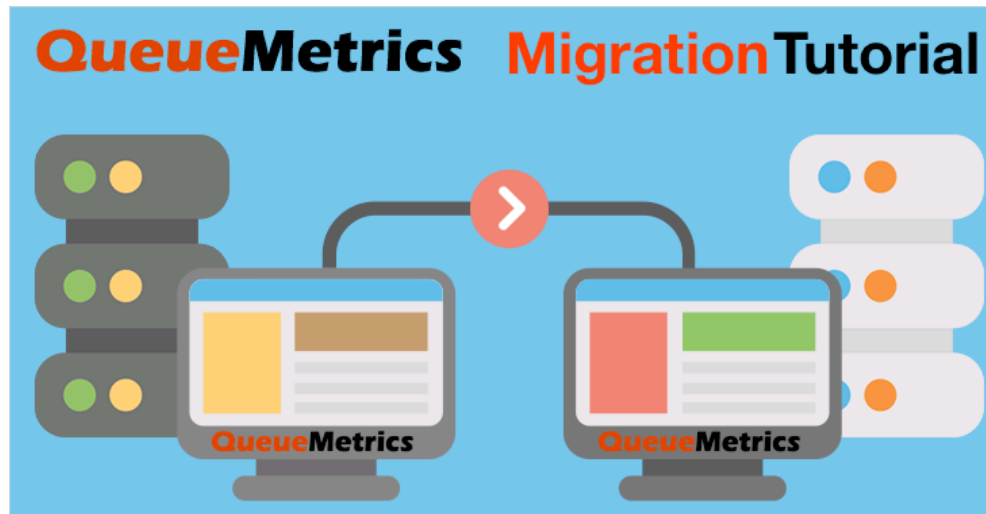


QueueMetrics for Asterisk Migration Process Tutorial



What is the correct procedure to Migrate QueueMetrics to a new server?

QueueMetrics for Asterisk call center lets you track agent time, measure targets, ACD, IVR, Music on hold, generate outbound campaign statistics and monitor realtime processes with customizable wallboards. You can measure all contact centre activities with more than 200 different metrics and manage processes in realtime with extensions and calls control, live alarms, whisper mode, spy and barge mode.

Sometimes, migrating QueueMetrics to a new server is the easiest way to upgrade the software to the latest version. There are different approaches on how to migrate QueueMetrics; this guide will focus on the most basic and reliable procedure.

QueueMetrics Migration steps:

Stop the Loader service

You can check whether or not you have unloader or qloaderd installed by running:

```
ps fax | grep loader
```

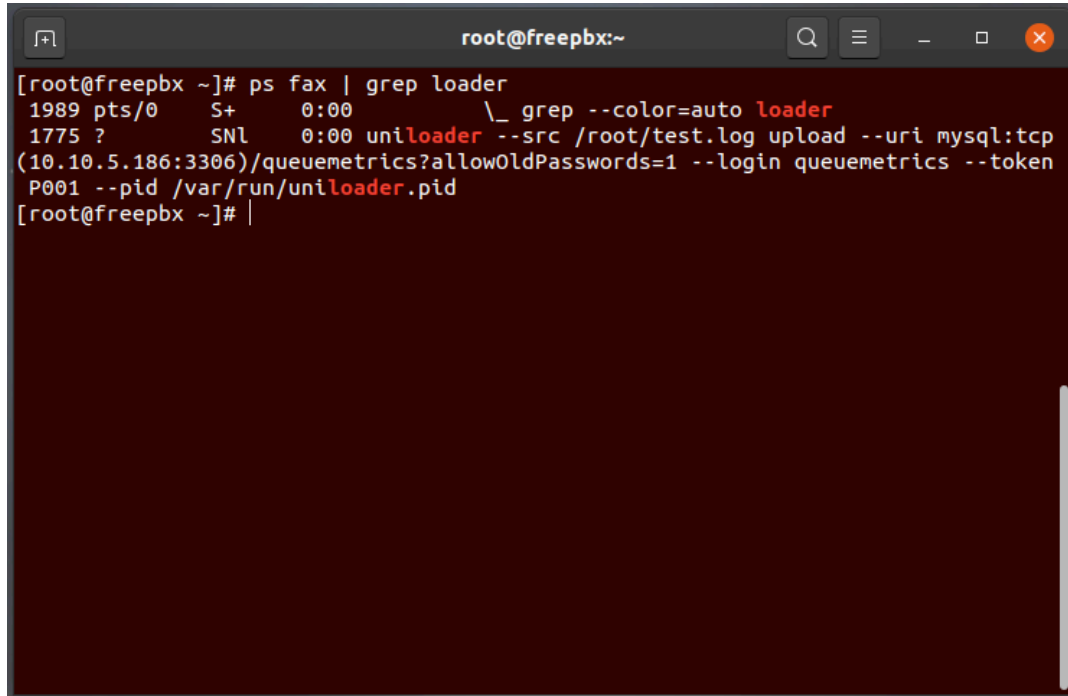
Stop any qloaderd/unloader service that is running, so that the current database will be in a stable state:

```
service qloaderd stop
```

or

```
service uniloader stop
```

depending on which you have installed.

A terminal window titled 'root@freepbx:~' with search, menu, and window control icons. The command '[root@freepbx ~]# ps fax | grep loader' is entered. The output shows three lines of process information: '1989 pts/0 S+ 0:00 _ grep --color=auto loader', '1775 ? SNL 0:00 uniloader --src /root/test.log upload --uri mysql:tcp (10.10.5.186:3306)/queuemetrics?allowOldPasswords=1 --login queuemetrics --token P001 --pid /var/run/uniloader.pid', and '[root@freepbx ~]# |'.

Consider upgrading to the Uniloader service if you are still running the Qloaderd script: [Qloaderd Upgrade](#)

Backups

Make a complete backup of your existing system (configuration and database)

Configuration

Make a copy of the following files, found in

```
/usr/local/queuemetrics/qm-current/WEB-INF
```

listed below:

- web.xml
- configuration.properties
- tpf.properties
- agaw.properties

Database

Make a full backup of your database:

```
mysqldump -uroot -ppassword queuemetrics > queuemetrics_Backup.sql
```

NOTE: This will make QueueMetrics inaccessible for a short period of time, so make sure nobody is working on it at the time of the migration.

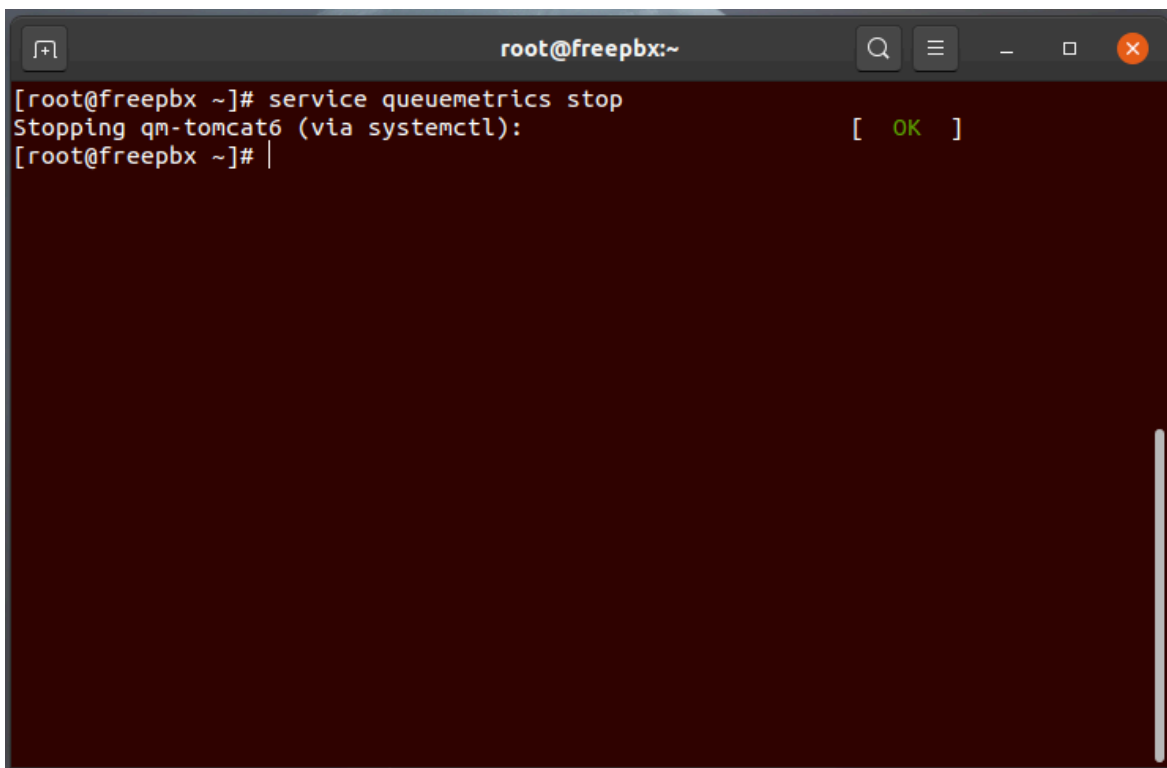
Install QueueMetrics

Install QueueMetrics using yum on your new server. It should be enough to run:

```
yum install queuemetrics -y
```

When it's working (you are able to log in), turn it off with:

```
service queuemetrics stop
```

A terminal window titled 'root@freepbx:~' with standard window controls. The terminal shows the command '[root@freepbx ~]# service queuemetrics stop' being executed. The output is 'Stopping qm-tomcat6 (via systemctl):' followed by a green '[OK]' status indicator. The prompt returns to '[root@freepbx ~]# |'.

Import Database Backup

Overwrite the freshly created QueueMetrics database, on the new server, with the database backup from the old server:

```
mysql -uroot -ppassword queuemetrics < queuemetrics_Backup.sql
```

Import Configuration Files

Import the configuration files you copied previously in the new WEB-INF folder (`/usr/local/queuemetrics/qm-current/WEB-INF`).

If you are using the DirectAMI mode and only migrating QueueMetrics, remember to edit the `callfile.dir` property, from the “Edit system parameters” section, with the correct IP address of the PBX server.

Start the new QueueMetrics instance

Start the new QueueMetrics instance with:

```
service queuemetrics start
```

When you connect to the new QueueMetrics, it will realise that the database comes from an older version and will automatically update it, if needed. Follow the procedure and accept the license agreement.

QueueMetrics
call center solution

HOME DBTEST

QueueMetrics JDBC connection tester

We have detected that your QueueMetrics database needs updating.
Your current configuration is:


- XML configuration file found at:
`/usr/local/queuemetrics/webapps/queuemetrics-19.10.5-39/WEB-INF/web.xml`
- JDBC URI configured as:
`jdbc:mariadb://127.0.0.1/queuemetrics?user=queuemetrics&password=javaudude&sessionVariables=sql_mode=''&autoReconnect=true`

Under this configuration you are ready to run the JDBC connection tester.

This wizard will guide you between steps required to check and update, if required, the QueueMetrics database. Please click on the button below to start the procedure.

START DATABASE CHECK

Depending on the size of your database it might take a few minutes for the database to update.



HOME

DBTEST

QueueMetrics JDBC connection tester

Start

>

Backup

>

Update and Recover

>

Optimize

>

Cleanup AGAW

>

Ready

Your database needs updating to run this version of QueueMetrics.

NEXT >

The following tests were performed:

Test performed	Test result	Test error
Checking database revision - required version:78	Error	Java Error: DB revision error: was 77 - required 78
Checking current version of table: 't13_wallboards'	Ok	
Checking if exists database table: 't13_wallboards'	Ok	
Checking current version of table: 'known_numbers'	Ok	
Checking if exists database table: 'known_numbers'	Ok	
Checking current version of table: 'qm_queries'	Ok	

NOTE: If you are updating from a version older than 17, you will need to update the database driver as well. You can find more details here:

Driver Update

Stop the old QueueMetrics instance

Stop the old QueueMetrics instance with:

```
service queuemetrics stop
```

NOTE: This will make QueueMetrics inaccessible, so make sure nobody is working on it at the time of the migration.

Sending data to the new QueueMetrics

If you are only migrating QueueMetrics, on the Asterisk machine, edit the Uniloader properties; usually stored in:

```
/etc/sysconfig/uniloader
```

Edit the URI parameter with the IP Address of the new machine.

```
root@freepbx:~
GNU nano 2.3.1 File: /etc/sysconfig/uniloader Modified

QUEUELOG=/var/log/asterisk/queue_log
LOGFILE=/var/log/asterisk/uniloader.log
LOCKFILE=/var/lock/subsys/uniloader
PIDFILE=/var/run/uniloader.pid

# Local QueueMetrics instance
URI="mysql:tcp(10.10.5.190:3306)/queuemetrics?allowOldPasswords=1"
LOGIN=queuemetrics
PASS=javadude
TOKEN=P001

# QueueMetrics-Live
#URI=https://my.queuemetrics-live.com/qmlive-instance
#LOGIN=webqloader
#PASS=password
#TOKEN=

^G Get Help ^O WriteOut ^R Read File ^Y Prev Page ^K Cut Text ^C Cur Pos
^X Exit ^J Justify ^W Where Is ^V Next Page ^U UnCut Text ^T To Spell
```

If you are Migrating the PBX as well, install and configure the Uniloader service. You can find some more details here:

[Uniloader installation](#)

Final steps

Restart uniloader on the Asterisk machine with:

```
service uniloader start
```

Check if the Uniloader service is sending data to the new database:

From the new "Live DB Inspector" page, under "System Diagnostic Tools" on the QueueMetrics Homepage. The new system should be working now!

Now, you just have to share the new QueueMetrics IP with your agent and start using the new Instance.

QueueMetrics References

QueueMetrics software is available on premise or as a cloud hosted service for FreePBX, Yeastar S PBX, Grandstream, Issabel, FusionPBX and many other Asterisk distros.

For more technical information please refer to the [User Manual](#).

Visit www.queuemetrics.com for a free 30 days full featured trial.

Attend our [Free Webinars](#) for a live demonstration of QueueMetrics.