

# How to upgrade from Qloaderd to Uniloader with QueueMetrics



Why should you upgrade from the old Qloaderd to the new Uniloader?

What benefits does it bring?

Uniloader is currently supported, and more stable than Qloaderd, making it easier to diagnose issues. Uniloader is also used to perform other administrative/complementary tasks that perform useful functions on an Asterisk system connected to QueueMetrics.

For example:

- it can generate music-on-hold events on queues;
- outbound call tracking;
- track parked calls as if they were calls handled on a queue.

What is QueueMetrics?

QueueMetrics is a highly scalable monitoring and reporting suite that addresses the needs of thousands of contact centers worldwide and offers a broad range of integrated benefits like agent productivity monitoring, target measurement, conversion rates tracking, realtime campaign statistics analysis and an easy to use interface. It's available on premise or as a cloud hosted solution service.

What is Qloaderd?

Qloaderd is a small script that uploads queue\_log data into a MySQL database for further analysis by QueueMetrics.

What is Uniloader?

Uniloader is a program that is installed on your Asterisk PBX. It uploads data to a local or remote QueueMetrics instance.

Uniloader is deployed as a single binary file that has to be installed on the PBX itself. It is designed as a very lightweight application so it can work unobtrusively even on low-end hardware, and it is meant to be very safe, so data will not be lost even in cases where the remote QueueMetrics server becomes unavailable.

How to proceed?

Assuming that you already have a working QueueMetrics, with Qloaderd running as intended, we can begin the procedure.

NOTE: This procedure might disrupt your regular production processes, it is advised to perform the upgrade after working hours, while there are no active calls.

The first things to do are: stopping and uninstalling Qloaderd.

```
/etc/init.d/qloaderd stop
```

```
root@freepbx:~
File Edit View Search Terminal Help
+-----+
Please note most tasks should be handled through the GUI.
You can access the GUI by typing one of the above IPs in to your web browser.
For support please visit:
  http://www.freepbx.org/support-and-professional-services
+-----+
| This machine is not activated. Activating your system ensures that |
| your machine is eligible for support and that it has the ability to |
| install Commercial Modules. |
| If you already have a Deployment ID for this machine, simply run: |
|   fwconsole sysadmin activate deploymentid |
| to assign that Deployment ID to this system. If this system is new, |
| please go to Activation (which is on the System Admin page in the |
| Web UI) and create a new Deployment there. |
+-----+
[root@freepbx ~]# /etc/init.d/qloaderd stop
Stopping qloaderd (via systemctl): [ OK ]
[root@freepbx ~]#
```

Depending on how it was initially installed, Qloaderd should be uninstalled following the procedure in reverse, deleting the Qloaderd files and disabling the qloaderd service.

In this example, the installation was done using yum, the most common solution.

So simply run:

```
yum remove qloaderd
```

```
root@freepbx:~
File Edit View Search Terminal Help
+-----+
Please note most tasks should be handled through the GUI.
You can access the GUI by typing one of the above IPs in to your web browser.
For support please visit:
  http://www.freepbx.org/support-and-professional-services
+-----+
| This machine is not activated. Activating your system ensures that |
| your machine is eligible for support and that it has the ability to |
| install Commercial Modules. |
| If you already have a Deployment ID for this machine, simply run: |
|   fwconsole sysadmin activate deploymentid |
| to assign that Deployment ID to this system. If this system is new, |
| please go to Activation (which is on the System Admin page in the |
| Web UI) and create a new Deployment there. |
+-----+
[root@freepbx ~]# /etc/init.d/qloaderd stop
Stopping qloaderd (via systemctl): [ OK ]
[root@freepbx ~]# yum remove qloaderd |
```

The next thing to do is to install Uniloader. The easiest way, depending on your distro, is using yum:

```
wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo
```

```
yum install uniload
```

```
root@freepbx:~  
File Edit View Search Terminal Help  
Package Arch Version Repository Size  
-----  
Removing:  
qloaderd noarch 1.32-1025 @LowayResearch 41 k  
  
Transaction Summary  
-----  
Remove 1 Package  
  
Installed size: 41 k  
Is this ok [y/N]: y  
Downloading packages:  
Running transaction check  
Running transaction test  
Transaction test succeeded  
Running transaction  
Erasing : qloaderd-1.32-1025.noarch 1/1  
Verifying : qloaderd-1.32-1025.noarch 1/1  
  
Removed:  
qloaderd.noarch 0:1.32-1025  
  
Complete!  
[root@freepbx ~]# wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo
```

```
root@freepbx:~  
File Edit View Search Terminal Help  
Running transaction test  
Transaction test succeeded  
Running transaction  
Erasing : qloaderd-1.32-1025.noarch 1/1  
Verifying : qloaderd-1.32-1025.noarch 1/1  
  
Removed:  
qloaderd.noarch 0:1.32-1025  
  
Complete!  
[root@freepbx ~]# wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo  
--2018-09-25 00:41:43-- http://yum.loway.ch/loway.repo  
Resolving yum.loway.ch (yum.loway.ch)... 173.203.200.53  
Connecting to yum.loway.ch (yum.loway.ch)|173.203.200.53|80... connected.  
HTTP request sent, awaiting response... 200 OK  
Length: 270 [text/plain]  
Saving to: '/etc/yum.repos.d/loway.repo.3'  
  
100%[=====>] 270 --.-K/s in 0s  
  
2018-09-25 00:41:49 (49.7 MB/s) - '/etc/yum.repos.d/loway.repo.3' saved [270/270]  
]  
[root@freepbx ~]# yum install uniload
```

Uniload will be installed under `/usr/local/uniload` .

For more ways to install Uniload, you can consult our manuals [Here](#) .

After the installation has concluded, it's time to configure Uniload to connect with QueueMetrics.

To do so, edit the following file:

```
/etc/sysconfig/uniload
```

```
root@freepbx:~
File Edit View Search Terminal Help
Total download size: 2.2 M
Installed size: 7.3 M
Is this ok [y/d/N]: y
Downloading packages:
uniloader-0.4.1-84.x86_64.rpm | 2.2 MB 00:04
Running transaction check
Running transaction test
Transaction test succeeded
Running transaction
  Installing : uniloader-0.4.1-84.x86_64 1/1
Restarting uniloader (via systemctl): [ OK ]
  Verifying : uniloader-0.4.1-84.x86_64 1/1

Installed:
  uniloader.x86_64 0:0.4.1-84

Complete!
[root@freepbx ~]# service uniloader restart
Restarting uniloader (via systemctl): [ OK ]
[root@freepbx ~]# service queuemetrics restart
Stopping qm-tomcat6 (via systemctl): [ OK ]
Starting qm-tomcat6 (via systemctl): [ OK ]
[root@freepbx ~]# sudo nano /etc/sysconfig/uniloader
```

You need to set the following values, in the Local QueueMetrics instance section in order to tell Uniloader to work with the QueueMetrics database.

Change the IP if needed in the URI field.

Default username is queuemetrics and password is javadude, change as needed.

In a local installation (QueueMetrics is on the same machine as Asterisk), the default values should be enough in the majority of cases.

If you're running an Asterisk server cluster, you also have to modify the TOKEN value, giving to each of them a different name (usually P001, P002, P003, etc).

More information about the Uniloader configuration can be found [Here](#).

```
root@freepbx:~
File Edit View Search Terminal Help
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(IP_ADDRESS:3306)/queuemetrics?allowOldPasswords=1"
LOGIN=queuemetrics
PASS=javadude
TOKEN=P001

# QueueMetrics-Live
#URI=https://my.queuemetrics-live.com/CHANGEME
#LOGIN=webqloader
#PASS=CHANGEME
#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
```

At this point just restart the service to make sure it is running:

```
service uniloader restart
```

```
root@freepbx:~
File Edit View Search Terminal Help
Transaction Summary
=====
Install 1 Package

Total download size: 2.2 M
Installed size: 7.3 M
Is this ok [y/d/N]: y
Downloading packages:
uniloader-0.4.1-84.x86_64.rpm | 2.2 MB 00:04
Running transaction check
Running transaction test
Transaction test succeeded
Running transaction
  Installing : uniloader-0.4.1-84.x86_64 1/1
Restarting uniloader (via systemctl): [ OK ]
  Verifying : uniloader-0.4.1-84.x86_64 1/1

Installed:
uniloader.x86_64 0:0.4.1-84

Complete!
[root@freepbx ~]# service uniloader restart
Restarting uniloader (via systemctl): [ OK ]
[root@freepbx ~]#
```

Restart the QueueMetrics service:

```
service queuemetrics restart
```

```
root@freepbx:~  
File Edit View Search Terminal Help  
Total download size: 2.2 M  
Installed size: 7.3 M  
Is this ok [y/d/N]: y  
Downloading packages:  
uniloader-0.4.1-84.x86_64.rpm | 2.2 MB 00:04  
Running transaction check  
Running transaction test  
Transaction test succeeded  
Running transaction  
  Installing : uniloader-0.4.1-84.x86_64 1/1  
Restarting uniloader (via systemctl): [ OK ]  
  Verifying : uniloader-0.4.1-84.x86_64 1/1  
  
Installed:  
  uniloader.x86_64 0:0.4.1-84  
  
Complete!  
[root@freepbx ~]# service uniloader restart  
Restarting uniloader (via systemctl): [ OK ]  
[root@freepbx ~]# service queuemetrics restart  
Stopping qm-tomcat6 (via systemctl): [ OK ]  
Starting qm-tomcat6 (via systemctl): [ OK ]  
[root@freepbx ~]#
```

With a bit of luck, everything should be in working order, and you should be all set for production!

#### QueueMetrics References

For more technical information about QueueMetrics call center solution please refer to the [User Manual](#).

Visit [www.queuemetrics.com](http://www.queuemetrics.com) for a 30 days full featured trial.

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