LifeSize® Control™

LifeSize® Control™ Installation Guide

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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 a comprehensive management software solution for network administrators who manage video and voice communications systems in an IP environment. LifeSize Control enables you to monitor, schedule, manage, and report on your multi-vendor video communications network from a single console using a web browser.

LifeSize Control includes:

- Full featured, standards-based video device management capabilities with real-time status and event notification
- Support for devices from LifeSize and third party vendors. Refer to the Release Notes on the Support page of www.lifesize.com for a list of third party devices that are supported with LifeSize Control.
- Report generation for collected performance data
- Central management of upgrades and maintenance

This guide explains how to install LifeSize Control. If you are upgrading from a previous release of LifeSize Control, refer to “Upgrading LifeSize Control” on page 12. Related documentation including Release Notes is available from the Support page of www.lifesize.com.

System Requirements

Before you install LifeSize Control, ensure that your system meets the following requirements.

Hardware

LifeSize Control supports the following minimum server configuration:

- 2.4GHz Pentium 4 processor
- 1GB RAM
- 20GB hard disk drive

Note: Dual NIC cards are not supported on the LifeSize Control server.

Software

Ensure that the following software is installed on the server before you install LifeSize Control:

- Microsoft Windows Server 2003, Service Pack 1
- Microsoft .NET Framework 1.1 Service Pack 1
- You must install and activate the following Windows components on the server. Refer to “Installing Windows Components” on page 6 for information about installing these components:
  - Application Server Console
  - ASP.NET
  - Enable Network COM+ Access
  - Enable Network DTC Access
  - Internet Information Server (IIS)

The LifeSize Control installation program installs and prompts you to configure the LifeSize Control software and an OpenLDAP server. The installation program automatically installs the OpenLDAP server, which requires that you log in as a user with administrator privileges. Before you run the installation program, ensure that the following prerequisites are met for the OpenLDAP installation:

- You have sufficient rights to install OpenLDAP.
- An existing OpenLDAP installation does not exist on the computer on which you intend to install LifeSize Control.

Client Support

You can access the LifeSize Control user interface from a computer equipped with the following:

- A supported web browser (refer to the Release Notes at www.lifesize.com/support)
- 256MB memory
- Adobe Flash Player v7.x or greater

Ports

The LifeSize Control installation program automatically installs and prompts you to configure an OpenLDAP server. The OpenLDAP server installs on the same server as the LifeSize Control software and uses port 389 by default. You can accept the default port if not already in use, or specify a different port for the server to use. Ensure that any firewalls that are installed on the LifeSize Control server are configured to allow incoming traffic on this port.

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 IIS 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 communications devices through standard APIs such as those listed in the following table. Communication with these devices is through default ports provided for FTP, SNMP, and HTTP.

Protocol	**Port(s)**
FTP	port 21 for Codian, Tandberg, and Polycom devices
Telnet	port 23 for Tandberg devices port 24 for Polycom devices
SSH	port 22
SNMP v1, v3	port 161 for inbound communication LifeSize Control connects to this port on a device to fetch data from the device. port 162 LifeSize Control listens on this port to receive traps from a device. When the device needs to forward a trap, it connects to the LifeSize Control server on this port to deliver the trap. port 162 for outbound communication, if trap forwarding is enabled If northbound communication is enabled for alarm forwarding, LifeSize Control connects to this port of the northbound IP address to forward the trap.
HTTP	port 80
HTTPS	port 443

Data 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.

Installing LifeSize Control

Installing LifeSize Control includes the following tasks:

- Install Windows components.
- Run the LifeSize Control installation program.

If you are upgrading from a previous release, complete the steps in “Upgrading LifeSize Control” on page 12.

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.

Running the Installation Program

The LifeSize Control installation program installs and prompts you to configure the LifeSize Control software and an OpenLDAP server.

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

To run the LifeSize Control installation program, follow these steps:

1. On the LifeSize Control distribution media, double-click **setup.exe**.
   a. Click **Next** on the **Welcome** screen.
   b. Accept the terms of the license agreement and click **Next**.
   c. 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.
   d. Select **Typical** to install LifeSize Control in the default location (Program Files\LifeSize\Control) or select **Custom** to change the current destination and identify a directory in which to install LifeSize Control.
   e. Click **Next**, then click **Install** to begin the installation.

When this stage of installation is complete, the **LifeSize Control Configuration** screen appears.

2. To configure LifeSize Control, enter values for the following fields.

   Note: The SMTP server and email address values are required for alerts.

   a. **SMTP Server**—Enter the fully qualified domain name of the SMTP server for your organization.

   b. **To Email Address**—Enter the e-mail address to which to send alerts.

   c. **From Email Address**—Enter the e-mail address that will appear as the *From* address of an alert message (for example, LifeSize_Control@lifesize.com).

   d. **Use https**—Specify whether to use SSL for communication between the LifeSize Control server and the web clients or to use HTTP.

   e. **Make LifeSize Control the default web site**?—Choose **Yes** for the server's host name to be an alias for the LifeSize Control URL. Users can enter this host name in their browsers to access LifeSize Control, for example:

      `http://<hostname>`

   f. Click **Next**.

      The **OpenLDAP Installation** dialog appears and prompts you to continue. OpenLDAP installs on the same server as LifeSize Control and is a required component of a LifeSize Control installation.

3. Click **Next** to continue.

   The setup program installs the OpenLDAP server. The **LDAP Configuration** dialog appears.

4. Complete the LDAP server configuration by entering values in the following fields:
   a. In the **OpenLDAP Settings** area, complete the following:
      - From the **OpenLDAP Server IP** list, select the IP address for the OpenLDAP server. OpenLDAP installs on the same server as LifeSize Control.
      - Specify a **Port** to use. The default is port 389.
      - Specify the **domain suffix** for the OpenLDAP directory tree structure.
   b. In the **User Authentication** area, select and enter values in the fields for one of the following:
      - **Configure for OpenLDAP**—Create a user account for logging into LifeSize Control. Enter a user name and password.

      - or -

      - **Configure for Active Directory**—Specify an existing domain and an existing user account for logging into LifeSize Control. The specified user must be set up so that passwords never expire.

        LifeSize Control uses Active Directory to access the user accounts for authentication purposes only, and does not add, delete, or modify user accounts.

   Note: The user must have administrator privileges. The password is case-sensitive.

   c. Click **Configure LDAP**.

      When the configuration completes, a status message appears.
   d. Click **OK** to close the status message.

      The **Server Location Configuration** dialog appears.
5. Select values for the following fields:
   - From the **Country** list, select the country in which the LifeSize Control server is located.
   - From the **State** list, select the state in which the LifeSize Control server is located, if applicable.
   - From the **Server IP Address** list, select the IP address for the LifeSize Control server.

6. Click **Configure** and then click **OK**.

   Note: If the installation fails, refer to “Troubleshooting an Installation or Upgrade” on page 13. If you must reinstall LifeSize Control after fixing the problem, ensure that you uninstall the OpenLDAP server before attempting to run setup.exe again. You can uninstall OpenLDAP using the Add/Remove Programs feature or from **Start->All Programs->OpenLDAP->Uninstall OpenLDAP**.

7. Click **Finish**.

   The LifeSize Control installation is complete.

8. Restart your computer to ensure that the installation changes take effect.

Setting Up Your Environment

After installing LifeSize Control, set up your environment:

- Access LifeSize Control from your web browser.
- Activate LifeSize Control with a license key.
- Manage device passwords.
- Discover the devices on your network.

After following these steps, you can begin managing your system.

Accessing LifeSize Control

After installing LifeSize Control on a server, you can access the user interface from a supported web browser.

To log in the first time, follow these steps:

1. Access the user interface by entering the URL, for example:

   ```
   http://<hostname>
   ```

   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
   ```

   The LifeSize Control launch page appears.

   Note: If the launch page does not appear, refer to “Troubleshooting an Installation or Upgrade” on page 13.

2. Click **Launch LifeSize Control**.

   The LifeSize Control login screen appears.

3. Enter a **User name** and **Password**. These values are the user name and password that you entered for user authentication in step 4 on page 9.
4. 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 first obtain a license key.

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

1. Select **License Manager** on the navigation bar.
2. Select the **License Key** tab.
3. Enter the license key included with the LifeSize Control CD.
4. Click **Save**.
5. 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 Partner or reseller (if applicable)
2. Select **License Manager** on the navigation bar.
3. Select the **Unlock Key** tab.
4. Enter the license key included with the LifeSize Control CD.
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

When you attempt to discover devices for the first time, LifeSize Control uses the device login information that you specify for each make of supported third party device (for example, Polycom, Tandberg, and Codian) in the **Password Management** dialog. Refer to the online help for information about managing device passwords.

Discovering Devices

After you discover audio and video communications devices on your network, you can manage them. Refer to the LifeSize Control online help for information about how to discover and manage devices.

Upgrading LifeSize Control

This release of LifeSize Control supports upgrades from v1.2. If you are upgrading from an earlier version, contact LifeSize Customer Support for assistance.

Before you upgrade your LifeSize Control installation, complete the following tasks:

- LifeSize recommends that you back up your LifeSize Control database before performing an upgrade. Refer to the LifeSize Control online help for information about backing up the LifeSize Control database.
- Create a backup copy of the SharedXML folder and the *.config files that are located in the installation folder.
- Ensure that the server on which LifeSize Control is installed has at least 20GB of free disk space.
- Ensure that you have sufficient rights to perform the upgrade.
- Ensure that LifeSize Control is not in use during the upgrade.

To upgrade from a previous version of LifeSize Control, follow these steps:

1. On the LifeSize Control distribution media, open the `Upgrade\Control 2.0` folder and double-click **setup.exe**.
2. Click **Update** in the **Welcome** dialog.
3. Click **Finish**.
4. Restart your computer to ensure that the installation changes take effect.

Restoring Backups

Backing up your database and associated files and restoring those files are functions integral to LifeSize Control. For details about backing up your database, refer to the LifeSize Control online help.

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.

Troubleshooting an Installation or Upgrade

If your LifeSize Control installation or upgrade fails, or you cannot access the user interface after performing an installation or upgrade, use the information in this section to identify the cause and action needed to resolve the issue. For all other issues, or if the issue persists, contact LifeSize Customer Support for assistance.

Installation Issues

During an installation of LifeSize Control, the following status messages that require additional explanation may appear.

Status Message	Cause and Resolution
Could not access VBScript runtime for custom action <*name of custom action*>.	The Windows Scripting Host (WSH) is needed to run a VBScript custom action during the installation, but the WSH is not installed on the target machine. Follow the instructions for downloading and installing Microsoft Windows Script 5.6 at: `http://www.microsoft.com/downloads/details.aspx?familyid=C717D943-7E4B-4622-86EB-95A22B832CAA&displaylang=en`
Failed to update LifeSize Control database with LDAP information!	Configuration of the LDAP database failed due to errors encountered during the installation of the database. Contact LifeSize Customer Support.

Status Message	Cause and Resolution
The process cannot access the file <*path and file name of OpenLDAP file*> because it is being used by another process.	This message may appear after you click **Configure LDAP** during the installation process. Access **Start->Control Panel->Administrative Tools->Services** and stop the OpenLDAP Directory Service. Continue the installation by clicking **Configure LDAP**.

Error in updating the dynamic data source configuration file.
-or-
Error in updating the application configuration files.
	Typically, this message appears when the files are in use by another application. You can continue with the installation provided the following files exist:
	`<install_dir>\LscWeb\ASP\dynamicdatasource.xml`
	`<install_dir>\LSCService.exe.config`
	where `<install_dir>` is the installation folder for LifeSize Control. The default is
	`Program Files\LifeSize\Control`

Upgrade Issues

Insufficient free disk space can cause an upgrade to fail. If this occurs, an error message appears indicating that sufficient disk space is not available. Make available 20GB of free disk space on the server and retry the upgrade process.

Login Issues

If the LifeSize Control launch page does not appear when you attempt to access the user interface, do the following:

- Access **Start->Control Panel->Administrative Tools->Services** on the computer on which LifeSize Control is installed, and ensure that the status of the following services is Started:
  - LifeSize Control
  - SQLAgent$LIFESIZE
  - MSSQL$LIFESIZE
  - OpenLDAP Directory Service
  - IIS Admin
- Ensure that the IP address that you selected for the OpenLDAP server in step 4 on page 9 is correct. If it is not correct, open the LDAP Configuration utility at **Start->All Programs->LifeSize->Control->LDAP Configuration** and select the correct IP address.

Changing Configuration Settings

The LifeSize Control installation program installs the following utilities at **Start->All Programs->LifeSize->Control**:

- **Change OpenLDAP rootDN Password**
  Use this utility if you wish to change the login password that you specified in step 4 on page 9 for logging into the LifeSize Control user interface.
- **LDAP Configuration**
  If the IP address of the OpenLDAP server changes, use this utility to update the configuration with the current IP address.
- **Server Location Configuration**
  If the location of the LifeSize Control server changes, use this utility to update the configuration with the current information. The LifeSize Control server generates alarms that use this information to report the location of the server.