/spool/asterisk/monitor",  
    rsync={  
        owner = true,  
        group = true
```

```

    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/",
    target="192.168.10.62:/var/lib/asterisk/",
    rsync = {
        binary = "/usr/bin/rsync",
        owner = true,
        group = true,
        archive = "true",
        _extra = {
            "--include=astdb.sqlite3",
            "--exclude=*"
        }
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/agi-bin/",
    target="192.168.10.62:/var/lib/asterisk/agi-bin/",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/priv-callerintros/",
    target="192.168.10.62:/var/lib/asterisk/priv-callerintros",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/sounds/",
    target="192.168.10.62:/var/lib/asterisk/sounds/",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/vitalpbx",

```

```

target="192.168.10.62:/var/lib/vitalpbx",
rsync = {
    binary = "/usr/bin/rsync",
    owner = true,
    group = true,
    archive = "true",
    _extra = {
        "--exclude=*.lic",
        "--exclude=*.dat",
        "--exclude=dbsetup-done",
        "--exclude=cache"
    }
}

sync {
    default.rsync,
    source="/etc/asterisk",
    target="192.168.10.62:/etc/asterisk",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/spool/asterisk/monitor",
    target="192.168.10.63:/var/spool/asterisk/monitor",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/",
    target="192.168.10.63:/var/lib/asterisk/",
    rsync = {
        binary = "/usr/bin/rsync",
        owner = true,
        group = true,
        archive = "true",
        _extra = {
            "--include=astdb.sqlite3",
            "--exclude=*"
        }
    }
}

sync {
    default.rsync,

```

```

source="/var/lib/asterisk/agi-bin/",
target="192.168.10.63:/var/lib/asterisk/agi-bin/",
rsync={
    owner = true,
    group = true
}
}

sync {
    default.rsync,
    source="/var/lib/asterisk/priv-callerintros/",
    target="192.168.10.63:/var/lib/asterisk/priv-callerintros",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/sounds/",
    target="192.168.10.63:/var/lib/asterisk/sounds/",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/vitalpbx",
    target="192.168.10.63:/var/lib/vitalpbx",
    rsync = {
        binary = "/usr/bin/rsync",
        owner = true,
        group = true,
        archive = "true",
        _extra = {
            "--exclude=*.lic",
            "--exclude=*.dat",
            "--exclude=dbsetup-done",
            "--exclude=cache"
        }
    }
}

sync {
    default.rsync,
    source="/etc/asterisk",
    target="192.168.10.63:/etc/asterisk",
    rsync={
        owner = true,

```



```
    group = true
  }
}
```

In Server 2

Remember to change the IP addresses to your IP addresses

```
[root@vitalpbx2 ~]# nano /etc/rsyncd.conf
----
-- User configuration file for rsyncd.
--
-- Simple example for default rsync.
--
settings {
    logfile = "/var/log/rsyncd/rsyncd.log",
    statusFile = "/var/log/rsyncd/rsyncd-status.log",
    statusInterval = 20,
    nodaemon = true,
    insist = true,
}

sync {
    default.rsync,
    source="/var/spool/asterisk/monitor",
    target="192.168.10.61:/var/spool/asterisk/monitor",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/",
    target="192.168.10.61:/var/lib/asterisk/",
    rsync = {
        binary = "/usr/bin/rsync",
        owner = true,
        group = true,
        archive = "true",
        _extra = {
            "--include=astdb.sqlite3",
            "--exclude=*"
        }
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/agi-bin/",
    target="192.168.10.61:/var/lib/asterisk/agi-bin/",
    rsync={
        owner = true,
```

```

        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/priv-callerintros/",
    target="192.168.10.61:/var/lib/asterisk/priv-callerintros",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/asterisk/sounds/",
    target="192.168.10.61:/var/lib/asterisk/sounds/",
    rsync={
        owner = true,
        group = true
    }
}

sync {
    default.rsync,
    source="/var/lib/vitalpbx",
    target="192.168.10.61:/var/lib/vitalpbx",
    rsync = {
        binary = "/usr/bin/rsync",
        owner = true,
        group = true,
        archive = "true",
        _extra = {
            "--exclude=*.lic",
            "--exclude=*.dat",
            "--exclude=dbsetup-done",
            "--exclude=cache"
        }
    }
}

sync {
    default.rsync,
    source="/etc/asterisk",
    target="192.168.10.61:/etc/asterisk",
    rsync={
        owner = true,
        group = true
    }
}
sync {

```

```

default.rsyc,
source="/var/spool/asterisk/monitor",
target="192.168.10.63:/var/spool/asterisk/monitor",
rsync={
    owner = true,
    group = true
}
}

sync {
default.rsyc,
source="/var/lib/asterisk/",
target="192.168.10.63:/var/lib/asterisk/",
rsync = {
    binary = "/usr/bin/rsync",
    owner = true,
    group = true,
    archive = "true",
    _extra = {
        "--include=astdb.sqlite3",
        "--exclude=*"
    }
}
}

sync {
default.rsyc,
source="/var/lib/asterisk/agi-bin/",
target="192.168.10.63:/var/lib/asterisk/agi-bin/",
rsync={
    owner = true,
    group = true
}
}

sync {
default.rsyc,
source="/var/lib/asterisk/priv-callerintros/",
target="192.168.10.63:/var/lib/asterisk/priv-callerintros",
rsync={
    owner = true,
    group = true
}
}

sync {
default.rsyc,
source="/var/lib/asterisk/sounds/",
target="192.168.10.63:/var/lib/asterisk/sounds/",
rsync={
    owner = true,
    group = true
}
}

```

```

    }
}

sync {
  default.rsync,
  source="/var/lib/vitalpbx",
  target="192.168.10.63:/var/lib/vitalpbx",
  rsync = {
    binary = "/usr/bin/rsync",
    owner = true,
    group = true,
    archive = "true",
    _extra = {
      "--exclude=*.lic",
      "--exclude=*.dat",
      "--exclude=dbsetup-done",
      "--exclude=cache"
    }
  }
}

sync {
  default.rsync,
  source="/etc/asterisk",
  target="192.168.10.63:/etc/asterisk",
  rsync={
    owner = true,
    group = true
  }
}

```

### 2.12.2.- Configure the start of services on Servers 1 and 2

```

[root@ vitalpbx1-2 ~]# systemctl start pcsd
[root@ vitalpbx1-2 ~]# systemctl enable pcsd.service
[root@ vitalpbx1-2 ~]# systemctl enable corosync.service
[root@ vitalpbx1-2 ~]# systemctl enable pacemaker.service

```

### 2.12.3.- Create the password of the hacluster user on Servers 1 and 2

```

[root@ vitalpbx1-2 ~]# echo MyPassword | passwd --stdin hacluster

```

### 2.12.4.- Server Authenticate in Server 1

```

[root@ vitalpbx1 ~]# pcs cluster auth vitalpbx1.local vitalpbx2.local -u hacluster -p MyPassword
vitalpbx1.local: Authorized
vitalpbx2.local: Authorized

```

### 2.12.5.- Create the cluster and configure parameters, perform only on the Server 1

```

[root@ vitalpbx1 ~]# pcs cluster setup --name cluster_vitalpbx vitalpbx1.local vitalpbx2.local

```

### 2.12.6.- Starting Cluster in Server 1

```
[root@ vitalpbx1 ~]# pcs cluster start --all
[root@ vitalpbx1 ~]# pcs cluster enable --all
[root@ vitalpbx1 ~]# pcs property set stonith-enabled=false
[root@ vitalpbx1 ~]# pcs property set no-quorum-policy=ignore
```

### 2.12.7.- Stop services and disable in Servers 1 and 2

```
[root@ vitalpbx1-2 ~]# systemctl stop asterisk
[root@ vitalpbx1-2 ~]# systemctl disable asterisk
```

### 2.12.8.- Create resource for the use of the Floating IP

```
[root@ vitalpbx1 ~]# pcs resource create virtual_ip ocf:heartbeat:IPaddr2 ip=192.168.10.60
cidr_netmask=24 op monitor interval=30s on-fail=restart
[root@ vitalpbx1 ~]# pcs cluster cib drbd_cfg
[root@ vitalpbx1 ~]# pcs cluster cib-push drbd_cfg
```

### 2.12.9.- Create asterisk Service in Server 1

```
[root@ vitalpbx1 ~]# pcs resource create asterisk service:asterisk op monitor interval=30s
[root@ vitalpbx1 ~]# pcs cluster cib fs_cfg
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint colocation add asterisk with virtual_ip INFINITY
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint order virtual_ip then asterisk
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx1 ~]# pcs resource update asterisk op stop timeout=120s
[root@ vitalpbx1 ~]# pcs resource update asterisk op start timeout=120s
[root@ vitalpbx1 ~]# pcs resource update asterisk op restart timeout=120s
```

Note:

Changing these values from 15s (default) to 120s is very important since depending on the server and the number of extensions the Asterisk can take more than 15s to start

### 2.12.10.- Create Isyncd Service in Server 1

```
[root@ vitalpbx1 ~]# pcs resource create Isyncd service:lsyncd.service op monitor interval=30s
[root@ vitalpbx1 ~]# pcs cluster cib fs_cfg
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint colocation add Isyncd with virtual_ip INFINITY
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint order asterisk then Isyncd
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
```

## 2.13.- Create useful commands for the maintenance of our cluster

### 2.13.1.- Create "bascul" command in both servers

```
[root@vitalpbx1-2 ~]# nano /usr/local/bin/bascul
#!/bin/bash
set -e
# Authors: Rodrigo Cuadra
#         with Collaboration of Jose Miguel Rivera
#         4-Jul-2020
# Support: rcuadra@aplitel.com
#
#function for draw a progress bar
#You must pass as argument the amount of seconds that the progress bar will run
#progress-bar 10 --> it will generate a progress bar that will run per 10 seconds

progress-bar() {
    local duration=${!}

    already_done() { for ((done=0; done<=$elapsed; done++)); do printf ">"; done }
    remaining() { for ((remain=$elapsed; remain<=$duration; remain++)); do printf " "; done }
    percentage() { printf "%s%%" $(( ($elapsed)*100)/($duration)*100/100 );}
    clean_line() { printf "\r";}

    for (( elapsed=1; elapsed<=$duration; elapsed++ )); do
        already_done; remaining; percentage
        sleep 1
        clean_line
    done
    clean_line
}

server_a=`pcs status | awk 'NR==10 {print $3}'`
server_b=`pcs status | awk 'NR==10 {print $4}'`
server_master=`pcs status resources | awk 'NR==1 {print $4}'`

#Perform some validations
if [ "${server_a}" = "" ] || [ "${server_b}" = "" ]
then
    echo -e "\e[41m There are problems with high availability, please check with the command *pcs status* (we recommend applying
the command *pcs cluster unstandby* in both servers) \e[0m"
    exit;
fi

if [ [ "${server_master}" = "${server_a}" ] ]; then
    host_master=$server_a
    host_standby=$server_b
else
    host_master=$server_b
    host_standby=$server_a
fi

# Print a warning message and ask to the user if he wants to continue
echo -e "*****"
echo -e "*" Change the roles of servers in high availability "*"
echo -e "*" \e[41m WARNING-WARNING-WARNING-WARNING-WARNING-WARNING-WARNING-WARNING \e[0m*"
echo -e "*" All calls in progress will be lost and the system will be "*"
echo -e "*" be in an unavailable state for a few seconds. "*"
echo -e "*****"

#Perform a loop until the users confirm if wants to proceed or not
while [ [ $perform_bascul != yes && $perform_bascul != no ] ]; do
    read -p "Are you sure to switch from $host_master to $host_standby? (yes,no) > " perform_bascul
done

if [ [ "${perform_bascul}" = "yes" ] ]; then
    #Unstandby both nodes
    pcs cluster unstandby $host_master
    pcs cluster unstandby $host_standby

    #Do a loop per resource
    pcs status resources | grep "^s.*s.*s.*" | awk '{print $1}' | while read -r resource ; do
        #Skip moving the virtual_ip resource, it will be moved at the end
        if [ [ "${resource}" != "virtual_ip" ] ]; then
```



```

IP Address : ${green}`ip addr | sed -En 's/127.0.0.1//s;.*inet (addr:)?(((0-9)*\.)[3][0-9]*).*\2/p' | xargs` ${txtrst}
Clock      : `timedatectl | sed -n '/Local time/ s/\[ \t\]*Local time:\(.*$\)/\1/p`
NTP Sync.  : `timedatectl | awk -F: '/NTP sync/ {print $2}`
"
echo -e ""
echo -e "*****"
echo -e "*                Servers Status                *"
echo -e "*****"
echo -e "Master"
pcs status resources
echo -e ""
echo -e "Servers Status"
pcs cluster pcsd-status

```

Add permissions and make a copy to /etc/profile.d/vitalwelcome.sh

```

[root@ vitalpbx1-2 ~]# chmod +x /usr/local/bin/role
[root@ vitalpbx1-2 ~]# cp -rf /usr/local/bin/role /etc/profile.d/vitalwelcome.sh

```

### 2.13.3.- Create “recovery\_galera” command and service in both servers

#### In Server 1

```

[root@ vitalpbx1 ~]# nano /usr/local/bin/recovery_galera
#!/bin/bash
set -e

mariadb_state=`systemctl is-active mariadb >/dev/null 2>&1 && echo YES || echo NO`
if [ "${mariadb_state}" = 'NO' ];then
    galera_state_server_a=`cat /var/lib/mysql/grastate.dat | grep 'safe_to_bootstrap:'`

    if ping -c 3 192.168.10.62; then
        galera_state_server_b=`ssh root@192.168.10.62 "cat /var/lib/mysql/grastate.dat | grep 'safe_to_bootstrap:'"`

        if [ "${galera_state_server_a}" = 'safe_to_bootstrap: 1' ];then
            galera_new_cluster
            ssh root@192.168.10.62 "systemctl start mariadb"
            systemctl status mariadb
            exit;
        fi

        if [ "${galera_state_server_b}" = 'safe_to_bootstrap: 1' ];then
            ssh root@192.168.10.62 "galera_new_cluster"
            systemctl start mariadb
            systemctl status mariadb
            exit;
        fi
    else
        sed -i 's/safe_to_bootstrap: 0/safe_to_bootstrap: 1/g' /var/lib/mysql/grastate.dat
        galera_new_cluster
    fi
else
    echo -e "*****"
    echo -e "*                MariaDB Service is Running                *"
    echo -e "*****"
fi
EOF

```

Add permissions in server 1

```

[root@ vitalpbx1 ~]# chmod +x /usr/local/bin/recovery_galera

```

Create the service in Server 1

```

[root@ vitalpbx1 ~]# nano /etc/systemd/system/recovery-galera.service
[Unit]
Description=Run script at startup after network and mariadb becomes reachable
After=network.target

```



```
After=mariadb.service
```

```
[Service]  
Type=Recovery Galera  
RemainAfterExit=yes  
ExecStart=/usr/local/bin/recovery_galera  
TimeoutStartSec=0
```

```
[Install]  
WantedBy=default.target
```

Enable the Service in server 1

```
[root@ vitalpbx1 ~]# systemctl daemon-reload  
[root@ vitalpbx1 ~]# systemctl enable recovery-galera.service
```

In Server 2

```
[root@ vitalpbx2 ~]# nano /usr/local/bin/recovery_galera  
#!/bin/bash  
set -e  
  
mariadb_state=`systemctl is-active mariadb >/dev/null 2>&1 && echo YES || echo NO`  
if [ "${mariadb_state}" = 'NO' ];then  
    galera_state_server_a=`cat /var/lib/mysql/grastate.dat | grep 'safe_to_bootstrap:'`  
  
    if ping -c 3 192.168.10.62; then  
        galera_state_server_b=`ssh root@192.168.10.61 "cat /var/lib/mysql/grastate.dat | grep 'safe_to_bootstrap:'"`  
  
        if [ "\${galera_state_server_a}" = 'safe_to_bootstrap: 1' ];then  
            galera_new_cluster  
            ssh root@192.168.10.61 "systemctl start mariadb"  
            systemctl status mariadb  
            exit;  
        fi  
  
        if [ "\${galera_state_server_b}" = 'safe_to_bootstrap: 1' ];then  
            ssh root@192.168.10.61 "galera_new_cluster"  
            systemctl start mariadb  
            systemctl status mariadb  
            exit;  
        fi  
    else  
        sed -i 's/safe_to_bootstrap: 0/safe_to_bootstrap: 1/g' /var/lib/mysql/grastate.dat  
        galera_new_cluster  
    fi  
else  
    echo -e "*****"  
    echo -e "**          MariaDB Service is Running          **"  
    echo -e "*****"  
fi  
EOF
```

Add permissions in server 2

```
[root@ vitalpbx2 ~]# chmod +x /usr/local/bin/recovery_galera
```

Create the service in Server 1

```
[root@ vitalpbx2 ~]# nano /etc/systemd/system/recovery-galera.service  
[Unit]  
Description=Run script at startup after network and mariadb becomes reachable  
After=network.target
```

```
After=mariadb.service
```

```
[Service]  
Type=Recovery Galera  
RemainAfterExit=yes  
ExecStart=/usr/local/bin/recovery_galera  
TimeoutStartSec=0
```

```
[Install]  
WantedBy=default.target
```

Enable the Service in server 2

```
[root@ vitalpbx2 ~]# systemctl daemon-reload  
[root@ vitalpbx2 ~]# systemctl enable recovery-galera.service
```

## 2.14.- Test

### 2.14.1.- Test bascul

```
[root@vitalpbx1 ~]# bascul  
*****  
*      Change the roles of servers in high availability      *  
*  WARNING-WARNING-WARNING-WARNING-WARNING-WARNING-WARNING  *  
*All calls in progress will be lost and the system will be *  
*      be in an unavailable state for a few seconds.      *  
*****  
Are you sure to switch from vitalpbx1.local to vitalpbx2.local? (yes,no) > yes  
Moving virtual_ip from vitalpbx1.local to vitalpbx2.local  
Becoming vitalpbx2.local to Master  
Done>>>>>| 100%  
  
*****  
*                      Servers Status                      *  
*****  
Master  
virtual_ip (ocf::heartbeat:IPaddr2):  Started vitalpbx2.local  
asterisk (service:asterisk):  Started vitalpbx2.local  
lsyncd (service:lsyncd.service):  Started vitalpbx2.local  
  
Servers Status  
vitalpbx1.local: Online  
vitalpbx2.local: Online  
[root@vitalpbx1 ~]#
```

## 2.14.2.- Show the Cluster status

```
[root@vitalpbx1 ~]# role
*****
*                               Servers Status                               *
*****
Master
virtual_ip (ocf::heartbeat:IPaddr2): Started vitalpbx2.local
asterisk (service:asterisk): Started vitalpbx2.local
lsyncd (service:lsyncd.service): Started vitalpbx2.local

Servers Status
vitalpbx1.local: Online
vitalpbx2.local: Online
[root@vitalpbx1 ~]#
```

## 3.- Resources troubleshooting

### 3.1.- Very useful commands

If a resource has failed, a failure message appears when you display the cluster status. If you resolve that resource, you can clear that failure status with the `pcs resource cleanup` command. This command resets the resource status and fail count, telling the cluster to forget the operation history of a resource and re-detect its current state.

The following command cleans up the resource specified by `resource_id`.

```
[root@vitalpbx1-2 ~]# pcs resource cleanup resource_id
```

If you do not specify a `resource_id`, this command resets the resource status and fail count for all resources.

As of Red Hat Enterprise Linux 7.5, the `pcs resource cleanup` command probes only the resources that display as a failed action. To probe all resources on all nodes you can enter the following command:

```
[root@vitalpbx1-2 ~]# pcs resource refresh
```

By default, the `pcs resource refresh` command probes only the nodes where a resource's state is known. To probe all resources even if the state is not known, enter the following command:

```
[root@vitalpbx1-2 ~]# pcs resource refresh --full
```

Show all the parameters associate with resources

```
[root@vitalpbx1-2 ~]# pcs resource show (asterisk, lsyncd or virtual_ip)
```

Is possible update a parameter after finish to create the cluster with the following command. For change the timeout in start for the resource asterisk do this:

```
[root@vitalpbx1-2 ~]# pcs resource update asterisk op start timeout=120s
```

### 3.2.- Mariadb does not start correctly

If you shut down all nodes at the same time, then you have effectively terminated the cluster. Of course, the cluster's data still exists, but the running cluster no longer exists. When this happens, you'll need to bootstrap the cluster again.

If the cluster is not bootstrapped and `mysqld` on the first node is just started normally, then the node will try to connect to at least one of the nodes listed in the `wsrep_cluster_address` option. If no nodes are currently running, then this will fail. Bootstrapping the first node solves this problem.

In some cases Galera will refuse to bootstrap a node if it detects that it might not be the most advanced node in the cluster. Galera makes this determination if the

node was not the last one in the cluster to be shut down or if the node crashed. In those cases, manual intervention is needed.

Let's edit the file **/var/lib/mysql/grastate.dat** and change the value of **safe\_to\_bootstrap: 0** to **safe\_to\_bootstrap: 1** on the server that we believe has the most up-to-date data from the databases.

```
[root@vitalpbx# ~]# nano /var/lib/mysql/grastate.dat
```

Then on the same server we execute the following command:

```
[root@vitalpbx# ~]# galera_new_cluster
```

And on the other server we start mariadb normally

```
[root@vitalpbx$ ~]# systemctl restart mariadb
```

With this, our mariadb cluster should be normalized.

### 3.3.- I can't get into the VitalPBX interface, it gives me a sql error

A command may fail with ER\_UNKNOWN\_COM\_ERROR producing 'WSREP has not yet prepared node for application use' (or 'Unknown command' in older versions) error message. It happens when a cluster is suspected to be split and the node is in a smaller part — for example, during a network glitch, when nodes temporarily lose each other. It can also occur during state transfer. The node takes this measure to prevent data inconsistency. Its usually a temporary state which can be detected by checking wsrep\_ready value. The node, however, allows SHOW and SET command during this period.

In the Server that have the Issue

```
[root@vitalpbx# ~]# mysql -uroot  
[root@vitalpbx# ~]# SET GLOBAL wsrep_provider_options="pc.bootstrap=yes";  
[root@vitalpbx# ~]# exit;
```

Now on the other server

```
[root@vitalpbx# ~]# systemctl restart mariadb
```

### 3.4.- Restore from No High Availability VitalPBX Backup

It is not recommended to restore from a VitalPBX that is not in High Availability. However, if you want to do so, you must follow the following steps.

- 1.- We recommend doing the restore before doing high availability.
- 2.- If you have already done high availability and you want to do it, you have to take into account that the restore will eliminate the firewall rules for high availability, so it is recommended to execute the following script to correct this problem.

```
[root@ vitalpbx1 ~]# cd /usr/share/vitalpbx/ha
[root@ vitalpbx1 ~]# wget https://raw.githubusercontent.com/VitalPBX/vitalpbx_ha/master/vpbxgahafirewall.sh
[root@ vitalpbx1 ~]# chmod +x vpbxgahafirewall.sh
[root@ vitalpbx1 ~]# ./vpbxgahafirewall.sh

*****
*   Welcome to the VitalPBX high availability installation   *
*       You need three server for this implementation       *
*               All options are mandatory                 *
*****
IP Master..... > 192.168.10.61
IP Standby..... > 192.168.10.62
IP Application..... > 192.168.10.63
*****
*               Check Information                           *
*       Make sure you have internet on three servers       *
*****
Are you sure to continue with this settings? (yes,no) > yes
```

### 3.5.- Cluster Destroy

In some cases, the cluster is not working as we expect, sometimes it is necessary to make the cluster again, so the steps to follow are as follows.

To destroy the cluster on both servers run the following command

```
[root@vitalpbx1-2 ~]# pcs cluster destroy
```

If you are configuring step by step you must follow the following steps

### 3.6.- Create the Cluster again

#### 3.6.1.- Create the cluster and configure parameters, perform only on the Server 1

```
[root@ vitalpbx1 ~]# pcs cluster setup --name cluster_vitalpbx vitalpbx1.local vitalpbx2.local
```

#### 3.6.2.- Starting Cluster in Server 1

```
[root@ vitalpbx1 ~]# pcs cluster start --all
[root@ vitalpbx1 ~]# pcs cluster enable --all
[root@ vitalpbx1 ~]# pcs property set stonith-enabled=false
[root@ vitalpbx1 ~]# pcs property set no-quorum-policy=ignore
```

### 3.6.3.- Stop services and disable in both servers

```
[root@ vitalpbx1-2 ~]# systemctl stop asterisk
[root@ vitalpbx1-2 ~]# systemctl disable asterisk
```

### 3.6.4.- Create resource for the use of the Floating IP

```
[root@ vitalpbx1 ~]# pcs resource create virtual_ip ocf:heartbeat:IPaddr2 ip=192.168.10.60
cidr_netmask=24 op monitor interval=30s on-fail=restart
[root@ vitalpbx1 ~]# pcs cluster cib drbd_cfg
[root@ vitalpbx1 ~]# pcs cluster cib-push drbd_cfg
```

### 3.6.5.- Create asterisk Service in Server 1

```
[root@ vitalpbx1 ~]# pcs resource create asterisk service:asterisk op monitor interval=30s
[root@ vitalpbx1 ~]# pcs cluster cib fs_cfg
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint colocation add asterisk with virtual_ip INFINITY
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint order virtual_ip then asterisk
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx1 ~]# pcs resource update asterisk op stop timeout=120s
[root@ vitalpbx1 ~]# pcs resource update asterisk op start timeout=120s
[root@ vitalpbx1 ~]# pcs resource update asterisk op restart timeout=120s
```

### 3.6.6.- Create lsyncd Service in Server 1

```
[root@ vitalpbx1 ~]# pcs resource create lsyncd service:lsyncd.service op monitor interval=30s
[root@ vitalpbx1 ~]# pcs cluster cib fs_cfg
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint colocation add lsyncd with virtual_ip INFINITY
[root@ vitalpbx1 ~]# pcs -f fs_cfg constraint order asterisk then lsyncd
[root@ vitalpbx1 ~]# pcs cluster cib-push fs_cfg --config
```

### 3.6.7.- Server 1 and 2

```
[root@vitalpbx1-2 ~]# pcs resource refresh --full
```

Wait 30 seconds and run the role command to ensure everything is fine.

```
[root@vitalpbx1 ~]# role
```

## 3.7.- Destroy the Cluster and Normalize both servers

If for any reason you want to become independent again the two servers must follow the following procedure.

Destroy the cluster on both servers run the following command

```
[root@vitalpbx1-2 ~]# pcs cluster destroy
```

Note:

In some cases, the destroy command does not respond because the corosync service cannot be stopped, if this happens, we recommend stopping the service forcibly with the “kill PID” command (the service PID). Do this on both servers.

```
[root@ vitalpbx1-2 ~]# systemctl status corosync | grep "Main PID"
Main PID: 5702 (corosync)
[root@vitalpbx1-2 ~]#
```

Kill the service in both servers

```
[root@ vitalpbx1 ~]# kill 5702
```

The PID is different on both servers, so we recommend searching for the PID separately.

Now that we have destroyed the cluster we are going to remove the Galera cluster.

It's easy. You should gracefully stop all nodes. After this remove all Galera configuration from /etc/my.cnf.d/server.cnf and start MySQL. Better to do it on latest stopped node, to prevent data loss.

```
[root@ vitalpbx1-2 ~]# systemctl stop mariadb
```

In Server 1 remove all the yellow data, do the same in server 2.

```
[root@ vitalpbx1.local ~]# nano /etc/my.cnf.d/server.cnf
[galera]
binlog_format=ROW
default-storage-engine=innodb
innodb_autoinc_lock_mode=2
bind-address=0.0.0.0

# Galera Provider Configuration
wsrep_on=ON
wsrep_provider=/usr/lib64/galera-4/libgalera_smm.so

# Galera Cluster Configuration
wsrep_cluster_name="test_cluster"
wsrep_cluster_address="gcomm://192.168.10.61,192.168.10.62"

# Galera Synchronization Configuration
wsrep_sst_method=rsync

# Galera Node Configuration
wsrep_node_address="192.168.10.61"
wsrep_node_name="Server 1"
```

Now start mariadb in both servers

```
[root@ vitalpbx1-2 ~]# systemctl start mariadb
```

Now normalize the start of the asterisk service on both servers

```
[root@ vitalpbx1-2 ~]# systemctl enable asterisk
[root@ vitalpbx1-2 ~]# systemctl start asterisk
```





### 3.8.- Recommendations

- If you have to turn off the three servers at the same time, we recommend that you start by turning off the one in Standby and then the Master and the App.
- If the three servers stopped abruptly, always start first that you think you have the most up-to-date information and a few minutes later the other server.
- If you want to update the version of VitalPBX we recommend you do it first on Server 1, then do a bascul and do it again on Server 2 and finish in the Server 3.

### 4.-0.- Some sources of information

- 1.- <https://www.digitalocean.com/community/tutorials/how-to-mirror-local-and-remote-directories-on-a-vps-with-lsyncd>
- 2.- [https://clusterlabs.org/pacemaker/doc/en-US/Pacemaker/1.1/html/Clusters\\_from\\_Scratch/\\_configuring\\_corosync.html](https://clusterlabs.org/pacemaker/doc/en-US/Pacemaker/1.1/html/Clusters_from_Scratch/_configuring_corosync.html)
- 3.- Google Search