



PBXWARE & GLOCOM 4.0

How to Upgrade

BICOM SYSTEMS

April 2015

www.bicomsystems.com/products/pbxware

Upgrading from PBXware 3.8.x to 4.0 and gloCOM 4.0

If you are using gloCOM, upgrading is slightly more complex. Please read the following instructions before continuing to the upgrade procedure. As soon as your system is upgraded to PBXware 4.0, your previous gloCOM installations will no longer register and you will receive a notification that says “Your version of software is not supported. Please contact your administrator.”

First, add gloCOM licenses to your PBXware license by setting up a subscription on your account. (For instructions on how to do so, please visit: wiki.bicomsystems.com/HOWTO_gloCOM_setup_Package_Subscription)

Once you have a subscription, log in to PBXware and update your license. This will ensure your gloCOM licenses are ready immediately after the upgrade procedure is finished.

As soon as the system is upgraded to 4.0, you will see “Your version of software is not supported. Please contact your administrator.”

If you have a large number of gloCOM instances to update, use the following shortcut:

You can have two different versions of gloCOM installed at the same time if you select ‘advanced options’ during the gloCOM installation and install the second version to a different location. For example, on Windows, the default installation folder is:

C:\Program Files\Bicom Systems\gloCOM

Installing gloCOM 4.0 in:

C:\Program Files\Bicom Systems\gloCOM-4

will let you use gloCOM 3.x until PBXware is upgraded. Then you can switch to gloCOM 4.x (by simply clicking the new gloCOM icon) immediately after your PBXware 4.0 is online. The same could be done on a Mac.

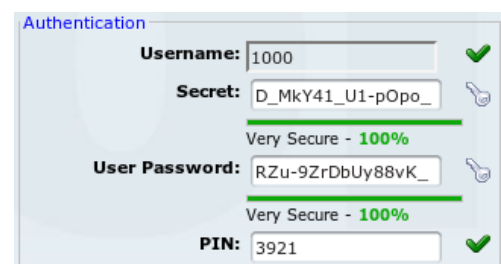
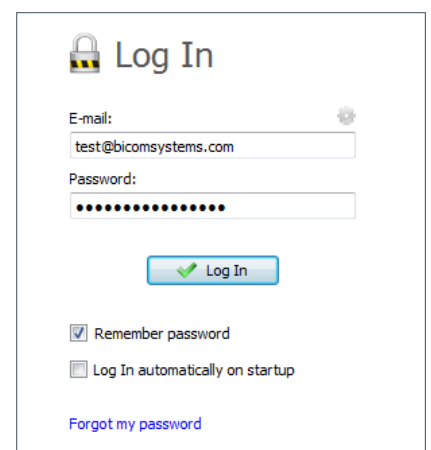
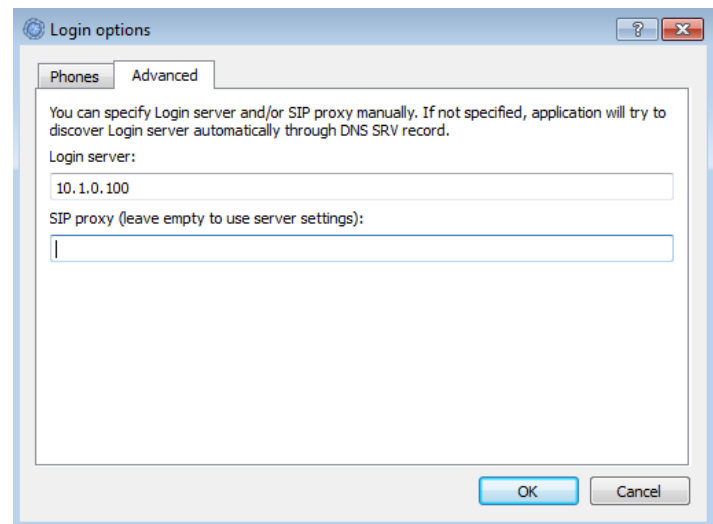
Login is slightly different in gloCOM 4.0. Instead of using a SIP username and password, it is now done with your e-mail address and password. You can also use your password to login to OSC instead of a PIN. If there are two or more extensions with the same e-mail address, the passwords must be different.

If DNS SRV is set up correctly for the e-mail domain, clients will automatically find the server. The DNS SRV record that needs to be configured to point to PBXware is:
_pwproxy._tcp.domain. 86400 IN SRV 0 5 10005 pbxserver.domain

You can find more information on DNS SRV here: en.wikipedia.org/wiki/SRV_record

If you do not setup DNS SRV, you will have to supply the IP address of the server in the client.

After updating, the system will generate new passwords for all extensions. Users are prompted to change this password upon login. Once changed, the passwords are hashed and unknown to all administrators of the system.





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We Unify Communications

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

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Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.