

# Mizu VoIP Server Install Guide

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[Mizu VoIP Server](#) is a Class4/5 softswitch application running as a service on the Microsoft Windows operating systems.

Modules: SIP stack, H323 gateway/gatekeeper, SIP-H323 protocol converter, access roles, routing (rule based, BRS or LCR), failovering, load balancing, quality routing, e-payment, billing, accounting, CDR records, blacklist/whitelist filtering, callcenter, IVR, HTTP service, call recording, conferencing, media server, alerting, statistics generation, watchdog, enduser web portal, client applications and others.

If you would like to purchase a commercial license, then feel free to request our free support to handle the installation and configuration tasks.

For this please write an email to [support@mizu-voip.com](mailto:support@mizu-voip.com) with the following details:

-your network setup (if you already have VoIP servers, database servers, VoIP peers, carriers, PSTN gateways, etc)

-a short description about your goals

-the role of the VoIP server: retail/transit, features you need (calling card, callshop, voip clients etc)

-estimated usage (simultaneous calls, number of users)

-a remote desktop access to your server (the built-in terminal service in Windows OS with an account login having Administrator rights)

Our support will install your server in 2 workdays.

Continue reading if you would like to install your server yourself. The MizuVoIPServer can be installed in 30 minutes and you will need another 30 minute to learn the [basic usage](#). Once you are done with these, your server is ready to handle the VoIP needs for your company or the launch of an Internet Telephony business.

## Requirements

The Mizu VoIP server is a native application written in C++ with a big throughput that can scale well from old Pentium3 (testing or home usage) up to modern SMP systems with 32 processors (enterprise VoIP service providers) capable to handle millions of endpoints.

- **OS:** Windows Server 2003, 2008 or 2012 (Windows XP/7/8 for home usage or testing). Both 32 and 64 bit versions are supported.  
For a smaller instance (less than 3000 simultaneous calls) we recommend Windows server web editions. Otherwise the Standard edition is recommended. The Mizu VoIP server uses the MS-SQL database as its storage engine which needs to be installed separately (you will find a detailed description below in this document)
- **CPU:** any low-end PC for home, testing or small business usage (PIII if enough), dual core cpu for less than 500 parallel call, quad core or more for more than 1000 parallel call
- **RAM:** minimum 500 MB RAM, 1 GB RAM for less than 400 simultaneous calls, 4 GB RAM for more than 1000 simultaneous calls
- **Disk:** 128 GB HDD without voice recording and callcenter, 512 GB HDD for high load or if you have a long list of callcenter clients or need to use voice recording. Additional disks for big database load (for example one for temp database, another for the mserver database and a third disk for the VoIP application server).
- **Network:** around 1 Mbits for 200 parallel calls without RTP routing or 20 calls with routed RTP. Public static IP is preferable. The bandwidth will depend on the codec's used. You might also need to setup a domain name (or a sub-domain like sip.yourcompany.com) for easier client software configuration and more flexibility.

Typical hardware recommendations:

- For startups: a low cost 4 core Xeon with 4 GB RAM, at least 128 GB disk space
- For middle sized VoIP service provider: 2 servers with quad/eight core CPU, 8 GB RAM, 4x128 GB HDD. By using 2 servers you can separate the application server from the database server and also you will have a hot backup. App server and database clustering is also possible.

## For the impatient

- Download the MizuVoIP server files from [here](#) and unzip in any directory

- Install [MS-SQL](#) and create a database named “mserver”. Initialize the database with the mserverscript.sql
- Edit the [database] section in the “mizuserver.ini”
- Launch the MizuManage.exe and go through the Configuration wizard
- Register and start the service with the .bat files

## Step-by-step instructions

### 1. Hosting server

Prepare your server. For a test install any Windows PC is ok (2000, XP, Vista, Win7, Server 2003, 2008, 2012). For production we recommend windows server 2008 or 2012. Mizutech can also offer VoIP hosting. This is convenient especially for smaller installations to save on your hosting fee.

No virus scanner is needed on production servers! In case if you are running a virus scanner, make sure to add the program directory to the exceptions (some virus scanners might trigger an alert due to the compression used for the executable)

Only the core OS should be installed without any additional roles except the App server roles. Disable all unneeded services such as the IIS web and ftp service to minimize your server remote attack surface.

You will need administrator rights for the install process and have to enable App server roles if you are using Windows Server 2008 (which will install .NET)

### 1. MS-SQL database engine

If you have already have MS-SQL running on your LAN, then you can use it to host the VoIP service database. Otherwise you need to install MS-SQL 2000, 2005, 2008, 2012 or 2014. We recommend the 2012 Express version for less than 1000 simultaneous calls (included in the install package) or the full version for high loads. Free download from [here](#).

You should choose a package that contains also the Management Studio tool for easy administration. You might also need to install .NET if not already installed.

The MS-SQL installer might require the followings (depending on your windows version):

- .NET runtime: download the required version from [Microsoft](#)
- On Windows 2008 you might have to just enable it from the Server Manager -> Add features)
- PowerShell: download from [here](#) or [here](#) or [here](#)
- XML service for older Windows versions: download from [Microsoft](#)

The MSSQL install package with all components can be also downloaded from Mizutech (x86 edition only and might be outdated. Always prefer Microsoft download sources for MSSQL related install)

While installing choose “Mixed mode SQL authentication” and enter a strong password for sa (system admin user) TCP/IP access needs to be allowed. Use the “SQL Server Configuration Manager” tools shipped with the MS-SQL install package. Enable TCP/IP (enable separately for all interface that you might wish to use) and set the ports to 1433. You might change the default MS-SQL listen port to 2223 to filter out the most of the unauthorized login attempts.

Make sure that the service startup type is set to automatic.

### 2. Download

Download the MizuVoIPServer package from [here](#) and unzip to any directory. If you have created a separate user for the service (login as), then make sure that it has and write access to thus directory. You might place a shortcut to MizuManage.exe on your desktop (or install it separately as described below)

The most important files are the followings:

- mserver.exe: the main service executable
- MizuWebService.exe: the web enduser interface service
- MizuManage.exe: the admin client user interface
- bat files: for easy administration (install/uninstall/start/stop the service)
- mizuserver.ini: to store the database connection parameters
- database file: all your data and configurations are stored in the MS-SQL database
- mserverscript.sql: used to create the voip server database
- other files: helper executables and dlls files for various purposes

Edit the [database] section in mizuserver.ini configuration file (in the program directory near mserver.exe). Add the newly created database access here (ip, port, database name, username, password)

Example:

```
[database]
location=127.0.0.1
```

```
port=1433 (or 2223)
name=mserver
username=sa
password= srEgtnj34f
```

### 3. Database

Create a database in your SQL engine. The recommended name is “mserver”.

You have a few options to create the database:

The preferred method is to launch the SQL Management Studio (this is installed with MSSQL or can be also downloaded separately: [2005 edition](#) , [2008 edition](#), [2012 edition](#) or newer). Create the “mserver” database if not already created and load the “mserverscript.sql” (this can be found in the program directory) in a new query editor window (right click on the “mserver” node and select “new query”, or open the file from the File menu and select the “mserver” database to be run on).

Launch the script with the green arrow icon or press F5. Once the script finish, your mserver database is populated with tables and stored procedures.

There are 2 alternative methods to load the database:

- just restore the database from the mserver.bak file found in the install package
- use the MDBSetup.exe application

### 4. Firewall configuration

We recommend enabling the built-in windows firewall and enabling the followings to pass-through:

- MS-SQL main executable: C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\Binn\sqlservr.exe
- VoIP application server: C:\Program Files\MizuVoIPServer\mserver.exe
- Web portal template (optional): C:\Program Files\MizuVoIPServer\MizuWebService.exe
- H323 server (optional): C:\Program Files\MizuVoIPServer\atarongk.exe
- SIP-H.323 converter (optional): C:\Program Files\MizuVoIPServer\vsip.exe
- Voice recording (optional): C:\Program Files\MizuVoIPServer\mserverftp.exe

For a port based firewall, the following ports should be enabled:

- UDP: at least the SIP signaling and media ports (we recommend to enable all UDP ports above 1024)
- TCP: 21,22,80,443,1433,1720,1721, 2223,5060,5061,5065,8080,8084,9885,9886,9889

### 5. MizuManage

The MizuManage admin client is used to manage your VoIP server. Its main module is located in the server directory (MizuManage.exe) so you can launch it from there, but to have all functionalities, we recommend installing this software separately. You can also install this software to any other windows PC to be able to manage your VoIP server remotely.

The installer can be downloaded from here: [http://www.mizu-voip.com/Portals/0/Files/MizuManagement\\_Setup.exe](http://www.mizu-voip.com/Portals/0/Files/MizuManagement_Setup.exe)

Double click on the installer and follow the instructions. Once the install process is done you must enter the login details:

- Server: ip address of the server (database port followed after a comma if not using the default port)
- Instance: database name (“mserver” by default)
- Node: node number (only if you have more than one app service instance)
- Username: database username (“sa” by default)
- Password: database password (“srEgtnj34f” by default)

Example:

```
Server: mserver (127.0.0.1,1433)
Instance: mserver
Username: sa
Password: srEgtnj34f
```

Check the followings if you are unable to connect:

- MS-SQL is running (check the services management console or check of its process is running)

- TCP connections are enabled for MS-SQL (This can be set with the SQL Configuration Wizard tool from your start menu)
- the database exe or port (1433 or 2223) is enabled on the firewall
- the mserver database is there and contains tables and stored procedures (if it is empty, then run the database creation script again or restore from the template backup file)

After you login first time, the „Configuration wizard“ should appear automatically (if not, then launch it from Tools menu -> Server setup)

For now it is enough if you just quickly go through the settings and change only the obvious things if necessary since you can go back here anytime later and spend a little more time to study the available configuration options. Click on the Finish and wait for the scripts to finish with the configuration.

If you get “object missing” or similar errors when you first open the MizuManage, make sure that the database structure was created successfully during setup. For this install the SQL management studio if not already installed and check if you have tables under the mserver database. If not, then create the database if missing then open and run the mserverscript.sql file on the mizu database. This will create all tables and stored procedures needed. After this step you will have to run the Configuration wizard again (Mizu manage -> Tools menu -> Server setup)

## 6. Start

Register the Mizu VoIP service by running the srv\_install.bat file.

At this point the services are already started and are set to automatically start when the OS is starting. (you can alter these settings from the Start menu -> Administrative Tools -> Services)

Anytime later you can stop/start the services with the srv\_stop.bat/srv\_start.bat files or from the Services control panel applet.

Check the log file if any startup error exists. (Open the last “log\_xxx.dat” files near the mserver.exe with notepad or TotalCommander (F3) or using the logviewer application from the Tools directory if you have installed it). Search for “CRITICAL”, “ERROR”, “catch” and “WARNIG” messages. Stop the mserver service if you are unable to access the log file (Later you can use better methods for log checking which doesn’t require server restart. This is described in the admin guide)

The most common error is related to database connection. In this case you have to check that the database is available and your [database] section in the mizuserver.ini is set correctly (password, port, etc)

At this stage you already should be able to make calls through your VoIP server. Open the Users and devices form in the MizuManage, find out the username/password for the default endusers and enter the same in 2 voip client application to be able to make a call between them. This is described in more details in the configuration tutorial so you might skip this step for now.

## 7. License

The free version supports up to 100 users (40 registrations in the same time) and maximum 10 simultaneous calls. This is suitable for a small office, home usage or tests. If you go beyond this limit, then you will have to purchase a license from Mizutech or if you already made the purchase then request your license key from [Mizutech support](#).

## 8. Uninstall

Follow these steps in case if you would like to remove the Mizu VoIP server:

- Run the srv\_uninstall.bat file
  - Delete the program directory
  - Uninstall MS-SQL from the Add/Remove programs control panel applet
  - Delete the database files (by default at C:\Program Files\Microsoft SQL Server\MSSQLX\MSSQL\DATA)
- Please send a short [email](#) with your [feedback](#) so we can learn how to improve our software.

## Configuration

From this point you should continue with the [configuration tutorial](#).

For more details, please consult the [Admin Guide](#) and other server related documentations on our [website](#).

Contact Mizutech support if you have any issue at [serversupport@mizu-voip.com](mailto:serversupport@mizu-voip.com) and provide a remote desktop access to your server. For this, you should use only the built-in remote desktop and not any third party tool like VNC or TeamViewer. We offer free install, configuration, training and support services for our customers.