



FortiVoice™ High Availability Call
Center & Hotel Management Licenses
Technical Note



FortiVoice High Availability Call Center & Hotel Management Licenses Technical Note

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In a high availability (HA) environment, the FortiVoice master and slave units share the Call Center and Hotel Management licenses. Both Call Center and Hotel Management licenses have to be loaded on the master and slave systems, otherwise the slave system HA status changes to *out of sync*. When setting up the two systems for the first time, loading a Call Center or Hotel Management license on the master system is very straightforward. It can be loaded directly from the system dashboard. However, loading the license on the new slave system requires some special procedures. This technical note describes how to load the licenses on the slave unit in a new HA system.

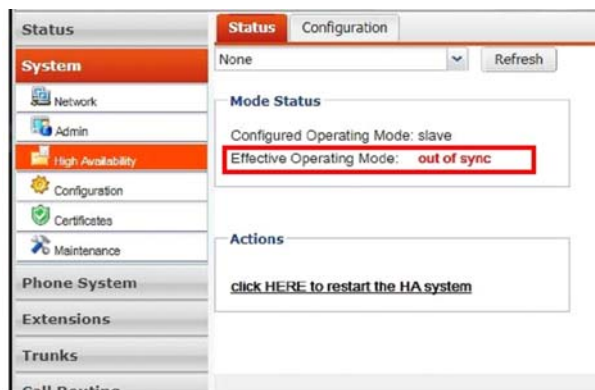
This technical note applies to FortiVoice v5.3.0 and later and the FortiVoice models that support HA and Call Center and Hotel Management functions.

There are two ways to load licenses on the slave unit:

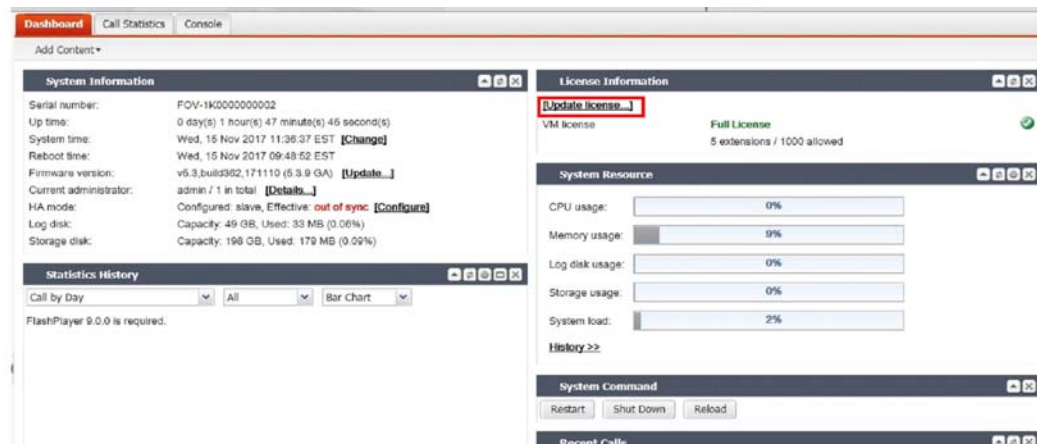
- Load licenses on the slave unit within a new HA network.
The Call Center and Hotel Management licenses can be loaded onto a slave unit that has been configured on the HA network.
- Load licenses on the slave unit outside a new HA network.
The Call Center and Hotel Management licenses can be loaded onto a slave unit before it is configured on the HA network.

To load licenses on the slave unit within a new HA network

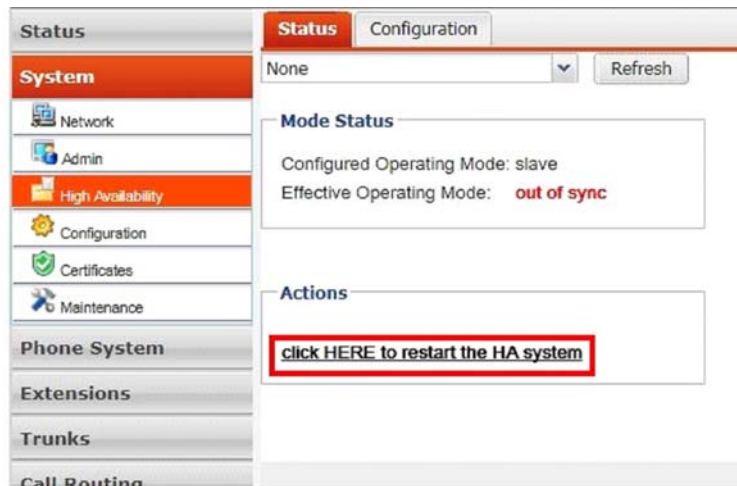
1. When the new slave unit is connected to the HA network the first thing that it will attempt to do is synchronize with the master unit. This will cause the slave unit to reload six times before it stops and reports the *Effective Operating Mode* to be *out of sync*.



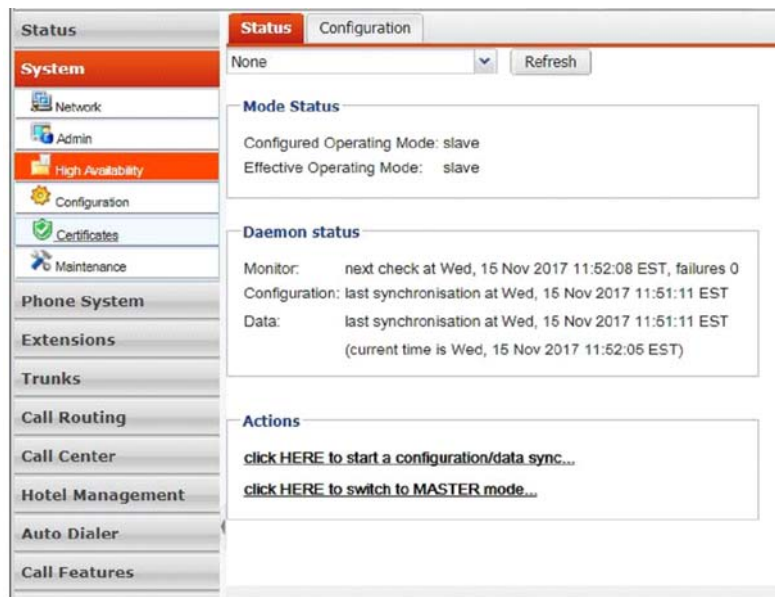
2. Once it is in this state, the Call Center and Hotel Management licenses can be loaded. Go to *Status > Dashboard > Dashboard > License Information* and click *Update license*.



3. After the licenses are successfully loaded, go to *System > High Availability > Status* and click on *click HERE to restart the HA system*.



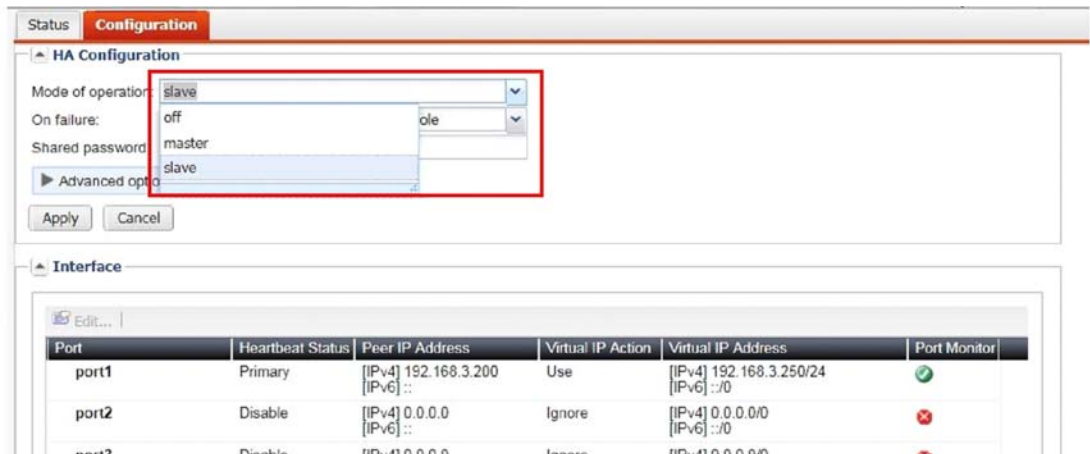
4. A prompt dialog will appear asking if you are sure you want to restart the HA system, click Yes.
5. After the restart, the slave unit will now be synchronized with the master unit. The licenses will be successfully loaded on the HA system.



To load licenses on the slave unit outside a new HA network

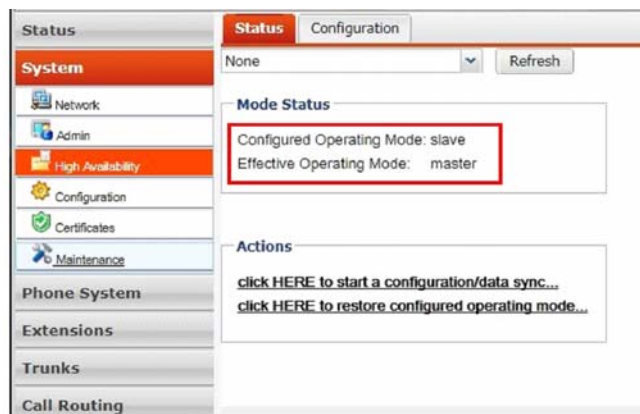
1. Move the slave unit in an isolated network and make sure it cannot connect to the master unit.

- In the slave unit administration web GUI, go to *System > High Availability > Configuration*. For *Mode of operation*, select slave.

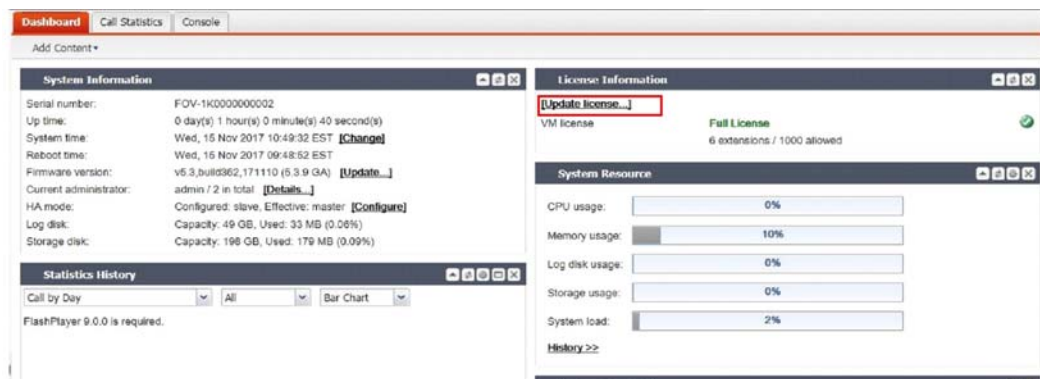


- Wait a few minutes and then examine the status of the slave unit. Go to *System > High Availability > Status* to check the slave HA status.

Note that the *Effective Operating Mode* is now set to *master*.

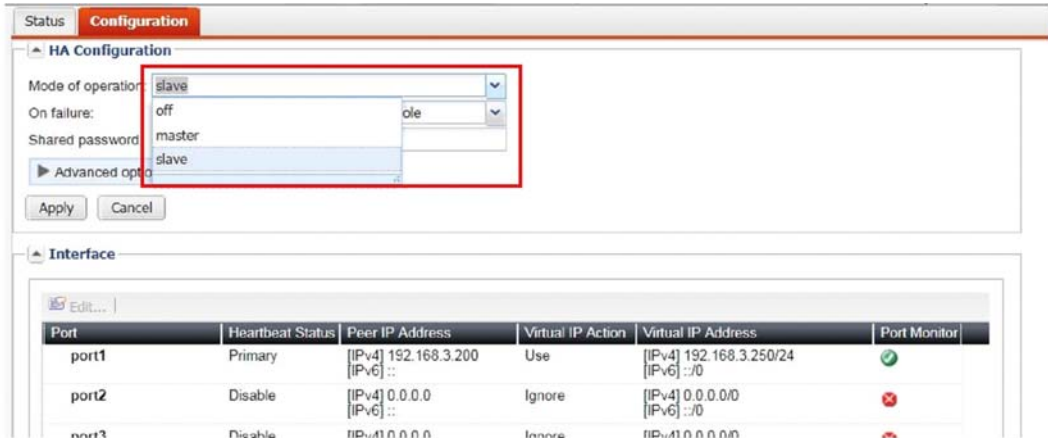


- Load licenses by going to *Status > Dashboard > Dashboard > License Information* and click *Update license*.



- After the licenses are successfully loaded, disable the slave unit by going to *System > High Availability > Configuration*.
- For *Mode of operation*, select *off*.
- Move the unit back into the HA network.

- On the slave unit go to *System > High Availability > Configuration*. In the *Mode of operation* drop down list, select *slave*.



- After the restart, the slave unit will now be synchronized with the master unit. The licenses will be successfully loaded on the HA system.

