LifeSize® Gatekeeper™

LifeSize® Gatekeeper™ 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

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About This Manual

Conventions Used in this Manual

This manual uses the following conventions:

Convention	Description
Blue Headings in Upper Case	Level 1 headings introducing major sections.
☞	Pointing hand icon introduces a procedure.
orange link	Live links appear in orange.

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GETTING STARTED

INTRODUCTION

This chapter provides information on setting up and running the LifeSize Gatekeeper, and on working with the LifeSize Gatekeeper installation wizard.

The LifeSize Gatekeeper installation wizard enables you to install the LifeSize Gatekeeper using the default configuration, to customize the installation, to upgrade your LifeSize Gatekeeper installation, and to modify your existing LifeSize Gatekeeper installation configuration.

The procedures described here are:

- Licensing
- Prerequisites
- Preparing for Installation
- Installing an Initial Copy
- Customized Installation
- Updating to a Permanent License
- Upgrading Your LifeSize Gatekeeper
- Modifying Your Installation
- Uninstalling the LifeSize Gatekeeper

LICENSING

The LifeSize Gatekeeper supports up to 50 calls and 250 registrations. You will receive an initial copy of the LifeSize Gatekeeper that supports the number of ports you require. The initial license is valid for one month. For information about receiving a permanent license, see To update to a permanent licensed copy of the LifeSize Gatekeeper on page 9.

INITIAL LICENSE

The initial license allows full operation of the LifeSize Gatekeeper for one month from the date of installation. The initial license must be upgraded to a permanent license at any time during this month.

If you update to a permanent license

- The sales channel of the LifeSize Gatekeeper supplies LifeSize with the customer MAC address at which the LifeSize Gatekeeper is installed. LifeSize then supplies the permanent license number.

  –or–

- You may register at the LifeSize web site (http://www.lifesize.com/support/gatekeeper/registration) to receive your permanent license by e-mail.

INITIAL LICENSE EXPIRY

After you install the initial license, a message stating the number of days remaining until the end of the license appears on all LifeSize Gatekeeper interface screens. If the initial license expires while the LifeSize Gatekeeper is running, the LifeSize Gatekeeper cannot connect any calls.

At the end of the one-month period from the date of installation, the initial license expires. Upon opening the LifeSize Gatekeeper, you see a message telling you that the initial license has expired and that you must contact your vendor. The same message also appears on all LifeSize Gatekeeper interface screens.

PREREQUISITES

To use the LifeSize Gatekeeper, you require the following:

- Pentium IV at 2 GHz with 512 MB memory (2 GB for 2,000 calls).
- Recommended disk space: 80 MB for installation + 5 GB for the CDR and log files.
- Windows 2000 Professional, Windows 2000 Server or Windows 2003 Server.
- Ports 80, 1719 and 1720 must be free.
- Microsoft IIS FTP server.

Preparing for Installation

Before installing the LifeSize Gatekeeper, you should note the following:

- Ensure that you install the SNMP *before* installing the LifeSize Gatekeeper. If not, installation is aborted.

  For more information about installing the Microsoft SNMP service on Windows 2000 and Windows 2003, see Additional Installation Information on page 277.
- LifeSize Gatekeeper installation is on Port 80 by default. Port 80 is unavailable to any HTTP server.
- LifeSize recommends that you do not allow any additional software programs on the LifeSize Gatekeeper host machine.
- You can change the default LifeSize Gatekeeper installation port by modifying the *webs.ini* file located after installation by default at C:\Program Files\LifeSize\Shared Applications\Web Server.

Warning Consult LifeSize Customer Support before installing additional Microsoft software packages.

Installing an Initial Copy

This procedure describes how you install an initial copy of the LifeSize Gatekeeper.

Before You Begin

Before installing the LifeSize Gatekeeper, you should note the following:

- Ensure that you install the LifeSize Gatekeeper *only* on the local drive and not on the network.
- Ensure that your computer has the required disk space. If not, installation is aborted.
- Ensure that you install the SNMP *before* installing the LifeSize Gatekeeper. If not, installation is aborted.
- For more information about installing the Microsoft SNMP service on Windows 2000, see Appendix A of the LifeSize Gatekeeper User Guide.
- LifeSize Gatekeeper installation is on Port 80 by default. Port 80 is unavailable to any HTTP server.

Warning Consult LifeSize Customer Support before installing additional Microsoft software packages.

To install an initial copy of the LifeSize Gatekeeper

1. Copy the *LifeSize_GK_Setup.exe* file from the LifeSize Gatekeeper CD-ROM to your local machine, and then run the file.

   The **Welcome** screen displays.

2. Click **Next**.

   The **License Agreement** dialog box displays.

3. Select the **I accept the terms of the license agreement** option, and click **Next** to continue.

   The **Setup Type** dialog box displays.

4. To perform the standard installation procedure, select the **Typical** option, and click **Next**.

   The **License Key** dialog box displays.

5. If you have not already received a license key from LifeSize Customer Support, go to Step 6.

   If you have already received a version 5.x license key from LifeSize Customer Support, select the **I have a license key** option and copy your version 5.x license key into the **Please enter your license key** text box. Then click **Next** and go to Step 7.

6. If you have not already received a license key from LifeSize Customer Support, select the **I want to evaluate LifeSize Gatekeeper** option. Then click **Next**.

   The evaluation license is valid for 30 days only. At the end of the 30-day period, you must update to a permanent license. For more information, see To update to a permanent licensed copy of the LifeSize Gatekeeper on page 9.

Warning Do not install a license for a version of the LifeSize Gatekeeper which supports fewer calls and registrations than your current LifeSize Gatekeeper.

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7. The **Summary** screen displays. Click **Next** to continue.

   Installation begins and the installation status screen displays.

8. When the installation process finishes, the **Installation Complete** screen displays. Click **Finish** to exit the installation wizard.

CUSTOMIZED INSTALLATION

This section describes how to install the LifeSize Gatekeeper using the **Custom** installation option.

The **Custom** installation option enables you to perform the following actions during installation:

- Define the installation directory location.
- Install LifeSize Gatekeeper only, or LifeSize Gatekeeper and the LDAP Configuration Tool.
- Define an SNMP community string.
- Modify the web server port for either LifeSize Gatekeeper or the Microsoft web server (both use port 80 by default).
- Enable the Microsoft IIS FTP server to access the LifeSize Gatekeeper log file and CDR file virtual directories.
- Enable the LifeSize Gatekeeper to work with Microsoft Windows Firewall.

☞ **Procedure**

1. Copy the *LifeSize_GK_Setup.exe* file from the LifeSize Gatekeeper CD-ROM to your local machine, and then run the file.

   The **Welcome** screen displays.

   If you have an earlier version of the LifeSize Gatekeeper installed on your machine, the **Welcome** screen notifies you that an upgrade to the current version will occur.
2. Click **Next**.

   The **License Agreement** dialog box displays.
3. Select the **I accept the terms of the license agreement** option, and click **Next** to continue.
4. In the **Setup Type** dialog box, select the **Custom** option, and click **Next**.

   The **Choose Destination Location** dialog box displays.

   The default installation drive is C.
5. Click **Next** to continue.

   The **Select Features** dialog box displays.
6. Ensure that the LifeSize Gatekeeper option is checked. This is the core LifeSize Gatekeeper component and this option is enabled by default.

7. Check the **LDAP Configuration Utility** option to install the LDAP Configuration Utility on your machine. The LDAP Configuration Utility enables you to build the LDAP Tree structure on a remote LDAP server.
8. Click **Next**.

   The **License Key** dialog box displays.
9. Perform Step 5 on page 4, then click **Next**.

   If you have not already configured an SNMP community with READ CREATE rights, the **Create SNMP Community** dialog box displays—see Configuring a Read/Write Community on page 7.

   If you have installed the Microsoft IIS web server on port 80, the **Web Server Port Conflict** dialog box displays—see Resolving a Web Server Port Conflict on page 7.

   If you have installed the Microsoft IIS FTP server, the **FTP Virtual Directories** dialog box displays—see Configuring FTP Virtual Directories on page 8.

   If the Microsoft Windows Firewall is enabled on your computer, the **Internet Connection Firewall** dialog box displays—see Working with Microsoft Windows Firewall on page 8.

   If none of the conditions listed in Step 9 applies, the **Select Program Folder** dialog box displays.
10. Select a program folder and click **Next** to continue.

    The **Summary** screen displays.
11. Click **Next** to continue.

    Installation begins and the installation status screen displays.
12. When the installation process finishes, the **Installation Complete** screen displays. Click **Finish** to exit the installation wizard.

Configuring a Read/Write Community

If you did not configure a read or write community before launching the LifeSize Gatekeeper installation wizard, the **Create SNMP Community** dialog box displays after you define your LifeSize Gatekeeper license in the **License Key** dialog box.

To configure a read or write community

1. In the **Create SNMP Community** dialog box, type a community name in the text box.

Note You must configure a community name. An empty value is invalid.

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2. Click **Next** to continue—see Step 9 on page 6.

Resolving a Web Server Port Conflict

If you installed the Microsoft IIS web server on port 80 before launching the LifeSize Gatekeeper installation wizard, the **Web Server Port Conflict** dialog box displays after you define your LifeSize Gatekeeper license in the **License Key** dialog box.

To resolve a web server port conflict

1. In the **Web Server Port Conflict** dialog box, select either the **Change Gatekeeper Web GUI Port** option or the **Change Microsoft IIS Web server port** option.
2. Change the port value for the selected option.

Note LifeSize recommend that you change the Microsoft IIS web server port value to 10152.

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3. Click **Next** to continue—see Step 9 on page 6.

Configuring FTP Virtual Directories

If you installed the Microsoft IIS FTP server before launching the LifeSize Gatekeeper installation wizard, the **FTP Virtual Directories** dialog box displays after you define your LifeSize Gatekeeper license in the **License Key** dialog box.

To enable the Microsoft IIS FTP server to access the LifeSize Gatekeeper log file and CDR file virtual directories

1. In the **FTP Virtual Directories** dialog box, select the **Create FTP virtual directories** option.
2. The default value in the **FTP** server field is **Default FTP Site**.
3. Click **Next** to continue—see Step 9 on page 6.

Working with Microsoft Windows Firewall

If you enabled the Microsoft Windows Firewall on your computer before launching the LifeSize Gatekeeper installation wizard, the **Internet Connection Firewall** dialog box displays after you define your LifeSize Gatekeeper license in the **License Key** dialog box.

To enable the LifeSize Gatekeeper to operate correctly with the Microsoft Windows Firewall

1. In the **Internet Connection Firewall** dialog box, check the **Add Gatekeeper executables to Windows Firewall exception list** option.
2. Click **Next** to continue—see Step 9 on page 6.

Updating to a Permanent License

This procedure describes how you update an initial copy of the LifeSize Gatekeeper to a permanent licensed copy, or update a permanent licensed copy to support more calls and registrations.

Before You Begin

Before updating the LifeSize Gatekeeper, you should note the following:

- You must stop the LifeSize Gatekeeper service in the **Services** panel before you begin the update procedure, and start the service again after you have completed the update procedure.
- You do not need to reboot your computer after completing the update procedure.

To update to a permanent licensed copy of the LifeSize Gatekeeper

1. Run the MACFinder executable file located on your LifeSize Gatekeeper CD-ROM.
2. In the LifeSize MAC Address Finder window, click **Show MAC** to display the MAC address of your server.
3. Copy the MAC address to your clipboard and click the link to the LifeSize web site. Complete the form and submit it to LifeSize. A LifeSize representative will send your permanent license to you by e-mail.
4. From the **Start** menu select **Programs** > **LifeSize** > **Gatekeeper**> **LifeSize Gatekeeper License**.

   The **License Update** dialog box displays.
5. Enter the new license number and select **Update** to display the **License Update** window. If the license number entered is incorrect, the update procedure is aborted.

   The licensed number of calls and registrations is displayed.
6. Select **Yes** to continue or **No** to stop the update procedure. If the update is successful, selecting **Yes** opens another **License Update** window. Select **OK** to complete the update procedure.

   The update procedure automatically updates a license and retains all configured information.

Upgrading Your LifeSize Gatekeeper

This section details the steps you must perform before upgrading the LifeSize Gatekeeper using the LifeSize Gatekeeper installation wizard.

Upgrading from version 4.1.1.0.7 or Later to version 5.x

This section describes how to upgrade from LifeSize Gatekeeper version 4.1.1.0.7 or later to version 5.x.

Before You Begin

Before you begin the upgrade procedure, use the **Export** button in the LifeSize Gatekeeper Administrator toolbar to save your current LifeSize Gatekeeper configuration.

Note LifeSize recommends that no endpoints are registered to the LifeSize Gatekeeper while exporting configuration details including predefined endpoint information.

Performing the Upgrade

Procedure

1. Copy the *LifeSize_GK_Setup.exe* file from the LifeSize Gatekeeper CD-ROM to your local machine, and then run the file.

   The **Welcome** screen displays.
2. Click **Next**.

   The **License Key** dialog box appears showing the old version 4.x license key.
3. If you have not already received a license key from LifeSize Customer Support, select the **I want to evaluate the LifeSize Gatekeeper** option,

and select the type of evaluation license required from the drop-down list. Then click **Next**.

The evaluation license is valid for 30 days only. At the end of the 30-day period, you must update to a permanent license. For more information, see Updating to a Permanent License on page 8.

Warning Do not install a license for a version of the LifeSize Gatekeeper which supports fewer calls and registrations than your current LifeSize Gatekeeper.

If you have already received a version 5.x license key from LifeSize Customer Support, select the **I have a license key** option and overwrite the version 4.x license key by copying your version 5.x license key into the **Please enter your license key** text box. Then click **Next**.

4 The **Summary** screen displays. Click **Next** to continue.

Installation begins and the installation status screen displays.

5 If you have not already received a license key from LifeSize Customer Support, select the **I want to evaluate the LifeSize Gatekeeper** option. Then click **Next**.

The evaluation license is valid for 30 days only. At the end of the 30-day period, you must update to a permanent license. For more information, see Updating to a Permanent License on page 8.

Warning Do not install a license for a version of the LifeSize Gatekeeper which supports fewer calls and registrations than your current LifeSize Gatekeeper.

Installation begins and the installation status screen displays.

6 When the installation process finishes, the **Installation Complete** screen displays. Click **Finish** to exit the installation wizard.

Importing Your Saved Configuration

After the installation process is complete and you have exited the installation wizard, import your saved configuration settings.

Procedure

1. Click the **Import** button in the LifeSize Gatekeeper Administrator toolbar to restore your saved LifeSize Gatekeeper configuration settings.
2. In the **Import a Configuration File** window, browse to your saved configuration file.
3. Click **Import** to upload your configuration file settings.

Modifying Your Installation

If the version of the LifeSize Gatekeeper installed on your machine is the same as the LifeSize Gatekeeper installer version, the installer runs the LifeSize Gatekeeper setup maintenance program. The LifeSize Gatekeeper setup maintenance program enables you to modify the current installation.

Procedure

1. Copy the *LifeSize_GK_Setup.exe* file from the LifeSize Gatekeeper CD-ROM to your local machine, and then run the file.

   The **Welcome** dialog box displays.
2. To remove the LifeSize Gatekeeper and all of its features, select the **Remove** option and then click **Yes** at the removal confirmation prompt.
3. To modify your existing LifeSize Gatekeeper installation, select the **Modify** option and click **Next**.

   The **Select Features** dialog box displays.
4. Perform Step 6 and Step 7 on page 6, then click **Next**.

   The **Maintenance Complete** screen displays.
5. Click **Finish** to exit the maintenance wizard.

Uninstalling the LifeSize Gatekeeper

This procedure describes how you uninstall both an initial copy of the LifeSize Gatekeeper and a permanent licensed copy.

To uninstall the LifeSize Gatekeeper

1. From the **Start** menu select **Settings** > **Control Panel** > **Add/Remove Programs**.

   The **Add/Remove Programs Properties** dialog box displays.
2. Select the **Install/Uninstall** tab and from the scrolled list, select LifeSize Gatekeeper.
3. Click **Add/Remove** and then **Yes** to confirm.

Note LifeSize recommends that you reboot your computer after uninstalling the LifeSize Gatekeeper.