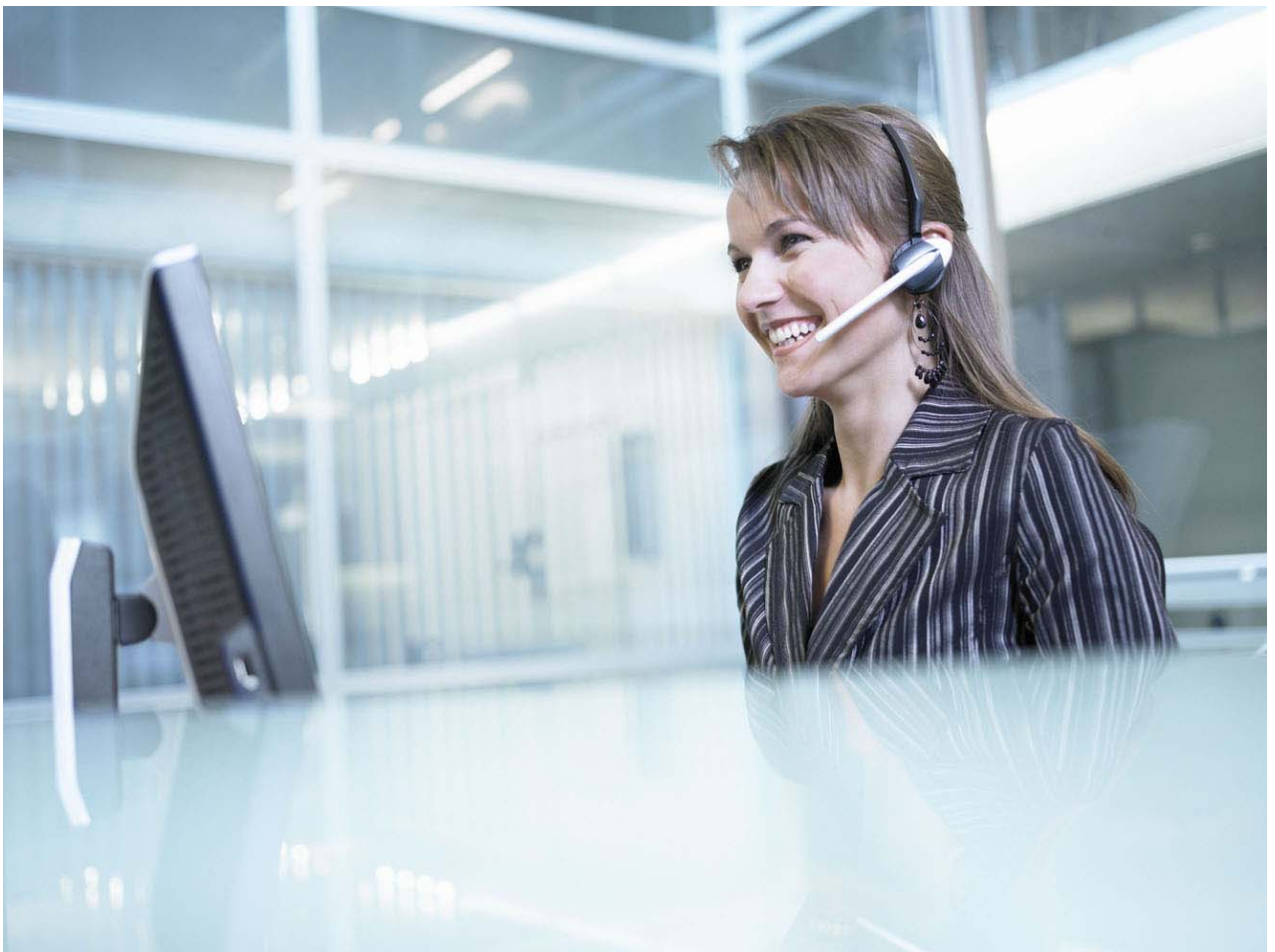


# Solidus eCare and OAS in VMware



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# 1 Solidus eCare and OAS installed in VMware environment

Solidus eCare and OAS has been verified in a VMware environment using the free VMware Server 1.0. Aastra can not guarantee the compatibility to other VMware products.

## 1.1 Considerations

- The server hosting the virtual machine must have a minimum of 3 GB RAM where 2 GB is allocated to the virtual machine. Recommended values for the host: Intel Xeon 3,2 GHz and 4 GB RAM or better.
- IP Media Servers are supported in a virtual machine. DSP Media (analog/digital boards) are not supported in a virtual machine but can be installed on additional media servers and used together with the virtual machine.
- The Internet Suite chat function has not been verified in a VMware environment.
- Clustering in a VMware environment is not supported.
- Solidus in a VMware environment has not been verified with high capacity call handling load.
- The following capacity figures for a Solidus system in a VMware environment should be noted:
  - Max 4000 Calls/hour
  - Max 250 Agents
  - Max 150 Service Groups

## 2 Installation

ASR/TTS, ELM, OAS and Solidus (including Internet suite and SMS Gateway) can be installed according to installation documents available in the Alex library for Solidus eCare and OAS 6.0 (EN/LZN 748 0017/1).

Special considerations for Wall Display and SMS Modem are described in the following sections.

## 2.1 Wall Display

It is necessary to create a COM port for the virtual machine running Solidus and map it to the physical COM port of the host to which the Wall display is connected.

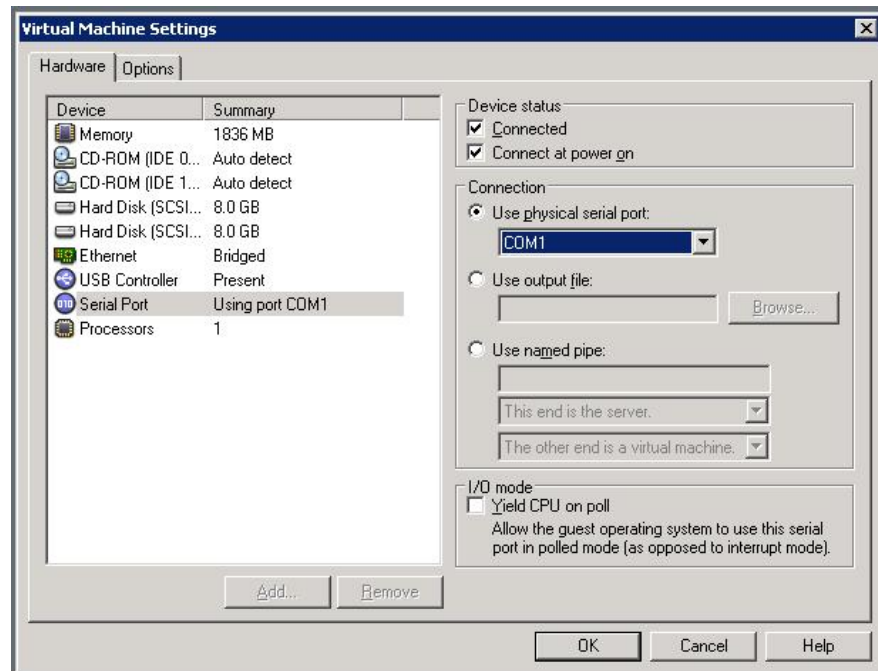


Fig 1. Virtual Machine Settings for Wall Display

**Note:** It is recommended to connect the Wall Display to a client running Information Manager.

## 2.2 SMS Modem (USB)

Install the SMS Modem drivers in the virtual machine.

**USB Controller** has to be added in the hardware settings for the virtual machine.

Select the option **Automatically connect new USB devices to this virtual machine when it has focus** in the Virtual Machine Hardware Settings.

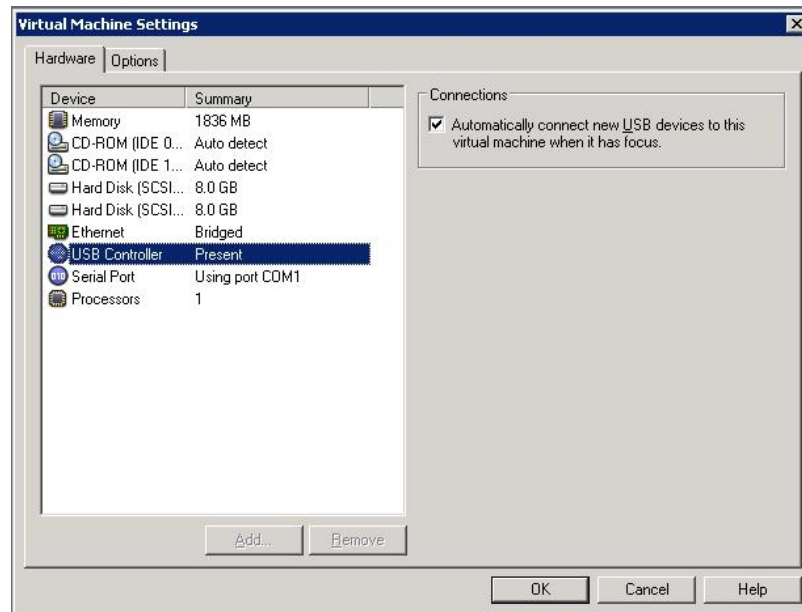


Fig 2. USB Controller for SMS Modem

To reconnect the GSM modem after rebooting the virtual server:

In the VMware server console, select **VM->Removable Devices ->USB Devices->Ericsson Business Mobile Networks USB Device**

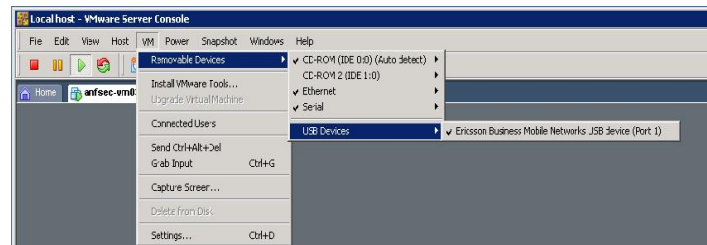


Fig 3. Reconnect to USB device

Verify in Windows device manager that the modem is present, and look in the properties for the modem to find out which COM port the modem is mapped to.

If the COM port mapped to the modem is unavailable, the SMS Gateway configuration file has to be edited manually:

1. Stop the two SMS Gateway services (Ericsson SMS Gateway....)
2. Open the file .\Solidus eCare\SMSG\Config\cfgsmsg.cfg
3. In the Modem section, change the "Port=COM#" to the number found in the properties for the GSM modem.
4. Save the file and start the services, starting with the Ericsson SMS Gateway configuration service.

Configure the SMS Gateway according to SMS Gateway User Guide, 26/1553-LXA 119 154 available in the Alex library.

**Note:** It is recommended to install the SMS modem on a separate server.