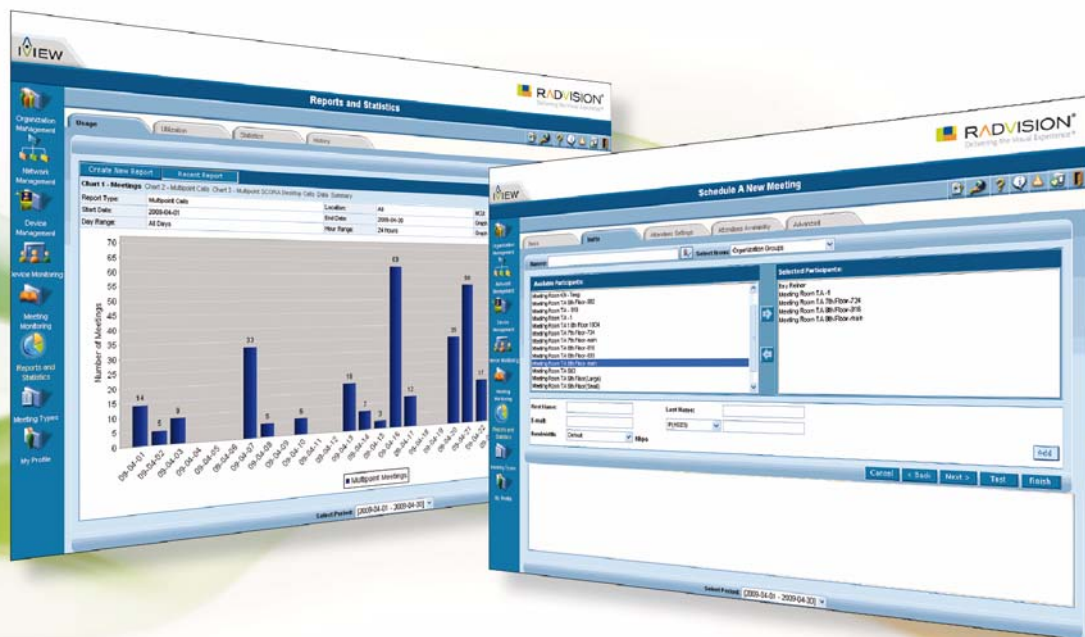


SCOPIA iVIEW Management Suite

Installation Guide

Version 7.6



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Installation Guide for SCOPIA iVIEW Management Suite Version 7.6, May 2011

<http://www.radvision.com>

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1

About SCOPIA iVIEW Management Suite

SCOPIA iVIEW Management Suite is a set of management, control and scheduling applications which provide robust network management and easy-to-use conference scheduling.

The network management component, known as SCOPIA iVIEW Network Manager, provides enterprises with a single access point to managing all their videoconferencing network devices including SCOPIA Infrastructure components, through the call control software applications (SCOPIA ECS Gatekeeper, SIP Back-to-Back User Agents) and to the various endpoint devices deployed in the network, both RADVISION endpoints and 3rd party systems. Through the network management of iVIEW Management Suite, administrators can detect and monitor their systems, remotely configure and control them, and upgrade software/firmware to the various systems in the network.

The scheduling and resource component, known as SCOPIA iVIEW Communications Manager, allows administrators and conferencing operators to conveniently schedule, manage and control their conferences from a single access point. iVIEW Management Suite also provides scalability and redundancy capabilities of a large enterprise or application service provider's global deployment, with unique capabilities such as Virtual MCU with automatic cascading for bandwidth preservation, least cost routing for cross-site communications cost savings, Virtual Conference Room for ease-of-use and other features.

SCOPIA iVIEW Management Suite also integrates with enterprises' existing applications such as Microsoft Active Directory, IBM Lotus Domino for easy user provisioning, Microsoft Outlook or IBM Lotus Notes for an easy and intuitive calendar application scheduling. iVIEW Management Suite also provides the interface to market leading unified communication solutions such as Microsoft Lync Server, Microsoft Office Communications Server, and IBM Lotus Sametime.

The smooth integration with 3rd party SIP servers leverages existing network call control for the videoconferencing system. The SIP server manages the call control and network usage, while the SCOPIA Solution supplies the videoconferencing capabilities.

iVIEW Management Suite can be shipped with a built-in gatekeeper which supplies the correct destination IP and authorizes the appropriate bandwidth for the call. In this way, iVIEW Management Suite can manage endpoint-initiated calls and point-to-point calls.

MCUs, gateways and endpoints (terminals) can be registered with the iVIEW Management Suite's internal gatekeeper.

iVIEW Management Suite can also work with the standalone SCOPIA ECS Gatekeeper or third party gatekeepers.

Localized Languages in iVIEW Management Suite

The menus and input fields of the iVIEW Management Suite can be viewed in the these languages:

Languages	iVIEW Communications Manager	iVIEW Network Manager	Microsoft Outlook Add-on	IBM Lotus Notes Plugin
Chinese (simplified)	Yes	Yes	Yes	Yes
Chinese (traditional)	Yes	No	Yes	Yes
English (US)	Yes	Yes	Yes	Yes
French	Yes	No	Yes	Yes
German	Yes	No	Yes	Yes
Italian	Yes	No	Yes	Yes
Japanese	Yes	Yes	Yes	Yes
Korean	Yes	Yes	Yes	Yes
Portuguese (Brazilian)	Yes	No	Yes	Yes
Russian	Yes	No	Yes	Yes
Spanish (international)	Yes	No	Yes	Yes

2

Verifying System Requirements

Before installing SCOPIA iVIEW Management Suite, read each section below to understand the minimum system requirements.

- [Verifying Minimum Hardware Requirements](#) page 3
- [Supported Operating Systems](#)..... page 4
- [Supported Software](#)..... page 4
- [Supported Databases](#) page 5
- [Supported VMware](#)..... page 6
- [Supported LDAP Server Types](#)..... page 6
- [Supported Video Network Devices](#) page 6
- [Running Windows SNMP Service](#) page 8
- [Port Requirements](#)..... page 9
- [Redundancy Requirements](#) page 10

Verifying Minimum Hardware Requirements

The following are the minimum hardware requirements that must be met before installing SCOPIA iVIEW Management Suite:

Product	Capacity (number of ports)	Minimum hardware requirements
iVIEW Management Suite Standalone	25-100	CPU: Intel Single Core 2.8 GHz RAM: 1 GB Disk Space: 20 GB NIC: 100 Mbit
	100-1000	CPU: Intel Single Core 3 GHz RAM: 1 GB Disk Space: 20 GB NIC: 100 Mbit

Product	Capacity (number of ports)	Minimum hardware requirements
iVIEW Management Suite with internal gatekeeper, including these bundles: <ul style="list-style-type: none"> • SCOPIA Bundle 12, 24 • SCOPIA Elite MCU 5000 Series Increased Capacity Bundles 	25-1000	CPU: Intel Single Core 2.8 GHz RAM: 2 GB Disk Space: 20 GB NIC: 100 Mbit
iVIEW Management Suite with internal gatekeeper, including SCOPIA Elite MCU 30 Bundle	100-500	CPU: Intel Single Core 3 GHz RAM: 2 GB Disk Space: 20 GB NIC: 100 Mbit
iVIEW Management Suite with internal gatekeeper	500-1000	CPU: Intel Single Core 3 GHz RAM: 3 GB Disk Space: 20 GB NIC: 100 Mbit
iVIEW Management Suite on VMware	25-500	CPU: Intel Xeon Dual Core 3G Memory: 4G, (assign 2G to virtual machine)
iVIEW Management Suite on VMware	500-1000	CPU: Intel Xeon Dual Core 3G Memory: 6G, (assign 3G to virtual machine)

Supported Operating Systems

SCOPIA iVIEW Management Suite standalone and SCOPIA iVIEW Management Suite with an internal gatekeeper support these operating systems:

- Microsoft Windows 2003 Standard/Enterprise Edition, SP1 & SP2 (32 Bit only)
- Microsoft Windows 2003 R2 Standard/Enterprise Edition, SP1 & SP2 (32 Bit only)
- Microsoft Windows 2008 Standard/Enterprise Edition, SP1 & SP2 (32 & 64 Bit)
- Microsoft Windows 2008 R2 x64 Edition

Supported Software

The following browsers are supported by in iVIEW Management Suite Version 7.6:

- Internet Explorer 6.0 - 8.0

iVIEW Management Suite Outlook Add-on supports these versions of Microsoft Outlook:

- Microsoft Outlook XP on Windows XP
- Microsoft Outlook 2003 on Windows XP
- Microsoft Outlook 2007 on Windows XP
- Microsoft Outlook 2007 on Windows Vista
- Microsoft Outlook 2007 on Windows 7
- Microsoft Outlook 2007 on Windows 7 x64

- Microsoft Outlook 2010 (x32) on Windows XP
- Microsoft Outlook 2010 (x32) on Windows Vista
- Microsoft Outlook 2010 (x32) on Windows 7 (x32 only)

iVIEW Management Suite supports these versions of Microsoft Exchange:

- Microsoft Exchange 2003
- Microsoft Exchange 2007
- Microsoft Exchange 2010

iVIEW Management Suite supports these versions of Lotus Notes:

- Lotus Notes 7
- Lotus Notes 8
- Lotus Notes 8.5
- Lotus Notes 8.5.1

Supported Databases

The following database types are supported by iVIEW Management Suite Version 7.6:

- MySQL internal database server
- Microsoft SQL Server 2000 Standard/Enterprise Edition SP4
- Microsoft SQL Server 2005 Standard/Enterprise Edition SP1
- Microsoft SQL Server 2008

Note:

Install external database servers on a separate machine before installing iVIEW Management Suite. Make sure that no database server is installed on the iVIEW Management Suite host server.

When creating a new external database for iVIEW Management Suite, the following requirements must be met:

Table 2-1 External Database Requirements

Login Element	Maximum Characters
Database Name	32
Database User Name	16
Database Password	12

Supported VMware

iVIEW Management Suite Version 7.6 supports VMware vSphere version 4.

The virtual server operating system specifications include:

- Windows 2003 Server R2 SP2 - Enterprise (32 bit only)
- Windows 2008 Server SP2 - Enterprise (32 bit and 64 bit)
- Windows 2008 Server R2 - Enterprise (64 bit)

Supported LDAP Server Types

iVIEW Management Suite interoperates with a number of LDAP servers:

- Microsoft Active Directory Server for Windows 2000 Server
- Microsoft Active Directory Server for Windows 2003 Server
- Microsoft Active Directory Server for Windows 2003 R2 Server
- Microsoft Active Directory Domain Services for Windows 2008 Server
- Lotus Domino Server version 7.0
- Lotus Domino Server version 8.0
- Lotus Domino Server version 8.5
- Lotus Domino Server version 8.5.1

Supported Video Network Devices

iVIEW Management Suite version 7.6 supports a number of video network infrastructure devices:

- SCOPIA Elite MCU
- SCOPIA MCU
- SCOPIA Desktop
- SCOPIA Video Gateway for Microsoft Lync
- SCOPIA Gateway
- SCOPIA ECS Gatekeeper

- Tandberg VCS gatekeeper: calling and presence support.
- Cisco IOS H.323 Gatekeeper
- Cisco Unified Communications Manager
- Microsoft Lync Server 2010, Microsoft Office Communicator Server (OCS) 2007 and 2007 R2
- Broadsoft IP Centrix

iVIEW Management Suite can also manage a broad range of endpoints, including:

- RADVISION endpoints
 - SCOPIA VC240
 - SCOPIA XT1000 Series
- Polycom endpoints
 - VSX 3000/3000A/5000/6000/6000A/7000/7000A/7000E/7000S/8000
 - HDX 4000/7000/7000HD/8000/8000HD/9001/9002/9004
- Tandberg endpoints
 - MXP 990/880/770/550/1500
 - MXP EDGE 75/85/95
 - MXP CENTRIC 1700/1000
 - MXP PROFILE 6000
- Sony endpoints
 - PCS 1600/P, PCS 6000/P
 - PCS-1, PCS-11
 - PCS-G70, PCS-G50
 - PCS-TL50, PCS-TL30
 - PCS-XG80
- LifeSize endpoints
 - Passport
 - Express, Express 220
 - Team
 - Room, Room 200
 - LGExecutive

Each endpoint model series supports iVIEW Management Suite features to different extents (see [Table 2-2 on page 8](#)).

Table 2-2 Supported features with various endpoint models

Feature	SCOPIA VC240	SCOPIA XT1000 Series	Ploycom VSX and HDX	Tandberg MXP Series	Sony PCS Series	LifeSize endpoints
Monitoring	Yes	Yes	Yes	Yes	Yes (limited support)	Yes (limited support)
Traps and Alarms	Yes	Yes	Yes	Yes	No	No
Remote Configuration	Yes	Yes	Yes	Yes	No	Yes
Mass Firmware Update	Yes	Yes	Yes	Yes	Yes	No
Mass Configuration	Yes	Yes	Yes	Yes	Yes	No
Remote Reboot	Yes	Yes	Yes	Yes	No	Yes
Auto-detect	Yes	Yes (registered to ECS)	Yes (registered to ECS)	Yes (registered to ECS)	No	Yes (registered to ECS)
Customer Data Records	Yes	Yes	Yes	Yes	Yes	Yes
Graphical reports of usage	Yes	Yes	Yes	Yes	Yes	Yes
Limit maximum allowed bandwidth	Yes	Yes	Yes	Yes	Yes	Yes
Populating the local endpoint directory	Yes	No	No	Yes	No	No
Corporate Directory	No	Yes	Yes	Yes (with TMS)	Yes	Yes
Remote Dialing	No	Yes	Yes	Yes	Yes	Yes
Endpoint log retrieval	No	Yes	No	No	No	No
Changing H.323 registration	Yes	Yes	Yes	Yes	Yes	Yes
License Update	No	No	Yes	Yes	No	No

Running Windows SNMP Service

iVIEW Management Suite relies on the Windows operating system to send and receive SNMP messages to enable the internal gatekeeper to function properly. Be sure to install or enable the Windows **SNMP Service** as one of the services running on the server.

Port Requirements

The following are the required ports for iVIEW Management Suite. Make sure all required ports are available and assigned according to the following guidelines:

Table 2-3 iVIEW Management Suite Server Port Requirements

Protocol	Ports	Type	Direction	Purpose	Destination
HTTP	80	TCP	In from web	Web UI access and Web Service access	iVIEW Management Suite standalone server. Port 8080 for iVIEW Management Suite with internal gatekeeper.
XML	3336	TCP	In from SCOPIA Desktop	Configuration status	iVIEW Management Suite standalone server
Internal Gatekeeper HTTP	8011	TCP	In from web	Log retrieval and advanced commands	iVIEW Management Suite with internal gatekeeper server
Database Connection	3306	TCP	Local database connection	If the internal database is installed, the application communicates with the database using port 3306	iVIEW Management Suite standalone server and iVIEW Management Suite with internal gatekeeper server
XML	3271	TCP	In from iVIEW Communications Manager	ECS Call Control XML API	iVIEW Management Suite with internal gatekeeper server
SNMP	161	UDP	In from iVIEW Communications Manager and iVIEW Network Manager	Configuration of internal gatekeeper	iVIEW Management Suite with internal gatekeeper server
FTP	21	TCP	In from iVIEW Network Manager	Log retrieval of internal gatekeeper	iVIEW Management Suite with internal gatekeeper server

Table 2-4 MCU Port Requirements

Protocol	Ports	Type	Direction	Purpose	Destination
HTTP	80	TCP	In from web	Web UI access	MCU
XML	3336	TCP	In from iVIEW Communications Manager	MCU Call Control XML API	MCU
XML	3337	TCP	In from MCU or SCOPIA Desktop	MCU Cascade XML API	MCU
XML	3338	TCP	In from iVIEW Communications Manager	Define or retrieve SCOPIA Video Gateway settings like service prefixes or DNS information	SCOPIA Video Gateway for Microsoft Lync
SNMP	161	UDP	In from iVIEW Communications Manager and iVIEW Network Manager	Configuration / Status	MCU
Telnet	23	TCP	In from iVIEW Network Manager	Log retrieval and advanced commands	MCU

Table 2-5 Gateway Port Requirements

Protocol	Ports	Type	Direction	Purpose	Destination
HTTP	80	TCP	In from web	Web UI access	Gateway
SNMP	161	UDP	In from the iVIEW Communications Manager and iVIEW Network Manager	Configuration status	Gateway
Telnet	23	TCP	In from iVIEW Network Manager	Log retrieval and advanced commands	Gateway

Redundancy Requirements

For existing redundant deployments install iVIEW Management Suite on an additional server. For new redundant deployments install iVIEW Management Suite products on two separate servers. For details of redundancy configuration settings, see the *Administrator Guide*.

3

Installing iVIEW Management Suite

Depending on your deployment type and path, there are various steps required to complete a successful installation of iVIEW Management Suite. The following topics are covered in this chapter:

- [How to Install iVIEW Management Suite.....](#) page 11
- [Confirming the SCOPIA iVIEW Management Suite Installation](#) page 25
- [Verifying SCOPIA iVIEW Management Suite Services Are Running.....](#) page 27
- [Logging Into SCOPIA iVIEW Management Suite for the First Time.....](#) page 27
- [Obtaining Required License Keys.....](#) page 28

How to Install iVIEW Management Suite

This section provides general information about iVIEW Management Suite installation and procedures for installing iVIEW Management Suite in different modes.

For most deployments you need to install iVIEW Management Suite with an internal gatekeeper. For large organizations with multiple branches offering service preservation for up to 10,000 users, you would install iVIEW Management Suite in the standalone mode. If you are a service provider, you need to install a standalone iVIEW Management Suite with multi-tenant support, since your large centralized videoconferencing deployment will serve many customers (tenants).

If you need to install iVIEW Management Suite for redundancy, use instructions in this section. The installation procedure for a slave iVIEW Management Suite is the same as for a master iVIEW Management Suite.

- [Installing iVIEW Management Suite with an Internal Gatekeeper](#) page 12
- [Installing iVIEW Management Suite without an Internal Gatekeeper.....](#) page 16
- [Installing iVIEW Management Suite for Service Providers](#) page 21

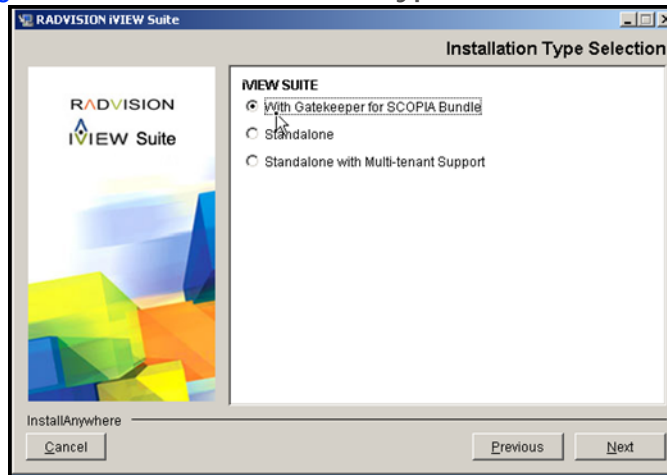
Installing iVIEW Management Suite with an Internal Gatekeeper

This section provides installation procedure for a typical deployment.

Procedure

- Step 1** To start the installation wizard, run the RADVISION iVIEW Management Suite .exe file from the iVIEW Management Suite CD-ROM.
- Step 2** Select **Next** in the Introduction window.
- Step 3** Read and accept the license agreement in the License Agreement window, and then select **Next**.
- Step 4** Select the **With Gatekeeper for SCOPIA Bundle** option in the Installation Type Selection window.

Figure 3-1 The Installation Type Selection Window



- Step 5** Select **Next**.

Step 6

Select a user provisioning option in the User Provisioning window.

The following options are available:

- No integration with Directory Server
- Directory server
- Directory Server with Single Sign On (SSO) Enabled—If SSO is enabled, a user who is logged into the organization domain is authenticated transparently when accessing iVIEW Communications Manager.

Figure 3-2 The User Provisioning Window



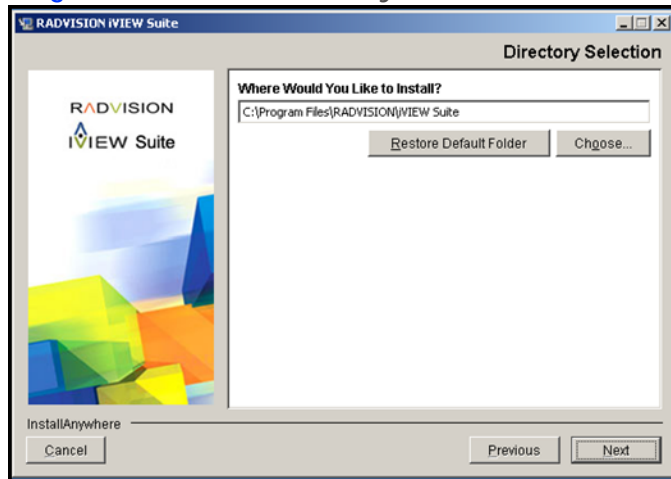
Step 7

Select Next.

Step 8

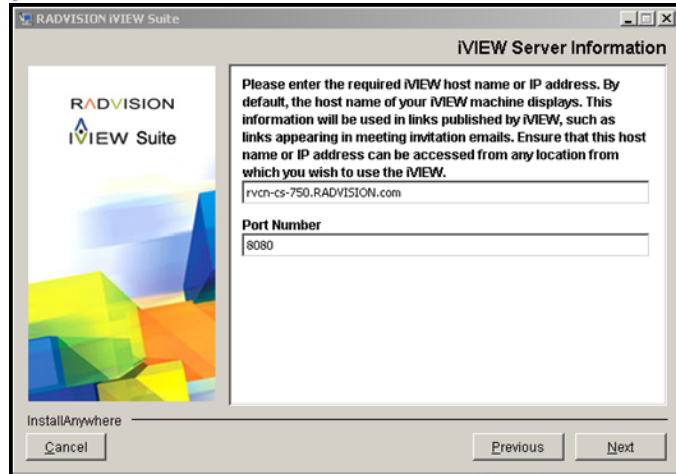
Select the directory which you want to use for application installation in the Directory Selection window, and then select Next.

Figure 3-3 The Directory Selection Window



- Step 9** Enter the host name URL and Web server port number used by the application in the iVIEW Server Information window. Make sure that the Web server port is *not* in use by another application, and then select **Next**.

Figure 3-4 The iVIEW Server Information Window

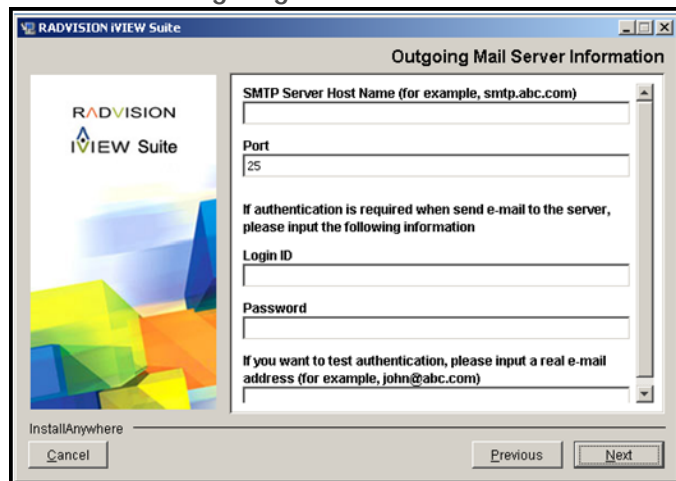


The MySQL Installation window opens providing basic information about MySQL database.

- Step 10** Define the directory which you want to use for MySQL database installation:
- In the MySQL installation window, select **Next**.
 - Define a folder in which you want to install the MySQL database in the Choose a folder for MySQL Installation window.
 - Select **Next**.

- Step 11** Enter mail server information in the Outgoing Mail Server Information window. To confirm that the email server is functioning, enter an email address. If the email server is functioning correctly, you receive a test email.

Figure 3-5 The Outgoing Mail Server Information Window



Typically, you can use port 25 for your outgoing mail server.

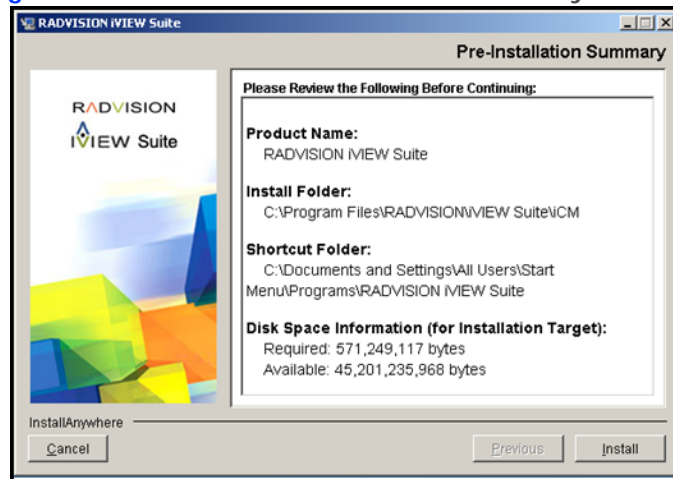
Step 12 Create an administrator account for accessing the application in the Account Login Information window. This account will be used accessing both the SCOPIA iVIEW Communications Manager and iVIEW Management Suite.

Figure 3-6 The iVIEW Account Login Information Window



Step 13 Review the installation summary in the Pre-Installation Summary window, and then click Install to proceed with the installation.

Figure 3-7 The Pre-Installation Summary Window



Do not interrupt the installation. After starting the iVIEW Suite service allow several minutes for server initialization before logging into the user interface.

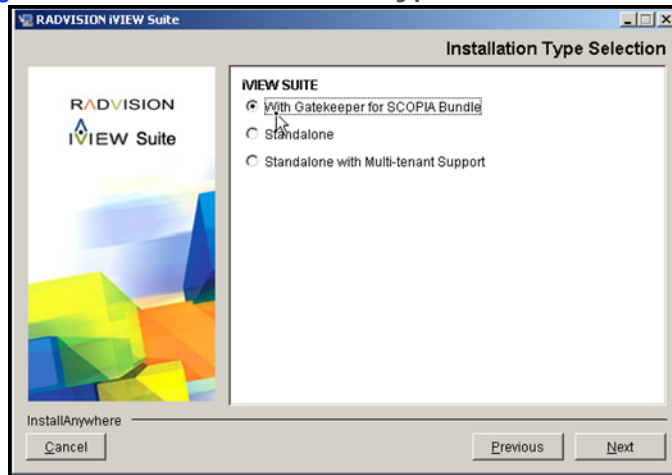
Installing iVIEW Management Suite without an Internal Gatekeeper

Use this installation procedure for large distributed deployments.

Procedure

- Step 1** To start the installation wizard, run the RADVISION iVIEW Management Suite .exe file from the iVIEW Management Suite CD-ROM.
- Step 2** Select **Next** in the Introduction window.
- Step 3** Read and accept the license agreement in the License Agreement window, and then select **Next**.
- Step 4** Select the **Standalone** option in the Installation Type Selection window.

Figure 3-8 The Installation Type Selection Window



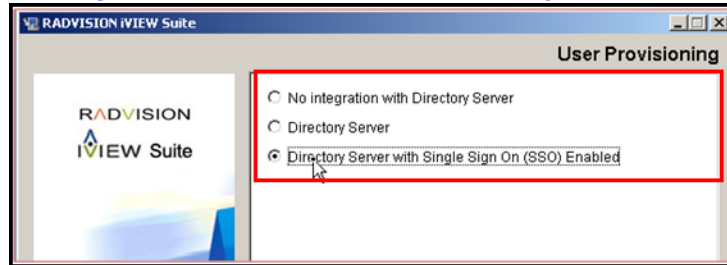
- Step 5** Select **Next**.

Step 6

Select a user provisioning option in the User Provisioning window. The following options are available:

- No integration with Directory Server
- Directory server
- Directory Server with Single Sign On (SSO) Enabled—If SSO is enabled, a user who is logged into the organization domain is authenticated transparently when accessing iVIEW Communications Manager.

Figure 3-9 The User Provisioning Window



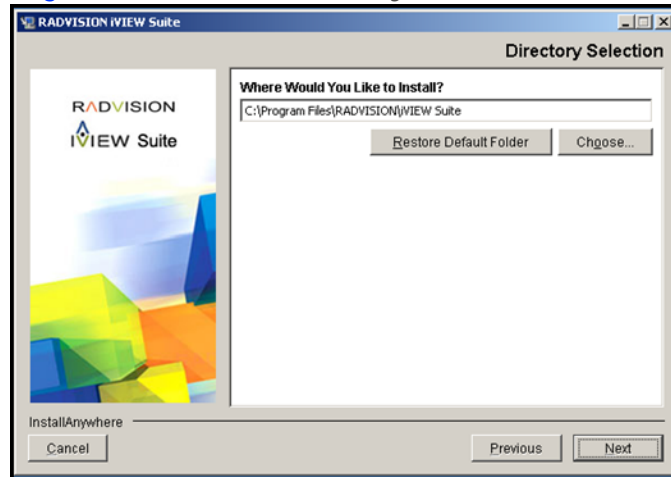
Step 7

Select Next.

Step 8

Select the directory which you want to use for application installation in the Directory Selection window, and then select Next.

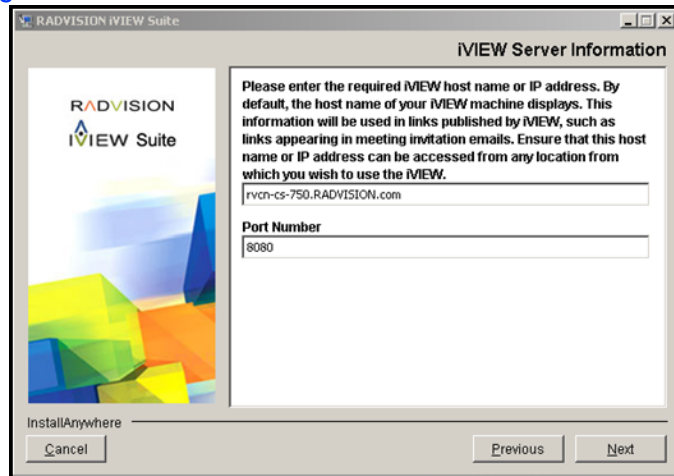
Figure 3-10 The Directory Selection Window



Step 9

Enter the host name URL and Web server port number used by the application in the iVIEW Server Information window. Make sure that the Web server port is *not* in use by another application, and then select **Next**.

Figure 3-11 The iVIEW Server Information Window



Step 10

To configure a MySQL database, perform these steps:

- a. Select **Internal Database** in the Database Server Selection window.
- b. Select **Next**. The MySQL Installation window is displayed providing basic information about MySQL database.
- c. Select **Next**.
- d. Define a folder in which you want to install the MySQL database in the Choose a folder for MySQL Installation window.
- e. If you choose to create a new database, enter the server name, port, and administrator login ID and password in the Database Server Administration Information window.
- f. Select **Next**.
- g. Enter the database name, user login ID, and password in the Database Information window.
- h. Select **Next**.

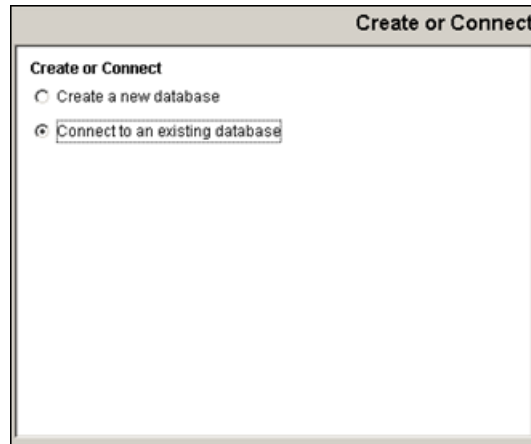
-OR-

Step 11

To configure an MSDE/MS-SQL database, perform these steps:

- a. Select **MSDE/MS-SQL** in the Database Server Selection window.
- b. Select **Next**.
- c. Define whether you want to create a new database or connect to an existing database in the Create or Connect window, and then select **Next**.

Figure 3-12 The Create or Connect Window



- d. If you chose to create a new database, enter the server name, port, and administrator login ID and password in the Database Server Administration Information window, and then select **Next**.

-OR-

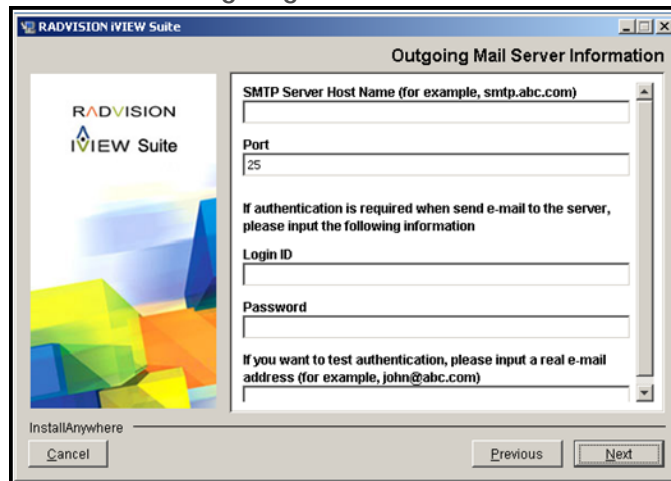
- e. If you chose to use an existing database, enter the server name, port, database name, user login ID and password in the Existing Database Server User Information window.

Make sure that the existing database is empty. Select **Next**.

Step 12

Enter mail server information in the Outgoing Mail Server Information window. To confirm that the email server is functioning, enter an email address. If the email server is functioning correctly, you receive a test email.

Figure 3-13 The Outgoing Mail Server Information Window

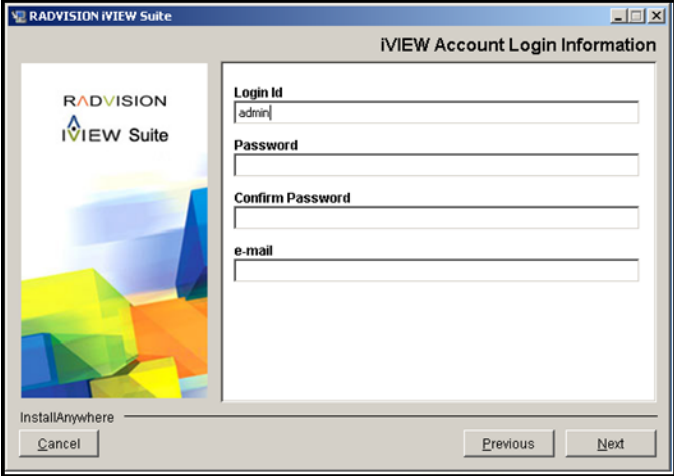


Typically, you can use port 25 for your outgoing mail server.

Step 13

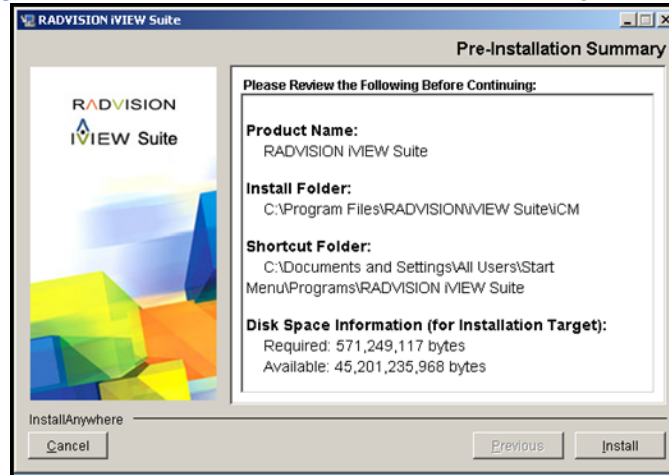
Create an administrator account for accessing the application in the Account Login Information window. This account will be used accessing both the SCOPIA iVIEW Communications Manager and iVIEW Management Suite.

Figure 3-14 The iVIEW Account Login Information Window



- Step 14** Review the installation summary in the Pre-Installation Summary window, and then click Install to proceed with the installation.

Figure 3-15 The Pre-Installation Summary Window



Do not interrupt the installation. After starting the iVIEW Suite service allow several minutes for server initialization before logging into the user interface.

- Step 15** If you configured an MS-SQL database and you require a language other than English, match the language setting for the computer on which the SQL Server database is installed with the language setting for iVIEW Management Suite.

For example, to view the iVIEW Management Suite user interface in Chinese, you must also set the SQL server database host computer to use Chinese.

Note: Failure to match these language settings can result in the incorrect display of Chinese characters as well as incorrect user or terminal information being stored in the database.

Installing iVIEW Management Suite for Service Providers

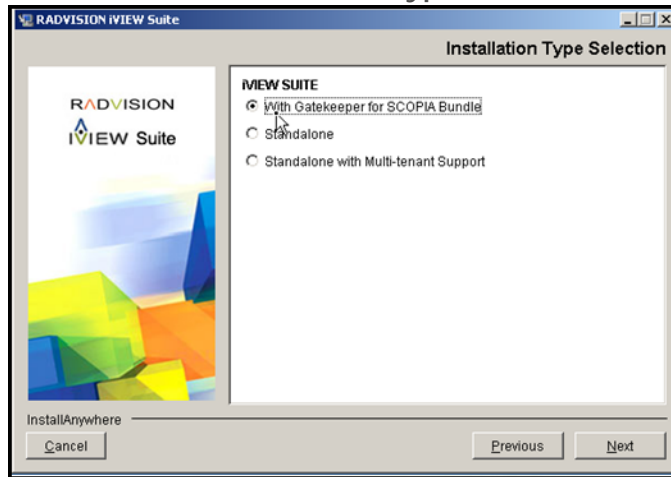
Perform this procedure for service provider's deployments.

Procedure

- Step 1** To start the installation wizard, run the RADVISION iVIEW Management Suite .exe file from the iVIEW Management Suite CD-ROM.
- Step 2** Select **Next** in the Introduction window.
- Step 3** Read and accept the license agreement in the License Agreement window, and then select **Next**.

Step 4 Select the **Standalone with Multi-tenant Support** option the **Installation Type Selection** window.

Figure 3-16 The **Installation Type Selection** Window

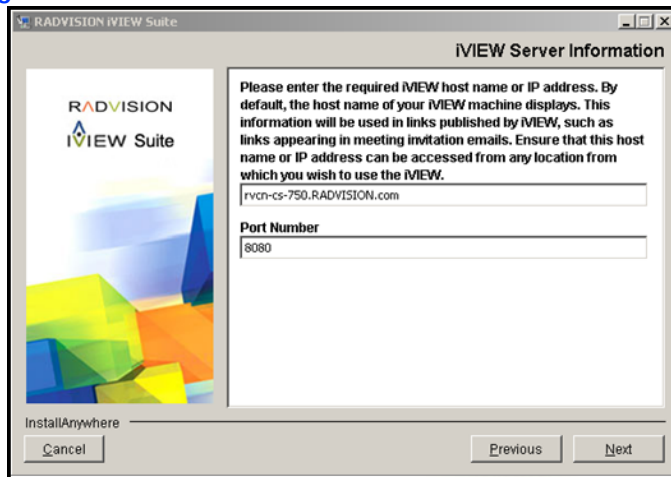


Step 5 Select **Next**.

Step 6 Select the directory which you want to use for application installation in the **Directory Selection** window, and then select **Next**.

Step 7 Enter the host name URL and Web server port number used by the application in the **Server Information** window. Make sure that the Web server port is *not* in use by another application, and then select **Next**.

Figure 3-17 The **iVIEW Server Information** Window



- Step 8** To configure a MySQL database, perform these steps:
- Select **Internal Database** in the **Database Server Selection** window.
 - Select **Next**. The **MySQL Installation** window is displayed providing basic information about MySQL database.
 - Select **Next**.
 - Define a folder in which you want to install the MySQL database in the **Choose a folder for MySQL Installation** window.

- e. If you choose to create a new database, enter the server name, port, and administrator login ID and password in the Database Server Administration Information window.
- f. Select **Next**.
- g. Enter the database name, user login ID, and password in the Database Information window.
- h. Select **Next**.

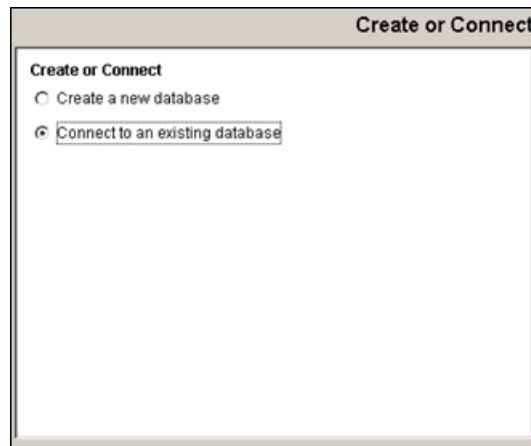
-OR-

Step 9

To configure an MSDE/MS-SQL database, perform these steps:

- a. Select MSDE/MS-SQL in the Database Server Selection window.
- b. Select **Next**.
- c. Define whether you want to create a new database or connect to an existing database in the Create or Connect window, and then select **Next**.

Figure 3-18 The Create or Connect Window



- d. If you chose to create a new database, enter the server name, port, and administrator login ID and password in the Database Server Administration Information window, and then select **Next**.

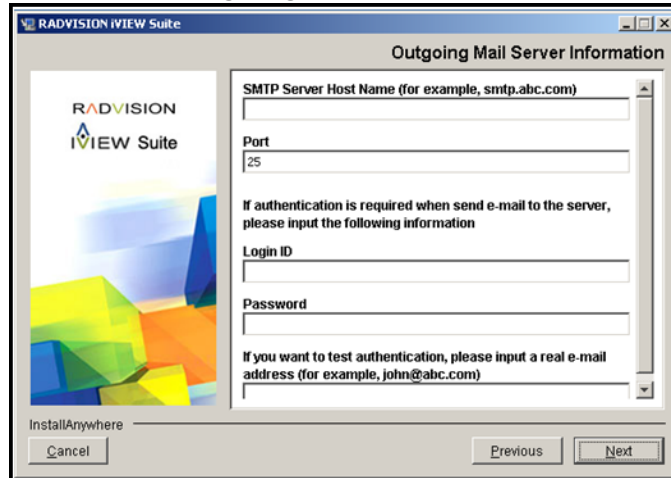
-OR-

- e. If you chose to use an existing database, enter the server name, port, database name, user login ID and password in the Existing Database Server User Information window.

Make sure that the existing database is empty. Select **Next**.

Step 10 Enter mail server information in the Outgoing Mail Server Information window. To confirm that the email server is functioning, enter an email address. If the email server is functioning correctly, you receive a test email.

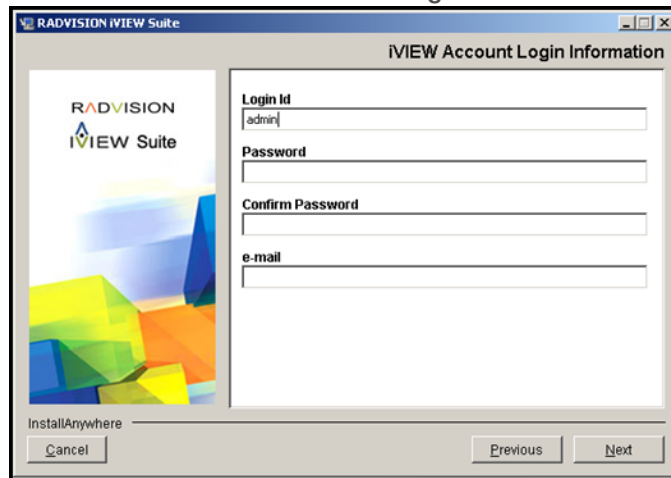
Figure 3-19 The Outgoing Mail Server Information Window



Typically, you can use port 25 for your outgoing mail server.

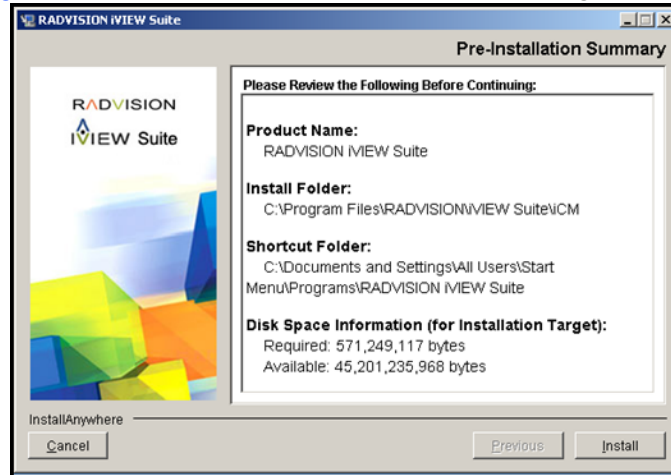
Step 11 Create an administrator account for accessing the application in the Account Login Information window. This account will be used accessing both the SCOPIA iVIEW Communications Manager and iVIEW Management Suite.

Figure 3-20 The iVIEW Account Login Information Window



- Step 12** Review the installation summary in the Pre-Installation Summary window, and then click Install to proceed with the installation.

Figure 3-21 The Pre-Installation Summary Window



Do not interrupt the installation. After starting the iVIEW Suite service allow several minutes for server initialization before logging into the user interface.

- Step 13** If you configured an MS-SQL database and you require a language other than English, match the language setting for the computer on which the SQL Server database is installed with the language setting for iVIEW Management Suite.

For example, to view the iVIEW Management Suite user interface in Chinese, you must also set the SQL server database host computer to use Chinese.

Note: Failure to match these language settings can result in the incorrect display of Chinese characters as well as incorrect user or terminal information being stored in the database.

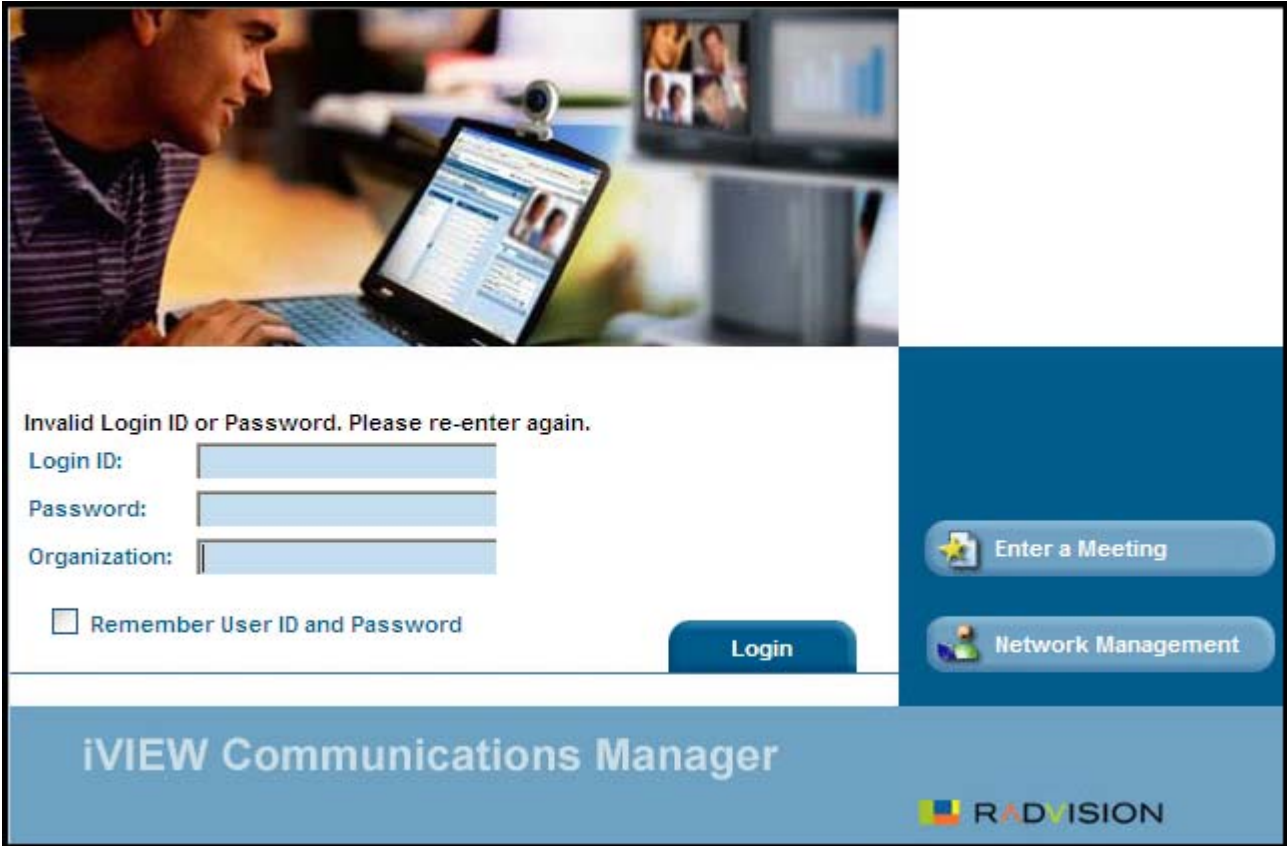
Confirming the SCOPIA iVIEW Management Suite Installation

Before configuring administrative and user settings within SCOPIA iVIEW Management Suite, verify that the installation is complete.

Procedure

- Step 1** Wait 2-3 minutes for the server to complete initialization.
- Step 2** Go to <http://host-URL:port-number>.
- Step 3** Verify that the SCOPIA iVIEW Communications Manager login window appears.
- Step 4** Verify that you can log in to the web interface using the administrator account specified in the installation process.

Figure 3-22 SCOPIA iVIEW Communications Manager



Verifying SCOPIA iVIEW Management Suite Services Are Running

iVIEW Management Suite is installed as a Windows Service on your server. iVIEW Management Suite services should automatically start when the server is started. To verify:

Procedure

- Step 1** Go to **Start > Settings > Control Panel > Administrative Tools > Services** and find the list of iVIEW Management Suite related services.
- Step 2** Verify that the following services are installed:
- **RADVISION iVIEW Management Suite**—The service that SCOPIA iVIEW Communications Manager and SCOPIA iVIEW Network Manager run on. This is started automatically.
 - **RADVISION SipServer**—The service for the SIP User agent included with SCOPIA iVIEW Communications Manager for SIP call control. This is started automatically.
You can turn off this service in H.323-only deployments. Access the `vcs-core.properties` file located by default under `C:\Program Files\Radvision\iVIEW Management Suite\iCM\jboss\bin`, and make the following change:
`vnex.vcms.core.sip.serverAddress=.`
 - **RADVISION SCOPIA ECS Gatekeeper**—Internal gatekeeper service. Only available in iVIEW Management Suite with internal gatekeeper for SCOPIA bundle. This is started automatically.
 - **RADVISION SCOPIA ECS Gatekeeper Watchdog**—Internal gatekeeper service. Only available in iVIEW Management Suite with internal gatekeeper for SCOPIA bundle. This is started automatically.
 - **RADVISION SCOPIA ECS Gatekeeper Web Server**—The web interface service for the internal gatekeeper. Only available in iVIEW Management Suite with internal gatekeeper for SCOPIA bundle. To access the web interface of the internal gatekeeper, enable this service. The URL of the internal gatekeeper web interface is `http://host_server:8011/`. The default login ID is "admin", and there is no password. You can modify the login ID and password via the web interface of the internal gatekeeper.

Logging Into SCOPIA iVIEW Management Suite for the First Time


Procedure

- Step 1** Access either the SCOPIA iVIEW Communications Manager or the SCOPIA iVIEW Network Manager login windows from the Start menu of the local server.
- Step 2** Log in to SCOPIA iVIEW Communications Manager for the first time.
- Step 3** (Optional) Enable directory integration to synchronize user records from a Directory Server.

Obtaining Required License Keys

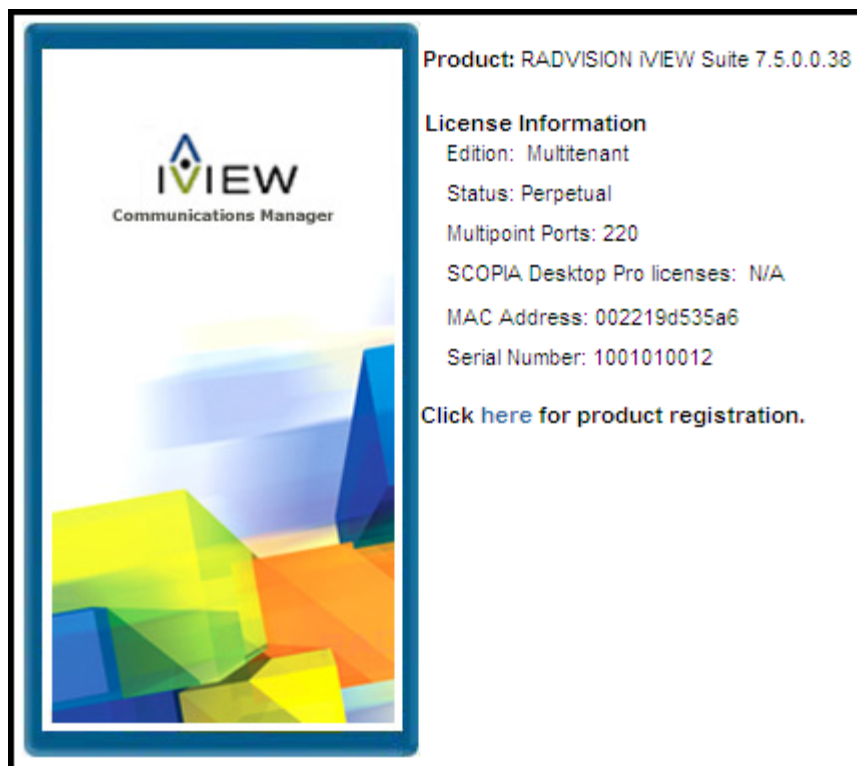
At the end of the installation process, a temporary license is automatically installed. This license is valid for 30 days. To obtain an SCOPIA iVIEW Management Suite license, perform the following procedure:

Procedure

Step 1 In the SCOPIA iVIEW Communications Manager toolbar, select the Help About icon: 

Step 2 Select **Click here for product registration** in the Help About window.

The Permanent License Registration Site page opens.



Step 3 Follow the instructions in the How to receive your permanent license section. Upon completion, your license is sent to you by email.

Step 4 After obtaining the license, choose **Start > Programs > RADVISION > iVIEW Suite > Update License** to apply the new license.

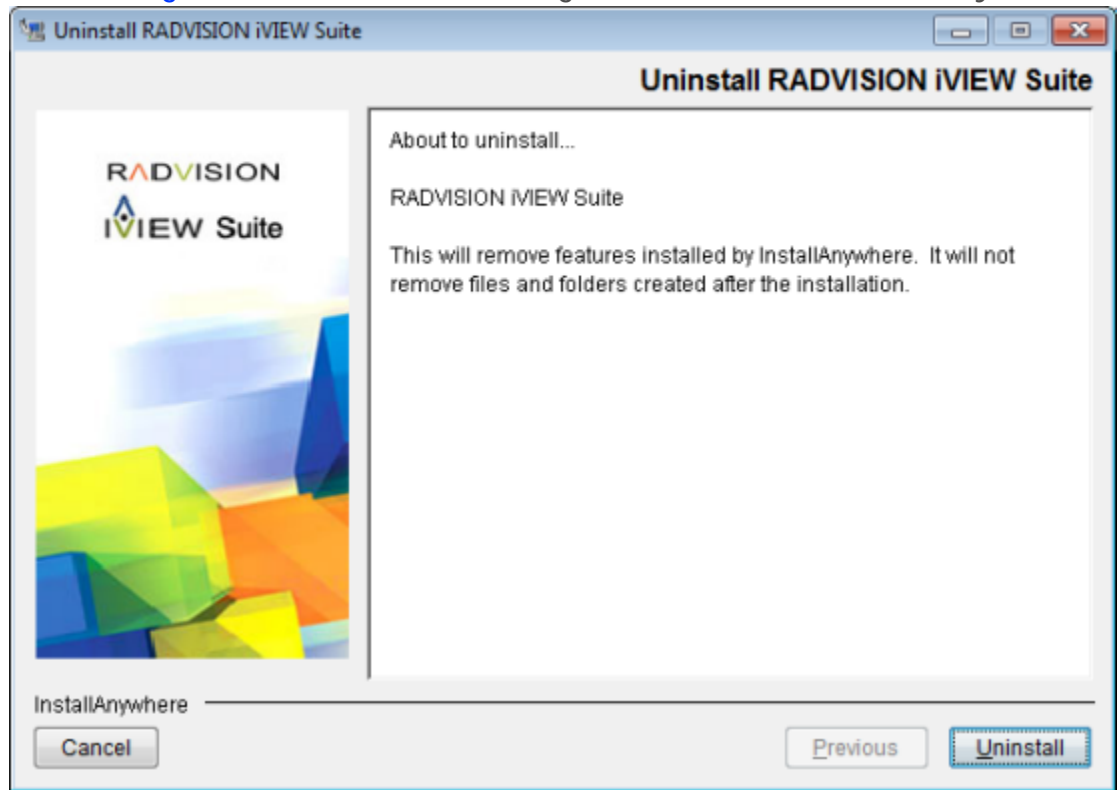
Uninstalling SCOPIA iVIEW Management Suite

Uninstalling iVIEW Management Suite has been made simple with an uninstall utility, which can be accessed in the Start menu in the same folder as the application itself.

Procedure

- Step 1 Select Start > All Programs > RADVISION iVIEW Management Suite.
- Step 2 Launch Uninstall RADVISION iVIEW Management Suite.

Figure 3-23 The iVIEW Management Suite Uninstall Utility



- Step 3 Select Uninstall.

4

Upgrading, Backing up and Restoring iVIEW Management Suite Data

You can restore the SCOPIA iVIEW Management Suite database and configuration files from a backup copy. You should back up your database and configuration files on a regular basis.

There are many reasons for performing system backups on a regular basis, such as:

- Hardware failure
- Software failure
- Data corruption
- User errors
- Before a software upgrade

The upgrade procedure may vary depending on the release number and the size of the jump from the current installation to the new release. For more information, see [“Upgrading iVIEW Management Suite” on page 32](#).

Note:

Do not attempt to restore the database and configuration files from an old iVIEW Management Suite version. You can only backup and restore database and configuration files within the same iVIEW Management Suite release number.

To restore iVIEW Management Suite data, stop the iVIEW Management Suite service before restoring the database, configuration files, branding and sound files. Then restart the service after completing the restore. Use the iVIEW Management Suite Backup and Restore tool.

- [Backing Up iVIEW Management Suite](#) page 31
- [Restoring an iVIEW Management Suite Backup](#) page 32
- [Upgrading iVIEW Management Suite](#) page 32

Backing Up iVIEW Management Suite

The backup procedure saves the iVIEW Management Suite database containing configuration and scheduling information, and also saves settings stored in local text files, known as property files.

The property files which are backed up are: authentication.properties, ivrslidemsg.properties, vcs-advanced.properties, vcs-core.properties, vnex.properties, aivr-call-state-machine.xml, ha.xml, mdap-context.xml, pre-start-call-state-machine.xml, trap-config.xml, vcs-cdr-conf.xml, vcs-config.xml, vcs-config-dest.xml, vivr-call-state-machine.xml, jndi.properties, log4j.xml, login-config.xml and mysql-ds.xml. The files associated with the back-to-back user agent that are backed up are: service.ini, SIPConfig.xml, and UpdatedSIPConfig.xml.

There are two database files that are backed up in MySQL format: internal and external. Both are required as part of the essential iVIEW Management Suite configuration and scheduling information.

To backup the iVIEW Management Suite:

Procedure

- Step 1** Select **Start > Programs > RADVISION iVIEW Management Suite > Launch Backup and Restore Tool**.
- Step 2** Select **Backup Configuration**, and then select **Next**.
- Step 3** Select the type of files you want to back up.
- Step 4** Specify the path to the location where you want to save the backup file. If necessary, modify the backup file name.

By default the file name format is Backup_Database_Props. After the backup process is completed, the current date (YYYYMMDD) and time (1421) stamps are automatically added to the file name. For example, Backup_Database_Props_20091215_1421.zip.
- Step 5** Select **Next**.
- Step 6** Select **Start**.

The backup process begins. Upon completion the success message is displayed.
- Step 7** For the MS SQL database backup, share a folder on the MS SQL server so that it is accessible with read permission.

The share name and the actual name of this folder must be the same. Then click the link to verify that the folder is accessible.
- Step 8** Select **OK** to complete the backup procedure.

Restoring an iVIEW Management Suite Backup

The iVIEW Management Suite Backup and Restore Tool offers the safest and most reliable method to restore the database, by creating a new temporary database with the restored data. Upon successful completion, the tool renames the currently active database, and then renames the restored database to take its place. This way, the pre-restore database is still available if needed.

Procedure

- Step 1** Select **Start > Programs > RADVISION iVIEW Management Suite > Launch Backup and Restore Tool**.
- Step 2** Select **Restore Configuration**, then select **Next**.
- Step 3** Select the backup file which you want to use, and then select **Next**.
- Step 4** Select **Start**.
The restore process begins. Upon completion the success message is displayed.
- Step 5** For the MS SQL database restore:
 - a. Enter the admin username and password.
 - b. Share a folder on the MS SQL server so that it is accessible with write permission.
- Step 6** Select **OK**.
- Step 7** Start the iVIEW Management Suite service.

Upgrading iVIEW Management Suite

The upgrade procedure may vary depending on the release number and the size of the jump from the current installation to the new release.

Back up your iVIEW Management Suite configuration files before performing the upgrade.

Note: Do not attempt to restore the database and configuration files from an old iVIEW Management Suite version. You can only backup and restore database and configuration files within the same iVIEW Management Suite release number.

For more information on the upgrade procedure, see the *Release Notes for SCOPIA iVIEW Management Suite* for the relevant version.



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About RADVISION

RADVISION (NASDAQ: RVSN) is the industry's leading provider of market-proven products and technologies for unified visual communications over IP, 3G and IMS networks. With its complete set of standards-based video communications solutions and developer toolkits for voice, video, data and wireless communications, RADVISION is driving the unified communications evolution by combining the power of video, voice, data and wireless - for high definition video conferencing systems, innovative converged mobile services, and highly scalable video-enabled desktop platforms on IP, 3G and emerging next generation IMS networks. To gain additional insights into our products, technology and opinions, visit blog.radvision.com. For more information about RADVISION, visit www.radvision.com

USA/Americas

T +1 201 689 6300

F +1 201 689 6301

infoUSA@radvision.com

EMEA

T +44 20 3178 8685

F +44 20 3178 5717

infoUK@radvision.com

APAC

T +852 3472 4388

F +852 2801 4071

infoAPAC@radvision.com