

LearnMate 7

LMS AND COURSE INSTALLATION GUIDE

Catalog #200074 Rev. C

November 2015



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LearnMate 7 LMS and Course Installation Guide Rev. C

#200074

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1. Introduction

This guide provides instructions on how to install LearnMate 7 LMS on to a client server.

Before performing the installation, it is important to review all information in this guide.

This guide provides instructions on how to:

- Prepare for LearnMate 7 LMS Installation. See section 2 Pre-Installation Information, on page 2.
- Install LearnMate 7 LMS. See section 3 Installation Instructions, on page 4.
- Install courses on LearnMate 7. See section 4 Installing Courses, on page 17.

2. Pre-Installation Information

Before running the LearnMate 7 LMS install, it is important to review all pre-installation information presented in this section. The pre-installation procedure ensures that the client server is ready for the LearnMate 7 installation.

Follow the pre-installation procedure below:

1. Collect the necessary server installation information.
For more information, see section 2.1 Collecting Server Installation Information.
2. Ensure that the client server meets the system requirements.
For more information, see section 2.2 Verifying System Requirements.
3. Ensure that the client server is ready for installation.
For more information, see section 3.1 Completing the Installation Preparation Checklist.

2.1. COLLECTING SERVER INSTALLATION INFORMATION

1. Complete the LearnMate Client Server Checklist found at section 6.1 LearnMate Client Server Checklist.
 - Contact the customer in order to acquire all the necessary system information.
- ① *Note: Much of this information needs to be provided by the school's network administrator.*
2. Once the list is completed, forward the information to your Intelitek representative for review by emailing support@intelitek.com or by fax to (1) 603-437-2137.
3. Provide a copy of the completed checklist to your dealer's technician.

If you need assistance obtaining the necessary system information, contact Intelitek Customer Support at (1) 800-221-2763.

2.2. VERIFYING SYSTEM REQUIREMENTS

To ensure the LearnMate 7 LMS installation is successful:

- Install the LMS on a PC with a clean installation of one of the following recommended operating systems:
 - Win2012 R2
 - Win2008 R2 web edition
 - Win2008 32\64 bit web edition
- Close any other operations on the computer before installing
- ❗ *If you receive a “Ports are in use” error message during installation, you must use a different client server or remove the applications using the ports.*

Minimum system requirements¹:

- Core 2 Duo 2.0 GHz or higher
- 4 GB RAM memory or higher²
- Disk space of 40 GB or higher
- Internet connection for license activation:
 - Recommended for LearnMate LMS, manual process available
 - Required for Course content, manual process not available
- Static IP Address / DNS Name
- ❗ *Note: The address at which the LearnMate 7 LMS is accessed must not change. This means that either the LMS must be installed on a computer with a static IP address, or the machine must have a properly maintained DNS name. NetBIOS names are not sufficient to connect to LearnMate 7. A fully qualified domain name should be used if no static IP address is available. It is the responsibility of the customer’s System/IT Department to setup and configure DNS names **before the installation of LearnMate 7.***
- ❗ *Intelitek is not responsible for maintaining server hardware.*
- ❗ *It is highly recommended that you implement a backup solution for your server.*

¹ The actual system requirements will vary depending on your system configuration and the other applications on your computer.

² The actual amount of RAM required depends on the number of users expected to work on the server. In general, for every 50 concurrent users, an additional 1 GB RAM should be added.


3. Installation Instructions

This chapter provides information on installing the LearnMate 7 LMS.

Review the following information:

- How to complete the Installation Preparation Checklist.
See section 6.2 Installation Preparation Checklist, on page 30.
- How to install the LearnMate 7 LMS.
See section 3.2 Performing the Installation, on page 4.
- How to verify the installation was successful.
See section 3.3 Confirming the Installation, on page 12.
- How to determine your Web address.
See section 3.4 Determining Your IP Address on page 15.

3.1. COMPLETING THE INSTALLATION PREPARATION CHECKLIST

-  *Dealers: Contact the customer at least one week prior to the installation to ensure that all of the hardware is in place and if desired, a resolvable DNS name has been setup by a network administrator in time for the installation.*

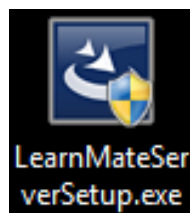
Review each item in the Installation Preparation Checklist found at section 6.2 Installation Preparation Checklist, on page 30.

3.2. PERFORMING THE INSTALLATION

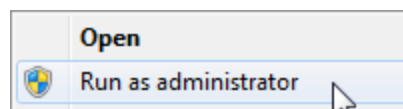
An internet connection is required for license activation. If an internet connection is not available, installation may be interrupted until licensing can be performed manually.

To install the LearnMate LMS:

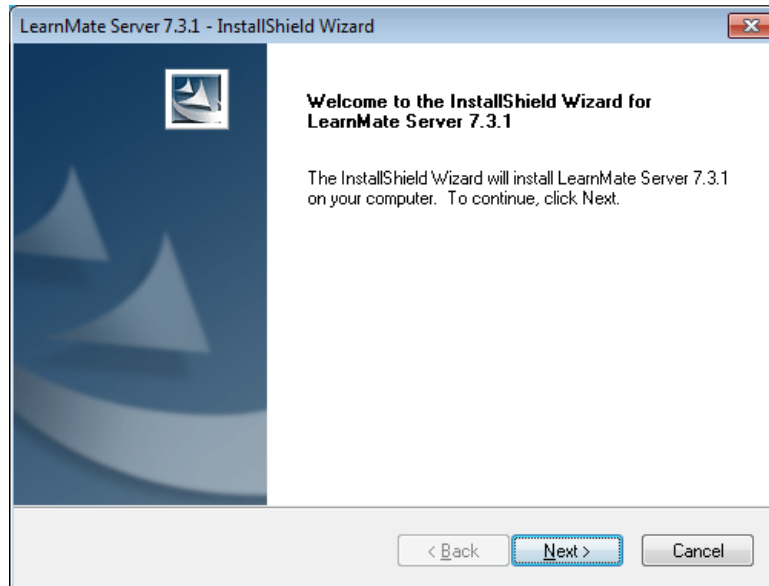
1. Close all other programs.
2. Copy or download the LearnMate LMS installation wizard from www.intelitekdownloads.com.



3. Right-click the installation file and select **Run as Administrator**.

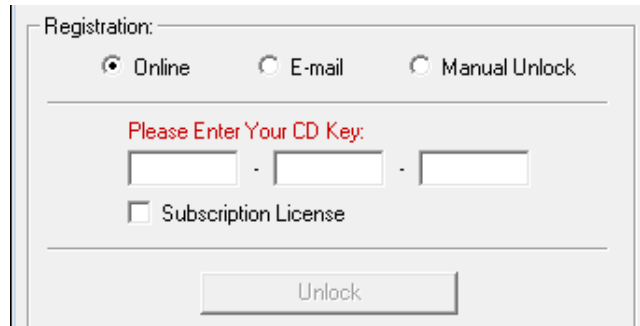


The InstallShield Wizard is displayed.



4. Click **Next**. The Intelitek Software License window is displayed.

5. If you were provided with a CD key, select **Online** under Registration and enter the key.



Registration:

Online E-mail Manual Unlock

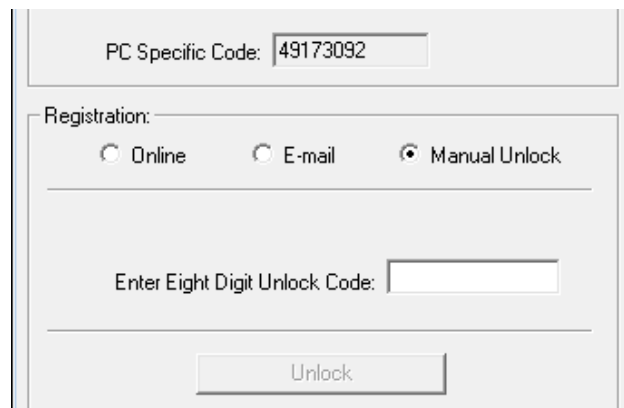
Please Enter Your CD Key:

- -

Subscription License

Unlock

If you don't have a CD key, select **Manual Unlock**. Send your PC specific code to your representative. Enter the eight digit unlock code that your agent sends you.



PC Specific Code:

Registration:

Online E-mail Manual Unlock

Enter Eight Digit Unlock Code:

Unlock

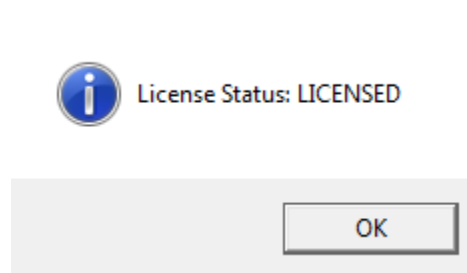
6. Click **Unlock**.




Enter Eight Digit Unlock Code:

Unlock

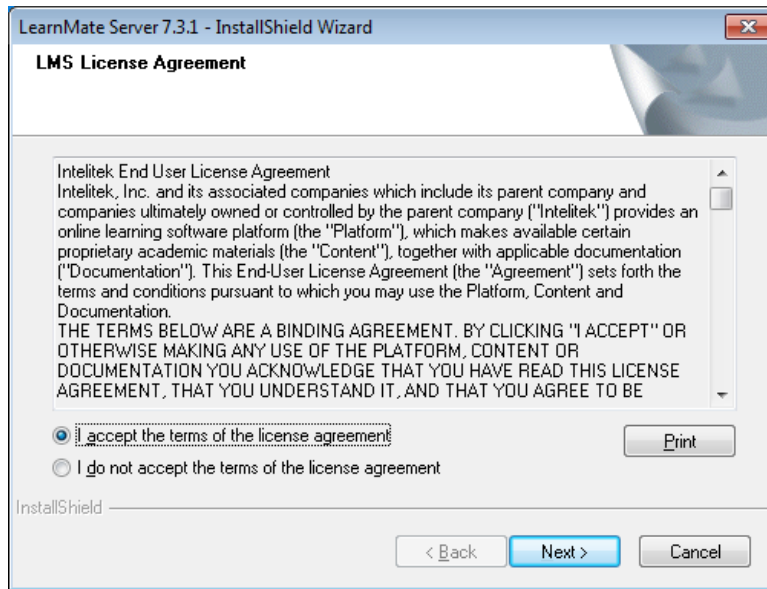
Licensing is confirmed.



 License Status: LICENSED

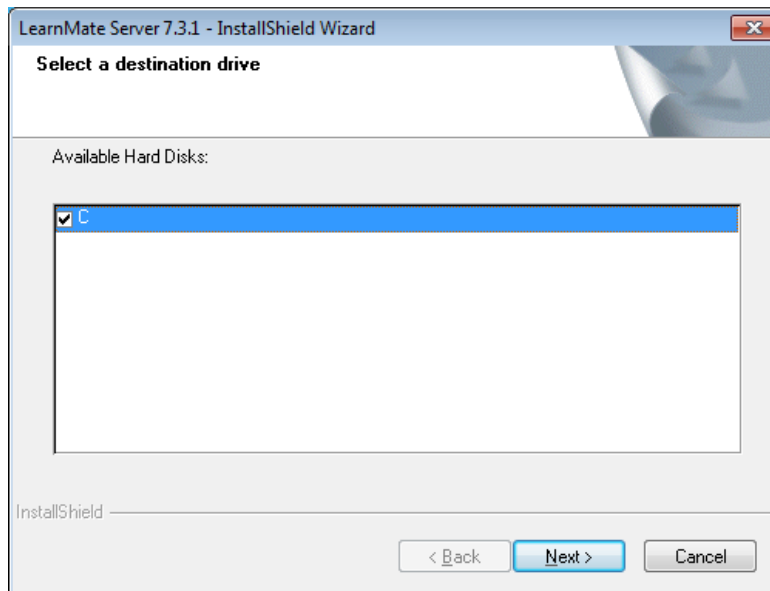
OK

7. Close the licensing window and then click **Next**. The LMS License Agreement is displayed.
8. Accept the terms of the agreement and then click **Next**.

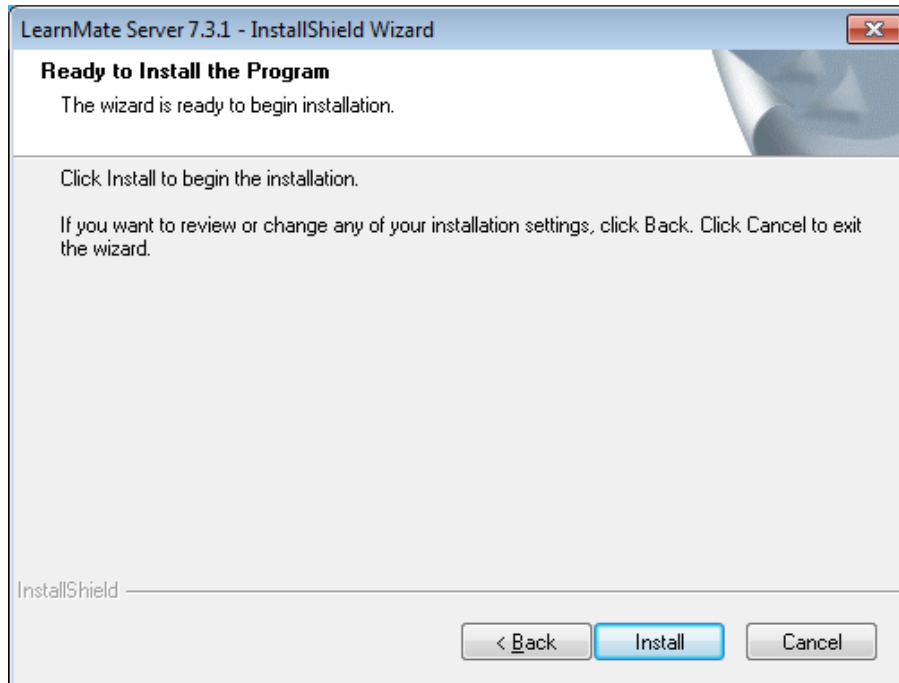


The Destination Drive window is displayed.

9. Select the drive for installation and then click **Next**.



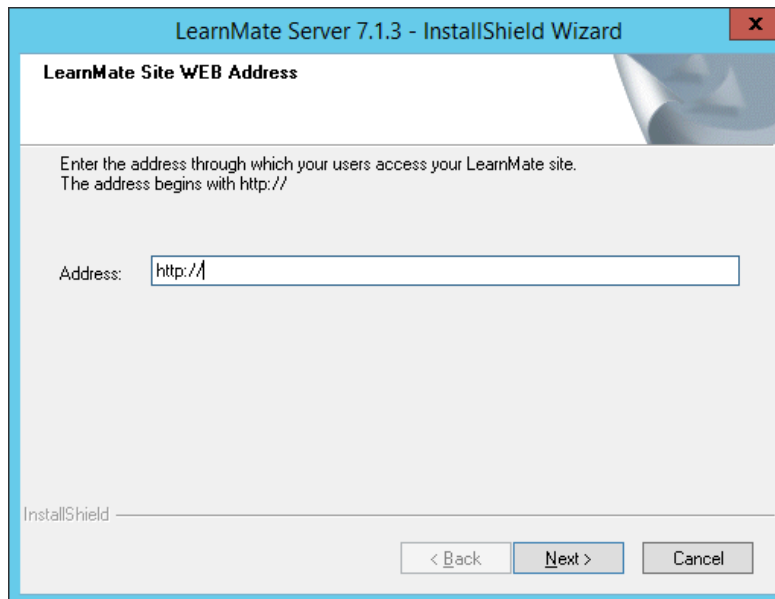
10. Click Install.



11. Enter the address of your server.

i *Note: Once installed, the Address can't be changed. Ensure that you enter the correct IP address.*

If you install the LMS with the incorrect address, uninstall the LMS and reinstall it with the correct address.



Your server address must be either a static IP address or a resolvable DNS name

Static IP address

For information on determining your IP address, see section 3.4 Determining Your IP Address on page 15.

Resolvable DNS name

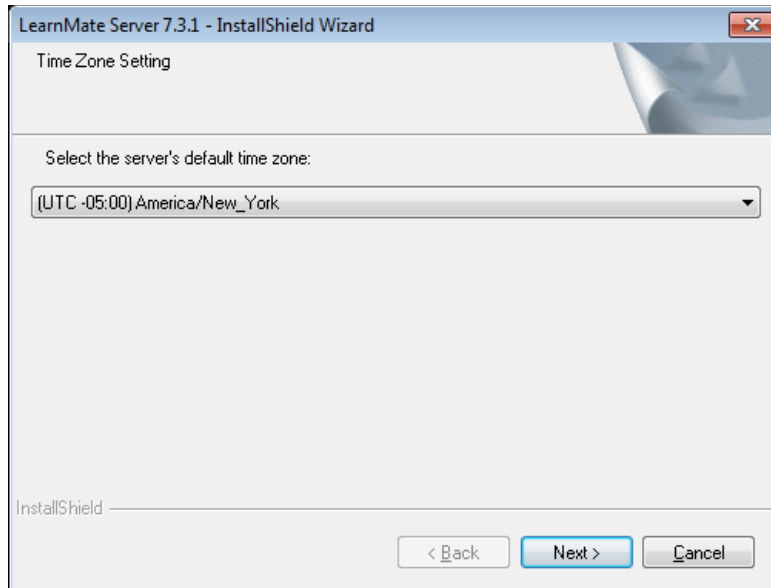
Any other desired address must be a resolvable DNS name.

- To use your Computer Name will require configuration by your Network Administrator for the domain.
- If you use a DNS name, confirm via your System Administrator that it is set up and accessible before continuing.

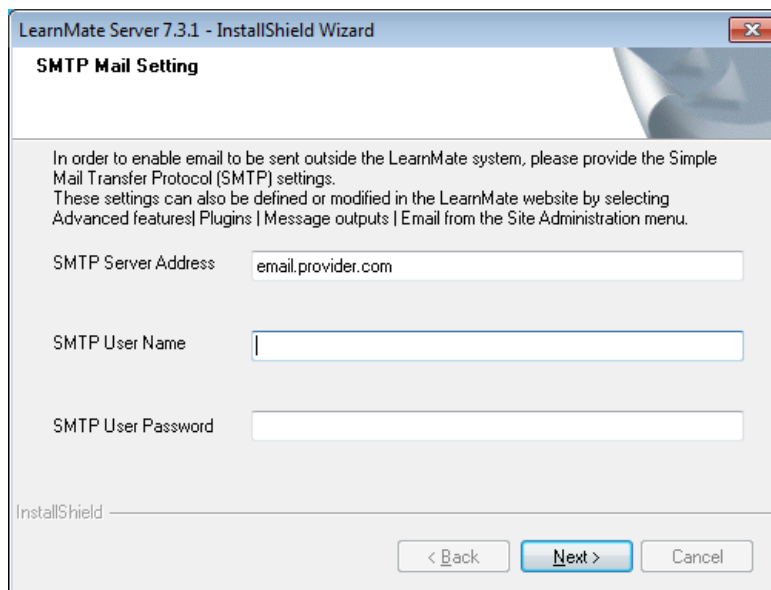
12. Click **Next**.

i *Note: At this point, on certain operating systems, a Windows Firewall window may open. If this occurs, you must change the firewall settings so that port 80 may be used.*

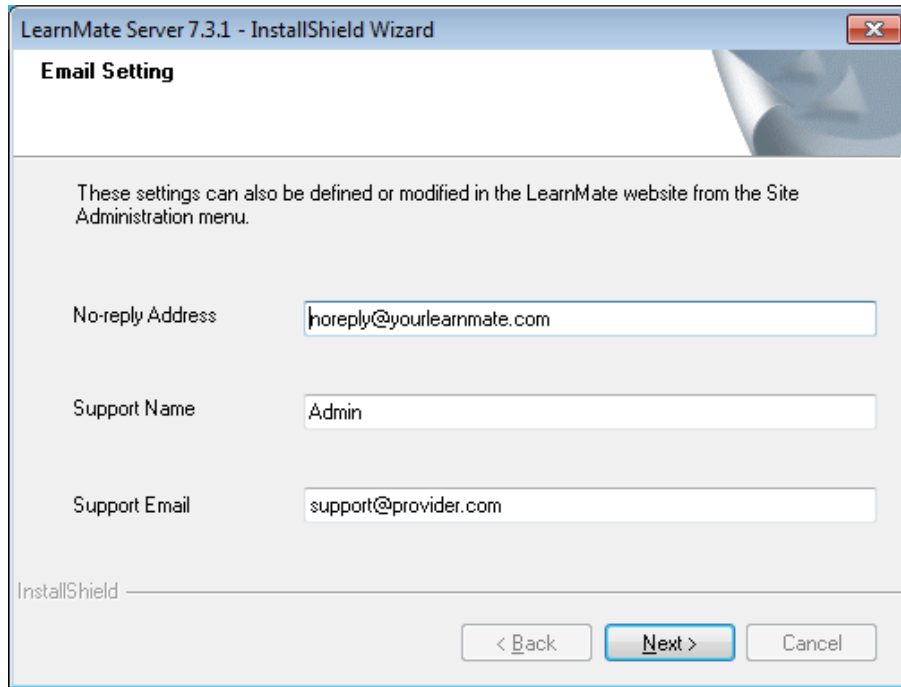
13. Select your time zone. Click **Next**.



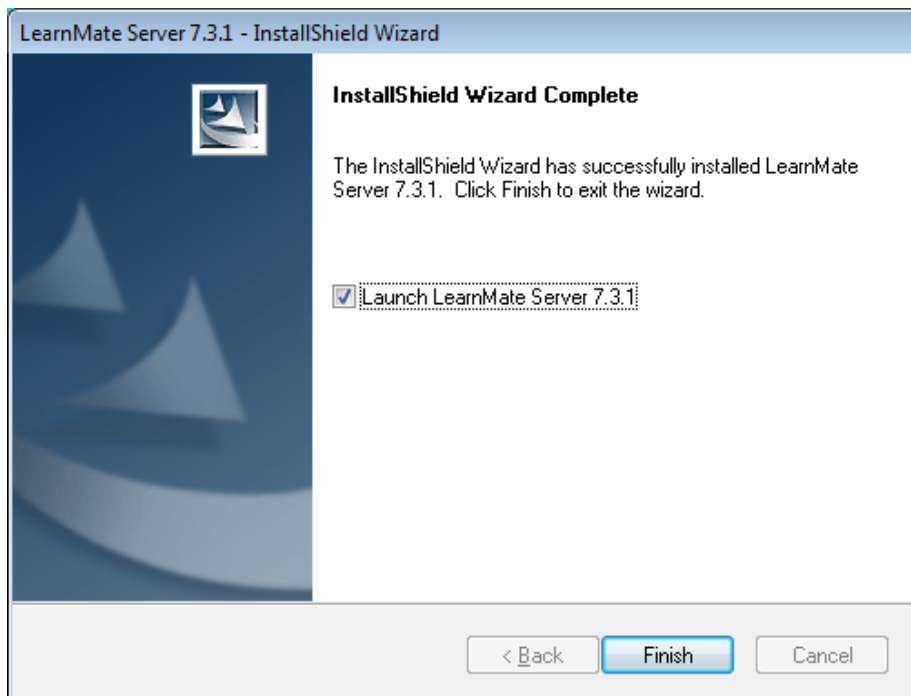
14. Enter the server's SMTP mail settings and then click **Next**. You may leave these fields blank and specify them from within the LMS later.



15. Enter the email settings for the LMS, and then click **Next**. You may leave these fields blank and specify them from within the LMS later.



16. After installation completes, click **Finish** to launch the LearnMate Server 7.x.



3.3. CONFIRMING THE INSTALLATION

Once the installation of the LearnMate 7 LMS is complete, log in to LearnMate 7 to verify installation. Once logged in, you can also change your password to ensure that your account cannot be accessed by anyone else.

This section describes:

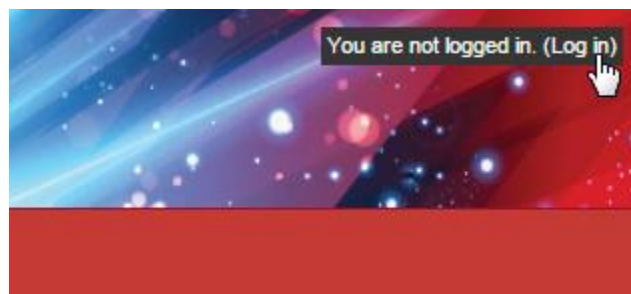
- How to log into LearnMate 7. See section 3.3.1 Logging into LearnMate 7, on page 12.
- How to change your password. See section 3.3.2 Changing the Password, on page 14.

3.3.1. Logging into LearnMate 7

A default username and password are provided so that the administrator can log in and begin the setup.

To log into LearnMate 7:

1. If LearnMate 7 is not currently open in your Web browser, launch your Web browser and open the LearnMate 7 application by entering the IP address you configured for the server during installation in the browser's address bar.
2. On the top-right of the page, click **Log in**.



3. Log in with the following username and password:

- Username: lmadmin
- Password: LmAdm1n_

Log in

Username *

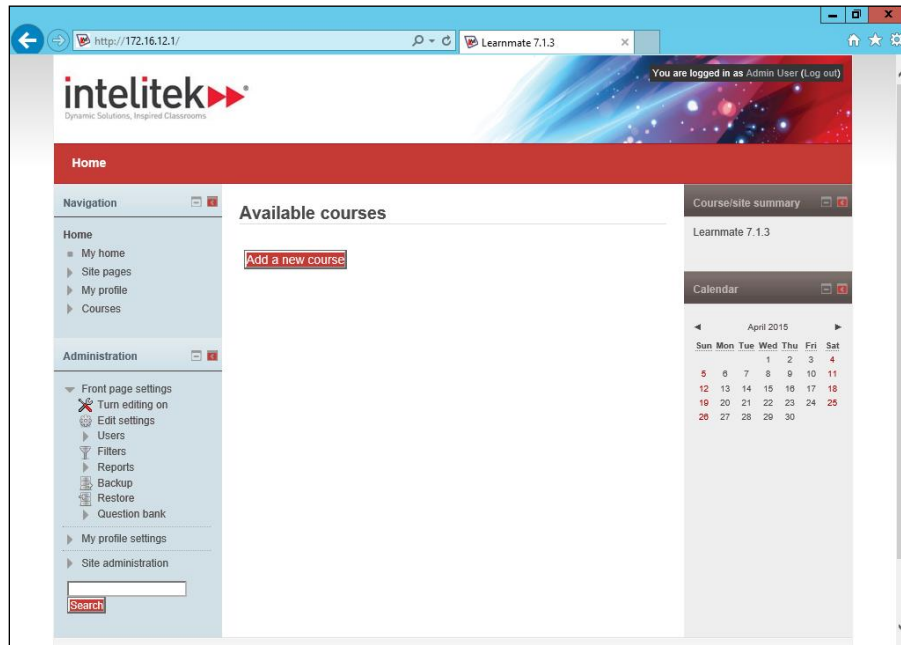
Password *

Remember username

Forgotten your username or password?

Cookies must be enabled in your browser ?

The Available Courses page is displayed.

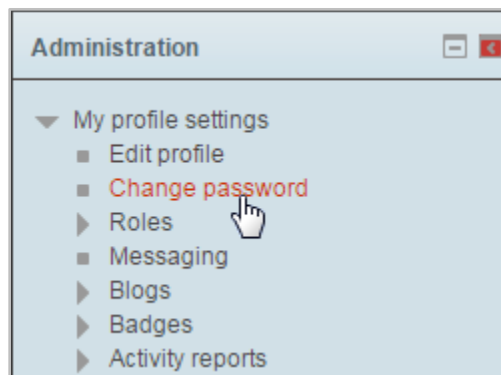


3.3.2. Changing the Password

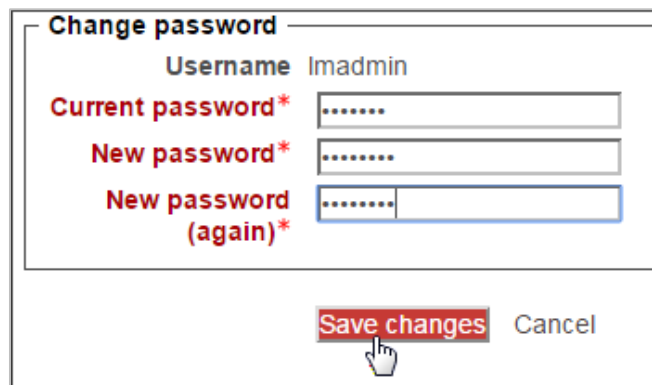
It is strongly recommended to change the password immediately to prevent unauthorized access.

To change the password:

1. In the Administration block on the left side of the page, navigate to **My profile settings | Change password**.



The Change password page is displayed.

A screenshot of the "Change password" form. The form has a title "Change password" and a "Username" field with the value "Imadmin". Below the username are three password fields: "Current password*", "New password*", and "New password (again)*". Each password field contains a series of dots. At the bottom of the form are two buttons: "Save changes" (highlighted in red with a mouse cursor) and "Cancel".

2. Complete the required fields.
 3. Click **Save changes**. The password is changed.
- i** *Note: It is extremely important to write down your password, add it to the installation sheet in section 6.3, and share it with your IT staff.*
- i** *If you forget your password and cannot access your account you may need to reinstall LearnMate. Contact Intelitek for assistance.*

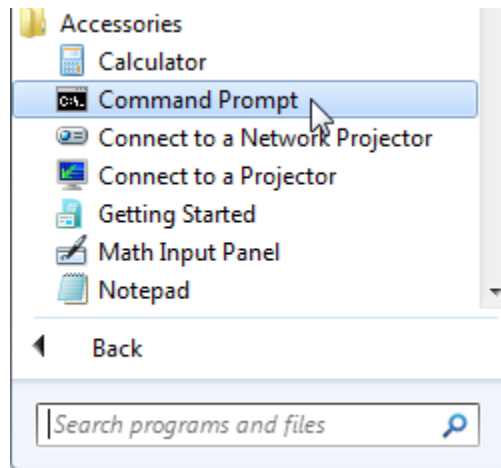
3.4. DETERMINING YOUR IP ADDRESS

Determine the IP address of your server by performing the following steps.

- ① *Note: You must have a static IP address defined for proper operation of LearnMate.*
- ① *Note: In the event that there are multiple NICs or Local Area Connections, contact your IT department.*

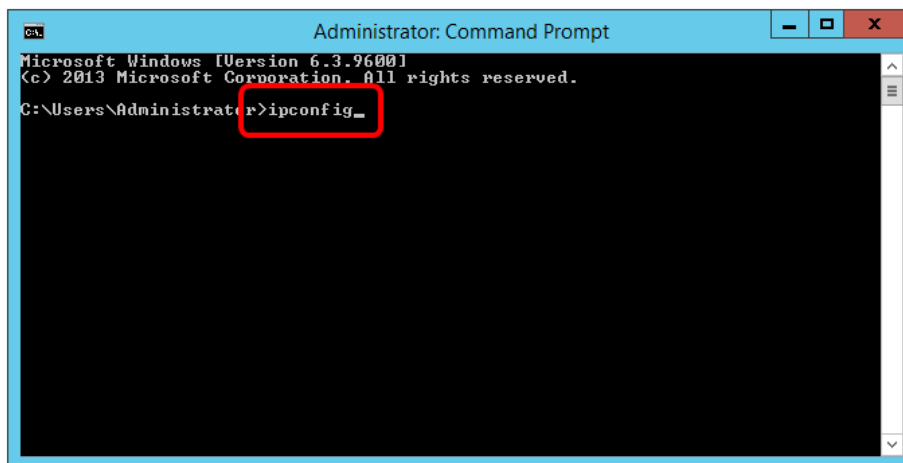
To determine your IP address:

1. From the Windows Start menu, select the Command Prompt.

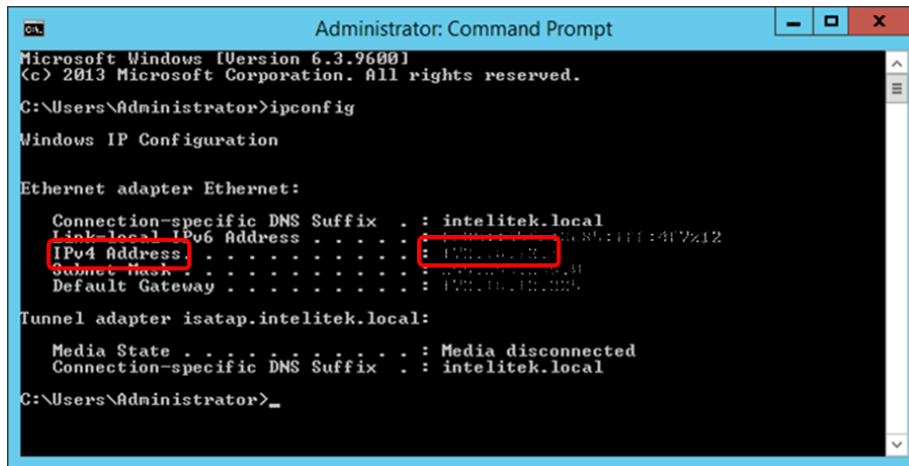


The Command prompt application is displayed.

2. At the end of the last line of text, enter **ipconfig** and press enter.



3. Scroll up or down and find the row that starts with **IPv4 Address**. Enter this sequence of numbers when installing the LearnMate LMS.



```
Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.
C:\Users\Administrator>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet:

    Connection-specific DNS Suffix  . : intelitek.local
    Link-local IPv6 Address . . . . . : fe80::4172:12
    IPv4 Address . . . . . : 192.168.1.31
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.254

Tunnel adapter isatap.intelitek.local:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : intelitek.local
C:\Users\Administrator>
```

4. Installing Courses

Once you have installed the LearnMate LMS, you can begin to install courses.

To install a course, the following steps are performed. Each step is covered in a separate section:

1. Confirm requirements. See section 4.1 Requirements for Course Installation, on page 17.
2. Log in to LearnMate. See section 4.2 Logging in to LearnMate on page 17.
3. Enable the Course Repository. See section 4.3 Enabling the Course Repository on page 17.
4. Create a course category. This step is optional. See section 4.4 Creating a Course Category on page 17.
5. Install the course. See section 4.5 Installing a course on page 21.
6. License the course. See section 4.6 Licensing a Course on page 25.

4.1. REQUIREMENTS FOR COURSE INSTALLATION

You will need the following:

- A LearnMate 7 LMS installed.
See section 4 Installation Instructions for more information about installing the LearnMate 7 LMS.
- A license code for each course purchased.
- An internet connection for Course license activation.

4.2. LOGGING IN TO LEARNMATE

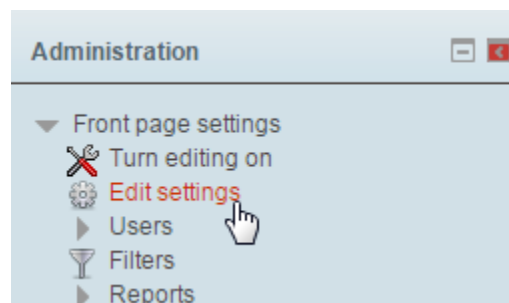
You must be logged in to LearnMate in order to install a course. To learn how to log in, see section 3.3.1 Logging into LearnMate 7, on page 12.

4.3. ENABLING THE COURSE REPOSITORY

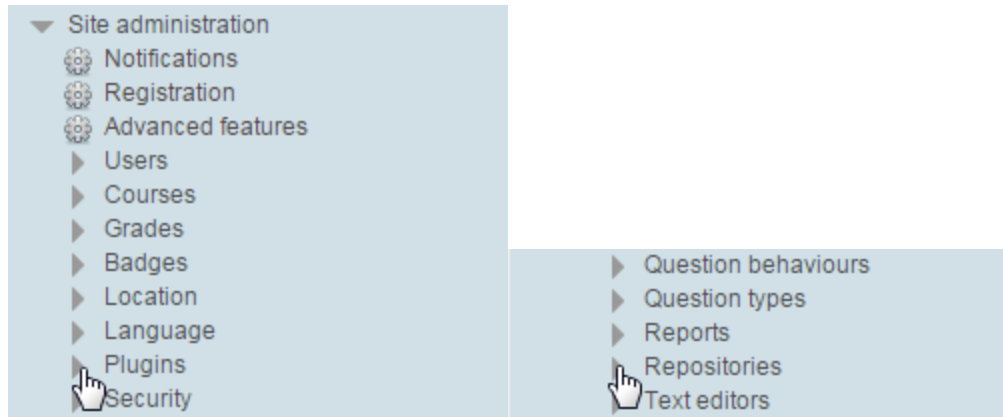
In order to allow access to courses for installation on your server, the course repository must be enabled.

To enable the course repository:

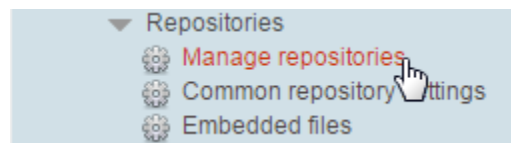
1. In the Administration block of the Home page, click **Edit settings**.



- In the Administration block, navigate to **Site Administration | Plugins | Repositories**.

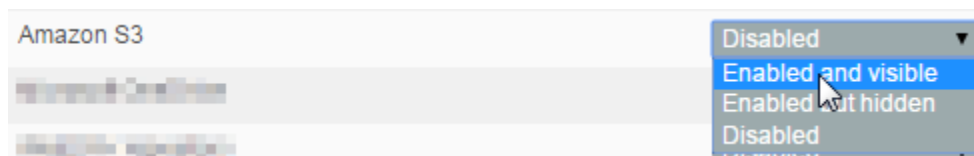


- Click **Manage Repositories**.



The Manage Repositories page is displayed.

- Change the setting for Amazon S3 to **Enabled and visible**.



- Note:** This setting should only be enabled while you are installing courses. Once you have finished installing courses, return to the Manage Repositories page and change the setting for Amazon S3 back to Disabled.

- Enter the Access and Secret keys you received from your supplier.

Amazon S3 settings

Repository plugin name

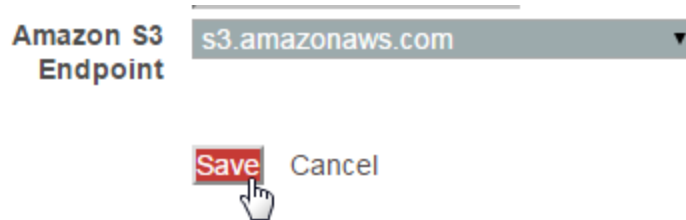
If you leave this empty the default name will be used.

Access key*

Secret key*

Amazon S3 Endpoint

6. Click **Save**.



The course repository is enabled.

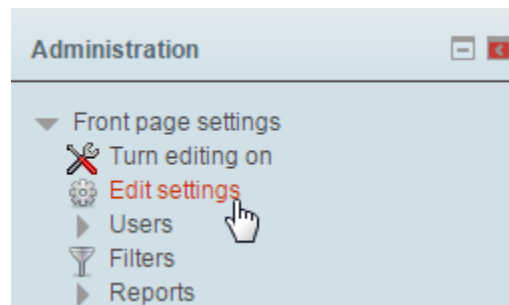
4.4. CREATING A COURSE CATEGORY

During the course installation procedure, LearnMate asks you under which category you want to add the course. If you have not previously defined any categories, courses are installed into the *Miscellaneous* category.

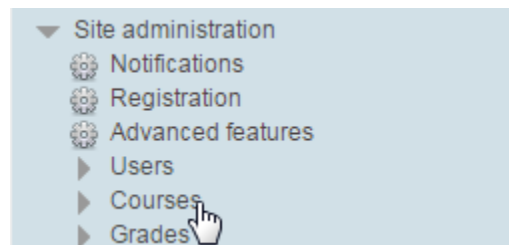
- i** *Note: Installed courses can be moved to other categories at a later stage.*

To create a category:

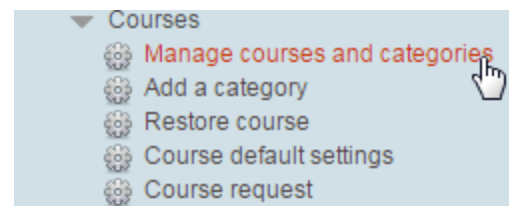
1. In the Administration block of the Home page, click **Edit settings**.



2. In the Administration block, navigate to **Site Administration | Courses**.

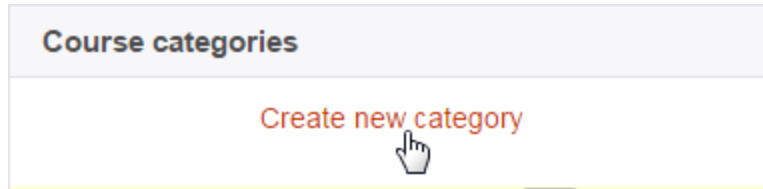


3. Click **Manage courses and categories**.

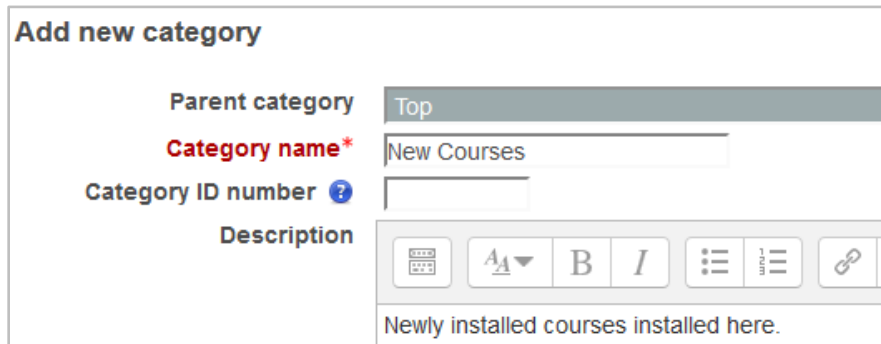


The Course and category management page is displayed.

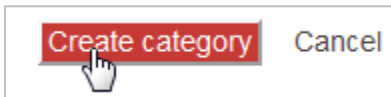
4. Click **Create new category**.



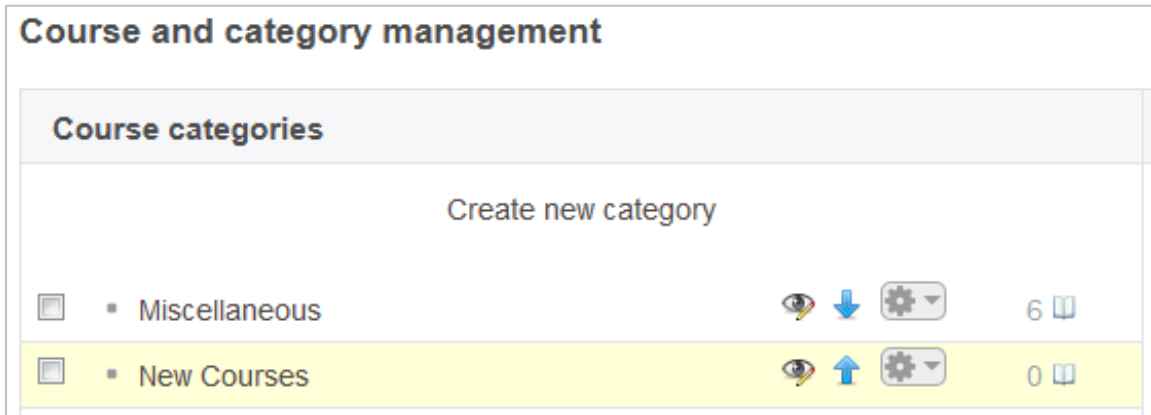
5. Enter the category name. Optionally, enter the Category ID number and description.



6. Click **Create Category**.



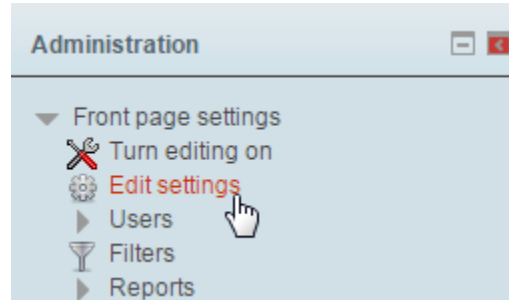
The category is listed.



4.5. INSTALLING A COURSE

To install a course:

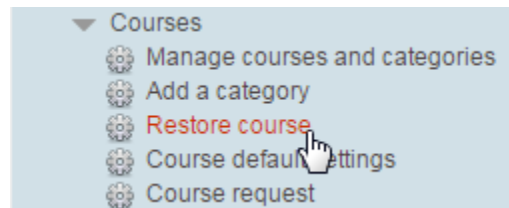
1. In the Administration block of the Home page, click **Edit settings**.



1. In the Administration block, navigate to **Site Administration | Courses**.



2. Click **Restore course**.



The Restore course page is displayed.

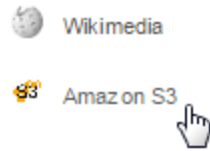
3. Click **Choose a file...**

Import a backup file

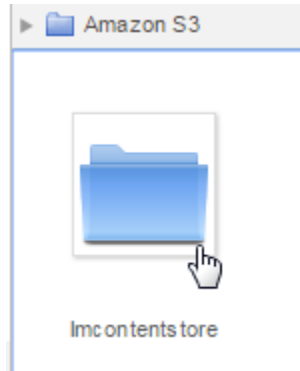


The File picker is displayed.

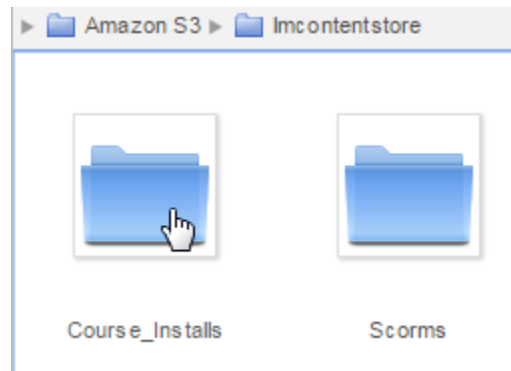
4. In the left pane, click **Amazon S3**.



5. In the right pane, click **Imcontentstore**.



6. Click **Course_Installs**.




7. On the top-right of the File picker, click the middle icon.



8. Locate the course that you want to install.

You can click the Control and "F" keys simultaneously to display the browser's search box. Type into the box to search for a course.



9. Click the  icon to the left of the course that you want to install.

		16/07/15, 14:32	193.1MB
---	--	-----------------	---------

A popup window is displayed.

10. Verify the name of the course and click **Select this file**.

Select 77-3015-0000_1.0.0.0_computer_... ✕

Save as


Author

Choose license

The course file is added to the Import a backup file area of the Restore course page.

11. Click **Restore**.

Files



12. At the bottom of the page that is displayed, click **Continue**.

13. Select the category in which you want the course to be installed.

Restore as a new course

Restore as a new course

Select a category

Name	Description
<input type="radio"/> Miscellaneous	
<input checked="" type="radio"/> New Courses	New installed courses installed here.

Search

Continue

14. Click **Continue**.

Search

Continue

15. At the bottom of each page, modify the settings if required and click the red button at the bottom-right of the page to continue. It is recommended that you do not change any of the settings.

Next **Perform restore**

Wait until the restore process is complete. This may take several minutes or more depending on available server resources. A success message is displayed on completion.

1. Confirm ▶ 2. Destination ▶ 3. Settings ▶ 4. Schema ▶ 5. Review ▶ 6. Process ▶ 7. **Complete**



The course was restored successfully, clicking the continue button below will take you to view the course you restored.

Continue


16. Click **Continue**. The course page is displayed.

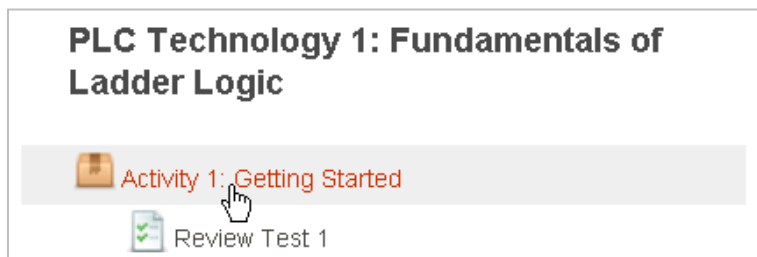
4.6. LICENSING A COURSE

After a course is installed, it must be licensed. Students are unable to view course content until the license code is entered.

-  *Note: Licensing requires an internet connection for initial activation.*
-  *Note: You must repeat the steps below as necessary for each course license.*

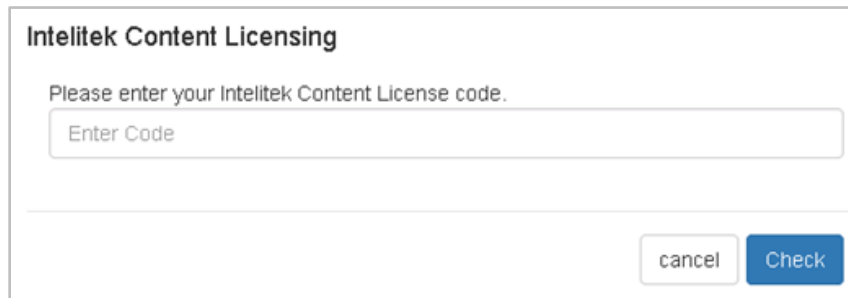
To license a course:

1. Open the course page in LearnMate if it is not already open.
2. Click any activity or lesson (indicated by the  icon).

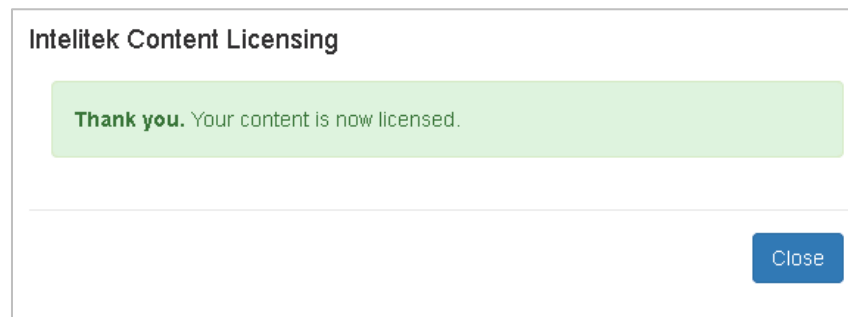


The lesson's Launch page loads. Click **Enter** to launch the lesson.

The Intelitek Content Licensing window is displayed.



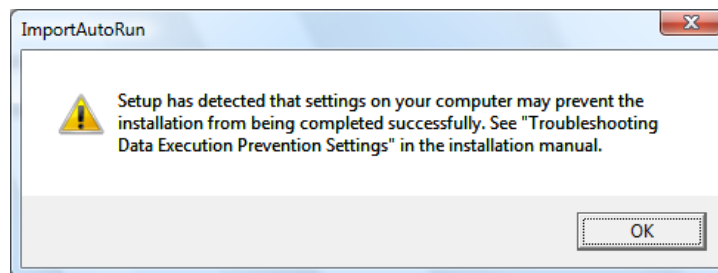
3. Enter the case-sensitive license code provided for the course.
4. Click **Check**. The course is now licensed for all users on the LearnMate LMS.



5. Troubleshooting Data Execution Prevention Settings

The Data Execution Prevention (DEP) setting in your PC is set by default to enable LearnMate 7 LMS software to be installed onto your computer.

If the DEP is set not to enable LearnMate 7 LMS software installation, an error message will be displayed during the installation as shown below.

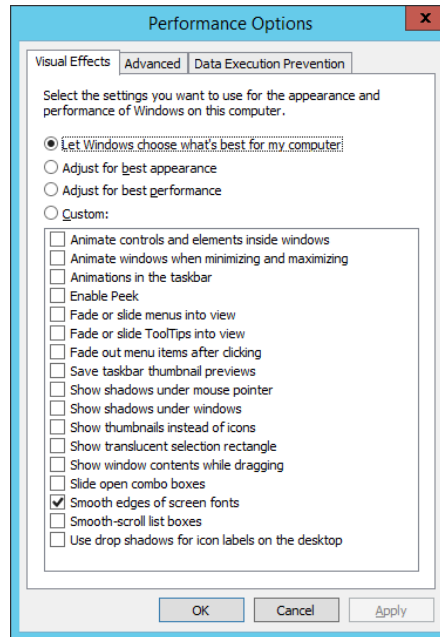


If you receive an error message, you will need to change the Data Execution Prevention (DEP) setting on your computer in order to install the LearnMate 7 LMS.

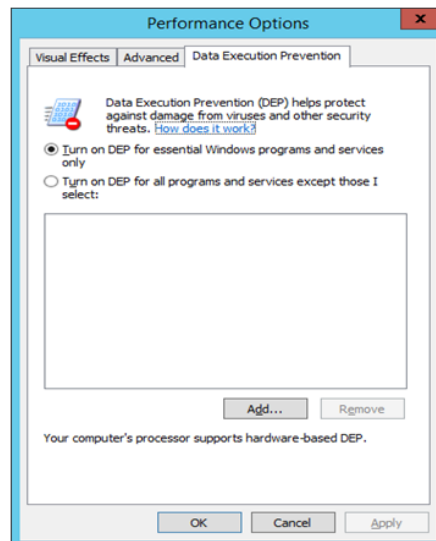
To configure the DEP setting:

1. Open the Windows Desktop.
2. Browse to the Advanced System Properties.
 - In Windows Server 2003 and Windows XP:
 - Click **Control Panel | System | Advanced Tab**
 - In Windows Server 2008 and Windows Vista:
 1. Click **Control Panel | System and Maintenance | System**
 2. Click **Advanced System Settings** in the Tasks area on the left of the System window.
 3. Click **Settings**.
 - In Windows Server 2008 R2 and Windows 7:
 1. Click **Control Panel | System and Security | System**
 2. Click **Advanced System Settings** in the Tasks area on the left of the System window.
 3. Click **Settings**.
 - In Windows Server 2012 R2 and Windows 8:
 1. Click **Control Panel | System and Security | System**
 2. Click **Change settings**.
 3. In the System Properties window, select the **Advanced** tab.

- In the Performance area, click **Settings**. The Performance Options window is displayed.



- Click the **Data Execution Prevention** tab.
- Select **Turn on DEP for essential Windows programs and services only**.



- Click **Apply**. You may be prompted to restart your computer.
- i** *Note: After installing the LearnMate 7 software you can restore your prior DEP setting. Follow steps 1 to 4 above, and in step 4, select **Turn on DEP for all programs and services except those I select**.*

6. Installation Checklists and Forms

6.1. LEARNMATE CLIENT SERVER CHECKLIST

Fill in the form below and forward the information to your Intelitek representative at support@intelitek.com or by fax to (1) 603-625-2137

LearnMate Client Server Checklist, page 1 of 2

Contact Information (Dealer)	
Dealer Name:	
Sales Representative:	
Sales Rep Phone Number:	
Installation Technician:	
Tech Phone Number:	
Server Details	
Server Name (Windows Computer Name):	
Workgroup or Domain Name:	
Local Static IP Address:	
External IP Address:	
External Domain Name:	
Installation Drive Letter:	
Location Where Install Files were Copied:	
Windows Administrator Username:	
Windows Administrator Password:	
Webmaster Password:	
Organization Administrator Username:	
Organization Administrator Password:	
Contact Information (School)	
School Name:	
Primary Contact Name:	
School Contact Phone Number:	
School Contact Cell Number:	
Systems Administrator Name:	
Systems Admin Phone Number:	
Systems Admin Cell Number:	

LearnMate Client Server Checklist, page 2 of 2

Server Specifications	
Server Brand and Model Number:	
Is the server a dedicated system?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Server Operating System:	
Server Processor:	
Server RAM:	
Server Hard Disk Space:	
Hard Disk Configuration (Single drive, Multiple partitions, Raid):	
Server Location (Classroom, Secure closet, etc.):	
Will the server be accessible from the Internet? (See section 2.2)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Administrator Username:	
Administrator Password:	
Is there an open SMTP relay on the schools network?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, what is the address of the open SMTP relay?	
Student Stations	
Student Operating System:	
Computer control software (Centurion, Deep Freeze, etc.):	
Is all computer control software unlocked? Passwords may be required.	
Student Locations (Classroom, Off Campus, etc.):	
Estimated number of student stations:	
Comments	

6.2. INSTALLATION PREPARATION CHECKLIST

For the installation to be as smooth as possible, all items on this list must be marked as **Yes**.

Customer Checklist		
1	Is the server installed and ready?	<input type="checkbox"/> YES <input type="checkbox"/> NO
2	Are the student stations online?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3	Are the student stations unlocked? (Will they be prior to the installation technician's arrival?)	<input type="checkbox"/> YES <input type="checkbox"/> NO
4	Have all of the student stations and the server been networked?	<input type="checkbox"/> YES <input type="checkbox"/> NO
4	Has communication between all of the student stations and the server been verified?	<input type="checkbox"/> YES <input type="checkbox"/> NO
5	If this is a lab installation, has all of the required Intelitek hardware arrived?	<input type="checkbox"/> YES <input type="checkbox"/> NO
6	Will a network technician be available for the first day of the install?	<input type="checkbox"/> YES <input type="checkbox"/> NO
7	Will you have physical access to the server for the duration of the install?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Installation Technician Checklist		
1	Have all of the necessary software components been provided to you by Intelitek?	<input type="checkbox"/> YES <input type="checkbox"/> NO
2	Do you have all of the necessary usernames and passwords, including: <ul style="list-style-type: none"> • Server administrator access • Student station local administrator access • Computer control software passwords (e.g. Centurion or Deep Freeze) 	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO

6.3. FINAL INSTALLATION CHECKLIST

Fill in and sign the checklist below. Forward the completed checklist to Intelitek by emailing support@intelitek.com or by faxing to (1) 603-437-2137.

Contact Information	
Installation Technician:	
Attendees:	
Primary Contact Name:	
Primary Contact Phone Number:	
Server Details	
Server Name (Windows Computer Name):	
Workgroup or Domain Name:	
Local Static IP Address:	
External IP Address:	
External Domain Name:	
Installation Drive (Letter):	
Location Where Install Files were Copied:	
Windows Administrator Username:	
Windows Administrator Password:	
Webmaster Password:	
Organization Administrator Username:	
Organization Administrator Password:	
Comments	

Technician Signature

Customer Signature