

8.0 - HowTo: generate a random MAC address for a Softphone extensions

PROBLEM

In a Multi-Tenanted environment, the default behavior of generating MAC addresses based on the DN of an extension may cause conflicts as multiple tenant may be using the same DN.

RESOLUTION

In order to resolve this, a configuration option has been added in MiContact Center Version 8.0 to generate the MAC addresses randomly. To do this:

1. On the MiContact Center server go to **[InstallDir]\CCM\Services\ConfigService** folder.
2. Launch the **GlobalAppSettingsEditor.exe**.
3. Fill in the following details:
 - Application:** (leave this blank)
 - SectionGroup:** *prairieFyre.Framework.ContactCenterManegement.Properties.Settings*
 - Name:** *MacAddressGenerationAlgorithm*
 - Value:** *Random*
 - Description:** (you can type anything in here, but you must put something)
4. Click Save. Note that this can take 30 to 60 seconds to save. Wait for the confirmation prompt.

NOTE: To set this back to a MAC determined by the DN, change the Value to *SeededByDn*.

APPLIES TO

MiCC Version 8.0 and newer

Keywords: Softphone DN MBG MAC Random Multi Tenant Tenanted multi-tenanted

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