

SCOPIA iVIEW Management Suite

Installation Guide Version 7.5



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Installation Guide for SCOPIA iVIEW Management Suite Version 7.5, November 2010

<http://www.radvision.com>

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1

About SCOPIA iVIEW Communications Manager

RADVISION SCOPIA iVIEW Management Suite is an easy to use, web-based application for managing and monitoring multi-site video networks. This single-installation product contains the following components:

- SCOPIA iVIEW Communications Manager: Provides resource management of network devices for video and audio meetings as well as scheduling, call-routing, and conference control functionalities.

SCOPIA iVIEW Communications Manager optionally includes an internal ITU-T H.323 version 4-compliant gatekeeper to provide call control for IP telephony and multimedia communication networks. This internal gatekeeper is a variation of the RADVISION SCOPIA ECS Gatekeeper (ECS).

SCOPIA iVIEW Communications Manager also contains an internal SIP User Agent to provide call control for IP telephony and multimedia communication on the SIP network.

- SCOPIA iVIEW Network Manager provides a central management interface, enabling network administrators to easily and intuitively control, configure, and maintain collaborative radvision-based communication networks and equipment.

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 2
- [Supported Operating Systems](#)..... page 3
- [Verifying Minimum Hardware Requirements](#)..... page 2
- [Supported Databases](#) page 4
- [Supported VMware](#)..... page 5
- [Supported Databases](#) page 4
- [Supported Devices](#) page 5
- [SNMP Services](#) page 6
- [Port Requirements](#) page 6
- [Port Requirements](#) page 6

Verifying Minimum Hardware Requirements

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

Product	Number of Ports	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
iVIEW Management Suite with internal gatekeeper, including these bundles: <ul style="list-style-type: none"> • SCOPIA Bundle 12, 24, 48, and 72 • SCOPIA Elite MCU Bundle 10 and 15 	25-1000	CPU: Intel Single Core 2.8 GHz RAM: 2 GB Disk Space: 20 GB NIC: 100 Mbit

Product	Number of Ports	Requirements
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 7.5:

- 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 in iVIEW Management Suite version 7.5:

- MySQL internal database server
- Microsoft SQL Server 2000 Standard/Enterprise Edition SP4
- Microsoft SQL Server 2005 Standard/Enterprise Edition SP1
- Microsoft SQL Server 2008
- 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 R2 Server

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 7.5 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

In addition to Microsoft Active Directory, iVIEW Management Suite supports the following IBM Lotus Domino directory versions:

- 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 Devices

iVIEW Management Suite version 7.5 supports the following devices:

- RADVISION SCOPIA ECS Gatekeeper version 7.1
- Cisco IOS H.323 Gatekeeper
- Cisco Unified Communications Manager
- Microsoft LCS 2005 SP1, OCS 2007, and OCS 2007 R2
- Broadsoft IP Centrix

- RADVISION MCU versions 4.4, 5.7, and 7.5
- RADVISION SCOPIA Gateway versions 5.6
- SCOPIA Desktop version 7.5
- Polycom endpoints

SNMP Services

To enable SNMP services, install the Microsoft Windows SNMP service for iVIEW Management Suite with internal gatekeeper for SCOPIA 100 bundle.

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 2-2 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

Protocol	Ports	Type	Direction	Purpose	Destination
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 2-3 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
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 2-4 Gateway Port Requirements

Protocol	Ports	Type	Direction	Purpose	Destination
HTTP	80	TCP	In form 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.

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 9
- [Confirming the SCOPIA iVIEW Management Suite Installation](#) page 22
- [Verifying SCOPIA iVIEW Management Suite Services Are Running](#) page 24
- [Logging Into SCOPIA iVIEW Management Suite for the First Time.....](#) page 24
- [Obtaining Required License Keys](#) page 25

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 10
- [Installing iVIEW Management Suite without an Internal Gatekeeper.....](#) page 14
- [Installing iVIEW Management Suite for Service Providers](#) page 18

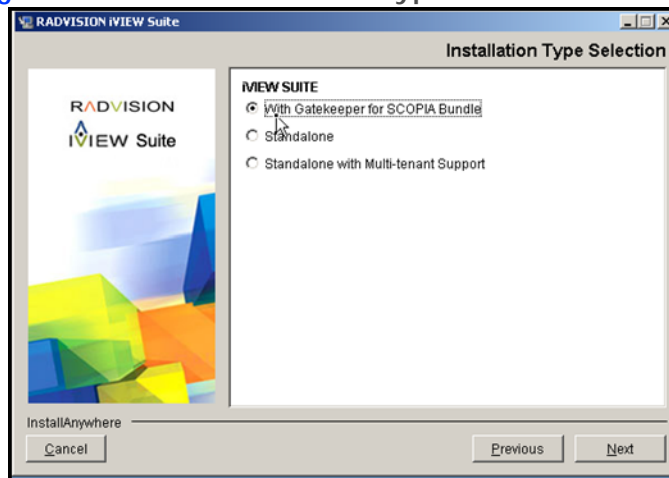
Installing iVIEW Management Suite with an Internal Gatekeeper

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



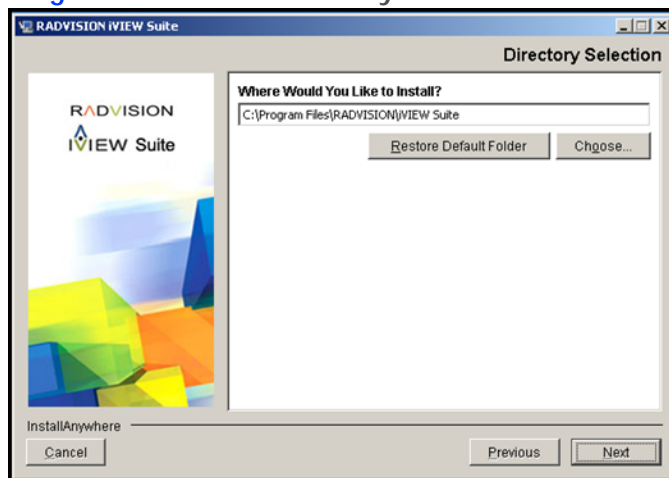
Step 7

Select Next.

Step 8

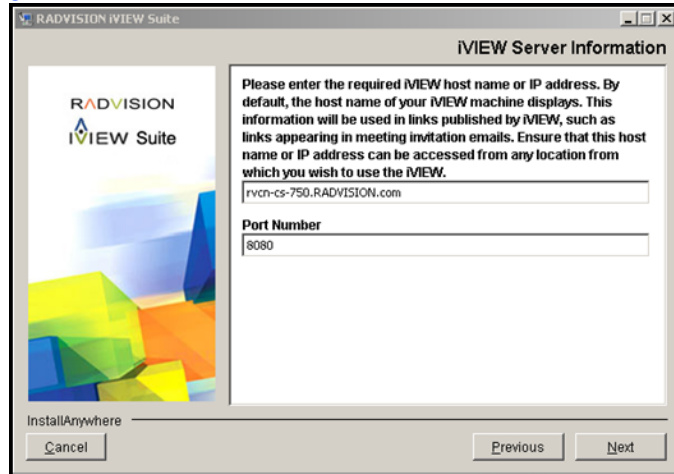
Select the directory which you want to use for application installation in the Directory Selection window, and then select Next.

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

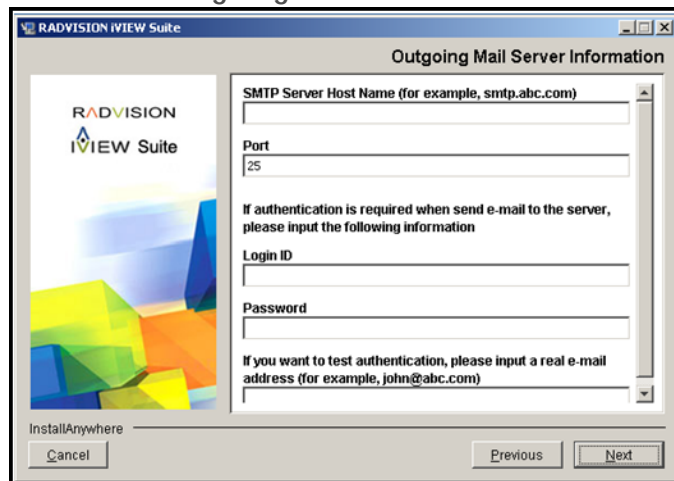


The MySQL Installation window opens providing basic information about MySQL database.

- 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.

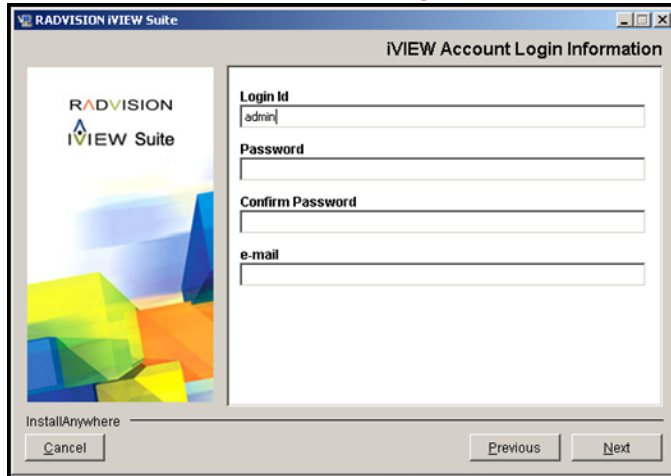
Figure 3-5 The Outgoing Mail Server Information Window



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

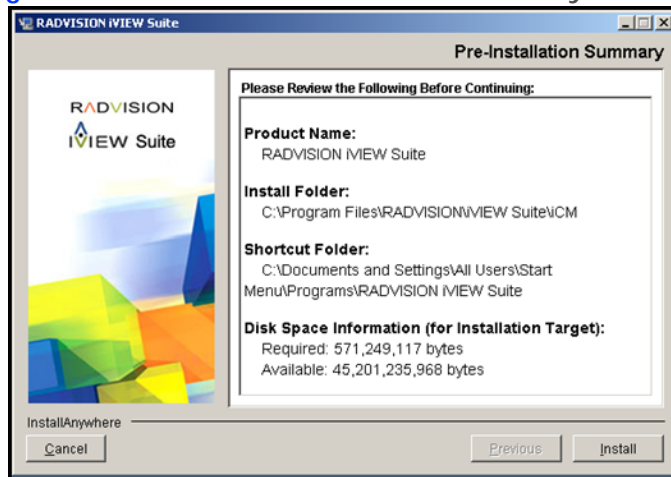
Step 12 Create an administrator account for accessing the application in the Account Login Information window. This account will be used accessing both the SCOPIA iVIEW Communications Manager and iVIEW Management Suite.

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.

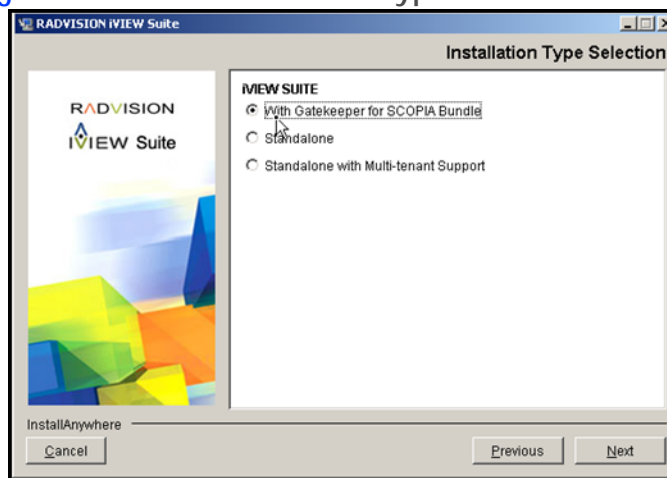
Installing iVIEW Management Suite without an Internal Gatekeeper

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.

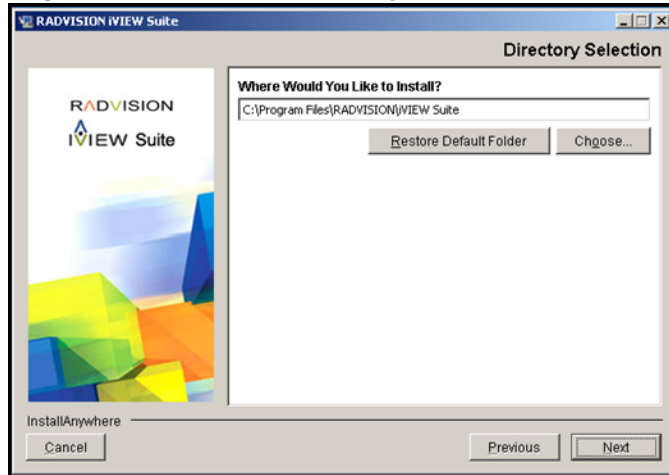
Figure 3-9 The User Provisioning Window



- Step 7** Select **Next**.

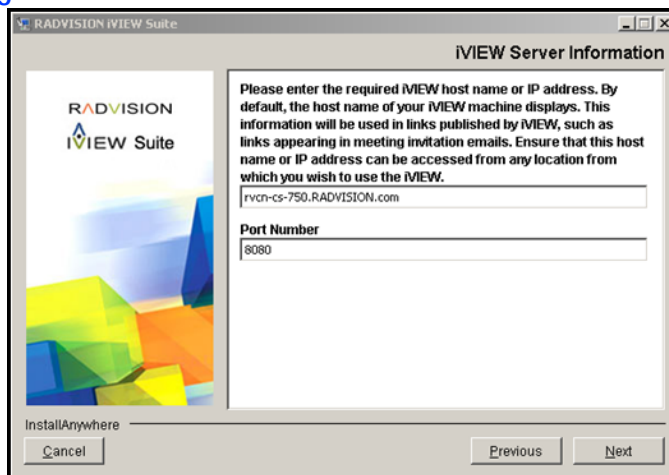
- Step 8** Select the directory which you want to use for application installation in the Directory Selection window, and then select **Next**.

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:
- 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.
 - 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**.

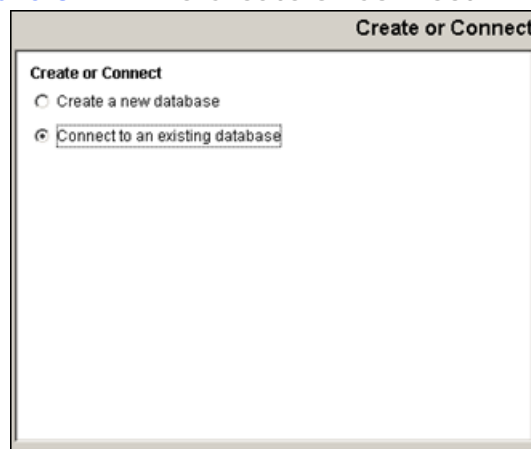
-OR-

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**.

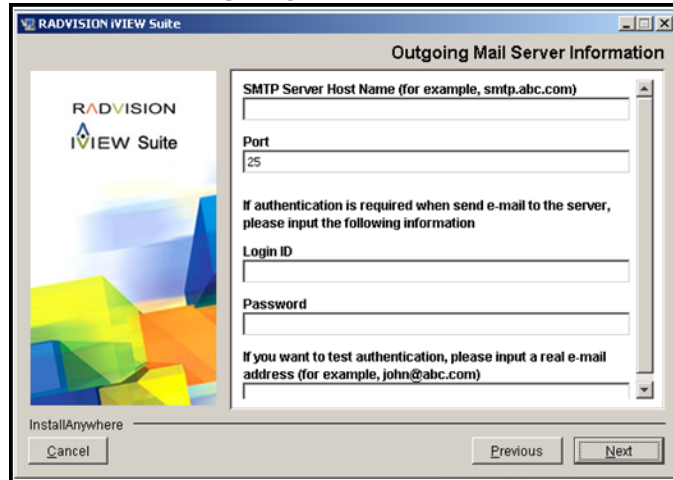
-OR-

- 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.

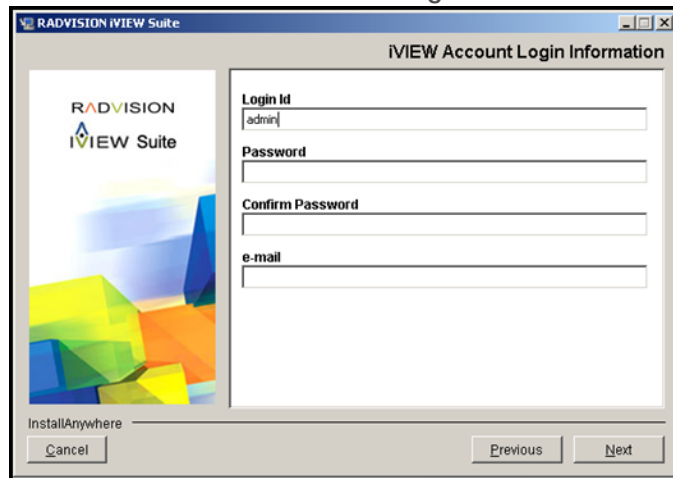
Figure 3-13 The Outgoing Mail Server Information Window



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

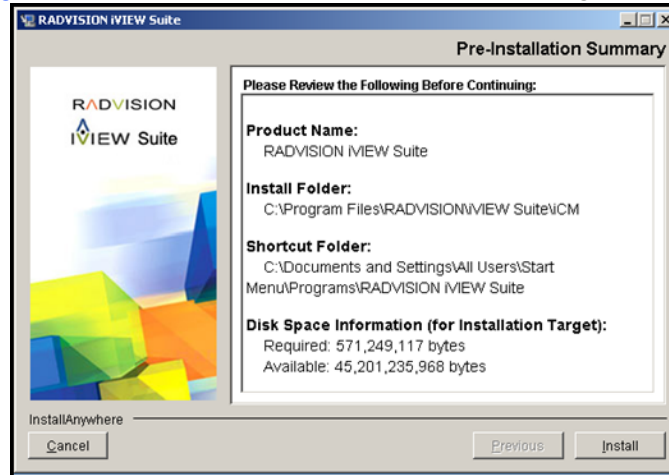
Step 13 Create an administrator account for accessing the application in the Account Login Information window. This account will be used accessing both the SCOPIA iVIEW Communications Manager and iVIEW Management Suite.

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

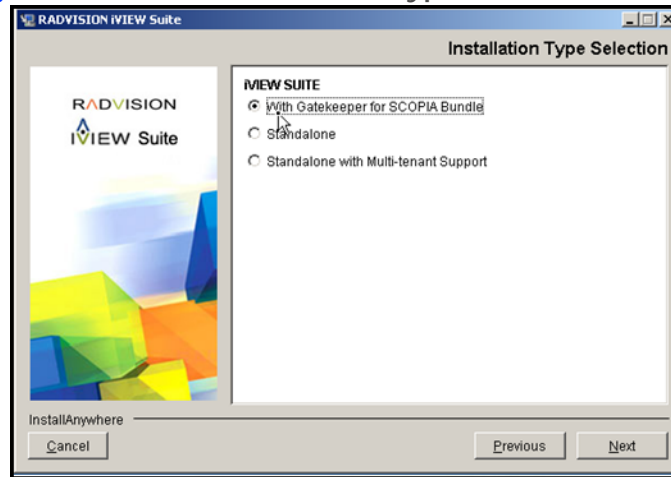
Perform this procedure for service provider's deployments.

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

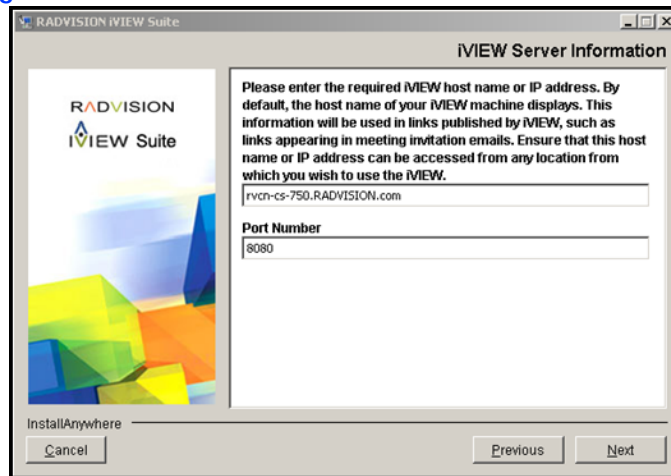


Step 5 Select Next.

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**.

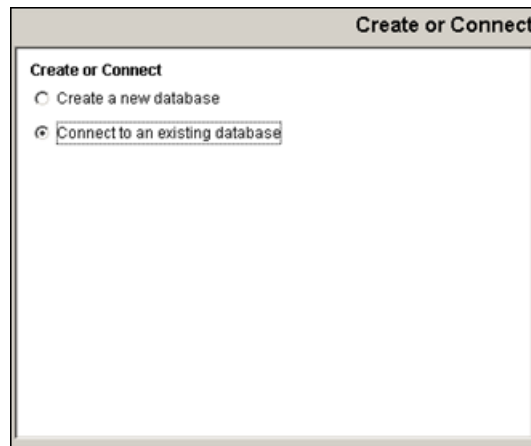
-OR-

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-

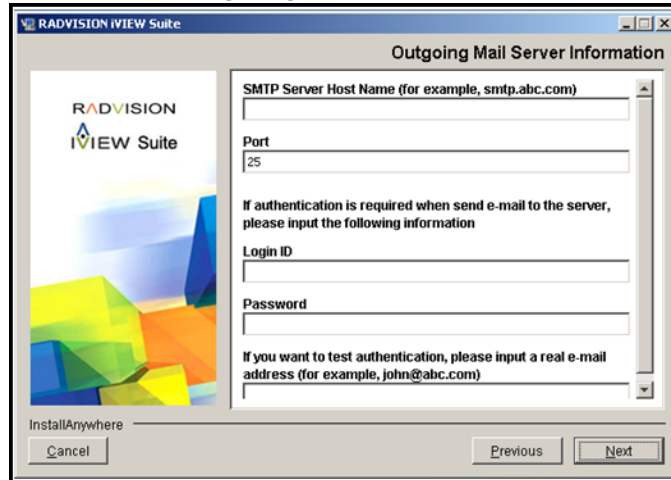
- e. If you chose to use an existing database, enter the server name, port, database name, user login ID and password in the Existing Database Server User Information window.

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

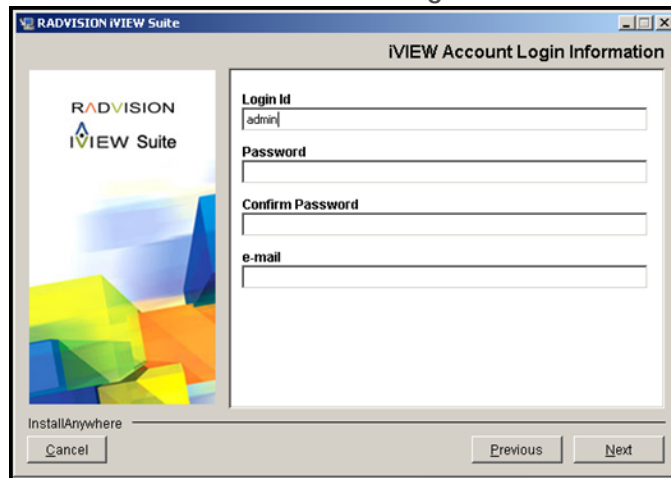


Typically, you can use port 25 for your outgoing mail server.

Step 11

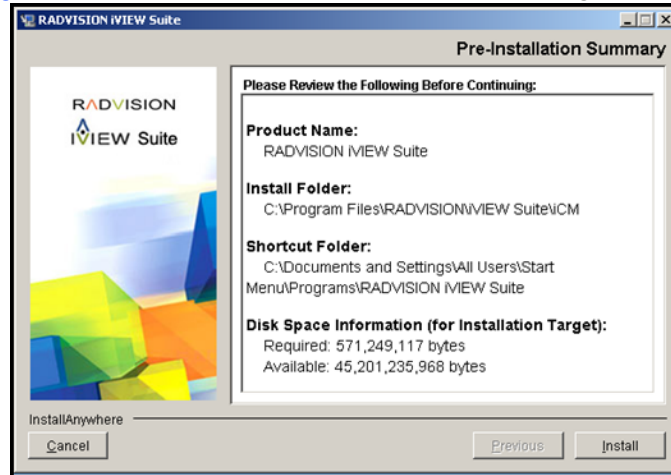
Create an administrator account for accessing the application in the Account Login Information window. This account will be used accessing both the SCOPIA iVIEW Communications Manager and iVIEW Management Suite.

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.

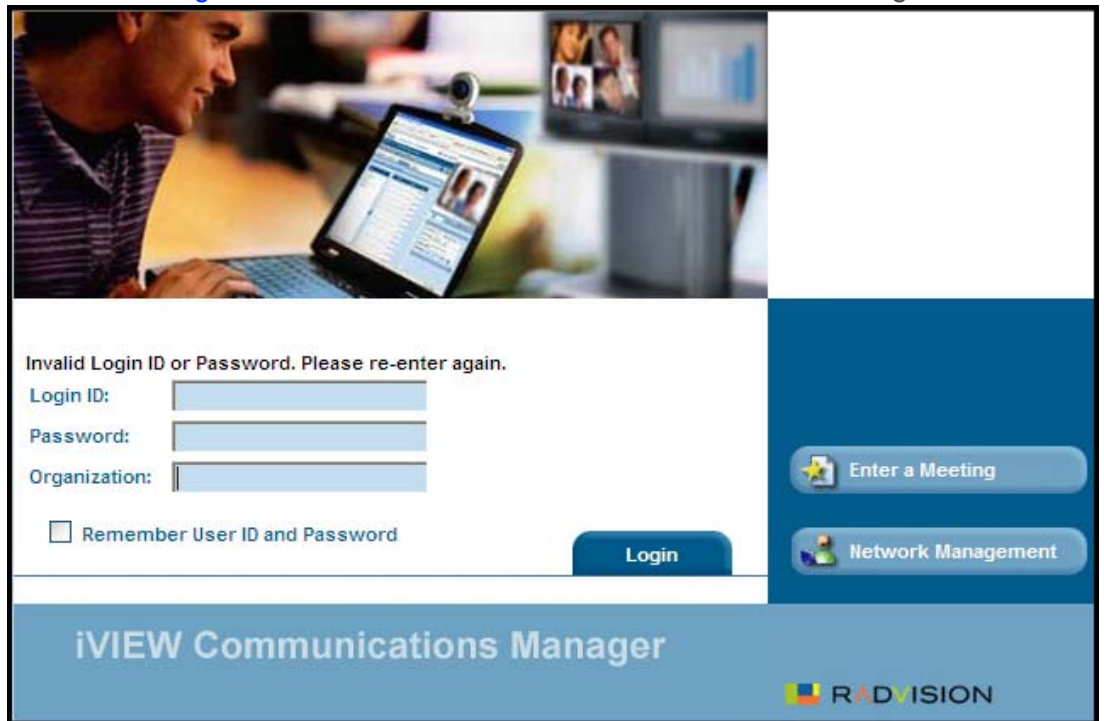
Confirming the SCOPIA iVIEW Management Suite Installation

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:

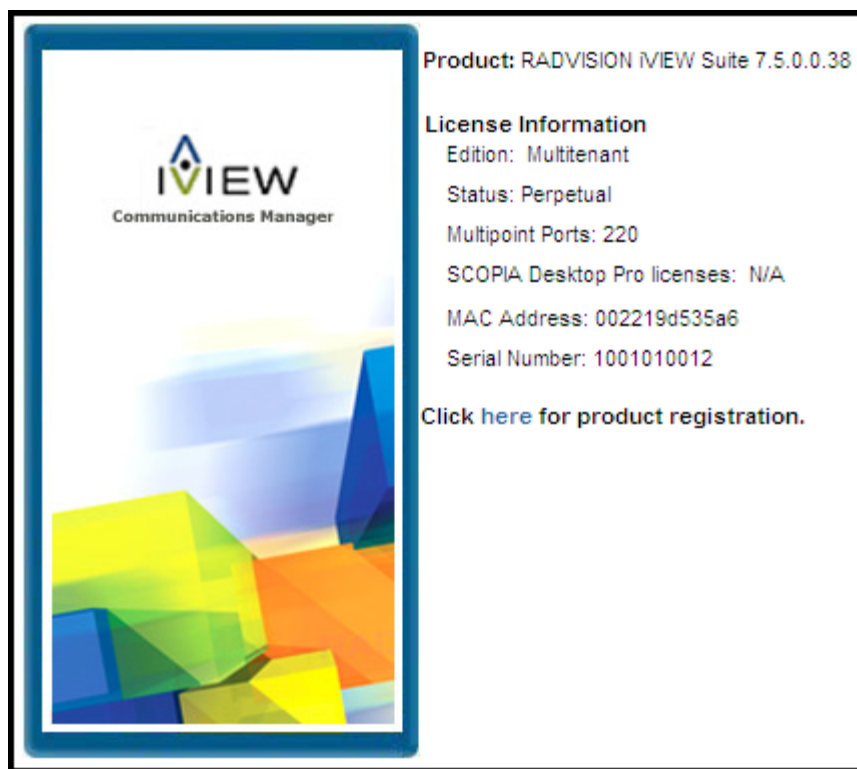
Procedure



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

Step 2 Select **Select 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.



www.radvision.com

About RADVISION

RADVISION (NASDAQ: RVSN) is the industry's leading provider of market-proven products and technologies for unified visual communications over IP and 3G networks. With its complete set of standards based video networking infrastructure 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 networks. For more information about RADVISION, visit www.radvision.com

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