Questions & Answers

Webinar: Disaster Recovery Planning for FreePBX & PBXact

April 6, 2017

Q: Can we set Auto VM snapshot?

A: No, the Virtual Machine snapshot needs to be performed manually through the virtual machine itself; however, configure the virtual machine to return to the snapshot any time it is powered off.

Q: How do the commercial modules respond when they are restored? Do they continue to work or do they need to re-activated?

A: When the virtual Machine snapshot is activated, all licensed features will automatically sync with our online licensing servers and check for license date validation. As long as the license has not passed the expiration date the commercial module(s) will function immediately. If you have added a new license after the time of taking the snapshot, you need to reactivate your license, via System admin-> Activation-> Re-activate.

Q: Can FreePBX run in a Windows Hyper-V machine?

A: Yes

Q: When restoring a FreePBX backup to a new system do you need to be worried about having a system with the exact system version of what you backed up from?

A: FreePBX Backup can only be restored on a FreePBX system on the exact same version that backup was taken from. In a future version of FreePBX, backup and restore on varying versions will be available.

Q: Warm spare is an option with extra costs? What are the costs for this option?

A: No. The Warm spare feature is free of charge and built into FreePBX as a standard option. Setup is as simple as creating an SSH connection between the primary and warm spare server, from the Web GUI of the PBX. Then simply setup the backup schedule as needed. You'll also want to make sure your standby server has the same commercial modules installed.

Q: Do we need additional license for Vega 400G Failover solution?

A: No. The Failover feature is built-in and does not require any user configuration.

Q: Does Vega support T38 for fax?

A: Yes. Vega Gateways will auto-detect T38 faxes.

Q: Does FreePBX work with vmware only?

A: FreePBX is supported on various virtual machines, such as vmware, Solus KVM, Hyper-V, for instance.

Q: Are there some scripts that we can start to change ip and disconnect prod server – all in one script to start?

A: FreePBX does not have any built-in feature to perform this step ,for a Warm Spare setup, but you can surely create a script or process to aid in the warm spare change-over if a disaster does occur.

Q: When a PBX failure occurs will all our local call works or will there be a complete network failure?

A: If a PBX server fails, all active calls will drop and all future calls will fail until that server or the warm spare server or HA is activated, depends on what recovery plan you have selected to have.

Q: When the failover occurs will the active calls drop?

A: Yes

Q: So warm spare is different to High Availability Disaster Recovery?

A: Yes. High Availability is automatic and does not rely on human involvement to restore service.

Q: Can a FreePBX appliance be failovered onto a FreePBX software version?

A: Certainly. Consideration should be taken to identify any items/features that will not carry over from appliance to the software version(for example, PSTN cards that may be installed on the appliance).

Q: Can you use backup to migrate between FreePBX & PBXact?

A: Yes, you can restore it as long as PBX versions are the same. Eg: Both of them are version 13. However, the Web GUI would be different and because licensing for PBXact is different than FreePBX, you have to re-activate your PBX after restore, to get the proper Web GUI and commercial modules.

Q: Do the version of all modules need to be the exact same too?

A: No. As long as the primary and secondary servers have the same, functioning, commercial modules, there is no issue.

Q: For HA can you use one physical server and have the secondary server be a VM on Hyper-V?

A: No. Both servers much be physical machines or VM machines, but you cannot have a mix of physical and VM for HA.

Q: Can you start with Warm spare option and move to HA setup down the road?

A: No, You must pick the 'HA Install' option when building the nodes for HA. There for it needs to be a re-install. http://wiki.freepbx.org/display/FPG/FreePBX+HA-Setting+up+the+Master+and+Slave+Nodes

Q: What is the maximum latency between each server? Do they need to be on the same Vlan?

A: For HA, both systems must be on the same network and reachable to each other.

Q: Can HA systems be virtual yet please?

A: Yes. It's supported on VMWare ESXi 5.1 or greater, VMware Workstation 10+, OpenStack & Solus KVM.

Q: Do you need to maintain software/module upgrades on both nodes?

A: Any upgrade on modules or the PBX Firmware on the primary system would sync to the second one in an HA system.

Q: Do all machines in the HA cluster need to be the same hardware type?

A: It is not mandatory, but is preferred.

Q: How easy it is to put back a failover node again in to cluster?

A: Very easy. Simply click a button within the Web GUI under the HA Module and it will perform this task for you immediately.

Q: In the HA option, if one box has the pay modules and the other doesn't, will that affect how the phones function after a failover?

A: Yes. If the licenses are not identical on both machines, if a failover occurs, depending on which commercial moduels are missing, the phones may not register, or make calls.

Q: Is the cloud service available for the Caribbean?

A: PBXact UCC is only available in North America at the moment.

Q: Will you have a webinar where the Vega-50 functions as a failover unit to support selected critical ports?

A: We will consider this.

Q: What is raid configuration in system 5000?

A: Raid1.

Q: How to become a partner?

A: You can sign up at: http://www.sangoma.com/company/partner-program/

Q: Does PBXact come with Asterisk 13 or 14?

A: PBXact is currently available with Asterisk 13. In a short time, PBXact will be shipped with Asterisk 14. We expect this to occur roughly around July 2017.

Q: Is HA available as a license with no hardware? If so what is the cost of that license per node?

A: Yes. You can have HA in a virtualized environment. For cost details it is best to contact your local sales representative to receive the best offer.

Q: Do you need a fiscal cable between the systems in HA or can you use a routed connection, this to place the standby machine on another location?

A: A physical cable is required to connect the two machines.

Q: Well all of this HA is on stand-by mode right? Active/stand by do we have any plans on active/active mode? I mean load balancing.

A: Our Session Border Controllers have a built-in Load Balancer feature so that you can balance the call load between 1 or more SBCs and/or sip trunks, PBXs..etc. The High Availability is a completely separate feature offering active/stand-by.

Q: For Vega GW, can we have notification that a fail-over has occurred?

A: Vega VoIP Gateways support email notifications upon many types of events. This feature is configurable via the Web GUI and yes can alert you when the unit becomes inaccessible.

Q: Does the Vega analog gateways handle both FXS and FXO in the same gateway?

A: Yes. This applies to our Vega 50 FXS and Vega 3050 (fitted with optional FXO). Under power failure conditions the two FXO ports provide a hard-wired bypass to two FXS ports allowing PSTN calls to be made even under this failure condition.

Q: Is Vega 400 a full featured PBX or is it just a hardware failover for ISDN?

A: The Vega400G is a VoIP Gateway. Although it may have some PBX features it is designed to bridge PSTN and VoIP technologies.

Q: Can we secure power supply? Like have 2 power supplies which will work on active/stand by mode or active/active mode (on pbx hardware)?

A: Some of our FreePBX and PBXact appliances support dual power supply for this such thing. Please visit: http://www.sangoma.com/products/pbxact/

Q: Do sangoma phones work outside PBXact/FreePBX environment if needed?

A: Sangoma IP Phones are designed to work with FreePBX and PBXact. If there is a specific use case in which you wish to deploy Sangoma IP Phones with non-FreePBX/PBXact appliances you will need to discuss this with our sales department.

Q: Are the phone new models? As the last time I saw and used them they were very slow.

A: We always have new IP Phones rolling out on the production line. Please visit http://www.sangoma.com/products/phones/ for more details

Q: You discussed that the HA solution can put a node into maintenance mode. Does this drain the calls on the first system or kill any current calls?

A: While FreePBX HA is in Maintenance mode, the cluster will ignore any changes you make and will not restart services, so that will not kill current calls.
http://wiki.freepbx.org/display/FPG/FreePBX+HA-Setting+the+cluster+to+maintenance+mode

Q: Does HA only work with your hardware?

A: High Availability is a feature that is offered as a license to FreePBX and PBXact. It is compatible with Sangoma appliances as well as third party appliances. If using HA on third party appliances care must be taken to valid the hardware.

Q: Could you explain what the difference is between FreePBX and PBXact?

A: FreePBX is a fully featured Open Source PBX which is free-of-charge. PBXact is a commercial PBX by Sangoma which features many Business and Unified Communication features built-in. For more details please visit the following links.

FreePBX: https://www.freepbx.org/
PBXact: http://www.sangoma.com/products/pbxact/

Q: With snapshots with VM, do the licenses travel to the snapshot or do they need to be added?

A: The licenses will be included in the snapshot, however, once the Virtual Machine is back online, FreePBX/PBXact will attempt to synchronize with the Sangoma licensing server in order to validate before activating.

Q: What is the price of ha software license?

A: High Availability licensing, as well as with our other feature add-ons, are accessible by logging into the Sangoma Portal. Alternatively, you can connect with your local Sangoma reseller for more details.

Q: I would like a pricing catalogue of the licenses and hardware. How would I go about getting this?

A: Information for Sangoma hardware and products is accessible on sangoma.com. Beyond this, it is best to connect with your local Sangoma reseller, or our sales department at sales@sangoma.com for details.

Q: What is the easiest backup and recovery for a stand-alone (non-VM) PBX server?

A: The best method would be off-site backup through Sangoma. This allows you to use our own FTP service to send system backups to and have them scheduled so that you always have an up-to-date copy.

Q: What is the difference between FreePBX and Asterisk?

A: FreePBX uses Asterisk PBX software at its core, and adds many features on top, along with a fully featured Web GUI.

Q: Please send me a quote for your SIP trunks, ie: pricing, we have a PBX box and is looking for another VoIP provider?

A: SIPStation SIP trunking service details are accessible here:
http://www.sangoma.com/products/sipstation-sip-trunks/

Q: How can I restore with a physical server?

A: Using the built-in Backup and Recovery module, you can simply restore a saved backup by uploading it through the Web GUI.

Q: What about having a VM as the warm spare to a physical appliance?

A: This is definitely an option.

Q: Do you need to restart phones and devices when you swap out PBXA for PBXB?

A: When HA moves traffic from the primary server to the slave server, it simply moves the IP address over, the same IP address that all phones and endpoints are already using. So nothing needs to be done from an endpoint point of view.

Q: Which Hypervisor do you support? KVM? Can you use Microsoft Hyper-V or VMware?

A: All those are the currently supported Hypervisors.

Q: Do warm and HA servers need to be in the same location?

A: For HA, yes, both systems need to be in the same location. For warm setup, the systems can be in different locations, however more preparation is required and is not recommended to be in geographically separated locations.

Q: In HA mode do you require dual licenses for software modules as well or only for the HA license?

A: Correct, both systems in an HA setup require the exact same licenses to be installed. So all software module licenses must be identical on both systems.

Q: Can backup to external FTP be encrypted (before it leaves the customers network)?

A: Yes. There are options to encrypted backup when it is created through the Backup and Restore module.

Q: I purchased a UC100, is it possible to add a second SSD and enable Raid1?

A: Modifications to Sangoma hardware is not recommended.

Q: Do any of the vega devices support analog FXS? For passing to say a fax server or analog machines?

A: Yes. Our Vega 50 Analog is offered in 4 or 8 port FXS, and for high density applications 25-50 ports of FXS. Fax detection is included.

Q: I currently have HA license for my 2 VMs. when I login to my floating point Web GUI and make changes to the system such as modules and extensions, does that configuration automatically shadow on my Node B if A is my active one?

A: Yes. All configuration is replicated across all systems.

Q: What is ENP?

A: ENP stands for "Enhanced Network Proxy". It is a way to achieve local survivability in the event that the upstream VOIP connection goes down, for the local phones to be able to communicate as well as automatically find a path to the outside world.

Q: Would you recommend rather HA over Warm Spare?

A: If there are no technical or financial implications, yes, High Available is recommended since it is automatic which leads to less downtime of your mission critical services.

Q: Is there pricing for RMS?

A: RMS is currently available as Beta, so there is no charge. When released it will be 5$ per month, per PBX you wish to monitor.

Q: Can the backup module offer OS backup as well?

A: No. The Backup Module is configurable to backup user and FreePBX data, however not the Operating System. A Virtual machine snapshot would be the best option in this case.

Q: Is it really different (performance or something) to have pbx running as VM or not?

A: The performance of a Virtual Machine is based on the host system. As long as the host system does not have any hardware limitations and the virtual machine settings allow for maximum performance, there should be no difference, performance wise, between a VM and a FreePBX installed directly on a server.

Q: Is any registred peers sync? Between HA nodes?

A: It is standard to have licensing identical on both systems if you will be using HA. To inquire for discounts you can certainly contact your local sales associate and depending on your deployment we would be happy to work with you.

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