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PortaBilling100 Installation Guide

V.1.12.2 May 2006

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Preface

This document provides a general overview of the PortaBilling100 installation process.

Where to get the latest version of this guide

The hard copy of this guide is updated at major releases only, and does not always contain the latest material on enhancements occurring between minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product. You can access the latest copy of this guide at: www.portaone.com/resources/documentation/

Conventions

This publication uses the following conventions:

- Commands and keywords are given in **boldface**
- Terminal sessions, console screens, or system file names are displayed in fixed width font



Caution indicates that the described action might result in program malfunction or data loss.

NOTE: Notes contain helpful suggestions about or references to materials not contained in this manual.



Timesaver means that you can save time by performing the action described in the paragraph.



Tips provide information that might help you solve a problem.

1 . Introduction

PortaBilling runs on most modern UNIX operating systems (FreeBSD, Linux, Sun Solaris), assuming these are equipped with basic items such as an ANSI C compiler. However, it might be difficult for an inexperienced system administrator to install and configure the operating system in such a way as to suit all of the requirements and provide the best performance. Installing all the prerequisite software (libraries, Perl modules, MySQL server) also might be a time-consuming task.

The PortaBilling JumpStart installation CD provides a quick and seamless way to perform a complete server installation from scratch, in less than 15 minutes. It contains installation media for FreeBSD 6.1, with all the necessary packages and PortaBilling itself.

The installation wizard uses a text-mode GUI. Use the arrow keys to change your selection, “**Tab**” to move between fields, and “**Enter**” to confirm a choice.

Hardware and software requirements

Recommended configuration:

- Pentium 4 CPU 2.8 GHz
- Motherboard with 533MHz/800MHz system bus support
- 1 GB of RAM

Make sure that your servers are installed and equipped with all the required hardware, in particular:

- Network card
- CD-ROM (in the case of an IDE CD-ROM, it is recommended that it be connected as a slave on the secondary IDE channel)
- Video adapter/monitor/keyboard (required only during the installation process)
- At least one disk drive
- USB slot (on the master server)

Please check that the other hardware installed in your server (such as network adapter, RAID controller, and so on) is supported by FreeBSD. You can check this at the FreeBSD website: <http://www.freebsd.org>.

During installation you will be prompted for the network configuration parameters. Please make a decision regarding these before installation, consulting your network administrator if necessary. It is possible that you

will have to perform installation while the network is not yet available (from your office, for example, while the servers will be placed in a server hosting center), but you will need to enter the correct data anyway. Please have the following ready:

- Planned hostnames and IP addresses of the master and slave servers
- Subnet mask and address of the default gateway
- DNS server address

If you have a hardware RAID controller in your system, configure the RAID array. The recommended configurations (depending on the amount of hard drives in the system) are as follows:

- 2 disks – RAID (mirroring)
- 3 disks – RAID 1 (mirroring) on the first two disks, third one left as a hot spare
- 4 disks – RAID 1+0 (mirroring + striping)
- More than 4 disks – RAID 1+0 (mirroring + striping) on the first four disks, others left as a hot spare

2. Installation Process

Step 1: Insert the USB dongle

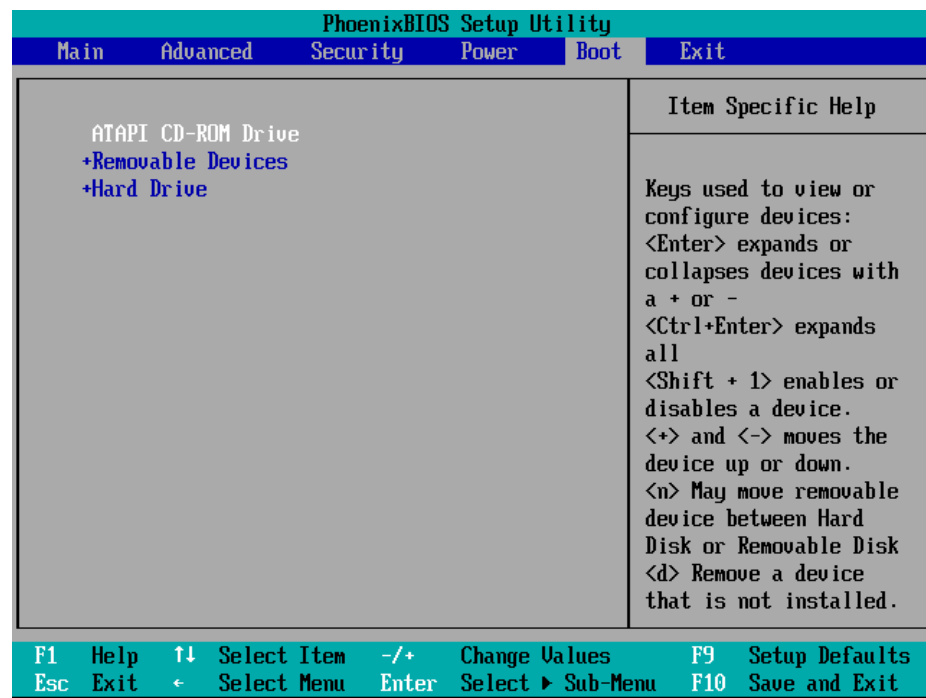
Place the USB dongle key you received with your PortaBilling installation CD into the USB slot on your **master** server. The slave server does not require a dongle.

Step 2: Power-up, boot order setup

Power up the computer which you plan to use as the server. Enter the BIOS setup and make sure that:

- the CD-ROM is first in the list of boot devices
- USB support is enabled

If you are installing a dual-server configuration, start your installation with the master server.



NOTE: this image is only an example. The BIOS on your system might look different.

Save your changes and exit.

Step 3: Insert the CD-ROM

While rebooting the system, insert the PortaBilling installation CD into the CD-ROM drive. If you do not insert it soon enough, and get a “no operating system” error (or a previously installed operating system starts its boot-up process) then press **Reset** and ensure that you are booting from the CD.

Step 4: Launch the installation process

First, you will be asked to boot from the CD.



You will know that JumpStart installation has begun if you see a screen similar to the following one:



Before proceeding any further, you will see the following screen:

```

Welcome to PortaOne Software installation program!

1. Proceed with PortaBilling100 Installation
2. Disable APIC
3. Disable ACPI
4. Enable USB keyboard support
5. Escape to the command line prompt (for advanced users)
6. Reboot

Press 1 or Enter to proceed with installation or [Space] to pause timer 4

```

If you select the first option, installation will start in default mode, which is suitable for most hardware configurations. However, in some cases, option 1 will return a device mounting error due to hardware conflicts. In this case, restart installation and, when you see this screen again, select options 2, 3 or both to enable/disable APIC/ACPI features.

For example, if you are installing to a computer with an ASUS P4VP-MX motherboard, you must disable APIC. In this case, select 2 on the screen above. You will then be shown the disabled features and asked to press 1 or Enter to proceed, as shown in the screen below:

```

Welcome to PortaOne Software installation program!

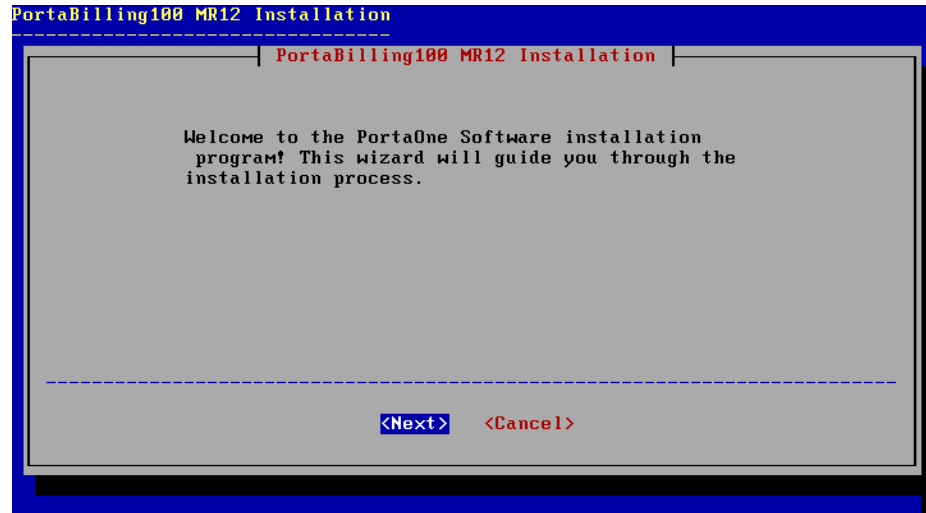
1. Proceed with PortaBilling100 Installation
2. Enable APIC
3. Disable ACPI
4. Enable USB keyboard support
5. Escape to the command line prompt (for advanced users)
6. Reboot

Press 1 or Enter to proceed with installation
APIC disabled

```

Step 5: Welcome screen

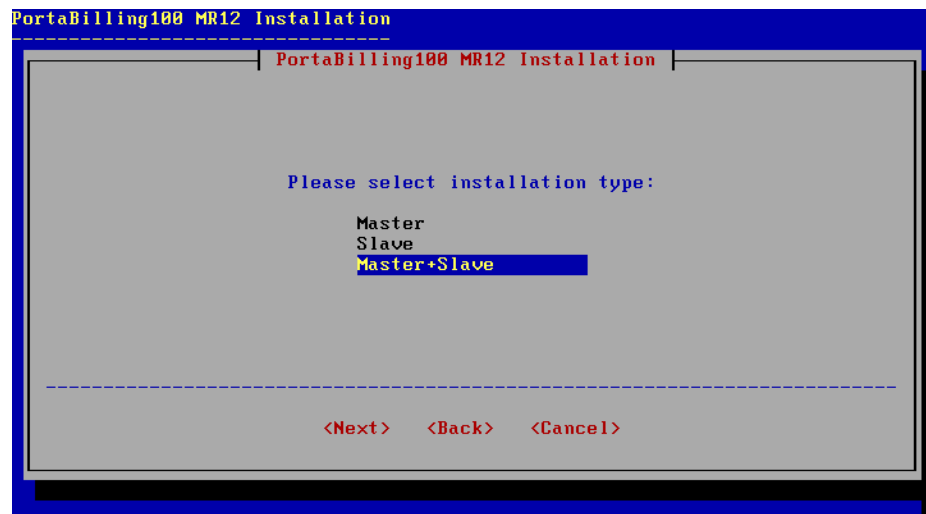
Next, the installation process starts. First you will see the PortaSIP welcome screen :



Press **Enter** to continue.

Step 6: Choose the installation type

Next you must choose the installation type. This will determine which packages will be installed on this host. If you are installing a dual-server configuration, it is recommended that you install the master server first.



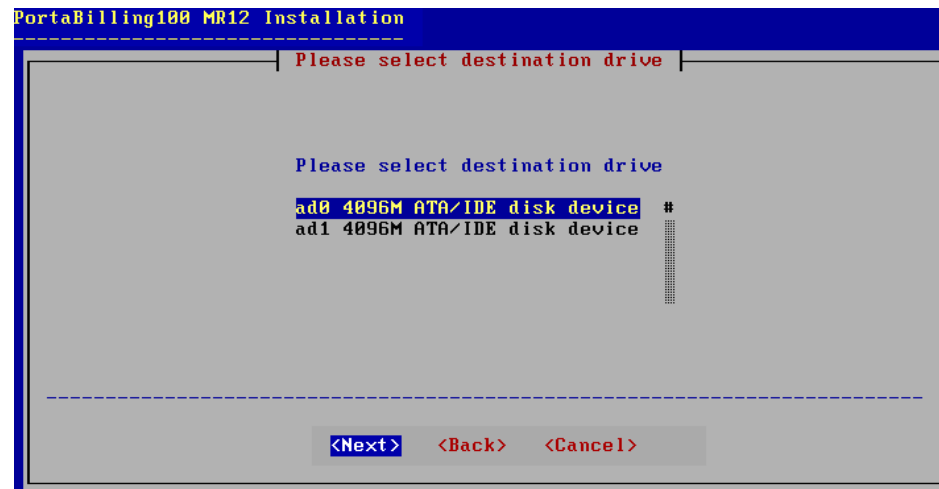
Step 7: Disk partitioning, overview

Now you must allocate the hard drive partitions where FreeBSD and PortaBilling will be installed. If you have only one hard drive in your system, or have configured your available disks as a single volume array, go to step 9 directly. Otherwise, choose the designated disk in step 8.

Step 8: Disk partitioning, choose disk

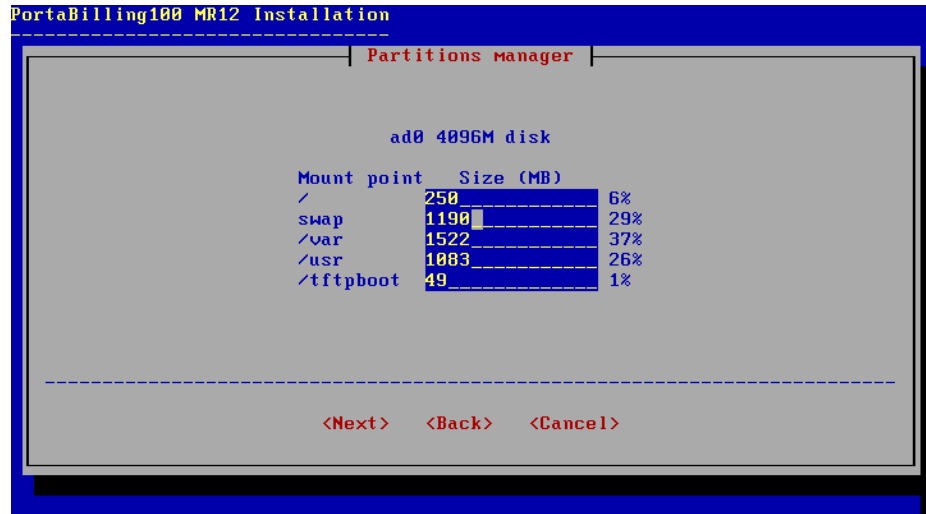
If you have more than one disk in your system, you will have to choose which disk you would like to create the FreeBSD partitions on. If in doubt, choose the first disk in the list.

NOTE: Installation is always performed on a single disk. If you want to utilize multiple drives (e.g. install the DB on a separate disk), this can be done after installation.



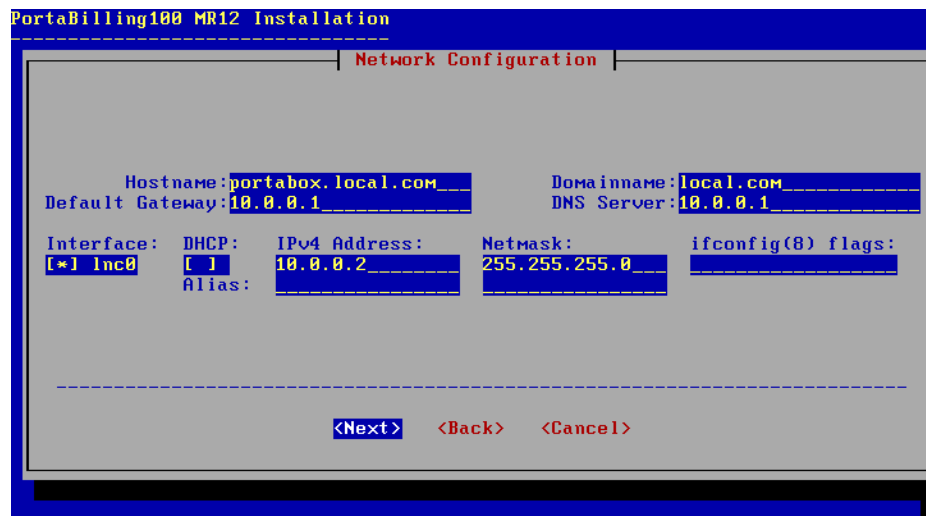
Step 9: Disk partitioning, slice layout

You will be prompted to enter or choose the slice sizes for holding different file systems. The default settings are OK in most cases.



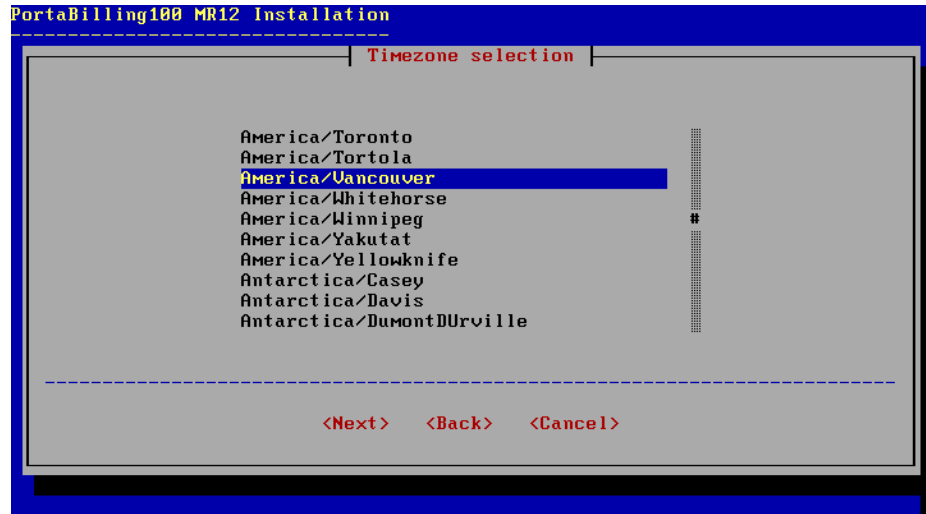
Step 10: Network configuration

Fill in the appropriate fields for network configuration in this menu.



Step 11: Time zone configuration

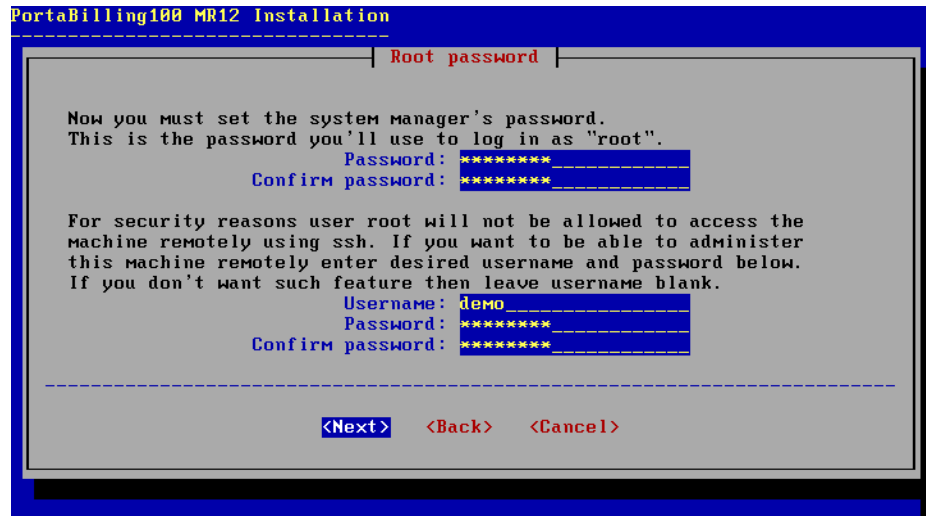
Proper adjustment of your clock and time zone is essential in order to achieve accurate billing. Usually people choose the time zone where the server is physically located, or the one which is local to the majority of system administrators.



NOTE: Always choose the same time zone when installing the master and slave servers. The server time zone set up during installation should not be changed later, as this will affect CDR data stored in the database. In fact, this is never required, since every user of the web interface will see data in his preferred time zone anyway. So it does not matter at all to your users which time zone is on the server.

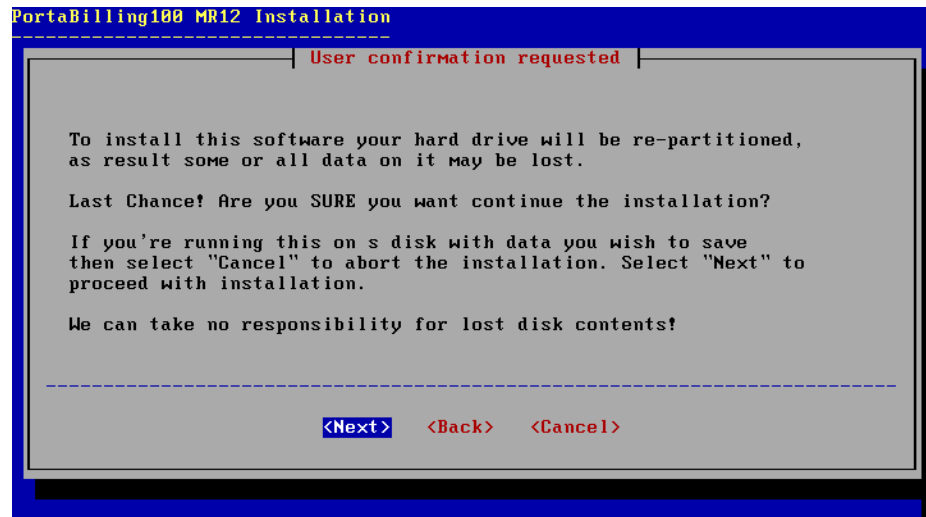
Step 12: Set up root password and user account

Choosing the super user password is very important, as you will need it to perform system administration or system recovery. Choose a password which is difficult to guess or crack. Add another user account especially for remote administration.

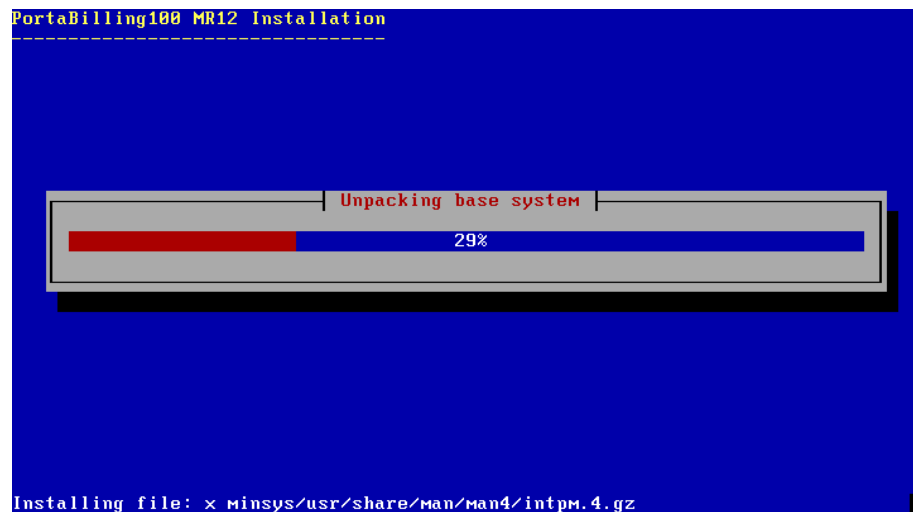


Step 13: Start installation

Your confirmation is required before the disk layout is changed and the partitions reformatted. Press “**Enter**” to proceed.



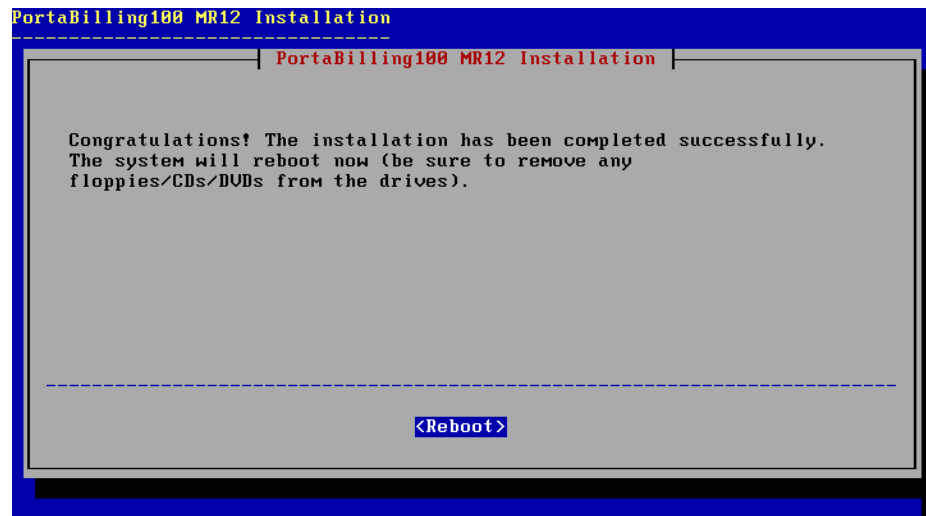
During installation you will see a screen similar to the following:



Step 14: Prepare to reboot

When installation has finished and you reach the following screen, press **Reboot**. After the system has begun its reboot process, remove the installation CD from the CD-ROM. Do not forget to enter BIOS again

and change the priority of the boot devices so that the hard drive will be attempted first. (This ensures a quicker reboot when recycling the server.)



Step 15: Check that the system is able to reboot to its normal state

It is good to make sure that the system is in a stable state, and that it returns to normal operations without intervention on reboot, especially if there is no keyboard or other peripheral attached. Following a normal reboot, the screen should look like this:

```
Your identification has been saved in /etc/ssh/ssh_host_rsa_key.
Your public key has been saved in /etc/ssh/ssh_host_rsa_key.pub.
The key fingerprint is:
92:de:74:f8:78:8e:e0:c4:e9:af:66:65:87:2a:9e:1e root@portabox.local.com
creating ssh2 DSA host key
Generating public/private dsa key pair.
Your identification has been saved in /etc/ssh/ssh_host_dsa_key.
Your public key has been saved in /etc/ssh/ssh_host_dsa_key.pub.
The key fingerprint is:
df:20:fa:94:e3:16:7f:be:76:9d:6f:a7:37:06:02:9d root@porta1.smartcall.com
.
ELF ldconfig path: /usr/lib /usr/lib/compat /usr/local/lib
a.out ldconfig path: /usr/lib/aout /usr/lib/compat/aout
Starting standard daemons: inetd cron sshd usbd.
Initial rc.i386 initialization:.
Configuring syscons: blanktime.
Additional ABI support:.
Local package initialization: radiusd mysqld radcheck.pl.
Additional TCP options:.

Tue Jul  5 07:51:17 PDT 2005

FreeBSD/i386 (portabox.local.com) (ttyv0)

login: █
```

If you have not properly inserted the USB key, authentication will fail and the screen below will be shown:

```
Starting devd.  
Mounting NFS file systems:.  
Starting syslogd.  
ELF ldconfig path: /lib /usr/lib /usr/lib/compat /usr/X11R6/lib /usr/local/lib  
a.out ldconfig path: /usr/lib/aout /usr/lib/compat/aout /usr/X11R6/lib/aout  
Starting usbd.  
Starting local daemons:.  
Updating motd.  
Starting ntpd.  
Configuring syscons: blanktime.  
Starting sshd.  
Initial i386 initialization:.  
Additional ABI support:.  
Starting cron.  
Local package initialization:radiusd: can't open perlAAA.so: can't open /dev/uge  
n0  
apache mysqld mysqld-slave radcheck.pl.  
Additional TCP options:.  
Starting background file system checks in 60 seconds.  
  
Tue Jul 5 07:51:17 PDT 2005  
FreeBSD/i386 (portabox.local.com) (ttyv0)  
login: █
```

Press **Ctrl + Alt + Del** if you need to reboot.

Step 16: Prepare system for transport (optional)

If you need to transport the system to another location (e.g. hosting center), or otherwise power down the system safely, proceed as follows:

- Wait until the system finishes booting
- Log in as root
- Type `shutdown -p now`
- Wait until either the system powers down on its own, or the “The operating system has halted” message appears, and then power off the server.