

7.1 - Remote Node installation best practices

INFORMATION

The Remote Node installer can be used for remote collectors, wallboarder, or IVR servers. The installation process does not ask what type of deployment you are installing, and as such some services may not be needed.

NOTE: In any environment where you are connecting to a MiContact Center 7.1.X.X enterprise server (not a 5.10.X.X MiContact Center *for Microsoft Lync server*), it is recommended that you disable the **prairieFyre Routing Media Service**, and the **prairieFyre MassTransit Runtime Service** on your remote node.

IVR Services: If the remote node is not being used for IVR, you can disable the following services:

- prairieFyre IVR Music Service
- prairieFyre Routing Inbound Service
- prairieFyre Routing Outbound Service
- prairieFyre Routing UPIQ Service

Wallboarder Service: If the remote node is not being used to control a spectrum wallboarder LED display, you can disable the following service:

- prairieFyre Wallboarder

HOW TO DISABLE SERVICES

In order to permanently disable some of the services on a remote node:

1. Open the **Services control panel** either by browsing to *Administrator Tools*, or going to the Start menu and typing **services.msc**.
2. Right-click the prairieFyre **Server Monitoring Agent** and **Stop**.
3. Right-click a service to disable and click **Properties**.
4. Change the **Startup type** to **Disabled**, and click **Apply**.
5. Click the **Stop** button under **Service status**. Click **OK**.
6. Repeat steps 3 to 5 for each service to be disabled.
7. Go to **[InstallDir]\CCM\Services\ServerMonitoringAgent** and delete the **KnownKeepAliveServiceNames.XML** file.
8. In the Services control panel, right-click the **prairieFyre Server Monitoring Agent** and click **Start**.
9. The known keep alive list will be recreated based on what services are currently running.

APPLIES TO

Remote Node 7.1.X.X

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