

Manitou - MediaGateway - Installation

12/18/2023 11:16 am EST

Information and Terminology

Patch - Revision-dependent set of files versioned by a number intended to update core Manitou files.

Package - Revision-dependent set of files that are not versioned by a number. These are intended to update non-Manitou core files and to apply hotfixes.

Version - The base revision installed of a Manitou system. (e.g., 2.0.0, 1.6.4, 1.6.3)

MSM (Manitou System Manager) - A Manitou-specific application for starting and stopping necessary alarm automation services.

Preparation and Requirements

Before starting the installation, verify the following items are completed/in place.

- Download the latest MediaGateway installation files from Bold Perennial's internal server.
 - Verify NTFS Permissions are not in place on the downloaded files.¹
- Download the latest SQL Server Express version compatible with Manitou.
- Add all system information into CRM before installation.
- Check there is enough hard drive space available.
 - HDs should be a minimum of 100 GB in size.
 - For an install, there is a recommendation of 25 GB free.
- Verify all servers and machines meet the latest minimum requirements guidelines.
- Install .Net 4.6
- Open TCP port 7007 for Distribution Communication.

Installing Microsoft SQL Server

The information below was created using Microsoft SQL Server 2017. In addition to the steps below, it is recommended to install SQL Server Management Studio (SSMS). This is a separate install and the download is found within the SQL Server Installation Center. There are no steps included for that as it requires no special configuration to install.

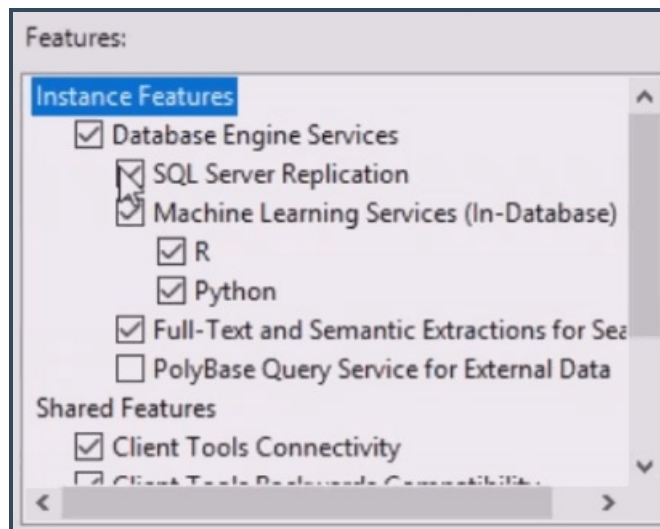
1. Start SQL Server Installation Center (Run the SQL Installer)
2. Select Installation, and then select "New SQL Server stand-alone installation or add features to an existing installation."
3. Accept the license terms and select next.

4. Select Next until the Install Rules page is presented
 - If any errors are presented select the hyperlink under the status column to verify.

5. Select Next to Proceed to Feature Selection.

6. Verify the following features are selected.

- Instance Features
 - Database Engine Services
- Shared Features
 - Client Tools Connectivity
 - Client Tools Backwards Compatibility
 - SQL Client Connectivity SDK



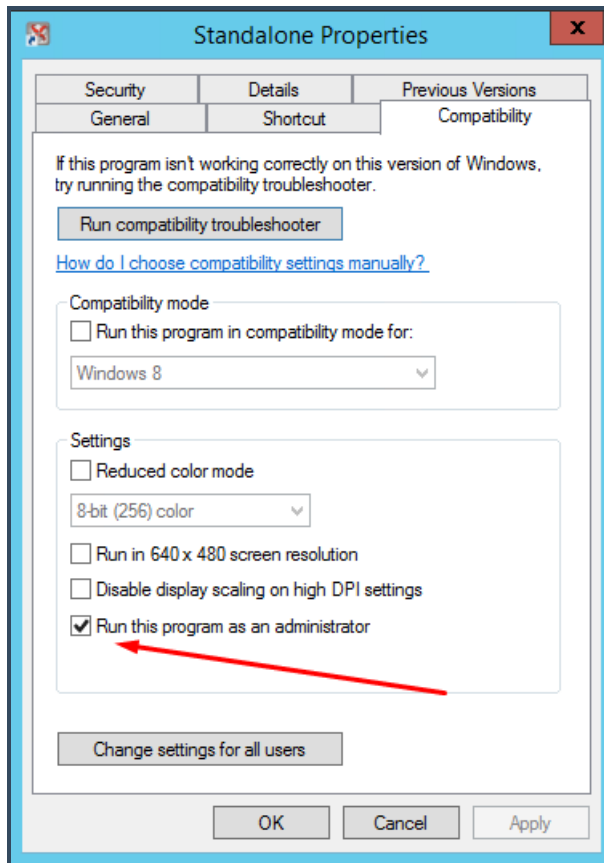
7. Verify the Instance root directory is set to the drive intended and select Next.
8. From the Instance Configuration select "Default instance" and select Next.
9. From the Server Configuration page leave the Service Accounts as default.
10. Select the Collation Tab and verify the collation is set to "SQL_Latin1_General_CP1_CI_AS"
 - If the Database Engine Collation is not set correctly, select customize and select the correct collation from the backward compatibility list.

11. Select Next to proceed to the Database Engine Configuration.
12. Change the Authentication Mode to Mixed Mode.
13. Specify a complex password for the SQL Server system administrator (sa) account.
14. Add any additional SQL Server Administrators as needed.
15. Select the Data Directories tab and verify the intended drive is specified.
16. Select Next to complete the installation. Continue to install the MediaGateway once SQL has finished installing.

Installing MediaGateway

1. Run the MediaGateway Installer
 - Select Next through the prompts using the default settings
 - Specify an alternative file path if necessary.
 - When prompted for the Distributer Server information, specify the distributor by name, not IP address.
 - Verify that you can ping the Distributer Server by name via the Command Prompt.
 - Select Close when the installer has completed.
2. Open Services. (Windows Key+R will open the Run Dialog box. You can type services.msc here and press enter to run Services)
 - Right Click on Bold Monitor service and select Properties
 - Change the Startup type to Automatic and go ahead and start the service if it's not already started.
3. Verify that the following DLLs are in the Manitou Folder.
 - rscoree.dll
 - managedimports.dll
 - recordcomms.dll
4. Push package 12 to the MediaGateway server and apply the latest Patch Update

5. License the MediaGateway Server
6. Restart the Bold Monitor Service
7. Make sure the shortcuts to MediaGateway Console and MediaGateway Standalone are set to be run as administrator.
 - Right Click the Shortcuts and click on Properties.



8. Verify the Media Gateway service name matches the App Type in Manitou.
 - a. From the MediaGateway Server, open services. msc from a run dialog. Select Properties for the Bold MediaGateway2.
 - b. Verify the service name (BOLD_MEDIA_GATEWAY or BOLD_MEDIA_GATEWAY2)
 - c. From the Active Manitou Server, open SQL Server, and open the App Types table.
 - d. Compare the SERVICENAME column for the MediaGateway App Type and verify it matches the service name on the MediaGateway.

SUPPORT-175 (SQL Server 12.0.2269 - sa)			
Databases			
System Databases			
ASPNETDB		2016-12-20 14:1...	2016-12-20 14:1...
MANITOU		2016-12-20 14:1...	2016-12-20 14:1...
MediaGateway		2016-12-20 14:1...	2016-12-20 14:1...
ReportServer		2016-12-20 14:1...	2016-12-20 14:1...
ReportServerTempDB		2016-12-20 14:1...	2016-12-20 14:1...
WEBPREFSDB		2016-12-20 14:1...	2016-12-20 14:1...
DOC		2016-12-20 14:1...	2016-12-20 14:1...
Security		2016-12-20 14:1...	2016-12-20 14:1...
Server Objects		2016-12-20 14:1...	2016-12-20 14:1...
Replication		2016-12-20 14:1...	2016-12-20 14:1...
Management		2016-12-20 14:1...	2016-12-20 14:1...

e. If the service does not match, change the SERVICENAME within the database.

It is possible to change the service name on the MediaGateway server in the instance that other MediaGateways are installed. However, that will require editing the registry and a restart of the server. Please grab a level 3 technician or developer if this type of change is needed.

Configuring MediaGateway

1. Run the MediaGateway as administrator in Standalone mode.
2. There will be a popup requesting a license file. The file should be in the Manitou directory. Select it now and continue through the dialog.
3. There will be a prompt for the MediaGateway database. Create the database.
4. Once the MediaGateway is open go to the Database Connection Settings. (File / Database Connection)
 - Configure the Database connection without using Integrated Security. This means using the same login.

Installing MediaGateway - Video Format

Installation - Part 1

<https://youtu.be/ZbLj1lkezbw>

Installation - Part 2

<https://youtu.be/suhYLQwLNKE>

Installation - Part 3