

# iVIEW Suite

Version 5.7



## Installation Guide



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# ABOUT THIS MANUAL

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The [iVIEW Suite Installation Guide](#) provides information for administrators about iVIEW Suite installation, configuration and the user interface. It includes detailed procedures about performing administrator-related tasks.

## RELATED DOCUMENTATION

The iVIEW Suite documentation set is available on the RADVISION Utilities and Documentation CD-ROM supplied with the product and includes manuals and online helps. The manuals are in PDF format.

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**Note** You require Adobe Acrobat Reader version 5.0 or later to open the PDF files. You can download Acrobat Reader free of charge from [www.adobe.com](http://www.adobe.com).

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We thank you for your contribution.



# 1

## iVIEW SUITE INSTALLATION

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This section provides iVIEW Suite installation information and procedures. Topics in this section include:

- [Pre-installation](#) on page 1
- [Installation](#) on page 5
- [After Installation](#) on page 8
- [Upgrading iVIEW Suite](#) on page 10

### PRE-INSTALLATION

Read this section before installing iVIEW Suite.

- [Minimum Hardware Requirements](#) on page 1
- [Minimum Software Requirements](#) on page 2

### MINIMUM HARDWARE REQUIREMENTS

The following are the minimum system requirements for iVIEW Suite.

iVIEW Suite 25, 50 standalone

- AS-10 card.

iVIEW Suite 25 to 100 standalone

- CPU: Intel Single Core 2.8 GHz
- RAM: 1 GB
- Disk: 20 GB
- NIC: 100 MBit

iVIEW Suite 100 to 500 standalone

- CPU: Intel Dual Core 3 GHz

## Pre-installation

- RAM: 2 GB
- Disk: 20 GB
- NIC: 100 MBit

iVIEW Suite 25, 50 or 100 with internal gatekeeper

- CPU: Intel Single Core 2.8 GHz
- RAM: 1 GB
- Disk: 20 GB
- NIC: 100 MBit

iVIEW Suite 25 with internal gatekeeper and SCOPIA Desktop 25

- CPU: Intel Single Core Duo 915, 2x2 MB Cache, 2.8 GHz, 800 MHz FSB
- RAM: 2 GB
- DISK: 20 GB
- NIC: 100 Mbit

iVIEW Suite 50 with internal gatekeeper and SCOPIA Desktop 50

- CPU: Dual Core Xeon 3.0 GHz
- RAM: 3 GB
- DISK: 20 GB
- NIC: Gigabit

iVIEW Suite 100 with internal gatekeeper and SCOPIA Desktop 100

- CPU: Quad Core Xeon 3.7 GHz
- RAM: 4 GB
- DISK: 20 GB
- NIC: Gigabit

## MINIMUM SOFTWARE REQUIREMENTS

iVIEW Suite standalone and iVIEW Suite with internal gatekeeper have the following software requirements:

- Microsoft Windows 2003 Standard/Enterprise Edition SP2
- Microsoft Windows 2000 Server/Advanced Server Edition SP4
- Internet Explorer 6.0 or higher

iVIEW Suite Outlook Add-on has the following software requirement:

- Microsoft Outlook XP on Windows XP
- Microsoft Outlook 2003 on Windows XP/2003

## SUPPORTED DATABASE TYPES

- Microsoft Outlook 2007 on Windows XP/2003
- Microsoft Outlook 2007 on Windows Vista

The following database types are supported:

- Internal database server
- Microsoft SQL Server 2000 Standard/Enterprise Edition SP4
- Microsoft SQL Server 2005 Standard/Enterprise Edition SP1

---

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

---

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

**Table 1-1**      *Database Requirements*

<b>Login Element</b>	<b>Maximum Characters</b>
Database Name	32
Database User Name	16
Database Password	12

## LDAP SERVER TYPES

iVIEW Suite supports Microsoft Active Directory 2000 and 2003.

## SUPPORTED DEVICES

iVIEW Suite supports the following devices:

- RADVISION Enhanced Communication Server version 5.6
- Cisco IOS H.323 Gatekeeper
- Cisco Unified Communications Manager
- Microsoft LCS 2005 SP1
- Microsoft OCS 2007
- Broadsoft IPCentrix
- RADVISION SCOPIA MCU versions 4.4 and 5.6

## Pre-installation

- RADVISION Gateway versions 5.6
- SCOPIA Desktop version 5.6
- SONY Endpoints: PCS 1, PCS 11, PCS 1600, TL30, TL50, G50, and G70

## SNMP SERVICE

Install the Microsoft Windows SNMP service for iVIEW Suite with internal gatekeeper for SCOPIA 100 bundle.

## PORT REQUIREMENTS

The following are the required ports for iVIEW Suite. Make sure all required ports are available.

**Table 1-2** Required Ports

Protocol	Ports	Type	Direction	Purpose	Destination
iVIEW Suite Server Ports					
HTTP	80	TCP	In from Web	Web UI access and Web Service access	iVIEW Suite standalone server. Port 8080 for iVIEW Suite with internal gatekeeper.
XML	3336	TCP	In from SCOPIA Desktop	iVIEW Suite's version of MCU Call Control XML API	iVIEW Suite standalone server
Internal gatekeeper HTTP	8011	TCP	In from Web	Web UI access. Disabled by default.	iVIEW 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 Suite standalone and iVIEW Suite with internal gatekeeper server
XML	3271	TCP	In from iCM	ECS Call Control XML API	iVIEW Suite with internal gatekeeper server
SNMP	161	UDP	In from iCM and iVIEW Network Manager	Configuration of internal gatekeeper	iVIEW Suite with internal gatekeeper server

**Table 1-2** Required Ports (continued)

Protocol	Ports	Type	Direction	Purpose	Destination
FTP	21	TCP	In from iVIEW Network Manager	Log retrieval of internal gatekeeper	iVIEW Suite with internal gatekeeper server

## INSTALLATION

This section describes the iVIEW Suite installation procedure.



### Procedure

- 1 Click the RADVISION iVIEW Suite installer to start the installation wizard.
- 2 Click **Next** in the **Introduction** window.
- 3 Read and accept the license agreement in the **License Agreement** window, and then click **Next**.
- 4 Choose a version of iVIEW Suite to install in the **Installation Type Selection** window. The following options are available:
  - With Internal Gatekeeper for SCOPIA Bundle
  - Standalone—For managing multiple MCUs.
  - Standalone with Multi-tenant Support—For managing multiple organizations sharing network devices.
- 5 Click **Next**.
- 6 If you do not select the iVIEW Suite standalone with multi-tenant option, the **User Provisioning** window appears. Choose a user provisioning option. There are three available options:
  - No integration with Directory Server
  - Directory Server
  - Directory Server with Single Sign On (SSO) Enabled.

---

**Note** You must enable SSO to work with the iCM Microsoft Outlook Add-on.

---

7 Click **Next**.

---

**Note** Using SSO, a user who is logged into the organization domain and then tries to access the iVIEW Suite Web login window, is authenticated (transparently) according to ADS domain account and password credentials when that user enters the iVIEW Suite Web login window. As long as the user employs ADS, he/she will not be requested to enter a user name and password.

To enable SSO, we recommend that the host server reside on the local intranet. The server name cannot contain dots.

For more information about Microsoft Active Directory Server, see <http://support.microsoft.com/default.aspx?scid=kb;en-us;Q258063>.

If the URL contains dots (for example, “server.mycompany.com”), add the URL as a trusted site in your local Internet Explorer to enable SSO to work on your local machine.

---

- 8 Choose the directory in which you want to install the application in the **Directory Selection** window, and then click **Next**.
- 9 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 click **Next**.
- 10 In the Database Selection window, select a database from the following options:
  - Internal database
  - MSDE/MS-SQL
- 11 If you select MSDE/MS-SQL, choose whether you want to create a new database or connect to an existing database in the **Create or Connect** window.  
Then click **Next**.
- 12 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.  
Then click **Next**.
- 13 Enter the database name, user login ID, and password in the **Database Information** window.  
Then click **Next**.

- 14** If you choose to connect to an existing database server, enter the server name, port, database name, user login ID and password in the **Existing Database Server Information** window. This information is needed to connect to an existing database.  
Make sure the existing database is empty.  
Then click **Next**.
- 15** Enter mail server information in the **Outgoing Mail Server Information** window. To confirm that the e-mail server is functioning, enter an e-mail address. If the e-mail server is functioning correctly, you receive a test e-mail.

---

**Note** If SMTP server fields are left blank, e-mail messages are not sent.

---

- 16** Create an administrator account for accessing the application, in the **Account Login Information** window. With this account, you can access both the iVIEW Communications Manager and the iVIEW Suite.
- 17** Review the installation summary in the **Pre-installation Summary** window, and then click **Install** to proceed with the installation.

---

**Note** Do not interrupt the installation. After starting the iVIEW Suite service allow several minutes for server initialization before logging in to the web-user interface.

---

## AFTER INSTALLATION

This section includes post-installation information about iVIEW Suite.

### CONFIRMING INSTALLATION

To confirm that installation is successful, wait 2-3 minutes for server initialization and then go to <http://host-URL:port-number>. After successful system initialization, the iVIEW Communications Manager login window appears.

Make sure you can login to the web interface using the administrator account specified in the installation process.

### RUNNING THE iVIEW SUITE SERVICE

iVIEW Suite is installed as a Windows Service on your server. iVIEW Suite automatically starts when the server is started.

Go to **Start > Settings > Control Panel > Administrative Tools > Services** and find the list of iVIEW Suite related services. The following services are installed:

- **RADVISION iVIEW Suite**—The service that iVIEW Communications Manager and iVIEW Network Manager run on. This is started automatically.
- **RADVISION SipServer**—The service for the SIP User agent included with 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 Suite\iCM\jboss\bin`

and make the following change:

```
vnex.vcms.core.sip.serverAddress=
```

- **RADVISION Enhanced Communication Server**—Internal gatekeeper service. Only available in iVIEW Suite with internal gatekeeper for SCOPIA bundle. This is started automatically.
- **RADVISION Enhanced Communication Server Watchdog**—Internal gatekeeper service. Only available in iVIEW Suite with internal gatekeeper for SCOPIA bundle. This is started automatically.
- **RADVISION Web Server**—The web interface service for the internal gatekeeper. Only available in iVIEW 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.

## INITIAL LOGIN

You can access both the iVIEW Communications Manager and iVIEW Network Manager login windows from the **Start** menu of the local server.

## OBTAINING A LICENSE

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



### Procedure

- 1 In the iVIEW Communications Manager toolbar, click the **Help About** icon.
  - 2 Click **Click here to purchase licenses** in the **Help About** window. The **Permanent License Registration Site** page opens.
  - 3 Follow the instructions in the **How to receive your permanent license** section. Upon completion, your license is sent to you by e-mail.
  - 4 After obtaining the license and serial number, choose Start > Programs > RADVISION > iVIEW Suite > Update License to apply the new license and serial number.
- 

## CHANGING SERVER NAME AND WEB PORT

This section describes how to change the Web port after installation.



### Procedure

- 1 After installation, go to `\JBOSS_DIR\server\default\deploy\jbossweb-tomcat55.sar\server.xml` and modify the following entry in bold:

```
<Connector port="80" address="{jboss.bind.address}"
  maxThreads="250" strategy="ms"
  maxHttpHeaderSize="8192"
  emptySessionPath="true"
  enableLookups="false" redirectPort="8443"
  acceptCount="100"
  connectionTimeout="20000"
  disableUploadTimeout="true"/>
```

- 2 Go to the \JBoss\_DIR\bin\wcs-config.xml file and modify the following entry:

```
<host-url>http://server_URL:port_number</host-url>
```

---

**Note** \JBoss\_DIR is the default JBoss home directory path. The default path is C:\Program Files\Radvision\iVIEW Suite\iCM\jboss.

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## UNINSTALLING iVIEW SUITE

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**Caution** If you uninstall iVIEW Suite, the database that iVIEW Suite uses is removed from either the internal or the external database server.

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### Procedure

- 1 Choose Start > Programs > RADVISION > iVIEW Suite > Uninstall iVIEW Suite  
–or–
  - 2 Choose Control Panel > Add/Remove Programs > iVIEW Suite > Uninstall Program.
- 

## UPGRADING iVIEW SUITE

iVIEW Suite version 5.9 supports upgrade of the following versions:

- iVIEW Suite version 5.1.0.0.2
- iVIEW Suite version 5.0.0.0.16
- iCM version 5.0.0.0.15
- iVIEW Suite version 5.5.2.0.9

To upgrade iCM versions older than version 5.0, first upgrade to iVIEW Suite version 5.0 and then upgrade to iVIEW Suite version 5.5.

For other versions, you can upgrade directly to iVIEW Suite version 5.7.

This section describes the following upgrade procedures:

- [Upgrading iVIEW Suite Standalone](#)
- [Upgrading iVIEW Suite with Internal Gatekeeper](#)

---

**Note** Before upgrading iVIEW Suite, back up iVIEW Suite as described in the [Backup and Restore Procedures](#) chapter.

If the upgrade fails, reinstall the old version of iVIEW Suite and restore the database and configurations using the backup and restore procedures (see the [Backup and Restore Procedures](#) chapter). Then try to upgrade again.

---

## UPGRADING iVIEW SUITE STANDALONE

Follow this procedure to upgrade from older version of iVIEW Suite standalone to iVIEW Suite standalone version 5.7.



### Procedure

- 1 Back up your existing iVIEW Suite installation.
  - 2 Run the installation executable file.
  - 3 After the upgrade is complete, wait a few minutes for the service to restart.
  - 4 Go to the iVIEW Suite Help About screen to check the version of the current iVIEW Suite installation.
- 

## UPGRADING iVIEW SUITE WITH INTERNAL GATEKEEPER

Follow this procedure to upgrade from an older version of iVIEW Suite with internal gatekeeper to iVIEW Suite version 5.7 with internal gatekeeper.



### Procedure

- 1 Back up your existing iVIEW Suite installation.
- 2 Export the internal gatekeeper configuration file.
- 3 Run the installation executable file.
- 4 After the upgrade is complete, wait a few minutes for the service to restart.
- 5 Go to the iVIEW Suite Help About screen to check the version of the current iVIEW Suite installation.
- 6 Import the internal gatekeeper configuration file.

## Upgrading iVIEW Suite

- 7 If you are upgrading from iVIEW Suite version 5.0 or 5.1, you need to apply for new license.
  - 8 If you are upgrading from iVIEW Suite version 5.5, use the license you saved during the backup and restore procedures (see the [Backup and Restore Procedures](#) chapter) to update your license.
-

# 2

## BACKUP AND RESTORE PROCEDURES

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This section is intended to assist system administrators to back up and restore the iVIEW Suite database and configuration files.

Only backup and restore of the database and configuration files within the same iVIEW Suite version is supported. Do not attempt to backup the database and configuration files from an old iVIEW Suite version and restore these files to a newer version.

- [Overview](#) on page 13
- [How to Back up iVIEW Suite Data](#) on page 14
- [How to Restore iVIEW Suite Data](#) on page 17

### OVERVIEW

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

- Hardware failure
- Software failure
- Data corruption
- User mistakes
- Before any software upgrade

To restore iVIEW Suite data, stop the iVIEW Suite service before restoring the database, configuration files, branding and sound files. Restart the iVIEW Suite service after restoration is complete.

## HOW TO BACK UP iVIEW SUITE DATA

- [Backing Up the Internal Database](#) on page 14
- [Backing Up an MSSQL 2005/2000/MSDE Database](#) on page 14
- [Backing Up Configuration Files](#) on page 15
- [Backing Up Branding and Sound Files](#) on page 16
- [Backing Up the License](#) on page 16

## BACKING UP THE INTERNAL DATABASE



### Procedure

- 1 Open a DOS window and go to the MySQL `bin` directory located by default at one of the following locations:  
C:\Program Files\MySQL\mysql-4.0.21-win\bin  
or  
C:\MySQL\mysql-4.0.21-win\bin
  - 2 Run the following DOS command to export the contents of the internal database to a file called `mydump`:  
`mysqldump -u root --all-databases --add-drop-table --single-transaction > mydump`
  - 3 Save the `mydump` file to a safe location.
- 

## BACKING UP AN MSSQL 2005/2000/MSDE DATABASE

This section is only relevant if your iVIEW Suite installation is using an external MSSQL database. For demonstration purposes, we assume the installed iVIEW Suite database name is “temp\_db” and that the database owner is “temp\_user”.

You can modify the database name and its owner name during the installation process.



## Procedure

- 1 Use Microsoft SQL Server Enterprise Manager or Microsoft SQL Server Enterprise Manager Management Studio to access temp\_db. MSDE database does not include a management console by default. You need to use an external management console to connect to a MSDE database.
  - 2 Right-click **temp\_db** and select All Tasks > Backup Database, or Task > Backup to create a database backup file.  
Assume the name of the backup file is “temp\_db.bak”.
  - 3 Save temp\_db.bak to a safe location.
- 

## BACKING UP CONFIGURATION FILES

This section describes how to back up the following files by copying them to a safe physical location:

- [Database Connectivity Property File](#) on page 15
- [Configuration Files](#) on page 16
- [LDAP Configuration Files](#) on page 16
- [Network Manager Configuration Files](#) on page 16
- [OCS 2007 Connector Files](#) on page 16

## DATABASE CONNECTIVITY PROPERTY FILE

For iVIEW Suite version 5.5 or later—Place the following files under JBOSS\_HOME\server\default\deploy

For iVIEW Suite version 5.1 or earlier—Place the following files under JBOSS\_HOME\server\all\deploy

- mssql-ds.xml (when working with Microsoft SQL server)
- mysql-ds.xml (when working with the internal database server)

where JBOSS\_HOME is the home directory of the JBOSS application server used in iVIEW Suite.

By default, JBOSS\_HOME is C:\Program Files\Radvision\iVIEW Suite\iCMjboss.

---

**Note** This is the default JBOSS\_HOME directory for iVIEW Suite version 5.1. For older versions, the JBOSS\_HOME directory may be different. For example, C:\Program Files\Radvision\iVIEW Communication Manager\jboss-3.2.5

---

## How to Back up iVIEW Suite Data

### CONFIGURATION FILES

Place the following files under the directory JBOSS\_HOME\bin:

- vcs-cdr-config.xml
- vcs-config.xml
- vcs-core.properties
- vnex.properties

### LDAP CONFIGURATION FILES

Place the following files under the directory JBOSS\_HOME\bin\configFiles:

- All files (if any) under this directory.

### NETWORK MANAGER CONFIGURATION FILES

For iVIEW Suite version 5.5 or later—Place the following under JBOSS\_HOME\server\default\deploy\vcs.ear\nms.war\WEB-INF\classes

For iVIEW Suite version 5.1 or earlier—Place the following under JBOSS\_HOME\server\all\deploy\vcs.ear\nms.war\WEB-INF\classes

- adminconfig folder
- config folder

### OCS 2007 CONNECTOR FILES

iVIEW Suite version 5.5 or later supports OCS 2007. Back up the following files:

- ICM\_HOME\jboss\server\default\deploy\vcs.ear\ocs.war\jsp\oc\tab.xml
- ICM\_HOME\sipserver\conf\SIPConfig.xml

where ICM\_HOME is the iVIEW Suite installation directory.

By default, ICM\_HOME is C:\Program Files\RADVISION\iVIEW Suite\iCM

### BACKING UP BRANDING AND SOUND FILES

For iVIEW Suite version 5.5 or later—Back up all files (if any) located under JBOSS\_HOME\server\default\deploy\branding.war\image.

For iVIEW Suite version 5.1 or earlier—Back up all files (if any) located under JBOSS\_HOME\server\all\deploy\branding.war\image.

### BACKING UP THE LICENSE

Go to Start > Run and enter **regedit** to open the Windows registry.

For iVIEW Suite version 5.5 or later—Back up the license key under:

\HKEY\_LOCAL\_MACHINE\SOFTWARE\RADVISION\RADVISION iVIEW SUITE\4.0 > license

For iVIEW Suite version 5.1 or earlier—Back up the license and serial number under:

```
\HKEY_LCOAL_MACHINE\SOFTWARE\RADVISION\iVIEW SUITE >
license
```

```
\HKEY_LCOAL_MACHINE\SOFTWARE\RADVISION\iVIEW SUITE >
serial
```

## HOW TO RESTORE iVIEW SUITE DATA

This section describes how to restore iVIEW Suite data. This section includes the following topics:

- [Restoring Configurations](#) on page 17
- [Restoring the Internal Database](#) on page 18
- [Restoring Configuration Files](#) on page 20
- [Restoring Branding and Sound Files](#) on page 20
- [Restoring the License](#) on page 21

## RESTORING CONFIGURATIONS



### Procedure

- 1 Stop the iVIEW Suite service
    - Go to Control Panel > Administrative Tools > Services.
    - Locate the service named “RADVISION iVIEW Suite” and stop it.
  - 2 Restore the database—see [Restoring the Internal Database](#) on page 18.
  - 3 Restore the configuration files—see [Restoring Configuration Files](#) on page 20.
  - 4 Restore the Branding and Sound Files—see [Restoring Branding and Sound Files](#) on page 20.
  - 5 Restore the License Files—see [Restoring the License](#) on page 21.
  - 6 Start the iVIEW Suite service.
-

## RESTORING THE INTERNAL DATABASE



### Procedure

- 1 Open a DOS window and go to the MySQL `bin` directory located by default at one of the following locations:  
C:\Program Files\MySQL\mysql-4.0.21-win\bin  
or  
C:\MySQL\mysql-4.0.21-win\bin
  - 2 Copy the `mydump` file to the `bin` directory where `mydump` is the name of the database backup file.
  - 3 In the DOS window, enter the “`mysql -u root`” command to access the MySQL database command line user interface.  
The command link prompt changes to `mysql>`.
  - 4 Run the following command to restore the content that has been dumped into the backup file to the database:  

```
mysql> source mydump
```
  - 5 Run the following command to exit the MySQL command line window:  

```
mysql > exit
```
- 

## RESTORING AN MSSQL 2005/2000/MSDE DATABASE

This section is only relevant if your iVIEW Suite installation is using an external MSSQL database. For demonstration purposes, we assume the installed iVIEW Suite database name is “`temp_db`” and that the database owner is “`temp_user`”.

You can modify the database name and its owner name during the installation process.



### Procedure

- 1 Use Microsoft SQL Server Enterprise Manager or Microsoft SQL Server Enterprise Manager Management Studio to access `temp_db`.  
MSDE database does not include a management console by default. You need to use an external management console to connect to a MSDE database.

- 2 If you are restoring temp\_db to the same database server, make sure that temp\_db exists.  
If "temp\_db does not exist, create a new database called temp\_db.
- 3 If you are restoring temp\_db to a new database server, delete the temp\_db database on that new database server if it exists, and create a new database called temp\_db.  
Ensure no other applications are using temp\_db.
- 4 Right-click **temp\_db** and select All Tasks > Restore Database, or Task > Restore > Database.
- 5 Select **From device** on the General tab, and use the temp\_db.bak as the backup file.
- 6 Click **Options**.
- 7 Select either **Force restore over existing database** or **Overwrite the existing database**.
- 8 Click **OK**.
- 9 Select **temp\_db** and open the Query Analyzer window.
- 10 From the Query Analyzer, run  

```
sp_helpuser 'temp_user'
```

 where temp\_user is the name of the database user.  
 The database restore procedure has succeeded if the LoginName entry is the same as the UserName entry in the returned table, and if the DefDBName entry is temp\_db.
- 11 If the LoginName and DefDBName entries are null:
  - a Run  

```
sp_addlogin 'temp_user', 'temp_user_password',  
'temp_db', null, [SID value from the table returned  
at Step 10]
```

 where  
 “temp\_user” is the name of the database user  
 “temp\_db” is the name of the database  
 “temp\_user\_password” is the database user password. Its value should be the same as the “temp\_user” password from the old backup database.  
 You can create a new password if you wish. Update the new password in the mssql-ds.xml file in clear text, as shown below. The old password is stored in encrypted format.

```
<connection-url>jdbc:microsoft:sqlserver:  
    //IP_address:1433;databasename=temp_db;  
    SendStringParametersAsUnicode=false  
    </connection-url>  
<driver-class>com.microsoft.jdbc.sqlserver.  
    SQLServerDriver</driver-class>  
<user-name>temp_user</user-name>  
<password>temp_user_password</password>
```

**b** Run

```
sp_helpuser 'temp_user'
```

and verify that the LoginName entry is the same as the UserName entry in the returned table, and that the DefDBName entry is temp\_db.

---

### RESTORING CONFIGURATION FILES

Copy the configuration files listed in the [Backing Up Configuration Files](#) section on page 15 back to their appropriate directory.

- [Restoring to a Different Server](#) on page 20
- [Restoring OCS 2007 Connector Files](#) on page 20

### RESTORING TO A DIFFERENT SERVER

When restoring backup configuration files to a different server, verify that the server name in the <host-url> tag of the vcs-config.xml file is consistent with the current server name. For example:

```
<host-url>http://new-server-name:8080</host-url>
```

### RESTORING OCS 2007 CONNECTOR FILES

When restoring the following files:

- ICM\_HOME\jboss\server\default\deploy\vcs.ear\ocs.war\jsp\oc\tab.xml
- ICM\_HOME\sipserver\conf\SIPConfig.xml

where ICM\_HOME is the iVIEW Suite installation directory,

remove the following file if it exists:

- ICM\_HOME\sipserver\conf\UpdatedSIPConfig.xml

By default, ICM\_HOME is C:\Program Files\RADVISION\iVIEW Suite\iCM

### RESTORING BRANDING AND SOUND FILES

Copy the configuration files listed in the [Backing Up Branding and Sound Files](#) section on page 16 back to their appropriate directory.

## RESTORING THE LICENSE

Go to Start > All Programs > RADVISION iVIEW Suite > Update License.

For iVIEW Suite version 5.5 or later—Enter the backup license key in the **Enter License** field

For iVIEW Suite version 5.1 or earlier—Enter the backup license key and serial number in the **New license key** and **New serial number** fields.