

iVIEW Suite

Version 7.1



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CONTENTS

About This Manual

Related Documentation	v
Feedback	v

1 *Installing iVIEW Suite*

About Prerequisites for Installing iVIEW Suite	1
Minimum Hardware Requirements	2
Supported Operating Systems	3
Supported Software	3
Supported Database Types	3
LDAP Server Types	4
Supported Devices	4
SNMP Service	6
iVIEW Suite Redundancy	6
Port Requirements	6
Installing iVIEW Suite	8
How to Perform Post Installation Procedures	10
Confirming Installation	11
Verifying the iVIEW Suite Services Are Installed	11
Logging in for the First Time	12
Obtaining a License	12
Changing Server Name and Web Port	13
Uninstalling iVIEW Suite	13
Upgrading iVIEW Suite	14
Upgrading iVIEW Suite Standalone	14
Upgrading iVIEW Suite with Internal Gatekeeper	15
About Upgrading iVIEW Suite in Redundant Deployments	15

2 *Backing up and Restoring iVIEW Suite Data*

How to Back up iVIEW Suite Data	18
What is Backup up?	18
Backing up iVIEW Suite Data	19
How to Restore iVIEW Suite Data	20
About Restore Procedure	20
Restoring iVIEW Suite Data	21

ABOUT THIS MANUAL

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.

Note You require Adobe Acrobat Reader version 6.0 or later to open the PDF files. You can download Acrobat Reader free of charge from www.adobe.com.

FEEDBACK

The team at RADVISION constantly endeavors to provide accurate and informative documentation. If you have comments or suggestions regarding improvements to future publications, we would value your feedback.

Please send your comments to doc_comments@radvision.com.

We thank you for your contribution.

1

INSTALLING iVIEW SUITE

ABOUT PREREQUISITES FOR INSTALLING iVIEW SUITE

- [About Prerequisites for Installing iVIEW Suite](#) on page 1
- [Installing iVIEW Suite](#) on page 8
- [How to Perform Post Installation Procedures](#) on page 10
- [Upgrading iVIEW Suite](#) on page 14

Read this section before installing iVIEW Suite.

- [Minimum Hardware Requirements](#) on page 2
- [Supported Operating Systems](#) on page 2
- [Supported Software](#) on page 2
- [Supported Database Types](#) on page 3
- [LDAP Server Types](#) on page 4
- [Supported Devices](#) on page 4
- [SNMP Service](#) on page 6
- [Port Requirements](#) on page 6

MINIMUM HARDWARE REQUIREMENTS

The section describes the minimum system requirements for iVIEW Suite.

Table 1-1 Minimum hardware requirements

Product	Ports	Requirements
iVIEW Suite standalone	25-100	CPU: Intel Single Core 2.8 GHz RAM: 1 GB Disk: 20 GB NIC: 100 Mbit
	100-1000	CPU: Intel Dual Core 3GHz RAM: 1 GB Disk: 20 GB NIC: 100 Mbit
iVIEW Suite with internal gatekeeper, including these bundles: <ul style="list-style-type: none">■ SCOPIA Bundle 12, 24, 48, and 72■ SCOPIA Bundle 10 and 15	25-100	CPU: Intel Single Core 2.8 GHz RAM: 2 GB Disk: 20 GB NIC: 100 Mbit
iVIEW Suite with internal gatekeeper, including SCOPIA Elite 30 bundle	100-500	CPU: Intel Dual Core 3 GHz RAM: 2 GB Disk: 20 GB NIC: 100 Mbit
iVIEW Suite with internal gatekeeper	500-1000	CPU: Intel Dual Core 3 GHz RAM: 3 GB Disk: 20 GB NIC: 100 Mbit

There are deployments where iVIEW Suite with internal gatekeeper and SCOPIA Desktop Server are all installed on the same server. Hardware system requirements for such deployments are described in the SCOPIA Solution Deployment Guide.

SUPPORTED OPERATING SYSTEMS

iVIEW Suite standalone and iVIEW Suite with internal gatekeeper support these operating systems:

- Microsoft Windows 2003 Standard/Enterprise Edition SP2
- Microsoft Windows 2000 Server/Advanced Server Edition SP4
- Microsoft Windows 2008 Standard/Enterprise Edition

- Microsoft Windows 2008 R2 x64 Edition

SUPPORTED SOFTWARE

iVIEW Suite standalone and iVIEW Suite with internal gatekeeper support Internet Explorer 6.0 or higher.

iVIEW Suite Outlook Add-on supports these versions of Microsoft Outlook:

- Microsoft Outlook XP on Windows XP
- Microsoft Outlook 2003 on Windows XP/2003
- Microsoft Outlook 2007 on Windows XP/2003
- Microsoft Outlook 2007 on Windows Vista
- Microsoft Outlook 2007 on Windows 7

SUPPORTED DATABASE TYPES

The following database types are supported:

- 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 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 1-2 Database Requirements

Login Element	Maximum Characters
Database Name	32
Database User Name	16

Table 1-2 Database Requirements

Login Element	Maximum Characters
Database Password	12

LDAP SERVER TYPES

iVIEW Suite supports Microsoft Active Directory 2000, 2003, and 2008 as well as Lotus Domino Server.

SUPPORTED DEVICES

iVIEW Suite supports the following devices:

- RADVISION Enhanced Communication Server version 7.1
- Cisco IOS H.323 Gatekeeper
- Cisco Unified Communications Manager
- Microsoft LCS 2005 SP1
- Microsoft OCS 2007 R2
- Broadsoft IPCentrix
- RADVISION MCU versions 4.4, 5.6, 5.7, and 7.1
- RADVISION Gateway versions 5.6
- SCOPIA Desktop version 7.0
- Polycom endpoints
 - VSX3000
 - VSX5000
 - VSX6000
 - VSX6000A
 - VSX7000
 - VX7000E
 - VSX7000S
 - VSX8000
 - HDX4000
 - HDX7000
 - HDX8000
 - HDX9001
 - HDX9002
 - HDX9004

- TANDBERG endpoints:
 - MXP990
 - MXP95
 - MXP880
 - MXP1700
 - MXP6000
- Sony endpoints:
 - PCS 1
 - PCS 11
 - PCS 1600
 - TL30
 - TL50
 - G50
 - G70
 - HD XG80

About Prerequisites for Installing iVIEW Suite

SNMP SERVICE

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

iVIEW SUITE REDUNDANCY

For existing redundant deployments install iVIEW Suite on an additional server. For new redundant deployments install iVIEW Suite products on two separate servers.

PORT REQUIREMENTS

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

Table 1-3 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 1-3 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
MCU Ports					
HTTP	80	TCP	In from Web	Web UI access	MCU
XML	3336	TCP	In from iCM	MCU Call Control XML API	MCU
XML	3337	TCP	In from another MCU or SCOPIA Desktop	MCU Cascade XML API	MCU
SNMP	161	UDP	In from iCM and iVIEW Network Manager	Configuration/Status	MCU
Telnet	23	TCP	In from iVIEW Network Manager	Log retrieval and advanced commands	MCU
Gateway Ports					
HTTP	80	TCP	In from Web	Web UI access	Gateway
SNMP	161	UDP	In from iCM and iVIEW Network Manager	Configuration/Status	Gateway
Telnet	23	TCP	In from iVIEW Network Manager	Log retrieval and advanced commands	Gateway

INSTALLING iVIEW SUITE



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 Select a version of iVIEW Suite to install in the **Installation Type Selection** window. The following options are available:
 - With 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. Select a user provisioning option. There are three available options:
 - No integration with Directory Server
 - Directory Server
 - Directory Server with Single Sign On (SSO) Enabled.
You must enable SSO to work with the iVIEW 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.

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 Select 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 Server Selection window, select a database from the following options:
 - Internal Database
 - MSDE/MS-SQL
 - MySQL (for iVIEW Suite with Gatekeeper for SCOPIA bundle only)

Note If you install iVIEW Suite with an SQL Server 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 Suite.

For example, to view the iVIEW Suite user interface in Chinese, you must also set the SQL Server database host computer to use Chinese. 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.

- 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**.

How to Perform Post Installation Procedures

- 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 User 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 email server is functioning, enter an email address. If the email server is functioning correctly, you receive a test email.

Note If SMTP server fields are left blank, email 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.

HOW TO PERFORM POST INSTALLATION PROCEDURES

- [Confirming Installation](#) on page 11
- [Verifying the iVIEW Suite Services Are Installed](#) on page 11
- [Logging in for the First Time](#) on page 12
- [Obtaining a License](#) on page 12
- [Changing Server Name and Web Port](#) on page 13

CONFIRMING INSTALLATION



Procedure

- 1 Wait 2-3 minutes for server initialization.
 - 2 Go to <http://host-URL:port-number>.
 - 3 Verify that the iVIEW Communications Manager login window appears.
 - 4 Verify that you can log in to the web interface using the administrator account specified in the installation process.
-

VERIFYING THE iVIEW SUITE SERVICES ARE INSTALLED

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



Procedure

- 1 Go to **Start > Settings > Control Panel > Administrative Tools > Services** and find the list of iVIEW Suite related services.
- 2 Verify that 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 `vcms-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 Enhanced Communication Server 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.
-

LOGGING IN FOR THE FIRST TIME



Procedure

- 1 Access either the iVIEW Communications Manager and iVIEW Network Manager login windows from the Start menu of the local server.
 - 2 Log in to iVIEW Communications Manager for the first time.
 - 3 (Optional) Enable directory integration to synchronize user records from a Directory 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, perform the following procedure:



Procedure

- 1 In the iVIEW Communications Manager toolbar, click the **Help About** icon.
- 2 Click **Click here for product registration** 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 email.

- 4 After obtaining the license, choose Start > Programs > RADVISION > iVIEW Suite > Update License to apply the new license.
-

CHANGING SERVER NAME AND WEB PORT



Procedure

- 1 Navigate to the \JBOSS_DIR\bin\vcs-config.xml file and modify the following entry:

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

\JBOSS_DIR is the default JBOSS home directory path.

The default path is C:\Program Files\Radvision\iVIEW Suite\iCM\jboss.

- 2 After installation, navigate 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"/>
```

UNINSTALLING iVIEW SUITE



Procedure

- 1 Select **Start > Programs > RADVISION > iVIEW Suite > Uninstall RADVISION iVIEW Suite**

–or–

- 2 Choose **Control Panel > Add/Remove Programs > iVIEW Suite > Uninstall Program.**
-

UPGRADING iVIEW SUITE

Upgrading to version 7.1 requires a new license. After you have completed the upgrade to version 7.1, your existing license will expire in 30 days.

iVIEW Suite version 7.1 supports upgrade of the following versions:

- version 5.7.0.0.4
- version 5.6.1.0.61
- version 5.6.0.0.59
- version 5.7.0.0.4
- version 7.0.0.0.98
- version 7.0.1.0.33

You can upgrade any version directly to iVIEW Suite version 7.1.

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 [Backing up and Restoring iVIEW Suite Data](#) 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 [Backing up and Restoring iVIEW Suite Data](#) 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 7.1.



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 7.1 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.
 - 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 [Backing up and Restoring iVIEW Suite Data](#) chapter) to update your license.
-

ABOUT UPGRADING iVIEW SUITE IN REDUNDANT DEPLOYMENTS

Follow the work flow described in this section to correctly upgrade iVIEW Suite servers in redundant deployments.

- 1 Upgrade the master iVIEW Suite server. The service on the master iVIEW Suite is turned off. The slave iVIEW Suite takes over.
 - 2 Upgrade the slave iVIEW Suite server. The service on the master iVIEW Suite is turned off. The master iVIEW Suite server takes over.
- The upgrade procedure is completed successfully.

2

BACKING UP AND RESTORING iVIEW SUITE DATA

You can restore the iVIEW Suite database and configuration files from a backup copy. You should back up your database and configuration files on a regular basis.

You can only backup and restore database and configuration files within the same iVIEW Suite release number. Do not attempt to back up the database and configuration files from an old iVIEW Suite version and restore these files to a newer version.

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.

You perform the backup and restore procedures using the iVIEW Backup and Restore tool.

- [How to Back up iVIEW Suite Data](#) on page 18
- [How to Restore iVIEW Suite Data](#) on page 20

HOW TO BACK UP iVIEW SUITE DATA

WHAT IS BACKUP UP?

- [What is Backup up?](#) on page 18
- [Backing up iVIEW Suite Data](#) on page 19

During backup the following data is saved and backed up:

- Property files—Local text files which are used by the iVIEW Suite application.
- Database—Stores all the configuration information and the scheduling information.

[Table 2-1](#) shows what property files are backed up during the backup procedure.

Table 2-1 *Property Files*

Location	File name
iVIEW Suite-related property files	
%iVIEW Suite%\iCM\jboss\bin	authentication.properties
	ivrslidemsg.properties
	vcs-advanced.properties
	vcs-core.properties
	vnex.properties
	aivr-call-state-machine.xml
	ha.xml
	mdap-context.xml
	pre-start-call-state-machine.xml
	trap-config.xml
	vcs-cdr-conf.xml
	vcs-config.xml
	vcs-config-dest.xml
	vivr-call-state-machine.xml

Table 2-1 *Property Files*

Location	File name
%iVIEW Suite%iCM\jboss\server\default\conf	jndi.properties
	log4j.xml
	login-config.xml
%iVIEW Suite%iCM\jboss\server\default\deploy	mysql-ds.xml
	B2BUA-related property files
%iVIEW Suite%iCM\sipserver\conf	service.ini
	SIPConfig.xml
	UpdatedSIPConfig.xml

The iVIEW Suite Backup and Restore tool supports both types of databases used by iVIEW Suite:

- Internal—MySQL
- External—MS SQL

BACKING UP iVIEW SUITE DATA



Procedure

- 1 Select **Start > Programs > RADVISION iVIEW Suite > Launch Backup and Restore Tool**.
- 2 Select **Backup Configuration**, and then click **Next**.
- 3 Select the type of files you want to back up.
- 4 Specify the path to the location where you want to place the backup file.

- 5 If necessary, modify the backup file name.
By default the file name format is Backup_Database_Props. After the backup process is completed, the current date (YYYYMMDD) and time (1421) stamps are automatically added to the file name. For example, Backup_Database_Props_20091215_1421.zip.
 - 6 Click **Next**.
 - 7 Click **Start**.
The backup process begins. Upon completion the success message is displayed.
 - 8 For the MS SQL database backup, share a folder on the MS SQL server so that it is accessible with read permission. The share name and the actual name of this folder must be the same. Then click the link to verify that the folder is accessible.
 - 9 Click **OK**. The backup procedure is completed.
-

HOW TO RESTORE iVIEW SUITE DATA

- [About Restore Procedure](#) on page 20
- [Restoring iVIEW Suite Data](#) on page 21

ABOUT RESTORE PROCEDURE

The database restore procedure may be risky due to possible network or database issues. In case such issues occur and the restore procedure cannot be completed, the current database is destroyed. The iVIEW Suite Backup and Restore tool reduces the risk by using a safe restore workflow:

- 1 The iVIEW Suite Backup and Restore tool creates a new database instance with a temporary name for restore data.
- 2 If the restore procedure is executed successfully, the iVIEW Suite Backup and Restore tool renames and stores the current database and renames the newly created database instance.

If the restore procedure fails, an administrator can still use the current database which was not deleted.

RESTORING iVIEW SUITE DATA



Procedure

- 1 Select **Start > Programs > RADVISION iVIEW Suite > Launch Backup and Restore Tool.**
 - 2 Select **Restore Configuration**, and then click **Next**.
 - 3 Select the backup file which you want to use, and then click **Next**.
 - 4 Click **Start**.
The restore process begins. Upon completion the success message is displayed.
 - 5 For the MS SQL database restore:
 - a Enter admin login name and admin password.
 - b Share a folder on the MS SQL server so that it is accessible with write permission.
 - 6 Click **OK**.
 - 7 Start the iVIEW service.
-

How to Restore iVIEW Suite Data