



# P series software editon Related





# Agenda

1. Requirement for the Platform
2. Installation Related
3. Activation Related
4. Hot Standby Related

# 01

## Requirement for the Platform

# Supported Platform



**on-premise**

**virtual machine**

**cloud-based**

Below are the platforms that we recommend



Amazon AWS



Alibaba Cloud



Workstation | ESXi



Microsoft Hyper-V



KVM



Proxmox



Dell Server

# Server Requirements



Below are requirements for **on-premise** servers

	0-250 CC	251-500 CC	501-1000 CC	CC > 1000
Recommended Server	Dell EMC PowerEdge R350	Dell EMC PowerEdge R350	Dell EMC PowerEdge R750	Contact Yeastar
CPU	Intel(R) Xeon E-2374G <ul style="list-style-type: none"><li>• CPU count: 1</li><li>• Cores: 4</li><li>• Threads: 8</li></ul>	Intel(R) Xeon(R) E-2386G <ul style="list-style-type: none"><li>• CPU count: 1</li><li>• Cores: 6</li><li>• Threads: 12</li></ul>	Intel(R) Xeon(R) Gold 6346 <ul style="list-style-type: none"><li>• CPU count: 2</li><li>• Cores: 16</li><li>• Threads: 32</li></ul>	
CPU Frequency	3.70 GHz	3.50 GHz	3.10 GHz	
Memory	16 GB	16 GB	32 GB	
Hard Disk	1 TB	1 TB	1 TB	

# Server Requirements



Below are requirements for **Cloud based** servers

		0-75 CC	76-125 CC	126-250 CC	251-500 CC	501-750 CC	751-1000 CC	CC > 1000
vCPU		4	6	8	16	48	64	Contact Yeastar
CPU Frequency		2.4 GHz	2.4 GHz	3.0 GHz	3.0 GHz	3.2 GHz	3.2 GHz	
Memory		4 GB	6 GB	16 GB	16 GB	32 GB	32 GB	
Storage	Call Recording Disabled	50 GB	100 GB	200 GB	300 GB	500 GB	500 GB	
	Call Recording Enabled	Recommended: 1 TB						

**i** **Tip:**  
1 GB of storage holds approximately 1000 minutes of recorded calls. You can set up the storage based on your recording usage.

# Server Requirements



Below are requirements for **virtual Machine** platform

		0-75 CC	76-125 CC	126-250 CC	251-500 CC	501-750 CC	751-1000 CC	CC > 1000
vCPU		4	6	8	16	48	64	Contact Yeostar
CPU Frequency		2.4 GHz	2.4 GHz	3.0 GHz	3.0 GHz	3.2 GHz	3.2 GHz	
Memory		4 GB	6 GB	16 GB	16 GB	32 GB	32 GB	
Storage	Call Recording Disabled	50 GB	100 GB	200 GB	300 GB	500 GB	500 GB	
	Call Recording Enabled	Recommended: 1 TB						

**i** **Tip:**  
1 GB of storage holds approximately 1000 minutes of recorded calls. You can set up the storage based on your recording usage.

- VMware Workstation 15.1.0 or later
- VMware ESXi 6.0 or later
- Hyper-V 10.0.17134.1 or later
- Proxmox VE 7.0 or later

# FAQ

- If your platform is **cloud based**, please enable the **Allow Country IPs** after the installation.
- If you need the extension numbers **over than 5000**, please contact us.(we current support the maximum extension is 10,000)
- We also provide the **Dell server** if you want to install the PSE as on premise.
- End user wants to instal the PSE **on premise**, but the server is not as the same as Yeastar recommands.





02

Installation Related

# Installation Guide



Our **Document Center** has the detailed installation guide, which will lead you step by step to finish the installation.



## VMware Workstation

<https://help.yeastar.com/en/p-series-software-edition/software-installation-guide/install-yeastar-p-series-software-edition-on-vmware-workstation.html>  
share the meeting link.



## VMware ESXi

<https://help.yeastar.com/en/p-series-software-edition/software-installation-guide/install-yeastar-p-series-software-edition-on-vmware-esxi.html>



## AWS (if you follow the video to install the PSE on AWS, the procedure is a little bit different )

<https://help.yeastar.com/en/p-series-software-edition/software-installation-guide/install-yeastar-p-series-software-edition-on-amazon-aws.html>



## Dell EMC PowerEdge

<https://help.yeastar.com/en/p-series-software-edition/software-installation-guide/preparation-write-yeastar-p-series-image-to-a-usb-drive.html>



# FAQ

- where to get the **image file** and **activation code**?

There will be an email after apply the license, it will include the download link of the image and the activation code.

- There are two kinds of image files, **Auto** and **Manual**.

If you choose the **Auto image**, the system will automatically partitions hard disk.

```
/          --10G
/swap     --10G
/home     -- The rest of the disk
```

If you choose the **Manual image**, you can create the disk according your needs.

```
/
/swap
/home
```

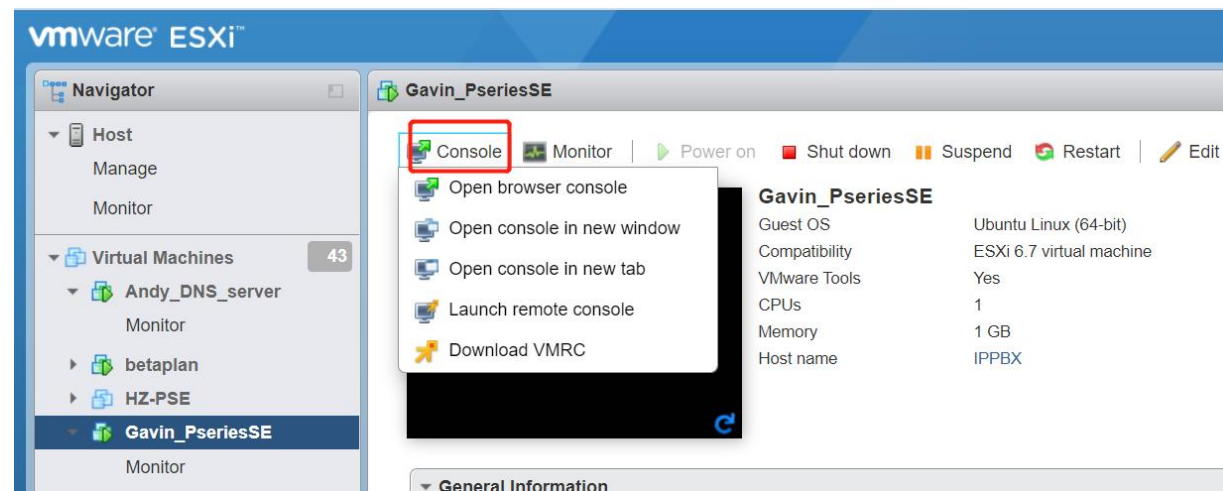




# FAQ

- The default IP of the PSE GUI will be **192.168.5.150**.

If your current network can not visit this segment, or you don't want to change your PC IP, we can change it via the console, but you have to contact us for help, we can not share the password to customer.



PS. The next official release version (**Phase 10**) will support customer to change the default IP via a process.



# FAQ

- The image file contains a **Linux Operation System-Ubuntu**

The installaion is not only a PBX software app but also a whole Operation System.

- The image file for **AWS** and **Alibaba** has been uploaded to the platform in advance.

For other cloud based platform you need to upload the image file manually, the image file format is **.qcow2** instead of **.iso**, contact us to get the image.



# Common Issues During the Installation



Install the PSE on an **on-premise** server or other platform that doesn't support **Ubuntu version 20**, you'll get the error.

The solution should be

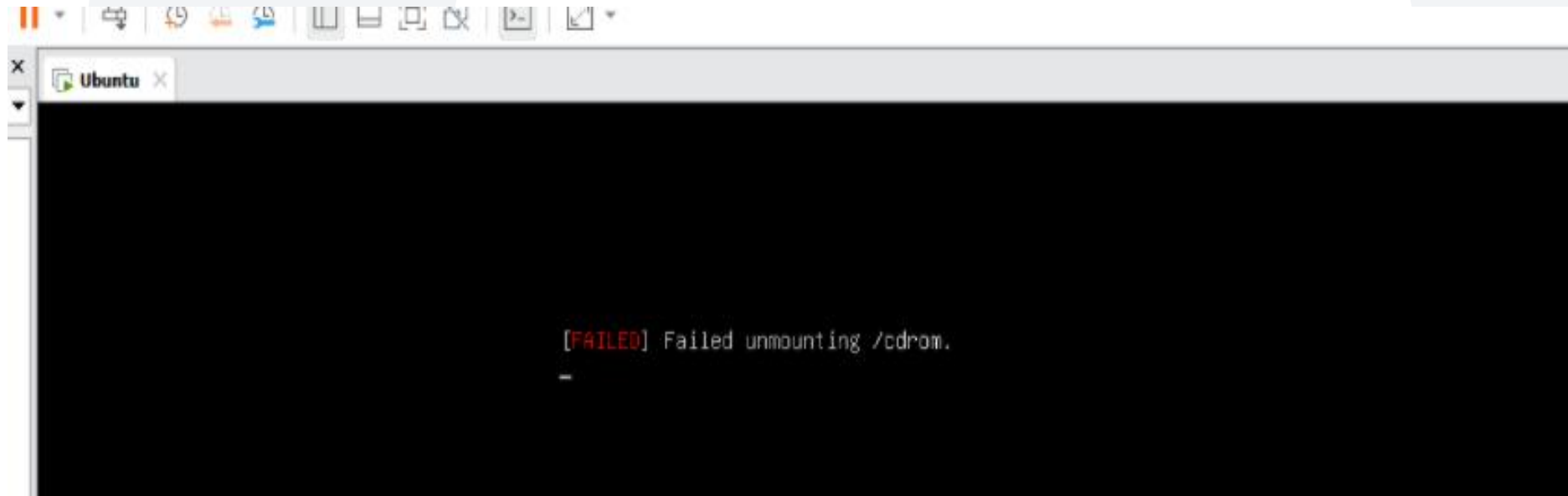
1. Change a server that supports Ubuntu 20.
2. Use the manual image to install again, contact us to get the manual image.
3. Install virtual platform such as ESXi on current server, afterwards install P-Series Software Edition in ESXi virtual platform,

```
start: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cmd
-block-meta: configuring partition: partition-0
finish: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cm
d-block-meta: configuring partition: partition-0
start: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cmd
-block-meta: configuring partition: partition-1
finish: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cm
d-block-meta: configuring partition: partition-1
start: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cmd
-block-meta: configuring format: format-0
finish: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cm
d-block-meta: configuring format: format-0
start: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cmd
-block-meta: configuring mount: mount-0
finish: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cm
d-block-meta: configuring mount: mount-0
start: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cmd
-block-meta: configuring partition: partition-2
finish: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin/cm
d-block-meta: configuring partition: partition-2
finish: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning/builtin: run
ning 'curtin block-meta simple'
finish: subiquity/Install/install/curtin_install/cmd-install/stage-partitioning: configuring s
torage
finish: subiquity/Install/install/curtin_install: Command '['systemd-cat', '--level-prefix=false',
'--identifier=subiquity_log.2052', '/snap/subiquity/2280/usr/bin/python3', '-m', 'curtin', '--showt
race', '-c', '/var/log/installer/subiquity-curtin-install.conf', 'install']' returned non-zero exit
status 3.
finish: subiquity/Install/install: Command '['systemd-cat', '--level-prefix=false', '--identifie
r=subiquity_log.2052', '/snap/subiquity/2280/usr/bin/python3', '-m', 'curtin', '--showt
race', '-c', '/var/log/installer/subiquity-curtin-install.conf', 'install']' returned non-zero exit
status 3.
start: subiquity/ErrorReporter/1657696224.991030693.install_fail/add_info
start: subiquity/Meta/status_GET
finish: subiquity/ErrorReporter/1657696224.991030693.install_fail/add_info: written to /var/crash/
1657696224.991030693.install_fail.crash
```



# Common Issues During the Installation

During the installation if you find below error, please re-install or reboot the system directly, it is a Ubuntu bug and sometimes you need to reboot sever times to overcome it.



# Common Issues During the Installation



During the installation if you find the screen stay in this page for a long time, like **wait for basicsrv run ok**, no worries it will take 5-10 mins to end of this part.

```
[ 387.816385] rc.local[1877]: wait for basicsrv run ok
[ 388.813493] rc.local[1876]: wait for basicsrv run ok
[ 388.819325] rc.local[1878]: wait for basicsrv run ok
[ 388.820097] rc.local[1877]: wait for basicsrv run ok
[ 389.823430] rc.local[1878]: wait for basicsrv run ok
[ 389.824190] rc.local[1877]: wait for basicsrv run ok
[ 390.827450] rc.local[1877]: wait for basicsrv run ok
[ 390.828155] rc.local[1878]: wait for basicsrv run ok
[ 391.831267] rc.local[1878]: wait for basicsrv run ok
[ 391.831970] rc.local[1877]: wait for basicsrv run ok
```



# Common Issues During the Installation



If you refer to the Video from our Document Center to install the PSE on AWS, you may find the procedures are little different.

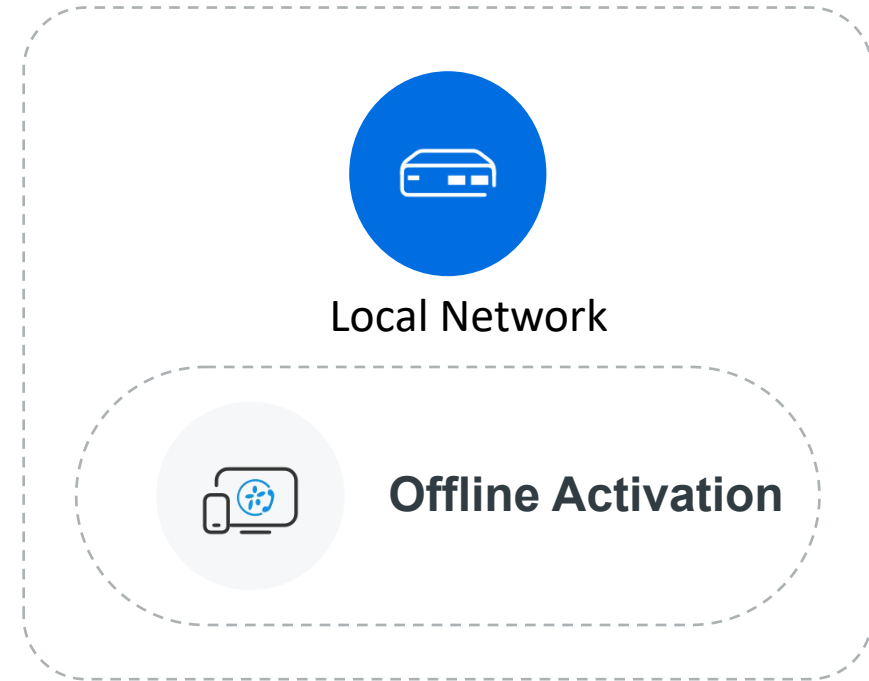
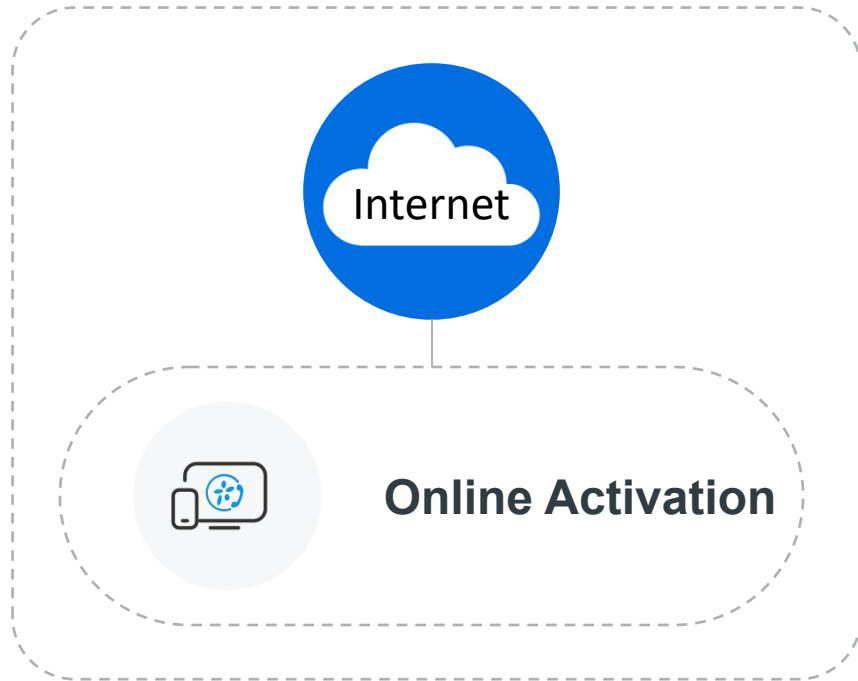


If you install the PSE on the AWS and you want to **extend another Hard disk**, please contact us for help, it's not compatible yet.

03

Activation Related

# Activation Mode



**The PBX should access the Internet and has configure a correct DNS to resolve the Domain of License server**

**If the PBX is not allowed to access the Internet, we can use Offline Activation mode.**

# Online Activation



Choose the Online Activation mode and copy the activation code to the window.

The screenshot displays the Yeastar web interface for system activation. On the left is a navigation menu with 'Maintenance' selected. The main content area is titled 'Maintenance / Activation' and contains two sections: 'Activation Information' and 'Device Information'. In the 'Activation Information' section, the 'Activation Status' is 'Not Activated' and the 'Activation Method' is 'Online', which is highlighted with a red box. Below these is a text input field for the 'Activation Code', indicated by a red arrow. An 'Activate' button is located below the code field. The 'Device Information' section includes fields for 'Activation Type', 'Expiration Date', 'Max Concurrent Calls', and 'Current Extensions/Max Extensions'.

# Offline Activation



Choose the Offline Activation mode and click **Download Request File**.

Then send the file to your account manager to generate an Activation code from the PP

## Activation Information

Online  Offline

### Offline Activation Steps:

1. Click to download the activation Request File.
2. Send the Request File to your device provider to get the activation code.
3. Fill in the activation code to activate the device.

 Download Request File

\* Activation Code

# FAQ

- Every activation code can only be used for **only one** PSE(only for the current server)
- After activation successful, the PSE will get a **SN number** which is bound with the activation code.
- **Trial license** can be converted to **commercial license**, no need to re-install the PSE, you can change it via the Partner Portal.
- The first time we activate the PSE with offline mode, but once the PSE connects to Internet that has an interaction with License server, then the activation mode will **become online**.



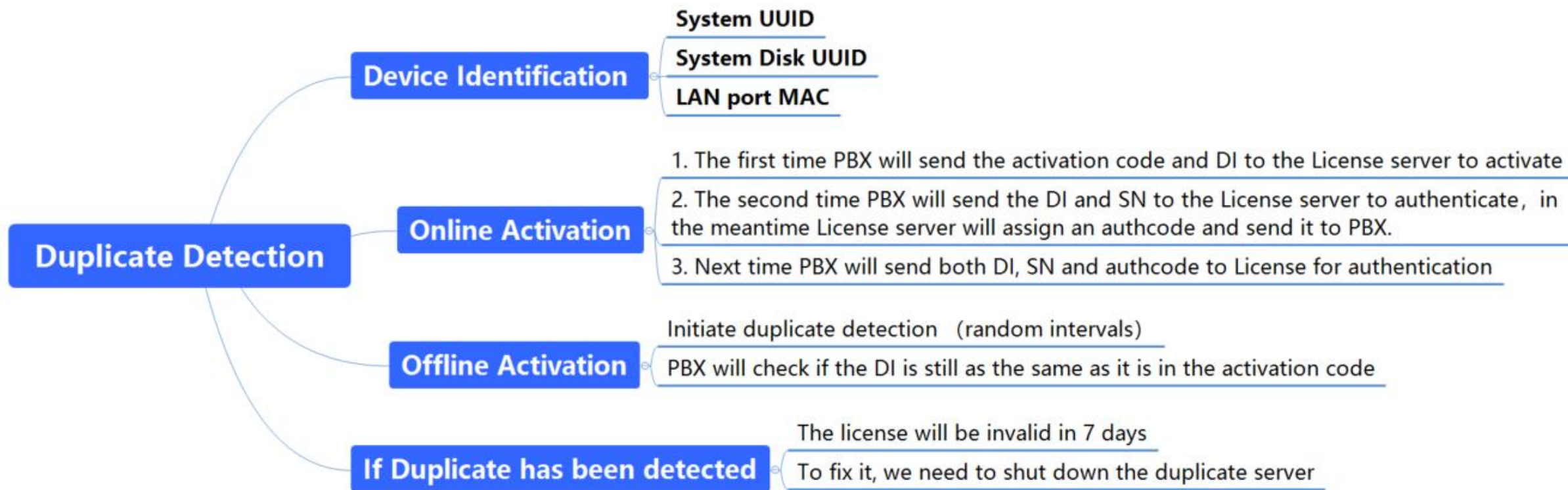
# Online Activation Failed



If the first time you use the activation code to activate the PSE, but it is failed please check the below.

- Network connection
- DNS ( to see if the domain [active.yeastar.com](https://active.yeastar.com) can be resolved)
- Firewall of the customer's site (if there is a restriction for outgoing traffic)
  - open the port TCP 443 for the domain [active.yeastar.com](https://active.yeastar.com)
- Make sure the activation code hasn't been used for other PSE before
- Contact our support

# Duplicate Detection



After the first activate, the activation code will be updated that **includes the DI** information, that is why we can not use it to activate another PSE server.



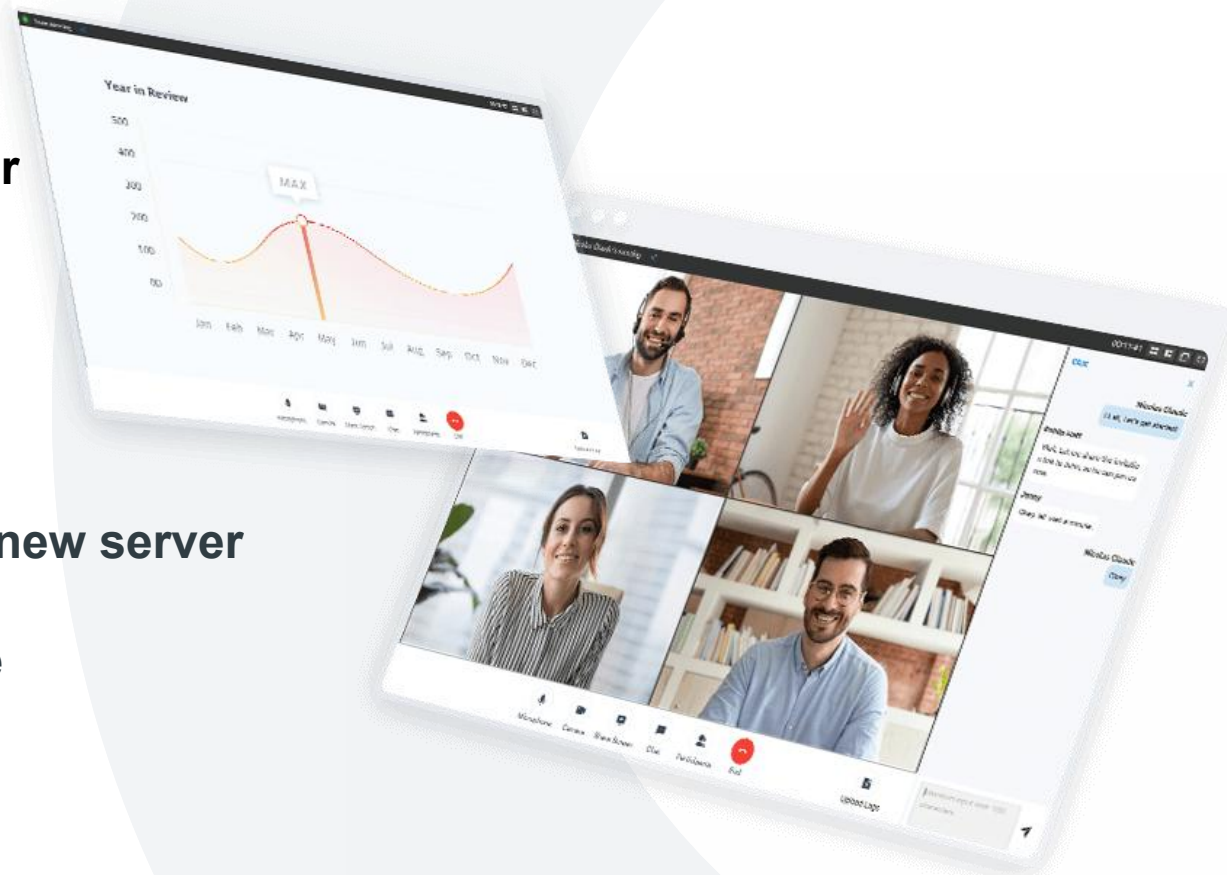
# How to avoid Duplicate

- **DO NOT** try to restore the **snapshot** to another server, or **clone** a whole VM server.
- If you have **several sites** need to deploy the PSE, you can install the PSE on one server and make a backup of the server or take a snapshot **BEFORE** you activate this PSE.
- One of the Device Identification has been changed will cause the duplicate problem, if the hard disk needs to be **replaced**, or you have to **migrate** the PSE to a new server, please follow up next slid.



# How to migrate the PSE to a new server

- STEP 1** Make a **backup** or **snapshot** of the server
- STEP 2** **Shut down** the old server of PSE
- STEP 3** Contact us to **reset** the **activation code**  
(remove the uuid from the current code)
- STEP 4** **Restore the backup or snapshot** on the new server
- STEP 5** **Activate** the new PSE with the new code  
(The SN will be the same)





# How to deal with the hardware replacement

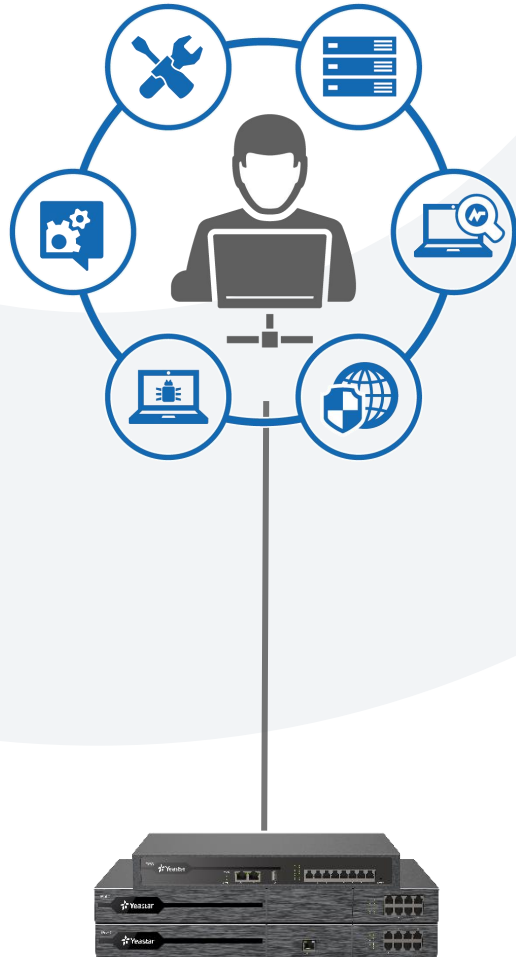
- STEP 1 Make a **backup** of the PSE
- STEP 2 **Shut down** the PSE
- STEP 3 Replace the Hardware
- STEP 4 Contact us to **reset** the activation code  
(remove the uuid from the current code)
- STEP 5 **Power on** the PSE
- STEP 6 **Activate** the new PSE with the new code  
(SN will not change)



04

Hot Standby Related

# License for HA mode-PAE



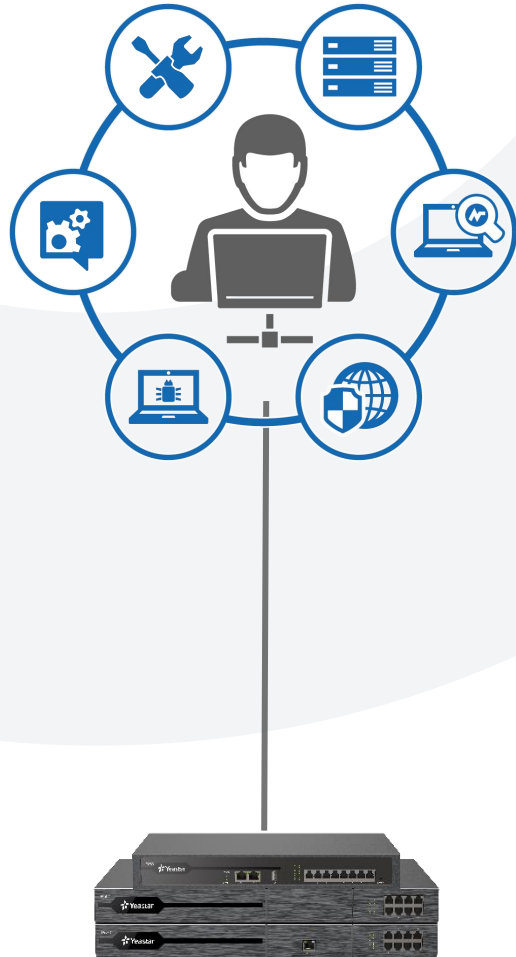
## Standard License

- Two P550 have its own official license
- The HA mode license will take the license of Activated PBX
- Like P550 A has EP plan, P550 B has UP Plan, if set the P550 B as the activated PBX and P550 A as a secondary PBX, the HA mode will take the UP plan.

## Binding License

- The secondary PBX will has a discount for the plan, and this plan is dedicated for HA mode.
- The activation code for the secondary PBX will bind with the SN of Activate PBX.
- The secondary PBX can not use any features once disconnect the HA mode.

# License for HA mode-PSE



## Only Binding License

- Before you apply the license for both PBX, please let us know you want to implement HA mode, we have to bind the SN of secondary PBX to the SN of Primary PBX, otherwise the HA mode can not work.
- The secondary PBX will have a discount for the plan, and this plan is dedicated for HA mode.
- The secondary PBX can not use any features once disconnect the HA mode.

# License for HA mode-PSE



**Device Information:**

* License Type: Commercial	* P-Series SE License: Ultimate Plan
* Product Type: Primary Server	
* Extensions: 100	* Concurrent Calls: 25
Expiration Time: 2023-09-05 10:14:13 <input type="checkbox"/> Permanent	* Activation Method: Online
Remark:	

**Device Information:**

* License Type: Commercial	* P-Series SE License: Enterprise Plan
* Product Type: Secondary Server	* Primary Server SN:
* Extensions: 100	* Concurrent Calls: 25
* Subscription Term: -- <input type="checkbox"/> Permanent	* Activation Method: Online
Remark:	

If you've already had two PSE activated with standar license, you can not enable the HA mode, because both PBX are Primary PBX.

## ○ When the secondary PBX will **take over**?

1. Secondary PBX sends the heartbeat detection to the Activate PBX but doesn't get response.

2. Activated PBX is aware of the Asterisk is crashed, it will send the request to Secondary PBX to take over.

## ○ If reboot the Primary PBX, will the Secondary PBX take over?

**Reboot** the Activate PBX the Secondary PBX will automatically reboot, so there is no takeover during the reboot.





## ○ How to **upgrade** them?

No need to disconnect the HA, upgrade the Activate PBX first and then upgrade the Secondary PBX. During the upgrade the Secondary PXB will not take over even the dead time is over the setting on the web.

## ○ Why if I test **unplug the LAN** port cable of Primary PBX, the Secondary PBX will not take over?

If these two PSE connect to a same switch will cause the take over failed, we have to set up a **gateway** for the switch.

## ○ How about the PBX will use a dedicated SIP trunk on the WAN port?

Only one SIP trunk is fine, we can use a hub to achieve this, and enable the “**Unilateral WAN Port**” on the PBX.



The World's Leading Provider of SME PBX Systems

# THANK YOU

