



Migration Procedure

Migrating your PBXware and gloCOM instalations to a new 4.x generation requires you to follow a certain procedures, just to make sure the system will perform as it should - on the top level. **We suggest that you contact Support before initializing update procedure!**

4.x Generation of products has undergone a major functionality changes, that for is not compatible with our 3.x generation products. For example: gloCOM 4.x can be connected strictly to PBXware 4.x system. PBXware can be updated to the 4.x version using update feature.

1. Licensing

First step required for updating the PBXware system to 4.x is to edit sh/update. Change **PROJECT="pbxware-3.8"** to **PROJECT="pbxware-4.0"**.

After completeng the previous step you have to generate a new license via Bicom Systems STORE. Visit **My Accounts / Store** section on bicomsystems.com and purchase desired number of desktop clients to be attached to the license. If you fail to perform so desktop clients will not be able to connect to the PBXware.

2. Authentication

Login procedure to the new clients has been changed as well. You do not use SIP **username** and **password** anymore. From now on you use two new fields for login details; **Email** and **User Password**.

Authentication

Username: 560100 ✓

Secret: 100 🔑
Weak - 25%

User Password: 5cd-P2%DCp83HN%e 🔑
Very Secure - 100%

PIN: 3553 ✓

User Password can be used to login to OSC, instead of PIN. If there are two or more extensions with the same **Email** then **User Password** has to be different.

If you setup DNS SRV correctly for the email domain the clients will automatically find the server. DNS SRV record that needs to be configured to point out to PBXware is:

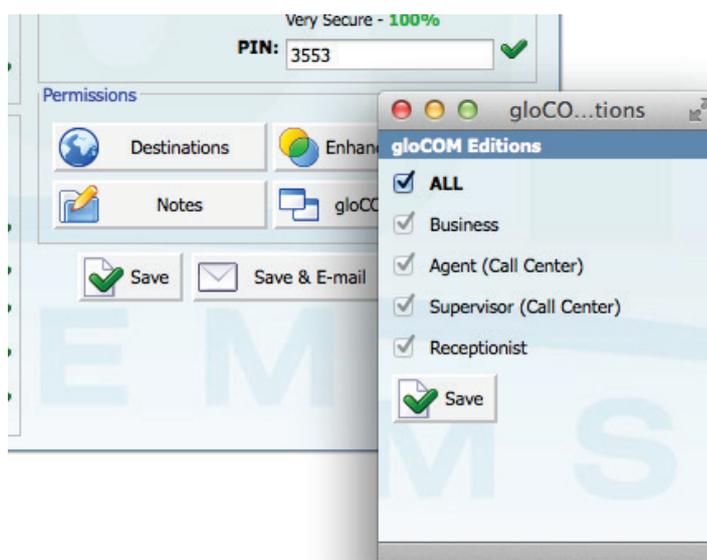
_pwproxy._tcp.domain.

More info on DNS SRV can be found [here](#).

If you do not setup the DNS SRV you will have to supply IP address of the server to the client. After the update is performed system will generate new User Passwords for all extensions. Users are required to change this password on first login and once changed it is hashed and unknown for all system administrators.

3. gloCOM Editions

Administrator can now define available gloCOM editions for every extension. By default all editions available if the license are available.



4. Multiple clients connection

More than one device can be connected to a single extension at the same time:

- 1 hardphone
- 1 gloCOM desktop client
- 1 iOS client (SIP TCP is required)
- 1 Android client

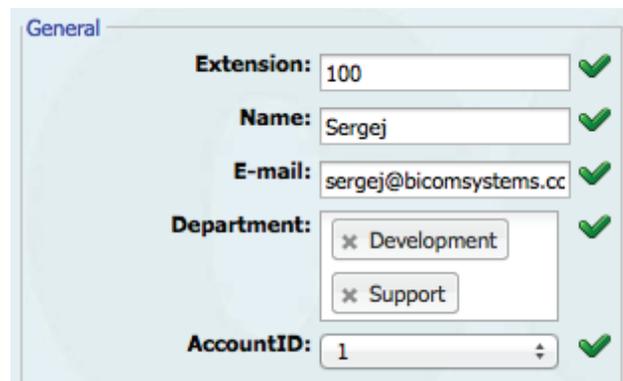
Multiple clients can be seen in Monitor → Extensions page.

5. Password recovery

In case that user forgets it's Password it can initiate a recovery procedure using a link "Forgot My Password" in desktop client. User will be notified via email on how to confirm Password recovery procedure.

6. Multiple departments

A single extension can now be assigned to the multiple departments via desktop client. Multiple departments can be uploaded in a CSV file and modified via API.



The screenshot shows a 'General' configuration window with the following fields and values:

- Extension:** 100 ✓
- Name:** Sergej ✓
- E-mail:** sergej@bicomsystems.cc ✓
- Department:** Development and Support (checkboxes) ✓
- AccountID:** 1 ✓

7. License notifications

Administrators will be notified on upcoming license expiry via email and directly on the web interface. License will be checked on a daily basis to fetch possible updates from license server.

8. Update notifications

Update notifications will be pushed to PBXware to notify administrators on upcoming PBXware versions and bug fixes.

9. Download

gloCOM 4.x download URL: