

# MaxCS 9.0.1 Service Hub and Web Apps Deployment Guide

May 2021



WARNING! Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. AltiGen® Communications, Inc. will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although Altigen Communications, Inc. has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

NOTICE: While every effort has been made to ensure accuracy, Altigen Communications, Inc., will not be liable for technical or editorial errors or omissions contained within the documentation. The information contained in this documentation is subject to change without notice. This documentation may be used only in accordance with the terms of the Altigen Communications, Inc., License Agreement.

MAX Communication Server, MaxAdministrator, MaxCommunicator, MaxAgent, MaxSupervisor, MaxOutlook, MaxInSight, MaxCall, AltiServ<sup>®</sup>, AltiLink, AltiConsole, VRPlayer, Zoomerang, IPTalk, Alti-Mobile Extension, InTouch Dialer, and AltiReport are trademarks or registered trademarks of Altigen Communications, Inc. All other brand names mentioned are trademarks or registered trademarks of their respective manufacturers.

Altigen's products are protected under one or more of the following U.S. patents, with other U.S. patents pending: 6532230; 6192344; 6292549; 6493439; 6909780; 6738465; 6754202; 6766006; 6928078; 6909709; 6956848; 7058047; 7013007; 7027578; 7280649; 7308092.

Altigen Communications, Inc. 670 N. McCarthy Boulevard, Suite 200 Milpitas, CA 95035 USA Telephone: 888-Altigen (258-4436) Fax: 408-597-9020 E-mail: info@altigen.com Web site: www.altigen.com

Copyright © AltiGen Communications, Inc. 2021. All rights reserved.



# Contents

About This Guide	4
Web Server Public IP Address and FQDN	4
Create Application Database	5
Deploying the Service Hub	5
Step 1. Run the InstallShield Wizard	5
Step 2. Install a certificate for the Service Hub to support HTTPS connection	11
Step3. Login to the Service Hub via HTTPS.	12
Opening Firewall Ports	13
Deploying WebApps	13
Adding Service Hub Users	17
Appendix A: Manually Assigned Certificates	19



### **About This Guide**

This guide describes how to install and deploy the MaxCS Service Hub and MaxCS WebApps.

MaxCS Service Hub and MaxCS WebApps are intended for on-premise MaxCS installation. We recommend you install both applications on the same server as MaxCS and use the same database for both applications.

WebApps is a web application suite. In 9.0 Update1, WebApps includes MaxCommunicator Web and Chat.

#### Web Server Public IP Address and FQDN

If users need to access Service Hub or WebApps from the internet, a public IP address for the servers should be assigned. Also, set up web server's FQDN for Service Hub and WebApps URL access.

If the MaxCS server is using Polycom Corporate Directory or Recording functionality, two different fully qualified domain names (FQDNs) are required: one for Polycom phones users and the other for WebApps. Both FQDNs need to map to the same MaxCS IP address but must be different FQDNs. For example, hostname.domain.com is the FQDN for Polycom phone and web-hostname.domain.com is for Service Hub and WebApps.

To check if the Polycom service is using an IP address or FQDN, go to **MaxAdmin-> System-> Import Certificate**, check **Subject CN**. Press Cancel after checking.

Import Certification		×
Current Certificate Info Subject CN: hostname.domain.com Issued By: Altigen Communications, Inc. Expired Date: Self-Signed		
Key Pair Password	OK	Browse

This screen shows that the Polycom Service is using an FQDN, hostname.domain.com.

- If your Polycom service is using a FQDN, talk to your IT/ISP to get a second FQDN to deploy Service Hub and WebApps. For example, the existing FQDN for Polycom phones is hostname.domain.com and the WebApps FQDN will be web-hostname.domain.com. You will not need to request a Polycom phone certificate or reconfigure Polycom phones again.
- If the Polycom service is using an IP address, you need to reconfigure your Polycom phone setting. Talk to your IT/ISP to get Polycom and WebApps FQDNs. To request your certificate, go to MaxAdmin-> System-> Request Certificate and type in your Polycom service FQDN.



Request Certificate		$\times$
Enter the IP Address or FQDN o	fthe	
hostname.domain.com		
Submit	Cancel	

3. Make sure all the Polycom phones' directory are working correctly before you start to deploy WebApps. Also, make some test calls on your Polycom phones.

## **Create Application Database**

On a Microsoft SQL server, create an Application Database for Service Hub and WebApps and access account.

# **Deploying the Service Hub**

#### Step 1. Run the InstallShield Wizard

1 In the MaxCSServiceHub folder, run setup.exe to install the on-premise Service Hub. The InstallShield Wizard appears.





2 Follow the prompts.



	MaxCS Service Hub - InstallShield Wizard	X
Choose D Select fo	estination Location Ider where setup will install files.	
	Install MaxCS Service Hub to: C:\Program Files (x86)\Altigen\MaxCS-ServiceHub	Change
InstallShield –		
	< Back Next >	Cancel

3 Select the Web Site. By default, the web site is "Default Web Site".



	Select Web Site	X
Please select web site:	Default Web Site	<b>~</b>
InstallChield		
Instali5hield	< <u>B</u> ack	Next > Cancel

4 Input Application Database access credential information.



	MaxCS Service Hub - InstallShield Wizard				
Enter applic	Enter application data database login credential.				
	SQL Server Address:	10.40.1.45			
	SQL Instance:	sqlexpress			
	SQL DB Name:	SH1030			
	SQL DB Account:	sa			
	SQL DB Password:	•••••			
InstallShield —					
		< <u>B</u> ack	Next > Cancel		

MaxCS Service Hub - InstallShield Wizard
Ready to Install the Program The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< <u>B</u> ack Install Cancel



MaxCS Service Hub - InstallShield Wizard			
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed MaxCS Service Hub. Click Finish to exit the wizard.		
	< <u>B</u> ack <b>Finish</b> Cancel		

After you've installed the Service Hub successfully, you can access the Service Hub login page from the local server using URL <u>http://127.0.0.1/maxcsservicehub</u>.

▲ AltiGen Service Hub × +			_ 0 ×
← → C © 127.0.0.1/maxcsservicehub			∾ ☆ ⊖ :
	Altigen Service Hub	Caltigen	
			Activate Windows Go to System in Control Panel for activite Windows



#### Step 2. Install a certificate for the Service Hub to support HTTPS connection.

- 1 Obtain a certificate for Service Hub server's FQDN.
- 2 From IIS Manager, edit the Site Bindings (Default Web Site).

			Site	Bindings	? ×
Type http https	Host Name	Port 80 443	Site IP Address *	Bindings Binding Informa	<u>A</u> dd <u>E</u> dit <u>R</u> emove <u>B</u> rowse
					<u>C</u> lose

3 Assign the certificate just created. Also change the default https port to others, for example: 4431. The default https port 443 will be used by WebApps later.

	Edit Site Binding		? ×
<u>Iype:</u> https ∨	<u>I</u> P address: All Unassigned	P <u>o</u> rt: ✓ 4431	
MaxCS90F142.qualtiger	n.com		
Require Server <u>N</u> am	e Indication	-	
SSL certificate:			
maxcs90f142.qualtigen	o.com [Certify] - 11/6/2020 10: ∨	Se <u>l</u> ect	<u>V</u> iew
Not selected			
10.30.24.142 le-db6d1be9-b547-417	4-8dbc-32e77fe99437	ОК	Cancel



#### Step3. Login to the Service Hub via HTTPS.

1 In this example we'll access the Service Hub though this URL: <u>https://maxcs90f142.qualti-gen.com:4431/MaxCSServiceHub</u>.

▲ AttiGen Service Hub × +			_ 6 ×
← → C ( a maxcs90f142.qualtigen.com/MaxCSServiceHub			★ 0 :
	Altigen Service Hub	Caltigen	
	Passeord Submit		
	1	X	
MM	$\times \times \times$		

- 2 Login using default admin User ID/Password credentials: admin/22222.
- 3 Display the Invoke Profile page and change the admin password.

å Profile		×
User ID	admin	
Password		Change Password
		Close



## **Opening Firewall Ports**

Open the following firewall ports for Service Hub and MaxCommunicator Web applications:

- 4431 Service Hub (the port is specified by admin during Service Hub installation)
- 8065 MaxCommunicator Web Chat Server
- 7443 MaxCommunicator Web
- 443 MaxCommunicator Web

# **Deploying WebApps**

1 Run setup.exe from the MaxCSWebApps folder.

Altigen WebApps - InstallShield Wizard				
	Welcome to the InstallShield Wizard for Altigen WebApps The InstallShield® Wizard will install Altigen WebApps on			
your computer. To continue, click Next.				
< Back Next > Cancel				

2 Enter the Service Hub URL and login credential information.



Altigen WebApps - InstallShield Wizard				
ServiceHub Information				
Enter Servicehub Information.				
Servicehub URL: https://maxcs90f142.qualti	gen.com:4431/MaxCSServiceHub			
Servicehub Company Admin: admin				
Servicehub Admin Password:				
Install5hield Karlow Karlo	ack Next > Cancel			

3 You can choose to generate and load the certificate either automatically or manually. If you choose to assign the certificate manually, refer to the Manually Assign Certificate section.

Altigen WebApps - InstallShield Wizard	
Setup Type Select the setup type that best suits your needs.	
Select from the options below.	
O Automatically generate certificate	
Manually assign certificate later	
<pre>Cancel</pre>	

4 Enter WebApps server FQDN.



Enter WebApps domain name.       Image: Communication         WebApps domain name:       maxcs90f142.qualtigen.com	
WebApps domain name: maxcs90f142.qualtigen.com	EN
	]
InstallShield	

5 Enter Application Database access credential. This should be the same as Service Hub's.

Altigen WebApps - InstallShield Wizard				
Enter weba	pps database information			
	SQL Server Address:	10.40.1.45		
	SQL Instance:	sqlexpress		
	SQL DB Name:	appdb1030		
	SQL DB Account:	\$a		
	SQL DB Password:	••••••		
	SQL Port:	1433		
InstallShield —		< <u>₿</u> ack <u>N</u> ext > Cancel		



Altigen WebApps - InstallShield Wizard
Ready to Install the Program The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
K K K K K K K K K K K K K K K K K K K

It may take up to 10 minutes to install.

Altigen WebApps - InstallShield Wizard				
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed Altigen WebApps. Click Finish to exit the wizard.			
	K Back Finish Cancel			



## **Adding Service Hub Users**

You can import MaxCS extensions to create Service Hub users.

- 1 Go to **Extension > General** in MaxAdmin and set up UPN and Email Address field for the extensions to be imported to Service Hub.
  - UPN is used for Service Hub Login ID.
  - Email Address is used for obtaining contacts and meeting presence from Exchange.

Personal Informat	lion		
First Name	Bob	Last Name	Smith
Password		Department	
Email Address	bsmith@abc.com		
UPN	bsmith@abc.com		Same as Email Address
Description	Shirley Sun	DID Number	4085979031
Language	Default Language 💌	Transmitted CID	
Feature Profile	0 - System 💌	E911 CID	4085979000
Enable Dial-	By-Name 🛛 🗹 Enable Inte	rcom 🔽 Agent	Release SIP Tie-Link Trunk

2 Export the extensions to a CSV file.

Service	s System PBX	Call Center	VolP	Report	Diagnostic	License	View	Help
	ogin ogout hange Super Passw hange Password	rord	•	Trunk	Extension	Workgrou	p IP F	hone
Utilities +		1	Backup an	d Restore				
Shut Down All Services Exit		(	Convert W mport Ext	/ork/Hunt Gr ensions Fron	oup n <mark>CSV File</mark>			
154 Damer Criung     159 Jodee Wen     181 Fax Main		Export Extensions To CSV File						
			mport Ext	ensions Fron	n Active Dir	ectory		

3 From Service Hub Settings > General page, import users from this CSV file.



User Management		
Default Password	•••••	
Import Users		

4 Set up Service Hub user access for MaxCommunicator Web.

Capability Voice Extension 790 Chat Admin Privilege MaxCloud Service Hub Setting		
Enable     MaxCommunicator	Version 9.0	View Users
<ul> <li>User Privilege</li> <li>Enable</li> <li>MaxCommunicator</li> </ul>	Version 9.0	View Users

- 5 The admin or user can log into Service Hub to access MaxCommunicator applications.
  - Log into Service Hub using the URL set up for Service Hub deployment: https://<Service Hub server FQDN>:<port>/MaxCSServiceHub.
  - Click the MaxCommunicator icon in the Home page to access the application.



## **Appendix A: Manually Assigned Certificates**

If you manually assign a certificate to Service Hub and WebApps during installation, here is the information you'll need to obtain the certificate required for the Service Hub and WebApps FQDNs and load it into IIS.

- 1 Go to IIS, select the websites, then right click to choose Edit Binding to load the certificate:
  - For MaxCSServiceHub under Default Web Site, use the specified port during Service Hub installation.
  - For MaxCS-Chat-Proxy, use Port 8065.
  - For MaxCS-RS-Proxy, use Port 7443.
  - For MaxCS-WebApp, use Port 433.



Here is an Edit Binding example for website MaxCS-Chat-Proxy:



	Edit Site Binding		? X
Iype:	P address: All Unassigned	P <u>o</u> rt: ✓ 8065	
Host name:			
Require Server <u>N</u> ame	e Indication		
SSL certi <u>f</u> icate:			
maxcs90f142.qualtigen.	.com [Certify] - 11/6/2020 10: 🗸	Se <u>l</u> ect	<u>V</u> iew
	[	ОК	Cancel

Here is an example of Edit Binding for website MaxCS-RS-Proxy.

Edit Site Binding	? X
Ip address:       https     Image: All Unassigned	P <u>o</u> rt: ▼ 7443
Require Server Name Indication	
SSL certificate:	Colort View
maxesson weiquangeneon (centry) - 170/2020 10. •	Seject
[	OK Cancel

Here is an example of Edit Binding for MaxCS-WebApp.



	Edit Site Binding		? X		
<u>T</u> ype: https ∨	IP address: All Unassigned	P <u>o</u> rt: ✓ 443			
<u>H</u> ost name:					
maxcs90f142.qualtigen.com					
Require Server Name Indication					
		-			
SSL certificate:					
maxcs90f142.qualtige	<u>V</u> iew				
L					
	[	ОК	Cancel		

2 Reboot Windows, then it is ready to go.