LifeSize Control™

LifeSize Control™ Installation Guide

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LifeSize™

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Contact information for LifeSize Communications is as follows:

Method	*Address*
Internet	http://www.lifesize.com
E-mail	support@lifesize.com
Phone	(877) LIFESIZE or (877) 543-3749 (512) 347-9300
Fax	(512) 347-9301

Welcome to LifeSize Control

LifeSize Control is the most comprehensive, centralized management software available to network administrators who manage video and voice communications systems in an IP environment. The LifeSize Control management software is a graphical, browser-based system that allows you to monitor, schedule, manage, and report on your multi-vendor video communications network from a single console.

LifeSize Control includes:

- Full featured, standards-based video device management capabilities with real-time status and event notification
- Support for devices from Polycom and Tandberg
- Conference scheduling integrated with Microsoft Outlook
- Report generation for collected performance data
- Central management of upgrades and maintenance

System Requirements

To install and use LifeSize Control, your system must meet the following requirements.

Server Hardware and Software

LifeSize Control supports the following minimum server configuration:

- Microsoft Windows Server 2003, Service Pack 1
- Microsoft .NET Framework 1.1 Service Pack 1 for Windows Server 2003
- 2.4GHz Pentium 4
- 1GB RAM
- 20GB hard disk drive

In addition, the server must have the following services installed and activated:

- Active Directory

  Note: LifeSize Control provides Windows-based authentication, which allows registered LifeSize Control users to log in to LifeSize Control using a Windows login name and password. LifeSize Control accesses the user accounts for authentication purposes only, and does not add, delete, or modify the user accounts. Active Directory can be on the same server from which you install LifeSize Control or on a different server.
- Application Server Console
- ASP.NET
- Enable Network COM+ Access
- Enable Network DTC Access
- Internet Information Server (IIS)

Refer to “Installing Windows Components” on page 8 for information about installing and configuring these services.

Client Support

You can access the module from client browsers equipped with the following:

- Web browser (Internet Explorer v6.x or Apple Safari v1.2)
- 256MB memory
- Latest Macromedia Flash Player software

  Note: To run LifeSize Control in other languages, you may be required to install the Microsoft language pack for that language.

Video Communications Devices

LifeSize Control supports the following vendor-specific devices:

Vendor	Firmware Versions
Polycom	VV 5.x, VS MP/H323/512 7.5.2, VS FX/EX 6.0.1, V500 7.0.1, VSX 3000/7000 7.0.1
Tandberg	550 B9, E4; 770 B9, E4; 880 B9, E4; 990 B9, E4; 1000 B9, E4; 2500 B9, E4; 6000 B9, E4

Ports

LifeSize Control is based on Microsoft's .NET framework and uses port 8085 for IIS to LifeSize Communications' server communication.

The user interface is hosted on an Internet Information Server on a Windows 2003 platform on port 80, or port 443 if the SSL option is used. Dynamic updates are provided through port 4296 of the web server.

LifeSize Control supports management of video communication devices through standard APIs such as those listed in the following table. Communication with devices is over default ports provided for FTP, SNMP, and HTTP.

Protocol	Port(s)
telnet	port 23 for Tandberg devices port 24 for Polycom devices
SSH	port 22
SNMP v1, v3	port 161 for inbound communication port 162 for device-to-LifeSize Control communication port 162 for outbound communication, if trap forwarding is enabled
SFTP	port 115
HTTP	port 80
HTTPS	port 443

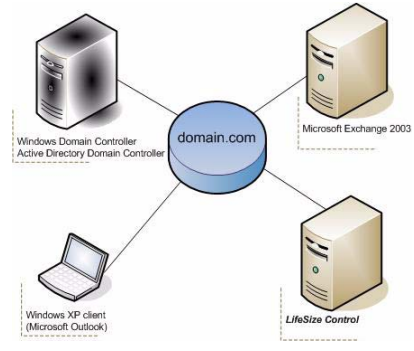
Storage

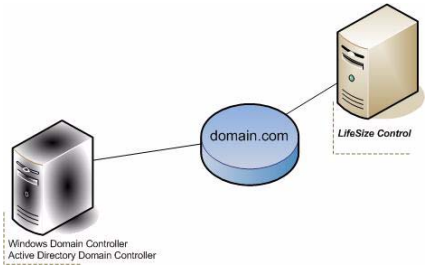
LifeSize Control data is stored on a Microsoft Desktop Engine (MSDE) hosted on the same server as LifeSize Control. A database instance is created using Trusted Windows Authentication. The connection mechanism uses the SQL Data Provider.

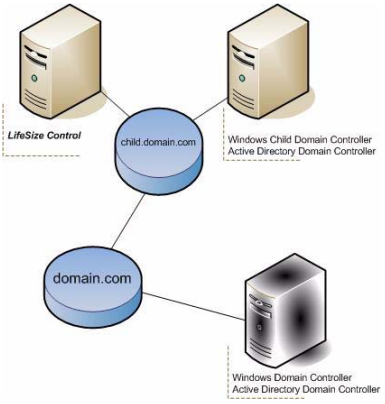
LifeSize Control uses an LDAP based H.350 compliant address book. An Organizational Unit (OU) is created in the Active Directory for storing device information.

Supported Configurations

Following are examples of supported and tested environments for LifeSize Control.







Upgrading LifeSize Control

To upgrade from a previous version of LifeSize Control, follow the upgrade instructions available from the Customer Support page of www.lifesize.com.

Installing LifeSize Control

To install LifeSize Control, complete the following tasks:

- Install Windows components for the Windows 2003 Server
- Install and configure LifeSize Control
- Install the LDAP components into Active Directory

  Note: To install the LDAP components, you must log in as a user with administrator privileges. Contact your IT administrator to ensure that you have sufficient rights to install the LDAP components.

Installing Windows Components

Before installing LifeSize Control, you must install the following Windows components on the server:

- Application Server Console
- ASP.NET
- Enable Network COM+ Access
- Enable Network DTC Access
- Internet Information Server (IIS)

To install the Windows components, follow these steps:

1. From the Windows **Control Panel**, choose **Add/Remove Programs** and click **Add/Remove Windows Components** in the left panel.
2. From the **Windows Component Wizard**, select **Application Server** and click **Details**.
3. Enable the following required subcomponents:
   - **Application Server Console**—Provides a central location from which to administer web applications.
   - **ASP.NET—**Required to deploy ASP.NET web applications to a production server. LifeSize Control is an ASP.NET web application.
   - **Enable Network COM+ Access**—Builds on Component Object Model (COM) integrated services and features. Most LifeSize Control components are service components.
   - **Enable Network DTC Access**—Coordinates COM+ transactions. LifeSize Control components use DTC for remote calls.

- **Internet Information Server (IIS)**—Provides the infrastructure for .NET and existing web applications and services. The default enabled subcomponents **Internet Information Service Manager** and **World Wide Web Service** are required to run LifeSize Control.

4. Click **Next** to complete the installation.

Installing LifeSize Control

To install LifeSize Control, follow these steps:

1. Run the InstallShield program included on the LifeSize distribution media by double clicking **setup.exe**.

   Note: The installer automatically downloads Microsoft .NET Framework 1.1 Service Pack 1 for Windows Server 2003, if you have not already done so.

2. Click **Next** on the **Welcome** screen.
3. Accept the terms of the license agreement and click **Next**.
4. Complete the **Customer Information** screen and click **Next**.

   You can specify whether you want to install LifeSize Control only for yourself or for all users of the server.

5. Select **Typical** to install LifeSize Control in the default location or select **Custom** to change the current destination and identify a directory into which to install LifeSize Control.
6. Click **Next**, then click **Install** to begin the installation.

When installation is complete, the LifeSize Control Configuration screen displays. You must specify these parameters for Alerts and Microsoft Exchange Server functionality.

Configuring LifeSize Control

Upon completion of the LifeSize Control installation, the LifeSize Control Configuration screen appears. To configure LifeSize Control, follow these steps:

1. Enter values for the following fields:
   - **SMTP Server**—Enter the fully qualified domain name of the SMTP server for your organization.
   - **To Email Address**—Enter the e-mail address to which to send alerts.
   - **From Email Address**—Enter the e-mail address that will appear as the *From* address of an alert message.
   - **Specify Exchange Server IP Address?**—If you choose Yes for this option, you are prompted to enter the IP address of the Microsoft Exchange Server computer.
   - **Use HTTPS?**—Specify whether to use SSL for communication between the LifeSize Control Server and the web clients or use HTTP.
   - **Make LifeSize Control the default web site?**—If you choose Yes for this option, the server's host name becomes an alias for the LifeSize Control URL, and users can enter the hostname in their browsers to access LifeSize Control, for example:

     `http://<hostname>`
2. Click **Next**.

   The batch files required to configure the Server run.
3. When the **LifeSize Control Server Location Configuration** screen displays, select values for the following fields:
   - From the **Country** dropdown menu, select the country in which the LifeSize Control server is located.
   - From the **State** dropdown menu, select the state in which the LifeSize Control server is located.

- From the **Server IP Address** dropdown menu, select the IP address for the LifeSize Control server.

4. Click **Configure**, then click **OK**.
5. When the **LifeSize Control – Schema Addition** screen displays, select values for the following fields:
   - Select **Install** to install the LDAP Extension.
   - Enter the **User name** and **Password**. You must log in with an account in the Schema Admins in the root domain.

   The schema load and configure.
6. Click **Configure**, wait while the schema load and configure, then click **OK**.
7. When the **LifeSize Control – LDAP Configuration** screen displays, go to the **Domain Controller for endpoints** tab and enter the following values:
   - Keep the default setting for **Yes, create it on<*Domain Server*>**.
   - Specify a **User name** and **Password**. The user you specify must be in the Domain Administrator group.

     Note:In a parent/child domain configuration in which the LifeSize Control server is installed on the child domain, run LDAP using an account that has user privileges on the child domain. Similarly, if the LifeSize Control server is installed on the parent domain, run LDAP using an account that has user privileges on the parent domain.

8. Click **Configure** and wait while the application updates the configuration files. Then click **OK**.

   The application creates a new organizational unit called *EndPoints* on the Active Directory domain controller. *EndPoints* is a self-contained organizational unit that you can delete using the User/Computer management MMC, if you have uninstalled LifeSize Control and it is no longer required. All interaction that writes to the Active Directory occurs through this organizational unit, and no further write action is permitted to the Active Directory.

9. On the **Domain Controller for Users tab**, enter the following values:

   - Keep the default setting for **Yes, use *<Domain Server>***.
   - Specify a **User name** and **Password**. The user you specify must be an existing domain user. Active Directory is used in read only mode to authenticate users using the standard Windows container for user management. No new accounts are created, and no changes to existing accounts are made.

   Note: The specified user name must be set up so that passwords never expire for this user.

10. Click **Configure**, close the **Domain Controller** window, and wait while the application updates the configuration files. Then click **OK**.

11. Mark or unmark the **Show the Readme File** checkbox, then click **Finish**.

The server starts automatically. There may be a brief delay.

Setting Up Your Environment

After installing LifeSize Control, set up your environment:

- Start LifeSize Control on your server.
- Access LifeSize Control from your browser.
- Identify passwords for devices.
- Discover the devices on your network.

After following these steps, your device lists become populated, and you can begin managing your system.

Starting and Stopping the Server

To start or stop the server, follow these steps:

1. From the Windows **Control Panel**, choose **Administrative Tools** and double click **Services**.
2. Locate LifeSize Control and start or stop the server.

Accessing LifeSize Control

After installing and starting LifeSize Control on a server, you can access the module from any browser.

To log in the first time, follow these steps:

1. Access the module by entering the URL, for example:

   `http://<hostname>`

   The LifeSize Control login screen displays.

   Note: If LifeSize Control is not configured to be the default web site for the server, you must enter the full path for LifeSize Control, for example:

   `http://<hostname>/lifesizecontrol`
2. Enter a **User name** and **Password**. (The user must have administrator privileges. The password is case-sensitive.)
3. Press the **Enter** key or click the **LOGIN** button.

After logging in as a user with administrator privileges, you can set up other users. Refer to the online help for details.

Obtaining the License Key

To activate LifeSize Control, you must obtain a license key.

To automatically activate LifeSize Control over the internet, follow these steps:

1. Select **License Manager** from the **Admin** menu on the navigation bar.
2. Select the **License Key** tab.
3. Enter the license key included with the LifeSize Control CD and listed on your installation guide.
4. Click **Save**.

   LifeSize Control automatically contacts the License Key server and unlocks the software.

To manually activate LifeSize Control without internet access, follow these steps:

1. Send an email to support@lifesize.com requesting an unlock key for your license key. Include the following information:
   - Customer name
   - Purchase Order number
   - MAC address
   - License key
   - Channel or reseller (if applicable)
2. Select **License Manager** from the **Admin** menu on the navigation bar.
3. Select the **Unlock Key** tab.
4. Enter the license key included with the LifeSize Control CD and listed on your installation guide.

5. Enter the unlock key provided to you via email from LifeSize Communications.
6. Click **Save**.

   LifeSize Control unlocks the software with the key information you provided.

To view your license information, click the **License Details** tab.

Managing Device Passwords

Before you discover devices, you must specify a username and password for each device in your environment. For more information about adding passwords, refer to the online help.

Discovering Devices

Once you discover the audio and video communication devices on your network, you can manage them as described in the online help.

Restoring Backups

To restore a backup, execute the following procedure from the command line.

1. Navigate to the ***<install_dir>*\LscUtils\DBRestore** directory.
2. Run **DBRestore.exe**.

   `DBRestore.exe` *`filePath`*

   In this command, *filePath* is the absolute path of the file from which you want to restore the database.