

Mutare Voice™ Redundancy Capabilities & Application Monitoring

Overview

This document reviews the redundant environment for the Mutare Voice server(s) and application within a customer environment. Mutare Voice Clusters allowing for Application Monitoring is also outlined.

Redundancy Scenario One

In this scenario, there are two (2) Mutare Voice clusters, two (2) SQL database servers, and two (2) SAN environments for storage of any audio files (personal announcements and caller messages).

Primary Mutare Voice Cluster (A Mutare Voice Cluster can be made up of multiple call-taking servers with one Mutare Voice server handling the outbound notifications. Each Mutare Voice server in a cluster can handle up to 100 ports)

- Mutare Voice Cluster can be made up of multiple call taking servers with one of those servers acting as the notification server for emails, Mutare Voice, IM etc.
- Running Mutare Voice in production taking 100% of all calls
- Utilizes the production copy of the database housed on customer provided primary SQL environment
- All personal announcement and messages are stored in a primary SAN environment

Backup Mutare Voice Cluster (A Mutare Voice Cluster can be made up of multiple call taking servers with one Mutare Voice server handling the outbound notifications. Each Mutare Voice server in a cluster can handle up to 100 ports)

- Running Temporary Application in production – plays an application prompt similar to:
 - “Our call processing system is currently unavailable. We are working to correct the situation. Please call back again.”
- Utilizes the production copy of the database housed on customer provided backup SQL environment. Customer is responsible for backup/restore technology per customer RTO/RPO requirements to backup SQL environment.
- All personal announcement and messages are stored in a backup SAN environment. Customer is responsible for mirroring/copying of data from primary to backup SAN environment.

Failover/Restore

- If the primary Mutare Voice cluster fails and can no longer take calls, those calls may be automatically rerouted to the backup Mutare Voice cluster. The default prompt above will play until the backup Mutare Voice cluster can be initialized with the Mutare Voice application or the primary Mutare Voice cluster comes back online.
 - Customer is responsible for routing calls between primary and backup Mutare Voice cluster as necessary.
- Steps to initialize Mutare Voice on backup Mutare Voice cluster:
 - Stop Mutare Voice services on the primary Mutare Voice cluster.
 - Restore the latest copy of the Mutare Voice database
 - Stop the Temporary Application

Customer Initials:

- Start the Mutare Voice services
- Steps to failback to the primary Mutare Voice cluster:
 - Copy the backup database to the primary database and restore
 - Stop the Mutare Voice services on backup Mutare Voice cluster
 - Start the Mutare Voice services on primary Mutare Voice cluster
 - Restart the Temporary Application

Redundancy Scenario Two

In this scenario, there are two (2) Mutare Voice clusters, one (1) SQL database server, and one (1) SAN environment for storage of any audio files (personal announcements and caller messages).

Primary Mutare Voice Cluster (A Mutare Voice Cluster can be made up of multiple call taking servers with one Mutare Voice server handling the outbound notifications)

- Running Mutare Voice in production taking 100% of all calls
- Utilizes the production copy of the database housed on customer provided SQL environment (a SQL cluster is a good idea here) that is accessible by the backup Mutare Voice cluster.
- All personal announcement and messages are stored in a SAN environment that is accessible by the backup Mutare Voice cluster.

Backup Mutare Voice Cluster - (A Mutare Voice Cluster can be made up of multiple call taking servers with one Mutare Voice server handling the outbound notifications)

- Running Mutare Voice Call Answering Service
 - Mutare Voice application answers calls and can take messages
 - Notifications are not running on the backup server until started manually
 - This means that calls taken cannot be delivered out until that service is started in the event the production server is down
- Utilizes the production copy of the database housed on customer provided SQL environment.
- All personal announcement and messages are stored in SAN environment.

Failover/Restore

- If the primary Mutare Voice cluster fails and can no longer take calls, those calls may be automatically rerouted to the backup Mutare Voice cluster. The Mutare Voice application can take new messages.
 - Customer is responsible for routing calls between primary and backup Mutare Voice cluster as necessary.
- Steps to initialize Mutare Voice Notifications on backup Mutare Voice cluster:
 - Ensure the Mutare Voice Notification service on the production Mutare Voice cluster is disabled.
 - Start the Mutare Voice Notification service on the backup Mutare Voice cluster.
- Steps to failback to the primary Mutare Voice cluster:
 - Stop the Mutare Voice Notification service on backup Mutare Voice cluster
 - Start the Mutare Voice Notification service on primary Mutare Voice cluster

Customer Initials:

Application Monitoring

The Mutare Voice application is made up of the following:

- Two Windows Services
 - Mutare Mutare Voice IVR (Handles all inbound and outbound calls)
 - These may be running simultaneously on separate servers
 - Mutare Mutare Voice Service (Handles delivery of notifications)
 - Mutare recommends monitoring the state of these services to warn/escalate if a service stops
- Website
 - IIS Web Site named Mutare Voice
- Application Logs
 - C:\SAM\IVRService\IVRYYYYMMDD.log (where YYYYMMDD is the date of log)
 - All inbound and outbound calls are logged here
 - Monitor for “Error”
 - C:\SAM\Service\SAMServiceYYYYMMDD.log (where YYYYMMDD is the date of log)
 - All notifications to users including email, SMS, Skype for Business and Vital Link are logged here
 - Monitor for “Error”
 - C:\SAM\Web\Logs\SAMWebYYYYMMDD.log (where YYYYMMDD is the date of log)
 - Logs the SAM Application Server
 - Monitor for “Error”

Customer Initials: