LearnMate Live

Installation Guide

Catalog # 200055 Rev. A

July 2012

intelitek

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1. Introduction

This guide provides instructions to properly run the installation of the LearnMate Live plug-in for LearnMate Server version 5.2 and above.

Before setting up the server installs, it is important to review all information in the guide.

This guide provides instructions for the following:

- Opening ports on the LearnMate Live Server and client computers. See 2. Opening Ports, on page 2.
- How to install LearnMate Live. See 3 .Installing the LearnMate Live Plug-in for LearnMate Server, on page 3.
- How to uninstall LearnMate Live. See 4 .Uninstalling LearnMate Live Plug-in for LearnMate Server, on page 6.
- Troubleshooting Installation issues. See 5. Troubleshooting, on page 7.

2. Opening Ports

In order to use LearnMate Live, ports must be open both on the LearnMate Live Server and on the client computers:

- On the LearnMate Live Server, port 48365 must be open.
- On the client computers for students and teachers, TCP ports 38465 and 1935 must be open. These are open by default in Microsoft Windows Firewall.

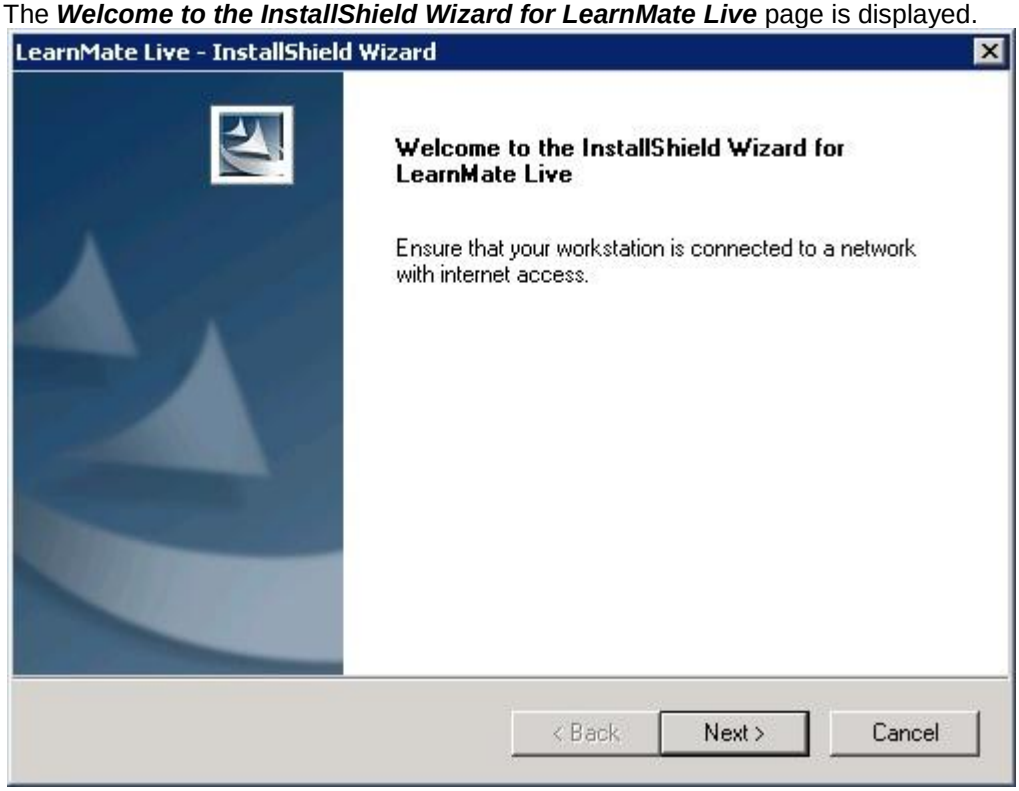
3. Installing the LearnMate Live Plug-in for LearnMate Server

The LearnMate Live installer is supplied on a CD. Close any open applications before proceeding with the installation procedures.

To begin the LearnMate Live installation:

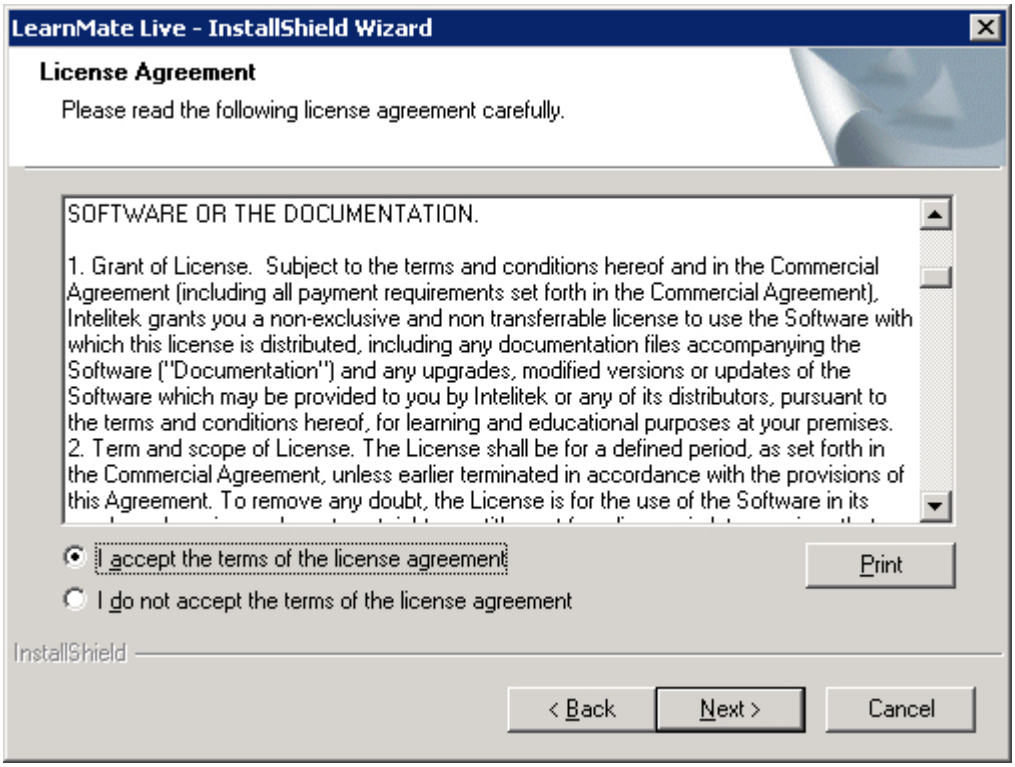
1. Log in to the Windows server as the administrator.
2. Insert the LearnMate 5 Live CD into the CD-ROM drive. The installation program should start automatically.
3. If the AUTORUN program does not start automatically:
    1. Open Windows Explorer and browse to the CD drive and then to the install directory.
    2. Double-click on LearnMateLiveSetup.exe.

    The ***Welcome to the InstallShield Wizard for LearnMate Live*** page is displayed.



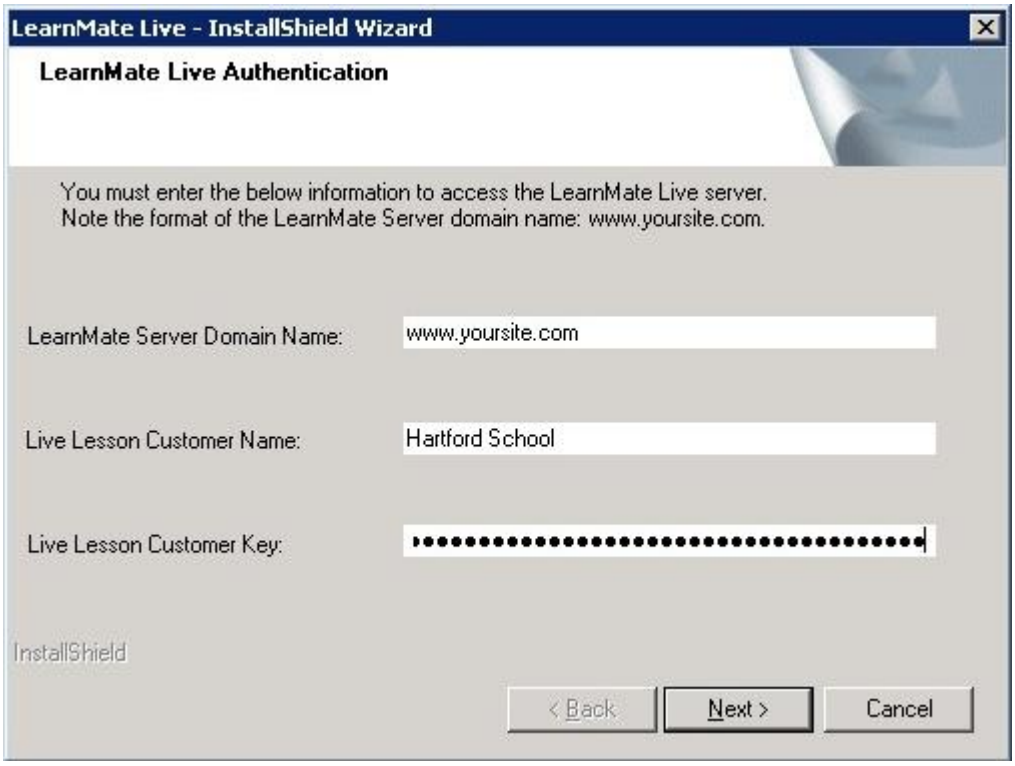
4. Click Next to continue with the installation.

    The License Agreement Window is displayed.



5. Read the license agreement carefully. Then select the radio button next to I accept the terms of the license agreement and click Next.

   The LearnMate Live Authentication window is displayed.



6. Insert the following details in the relevant fields:

   - LearnMate Server Domain Name

     The domain name of your LearnMate Organization, e.g. www.yoursite.com.

- Live Lesson Customer Name

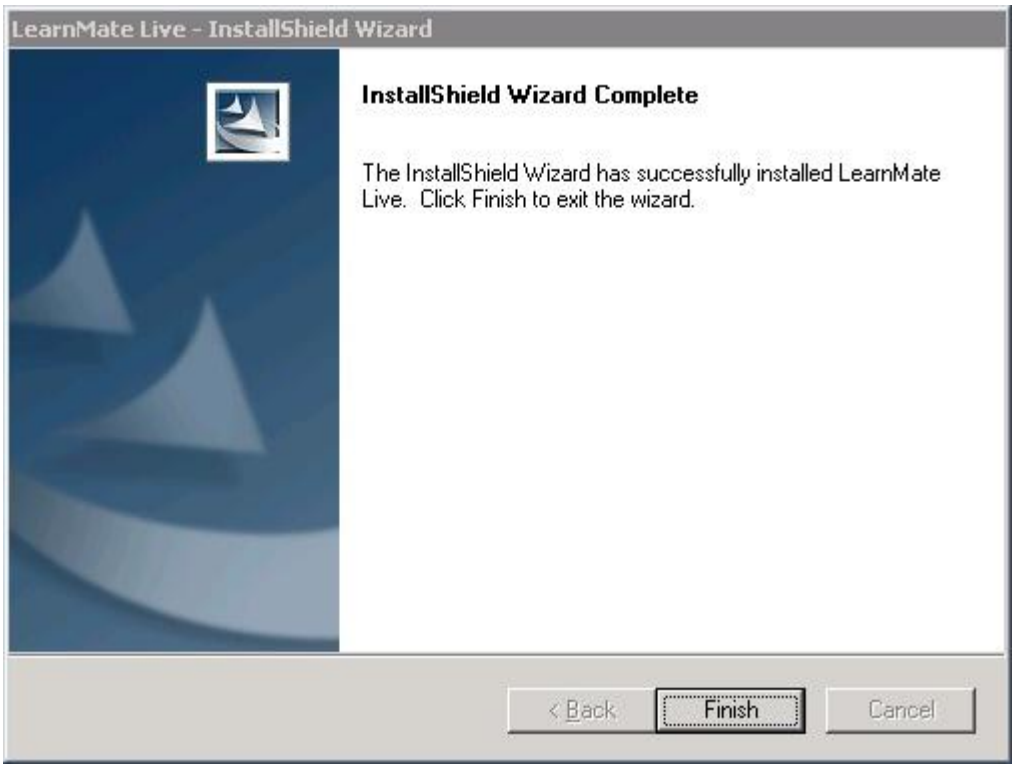
  The LearnMate Live Customer Name that you were provided with.

- Live Lesson Customer Key

  The LearnMate Live Customer Key that you were provided with.

7. Click Next to start the installation.

   When the installation is complete, the InstallShield Wizard Complete window is displayed.



8. Click **Finish** to close the LearnMate Live – InstallShield Wizard.

Note: For information on using LearnMate Live, refer to the LearnMate Live Instructor's Guide.

4. Uninstalling LearnMate Live Plug-in for LearnMate Server

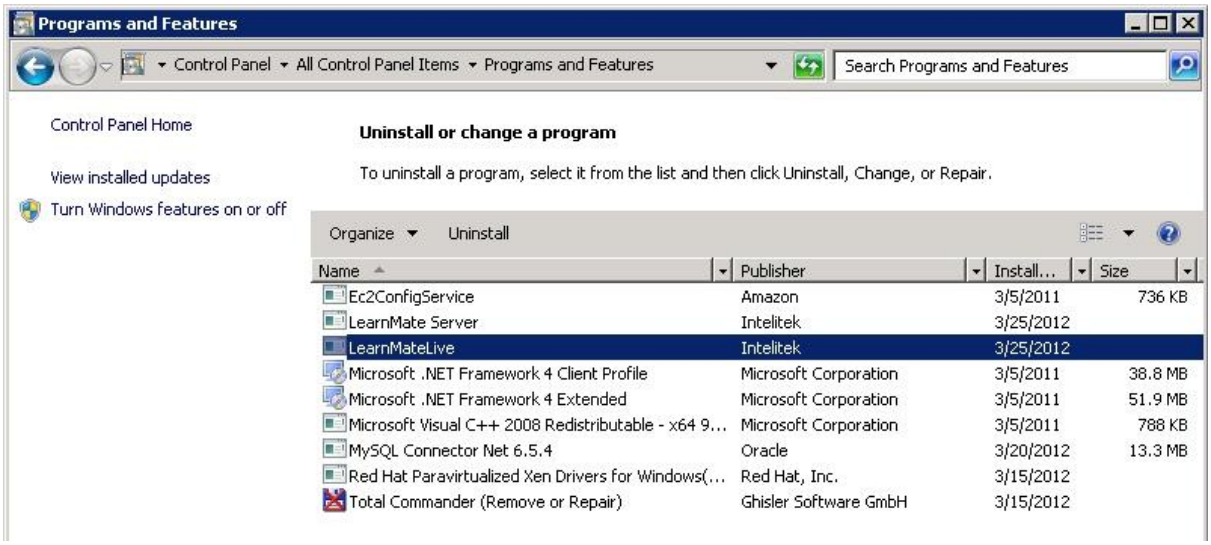
Like any installed program, LearnMate Live can be uninstalled at any time by an administrator with the necessary permissions.

To uninstall LearnMate Live:

1. Click on Uninstall a Program under the Program heading in the Control Panel.

   The Uninstall or Change a Program window is displayed.

2. Select the program from the list.



3. Click Uninstall.

   A confirmation prompt is displayed.

4. Click Yes to confirm that you wish to uninstall LearnMate Live.

   The LearnMate Live InstallShield Wizard will uninstall LearnMate Live.

5. Troubleshooting

This section lists LearnMate Live plug-in installation errors and information on how to resolve the issues.

Ensure that you have installed LearnMate Server version 5.2 or above before installing LearnMate Live.

The LearnMate Live plug-in for LearnMate Server requires that LearnMate Server version 5.2 or above be pre-installed on the computer for the plug-in to be installed. For information on installing and working with the LearnMate Server, refer to the LearnMate 5 LMS Server Installation Guide.

LearnMate Live is already installed on this computer.

For information on how to use LearnMate Live, refer to the LearnMate Live Instructor's and Student's Guides.

Your LearnMate Live subscription has expired.

Contact your dealer to reactivate your subscription in order to continue using LearnMate Live.

LearnMate Live authentication failed.

Verify that your authentication data is correct and check your internet connection.