



*NetworkExpert  
Administration Manual*

**Platform Version 5.2.X**  
**Windows Media Player Compatible**

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## Welcome

Welcome to LearnKey's NetworkExpert. This powerful network training solution provides on-demand, real-time access to our award winning content over your organization's intranet. Training content is loaded on a server and made available to users throughout the network. This network solution gives you engaging instruction - just when you need it, centralized course content, a simplified training management system, streamlined delivery and effective use of your training dollars.



## Getting Started

### *SKILLS CHECK*

To make the installation, configuration, implementation and management of your NetworkExpert training solution successful and stress free, we recommend that you have some prerequisite knowledge and skills. Should you be a little rusty in some of these areas, please locate someone possessing these skills within your organization in order to assist you.

It is assumed that you are competent and have working knowledge of:

- Microsoft Windows 2008 Server
- Installation & Setup – Service Packs
- Domain Model
- Security – File system, Sharing, Users & Groups
- IE 7.0 or Higher
- Networking
- Topology
- Network Hardware
- OSI Model
- Network Utilities
- Streaming
- Windows Media Services
- Windows Media Player Series 9.0 or Higher

## ***INSTALLATION PLANNING AND PREPARATION***

The success of any rollout is planning. A little bit of time spent doing homework before you actually stick the CD in the drive and click setup can save you many hours of frustration. As you prepare for a NetworkExpert rollout there are several key knowledge areas that should be well understood and documented before you begin. This will be time well spent and will make the actual installation & configuration process much easier.

To be ready for the installation of the NetworkExpert solution and training content on your server, please review the system requirements and have the necessary software, hardware and licensing in place. An installation checklist has been included in this manual to ensure a successful installation process.

## ***LICENSING***

It is important to understand the licensing agreements associated with the NetworkExpert product installation. Licensing for the NetworkExpert solution is an annually renewable licensed product from LearnKey, Inc. A copy of the NetworkExpert license is included at the end of this administration manual. Licensing for all third party products are respectively licensed with their companies.

## ***SYSTEM REQUIRMENTS***

System requirements can be a complex topic and is often a tradeoff between price and performance. Finding this fine line between acceptable performance, allowing for projected growth and balancing the budget is never an easy task.

The following are not the absolute minimum requirements, but a recommendation that will deliver a reasonable level of performance in a wide variety of environments.

---

## Installation Checklist

### ***SERVER PREPARATION***

Be sure to allocate hardware for NetworkExpert training server and review server requirements and upgrade if necessary.

Recommended hardware specifications:

- 500 MHz processor or greater
- 512 MB RAM
- SCSI-2 (UW) Hard Drive (NetworkExpert requires about 40 MB space, and content media requires an average of 150-300 MB per session).
- CD-ROM Drive
- Monitor & 16-bit video (recommend at least an 8 MB AGP V-Card).
- 100% SB Compatible sound card (required to test client from the server)
- 100 Mega-bit Ethernet connection
- Recommend – Backup unit & UPS

Verify the operating system- Install Windows 2008, and service packs as needed. It is recommended that the latest service pack available be applied.

Verify regional options (settings) short date format must be set to one of the following:

MM/DD/YY or MM/DD/YYYY  
DD/MM/YY or DD/MM/YYYY  
YY/MM/DD or YYYY/MM/DD

Install & configure the following (as needed):

- IE 7.0 or higher
- Windows Media Services may require operating system disc be available for installation.
- Install Windows Media Player on the server.
- Install Adobe Flash Player and Sun Java

## *Network Preparation - For detailed Network and Bandwidth assistance*

Verify recommended network specifications and upgrade if necessary

- 100 Megabit switched network (recommended)
- Network permissions established
- Network Protocol- TCP/IP installed
- Available connection to a SMTP server
- Admin rights needed to configure server and load software

## **Client Workstation Preparation**

Verify that workstations meet recommended system requirements and upgrade if necessary. If you do not have administrative rights, please have your administrator complete the installation of the required software below.

### **Minimum Workstation Hardware/Software Specifications:**

- 500 MHz processor or faster
- 512 MB Ram
- 100 MB available hard disk space
- Super VGA (800x600) or higher resolution
- 10/100 MB Ethernet connection w/ TCP/IP installed
- 16 bit sound card
- CD or DVD drive
- Speakers or headphones
- Microsoft Windows 2000, XP, Vista, 7
- Internet Explorer 7.0 or higher
- Windows Media Player 9 or higher
- Adobe flash player 9 or higher
- Sun Java latest version available

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## Setup for Windows Server 2000

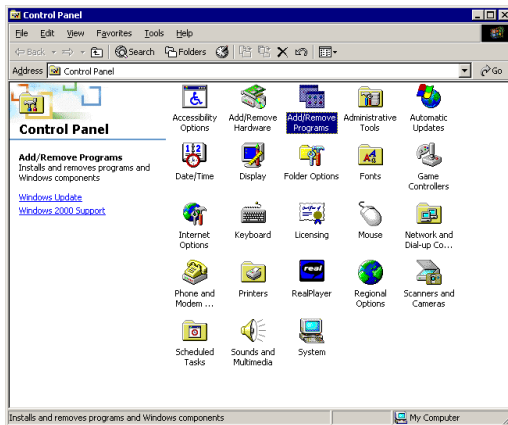
*NOTE: Make sure you are logged onto the server as the LOCAL Administrator  
Before installing any software, check the server event logs to ensure a stable platform and reboot the server if there is any doubt – All errors should be corrected before proceeding.*

### Windows Media Services

Windows Media Services is required for the Network Expert Solution to function properly. If you need additional assistance installing Windows Media Services, contact Microsoft Technical Support Team.

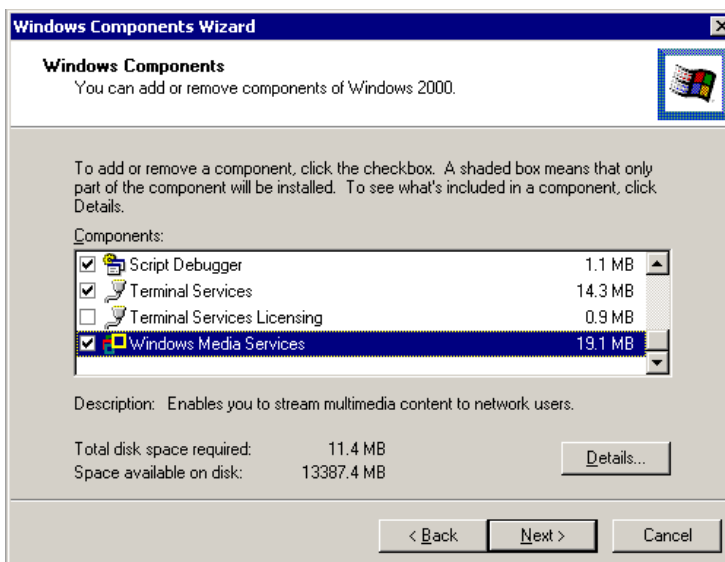
1. Go to your Start button, to settings and then to the Control Panel.

- 2.



Open Add/Remove programs, and choose Add/Remove Windows Components

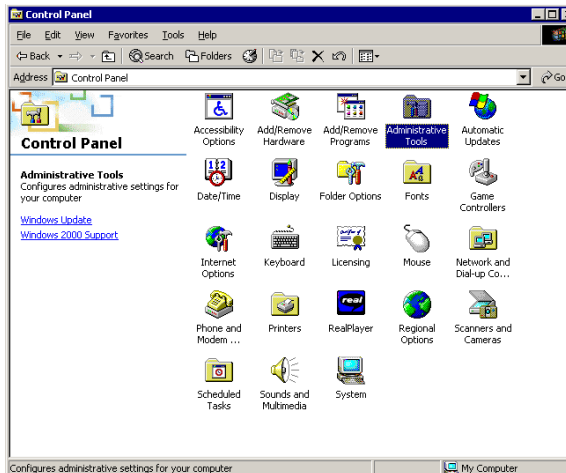
- 3.



Scroll down to the bottom and select “Windows Media Services”

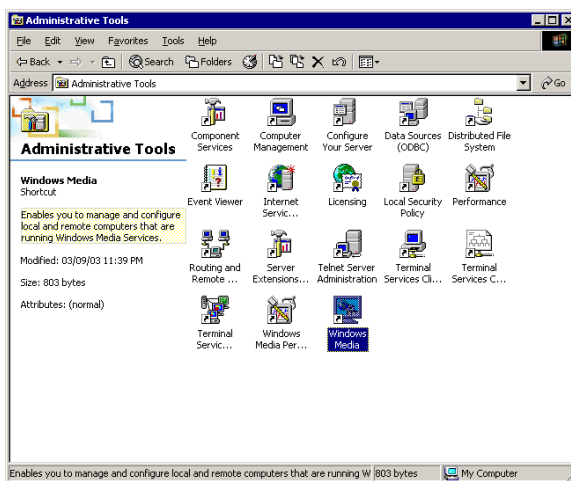
After checking “Windows Media Services” click the Next button and let the install continue.

3a.



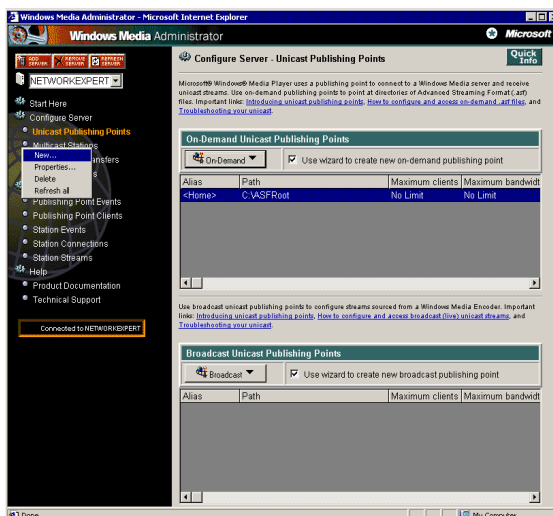
After the installation go to the Control Panel, and then to the “Administration Tools”

3b.



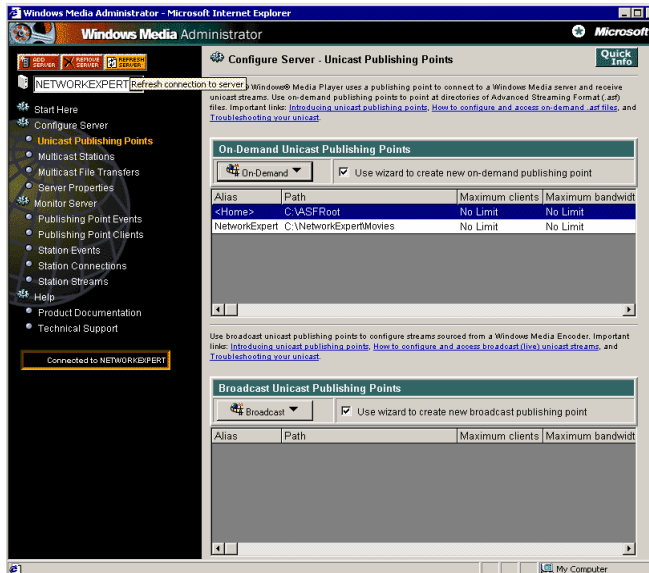
Open the “Windows Media” link (icon).

4.



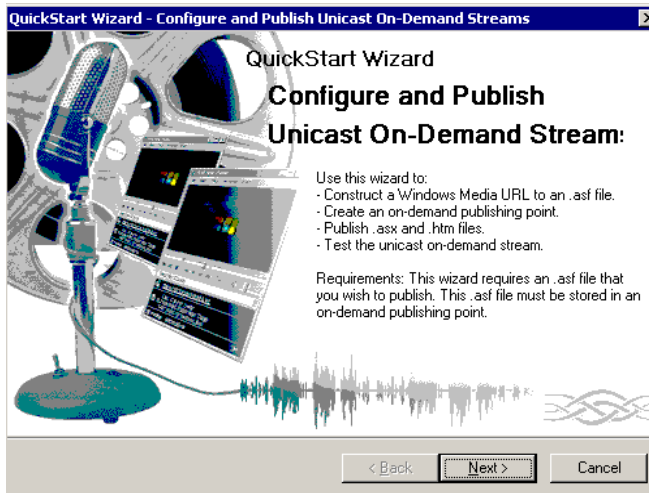
Choose “Unicast Publishing Points” from the menu on the left.

5.



Click the “On-Demand” button and choose “New” from the menu that pops up on the left.

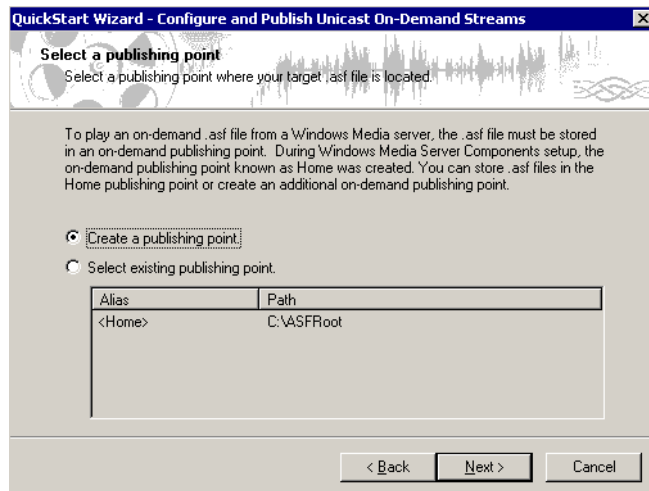
6.



The publishing point wizard will pop up and walk you through the process.

Click the Next button.

7.



Click “Create a publishing point” and choose Next

8.

**QuickStart Wizard - Configure and Publish Unicast On-Demand Streams**

**Create a new publishing point**  
Specify alias and path for a new publishing point.

Specify an alias and path. Typically, an alias is the same name as the directory where .asf files are stored or the name of the type of content you are storing, for example, 'MusicCDs'. However, there are no restrictions on the name for an alias.

Alias :   
Example: MusicCDs

The path must be a complete directory path where you want to store .asf files, for example, 'c:\dir'. NOTE: This directory is local to the Windows Media server you are currently administering, in this case, -TEST.

Path :    
Example: C:\MusicCDs

< Back   Next >   Cancel

**Alias: NetworkExpert**  
**Path: C:\NetworkExpert\Movies**  
**(default location)**

9.

**QuickStart Wizard - Configure and Publish Unicast On-Demand Streams**

**Locate target .asf file**  
Specify the target .asf file to publish.

Specify the location for an .asf file to publish. The path name must begin with the path specified in the prior dialog, but, it can contain additional subdirectories.

Example: C:\asfroot\sample.asf

< Back   Next >   Cancel

**Ignore the next window as it's not used and click the Next button**

10.

**QuickStart Wizard - Configure and Publish Unicast On-Demand Streams**

**Select publishing method**  
Specify how to publish this stream.

Use this URL to play your Windows Media content from Microsoft Windows Media

Protocol:  MMS    MMS-UDP    MMS-TCP    HTTP  

Note: choose 'MMS' to use automatic rollover from UDP to TCP to HTTP

Choose the publishing options you want to use:

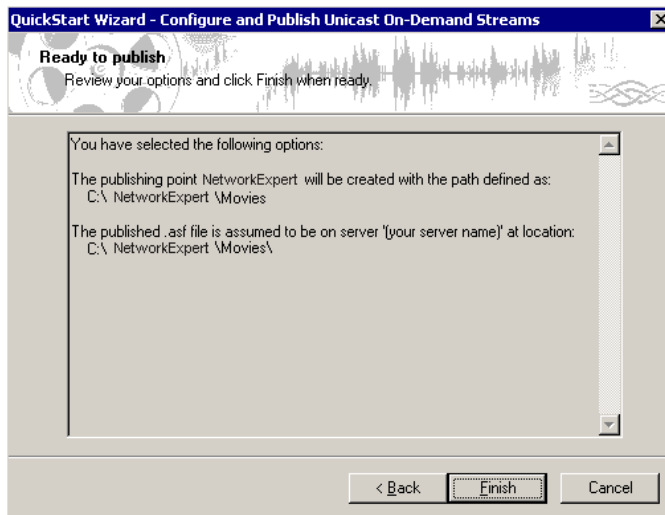
- Create an .asx file that points at the ASF stream.
- Create an .htm file with an <HREF> tag that links to an .asx file.
- Create an .htm file containing <EMBED> and <OBJECT> tags for the Microsoft Windows Media Player (this .htm file is compatible with standard browsers).
- Copy <HREF> syntax to the Windows clipboard.
- Copy <OBJECT> and <EMBED> syntax to the Windows clipboard.

Note: Choosing both 'copy' options will result in all tags being copied to the clipboard.

< Back   Next >   Cancel

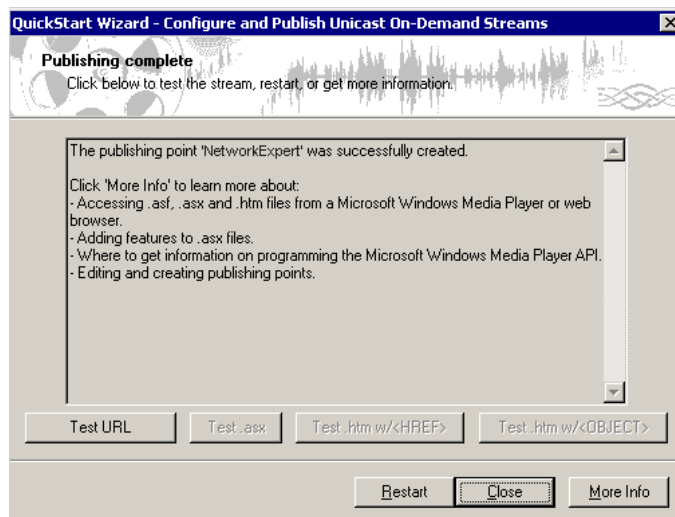
**Click to clear the “Create an .asx that points at the ASF stream” checkbox and Click the Next button**

11.



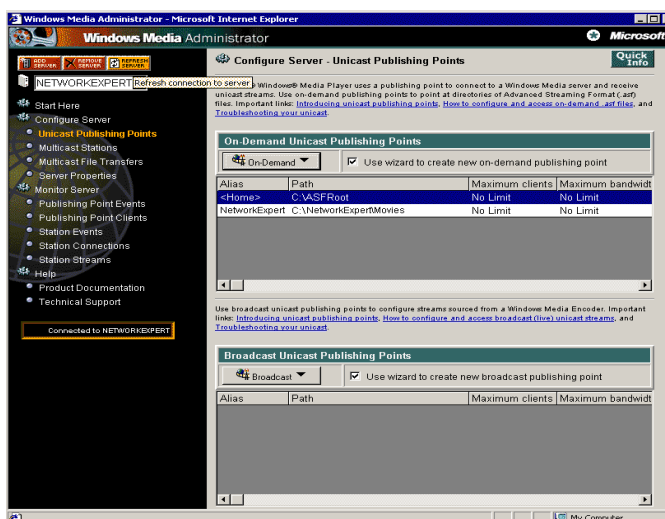
Click the Finish button.

12.



Click the close button.

13.



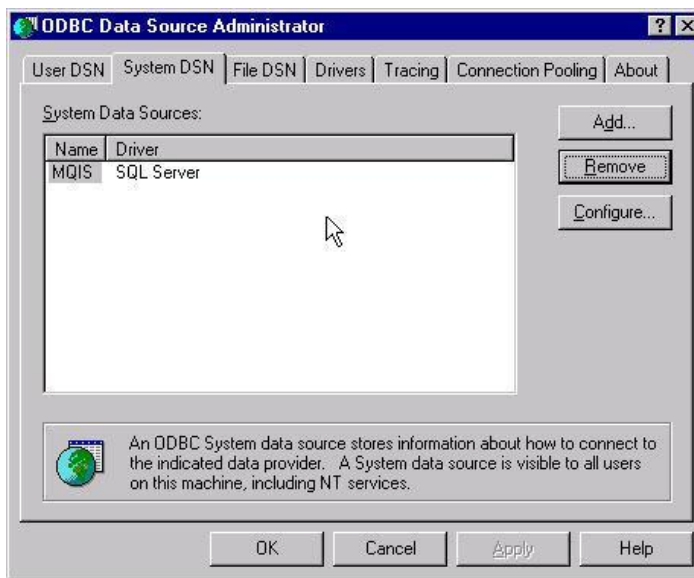
Click the “Refresh Server” button

14.



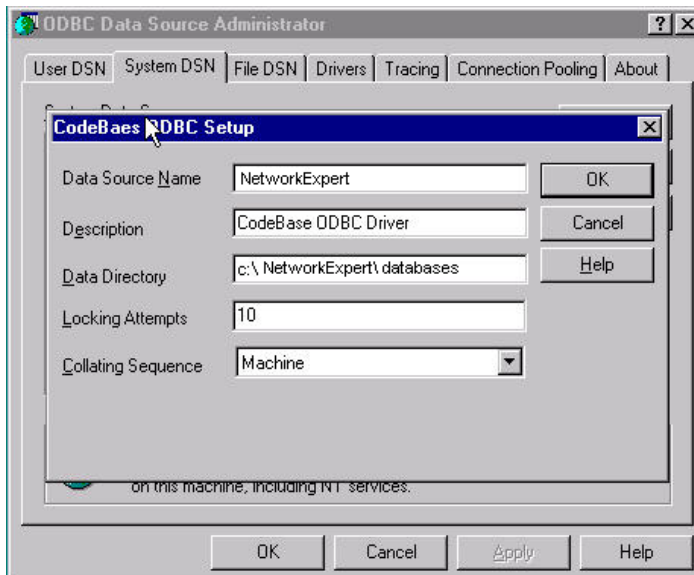
Click the OK button to close the window

## ODBC Configuration



To configure ODBC, go to the following location on your Start menu:

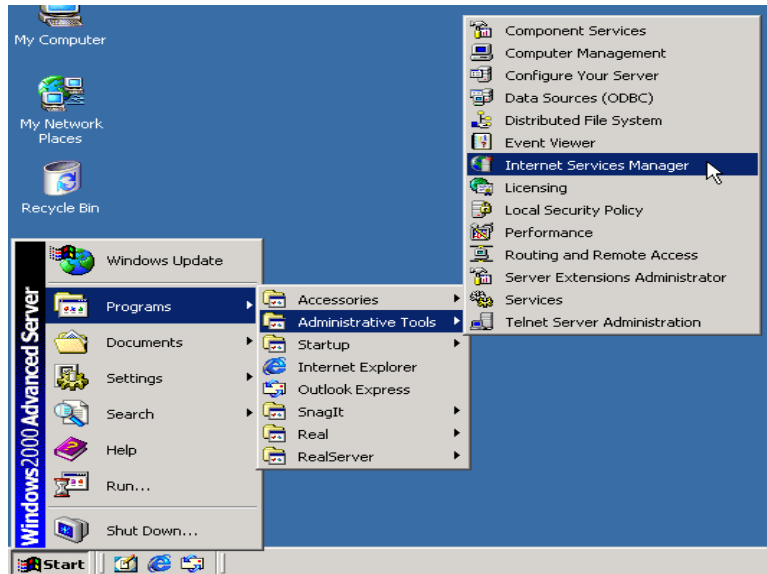
Windows 2000 Server - Go to Start, Programs, Administrative Tools, Data sources (ODBC)  
Click the System DSN tab



Click the Add button  
Select CodeBaseOdbcStand and click on the Finish button  
Data Source Name is NetworkExpert  
Leave Description as default  
Data Directory needs to be the same path as you previously installed your NetworkExpert databases – Default location is  
c:\NetworkExpert\databases  
Locking Attempts is 10  
Collating Sequence - choose Machine from the Collating Sequence list.

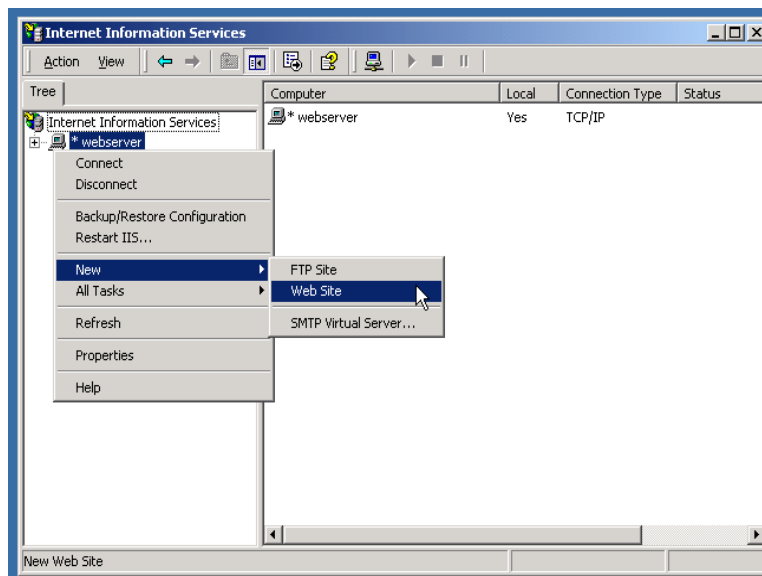
## IIS 5.0 Settings

### Step 1.



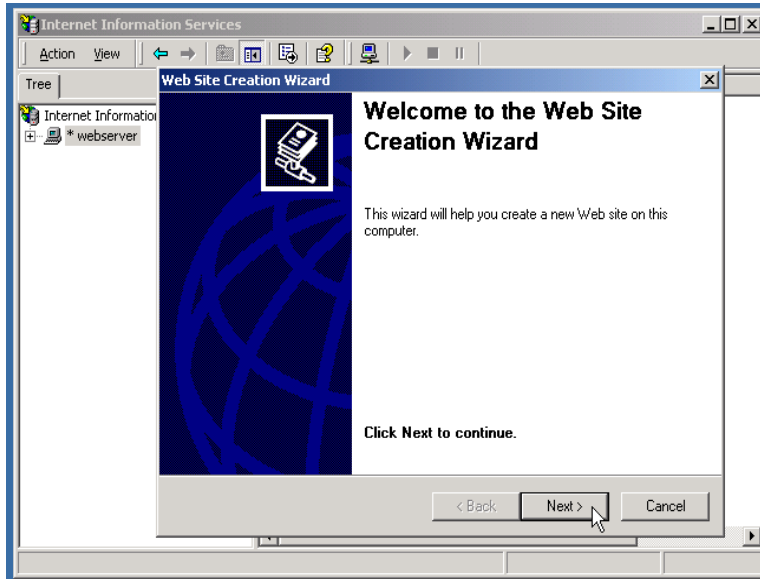
Using the Start menu, launch the internet services manager.

### Step 2.



Click New Website

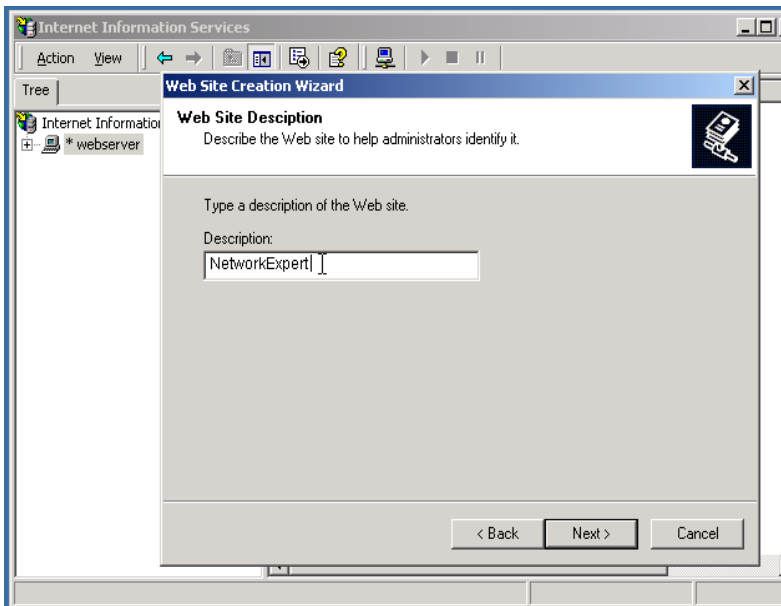
Step 3.



The Web Site Creation wizard will begin.

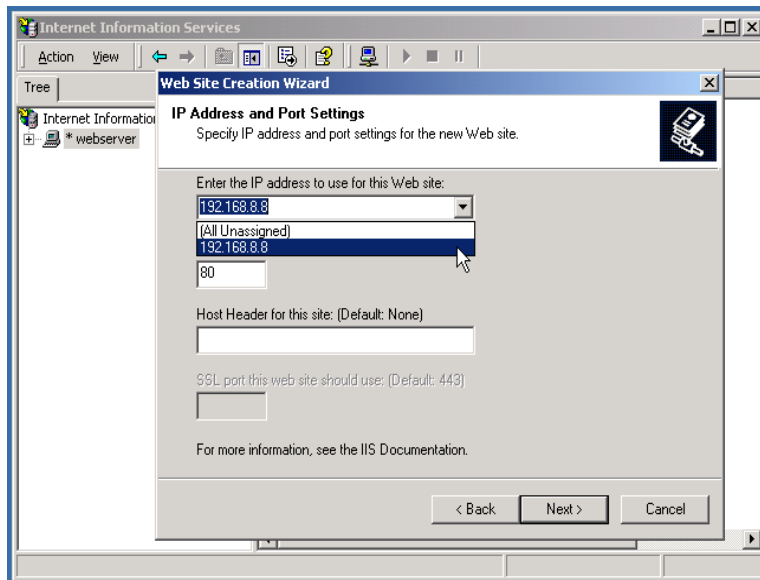
Click the Next Button to Continue.

Step 4.



In the Description box type NetworkExpert, and click “Next” to continue.

## Step 5



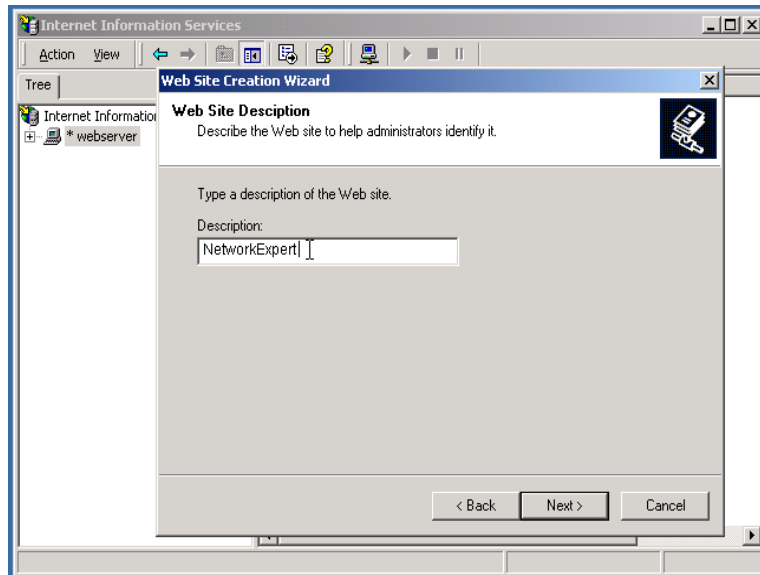
All Unassigned will be the default IP address for the website.

In the IP address list, click the IP address for this Web site.

Click the Next button to continue.

Note: Leave all other fields as default.

## Step 6

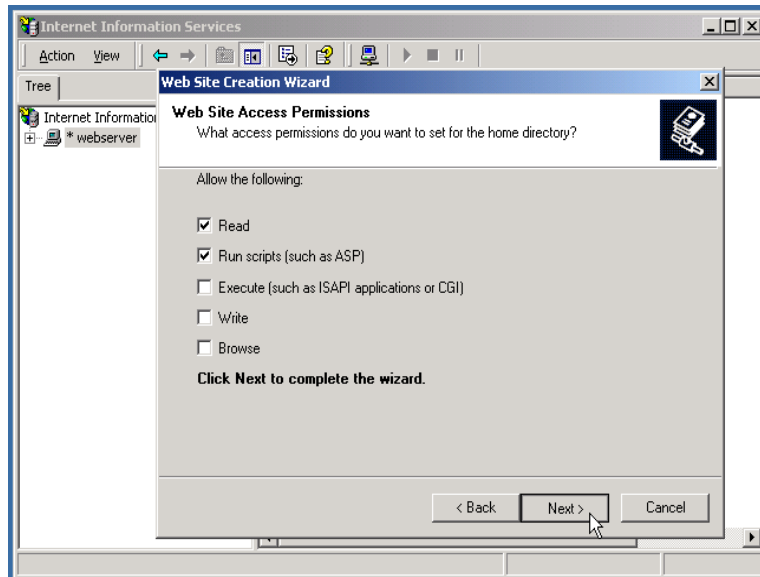


Enter the Path to your home directory. You have two ways to accomplish this.

1. Type the path directly into the text box.
2. Browse to locate your directory.

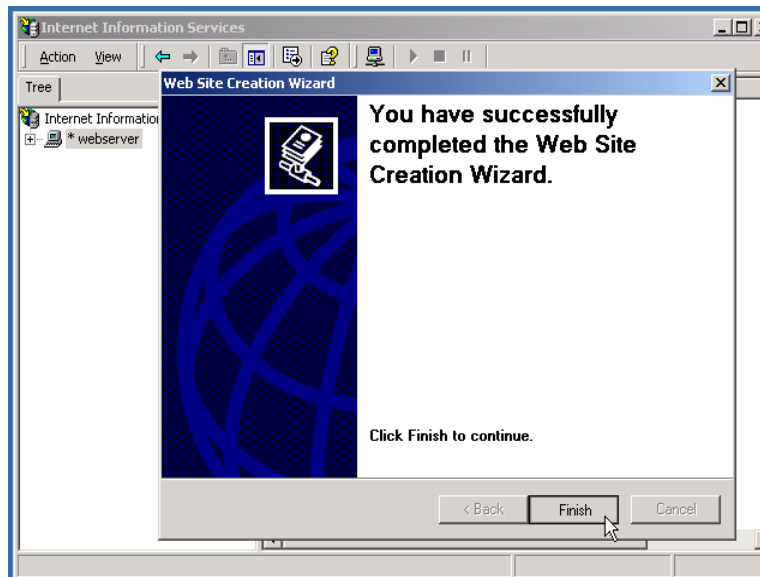
Click the Next button to Continue.

## Step 7



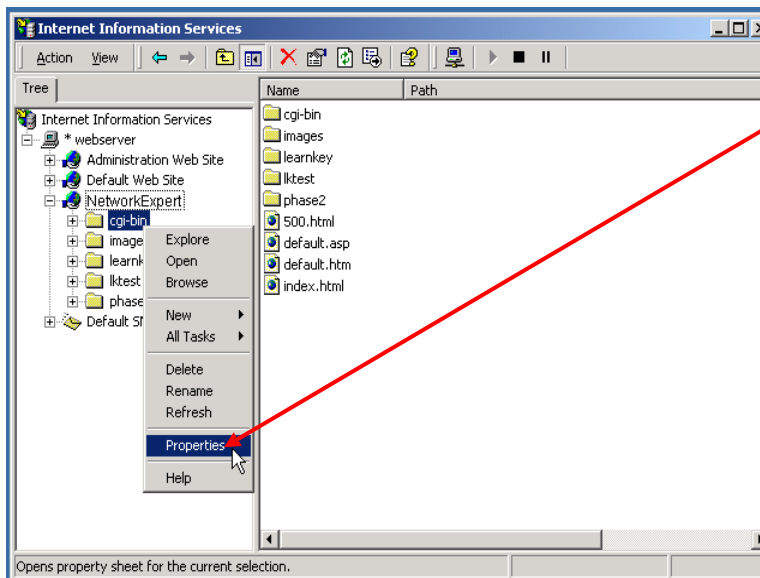
Accept the default Web Site Access Permissions and click the Next button to continue.

## Step 8



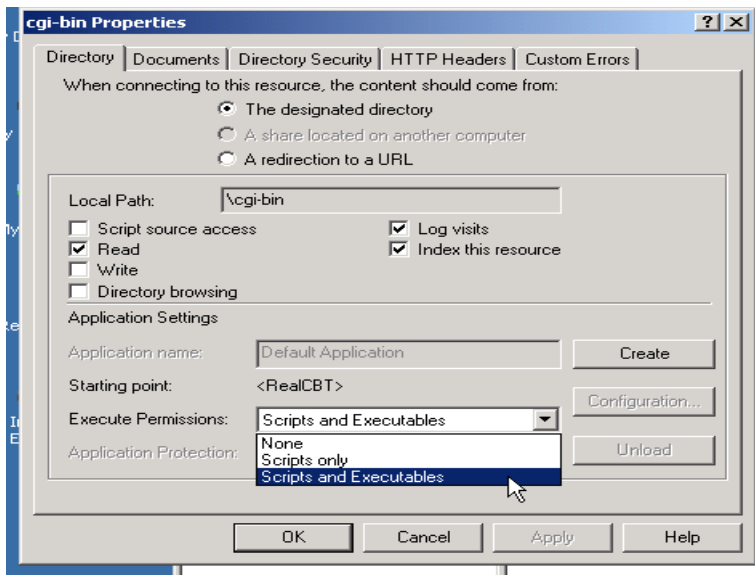
You have now successfully completed the Web Site Creation Wizard. Click Finish.

## Step 9



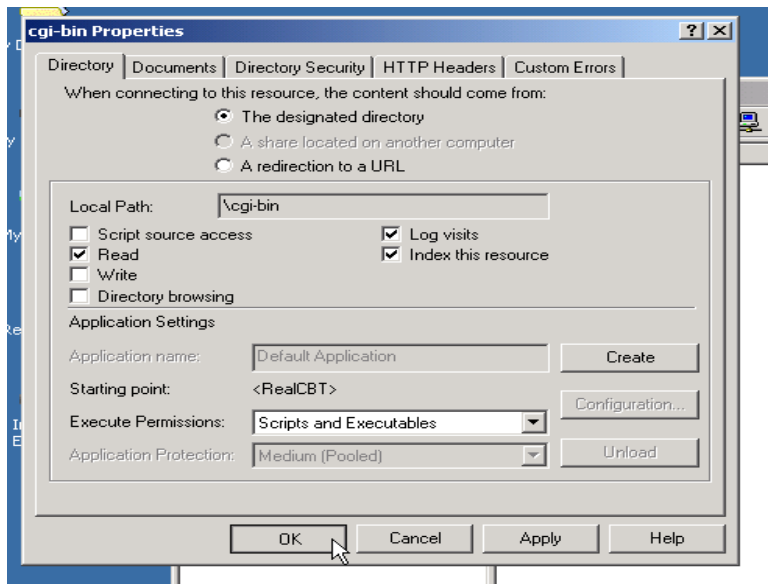
Next, right click the cgi-bin folder, in the NetworkExpert website.  
Click Properties.

## Step 10



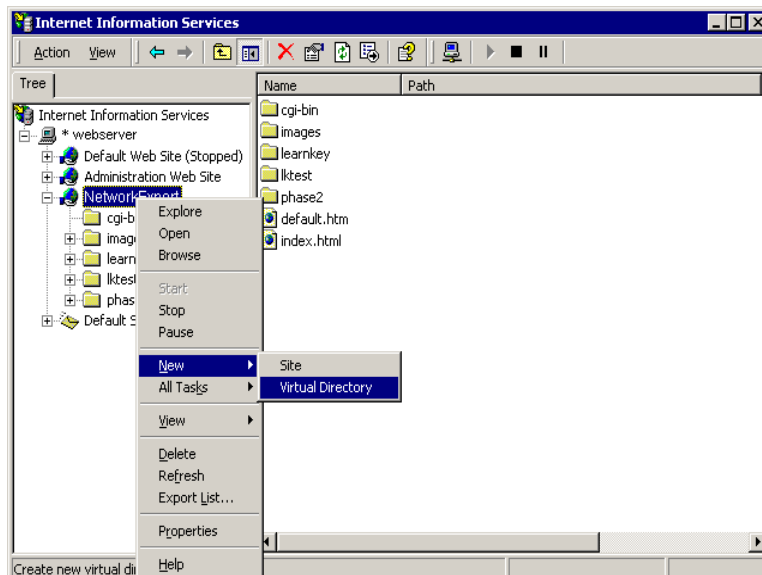
In the Execute Permissions list, click  
Scripts and Executables.

## Step 11



Click the OK button. Then Close the window.

## Step 12



You will need to create three virtual directories;

1) LTF Labs; 2) Flash Labs in Post-test and 3) Flash Labs in Pre-Test.

### CREATE VIRTUAL DIRECTORY #1

Right-click the NetworkExpert Web site, point to New and then click Virtual Directory.

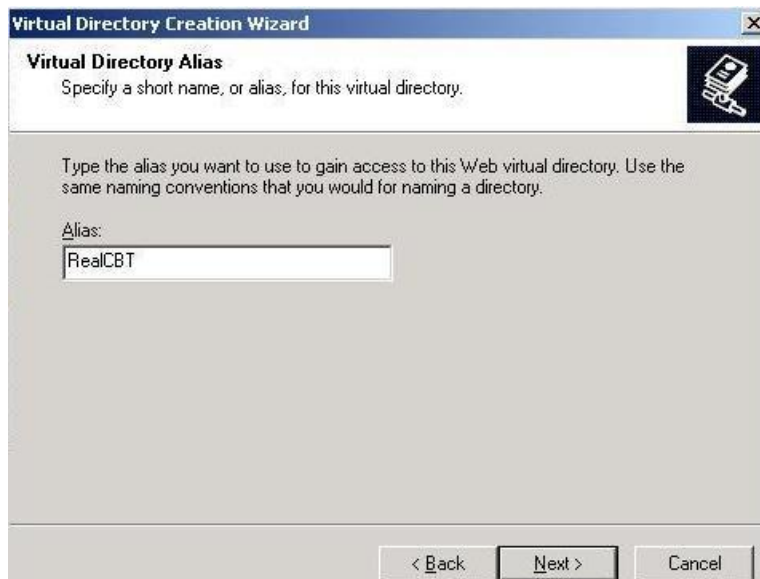
*NOTE: When the applet is loaded to handle the new file types, it tries to pull the LTF files through the browser on port 80 from the movies folder which it does not have permission to do. In order to solve this issue, do the following in IIS:*

## Step 13



Once the wizard begins, click the Next button.

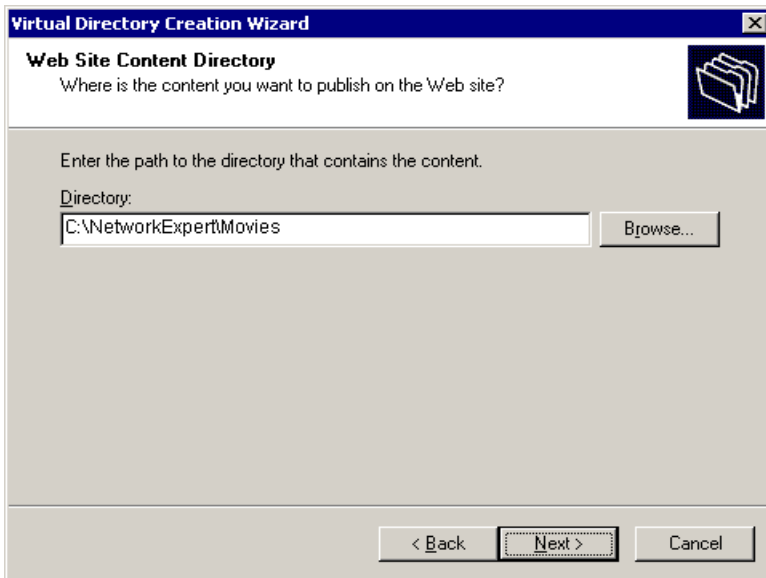
## Step 14



In the alias text box, type: RealCBT.

Note: You CANNOT change this. It MUST be RealCBT, or it will not function.

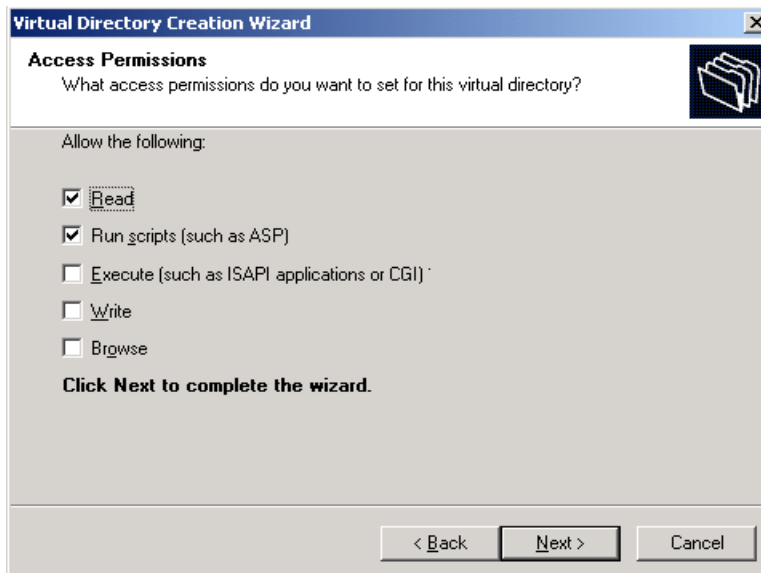
## Step 15



Browse to your movie location.

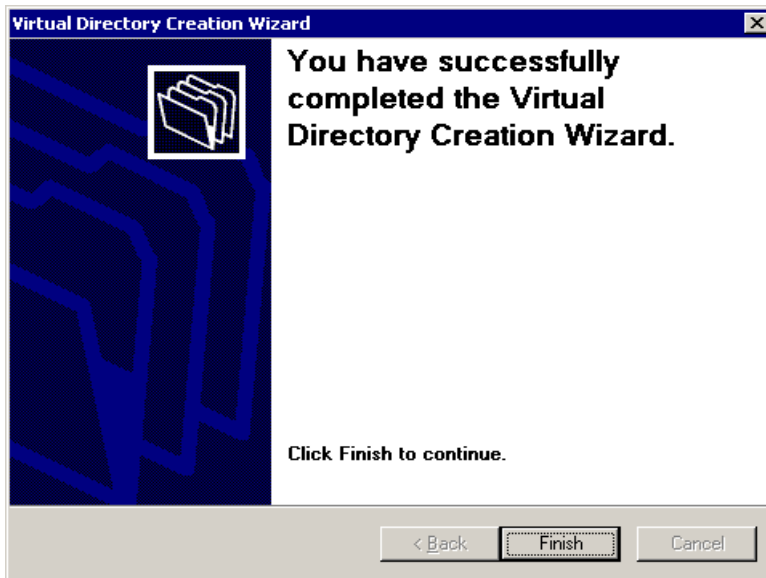
Click the Next button to continue.

## Step 16



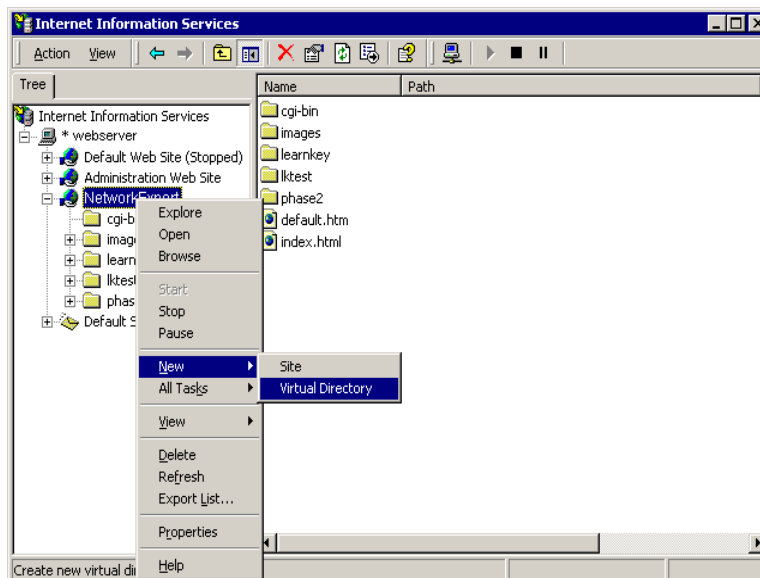
Accept the default Web Site Access Permissions and click the Next button to continue.

## Step 17



Click the Finish Button.

## Step 18

**CREATE VIRTUAL DIRECTORY #2**

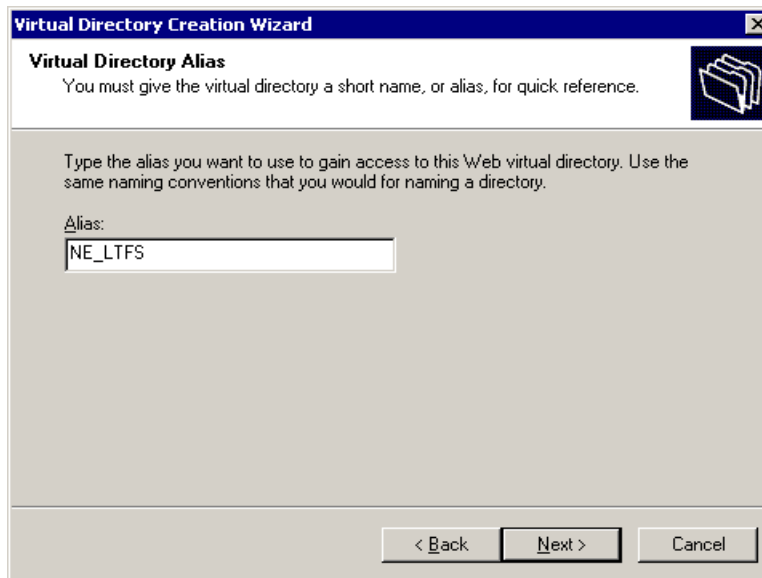
Right-click the NetworkExpert Web site, point to New and then click Virtual Directory.

## Step 19



Once the wizard begins, click the Next button.

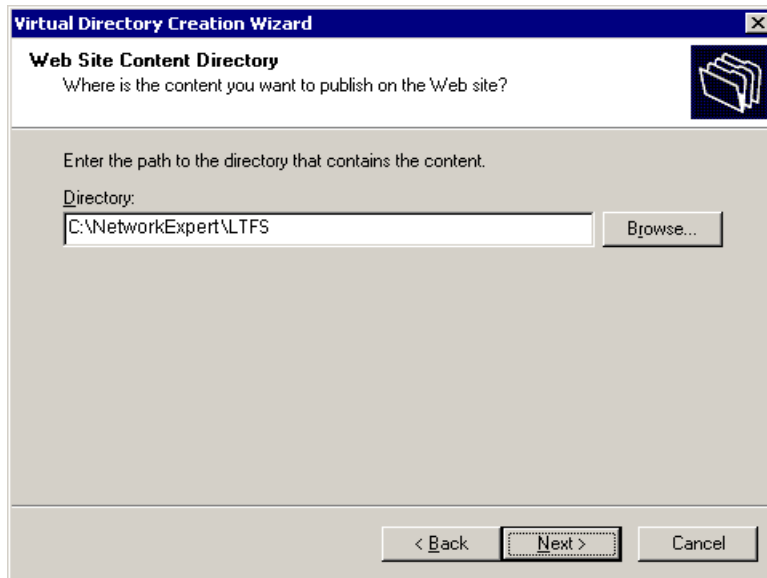
## Step 20



In the alias text box, type: NE\_LTFS.

Note: You CANNOT change this. It MUST be NE\_LTFS, or it will not function.

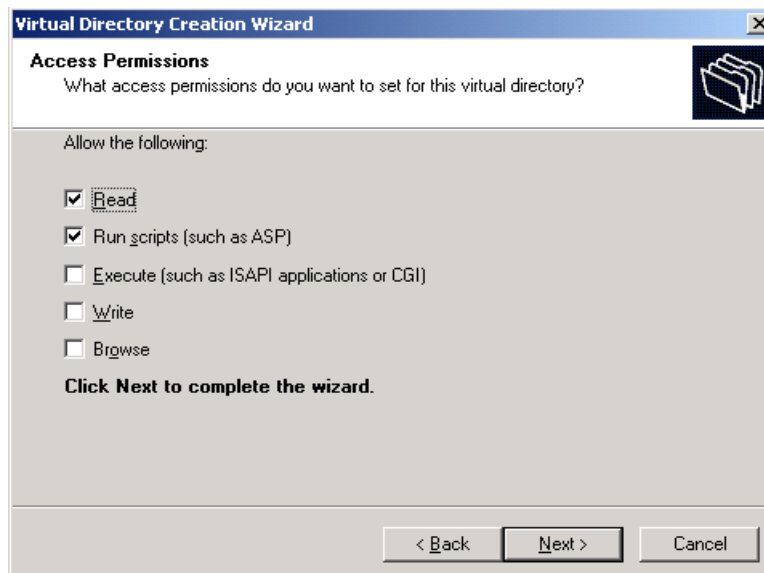
## Step 21



Browse to the LTFS folder.

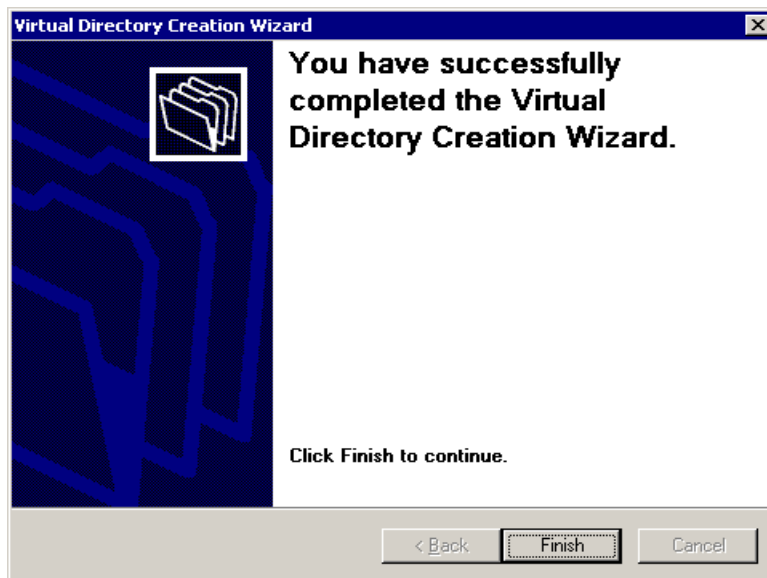
Click the Next button to continue.

## Step 22



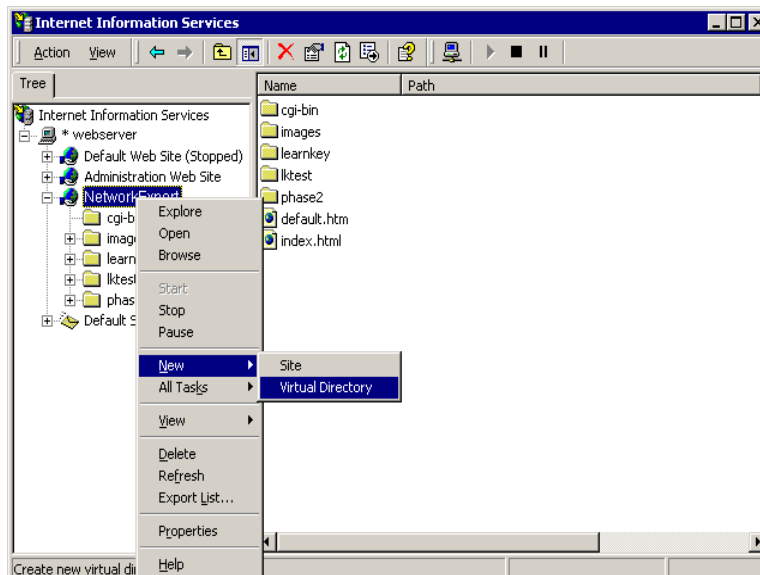
Accept the default Web Site Access Permissions and click the Next button to continue.

## Step 23



Click the Finish button.

## Step 24

**CREATE VIRTUAL DIRECTORY #3**

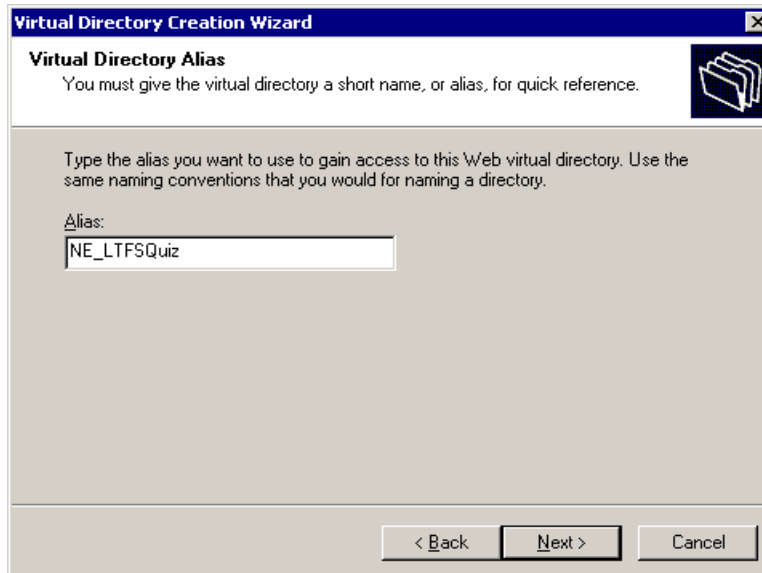
Right-click the NetworkExpert Web site, point to New and then click Virtual Directory.

## Step 25



Once the wizard begins, click the Next button.

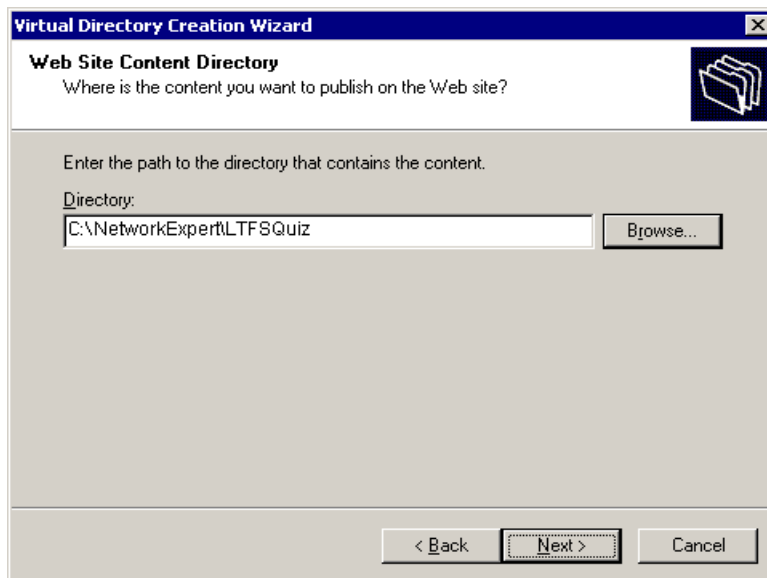
## Step 26



In the alias text box, type: NE\_LTFSQuiz.

Note: You CANNOT change this. It MUST be NE\_LTFSQuiz, or it will not function.

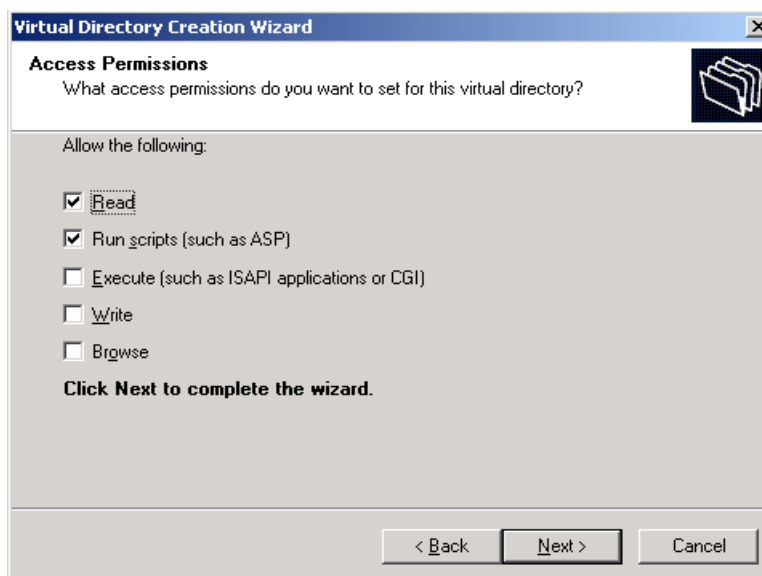
## Step 27



Browse to the LTFSQuiz folder.

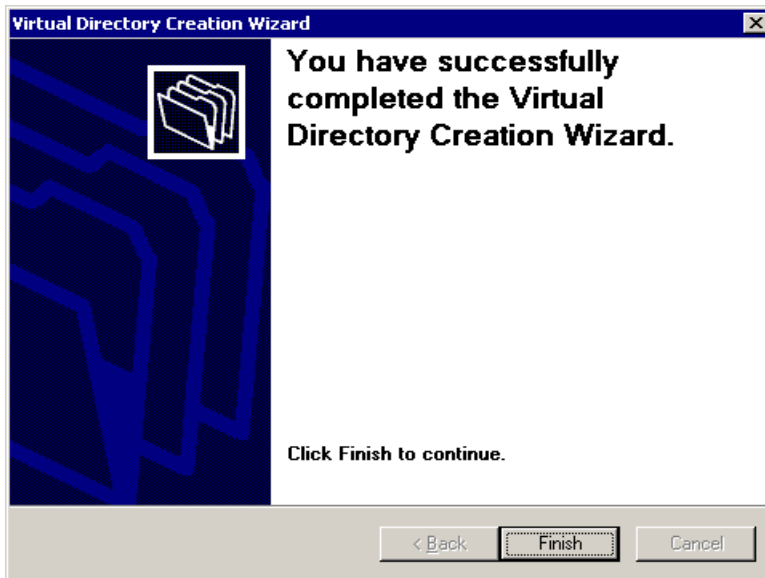
Click the Next button to continue.

## Step 28



Accept the default Web Site Access Permissions and click the Next button to continue.

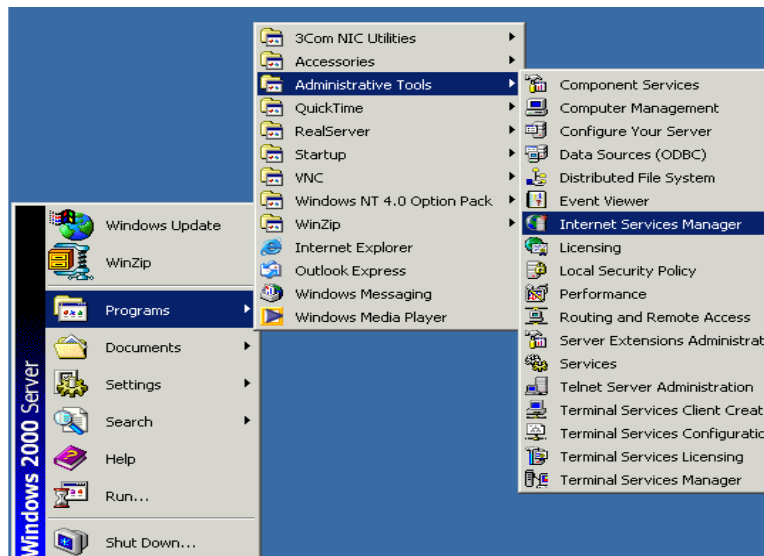
## Step 29



Click the Finish Button

## PHP Configuration

## Step 1

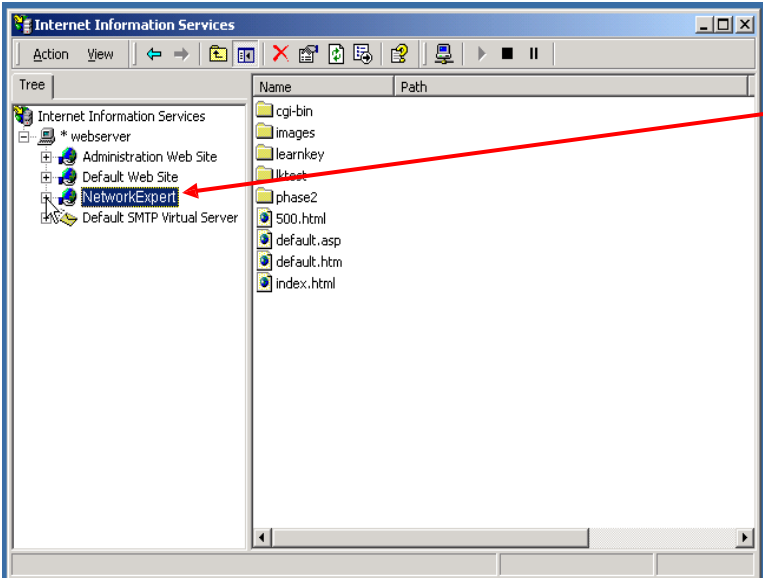


**To configure PHP, go to the following location on your Start menu:**

Windows 2000 Server - Go to Start, Programs, Administrative Tools, Internet Services Manager

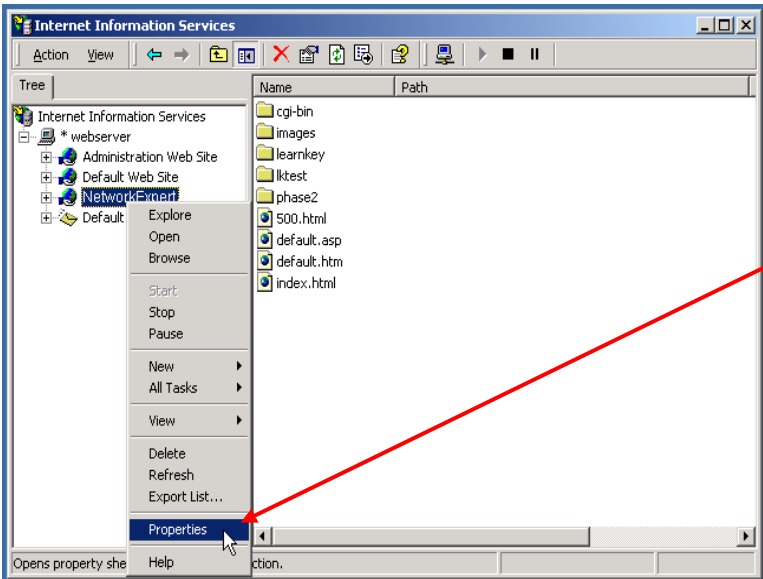
Windows 2000 Professional access Admin Tools through Control Panel

Step 2



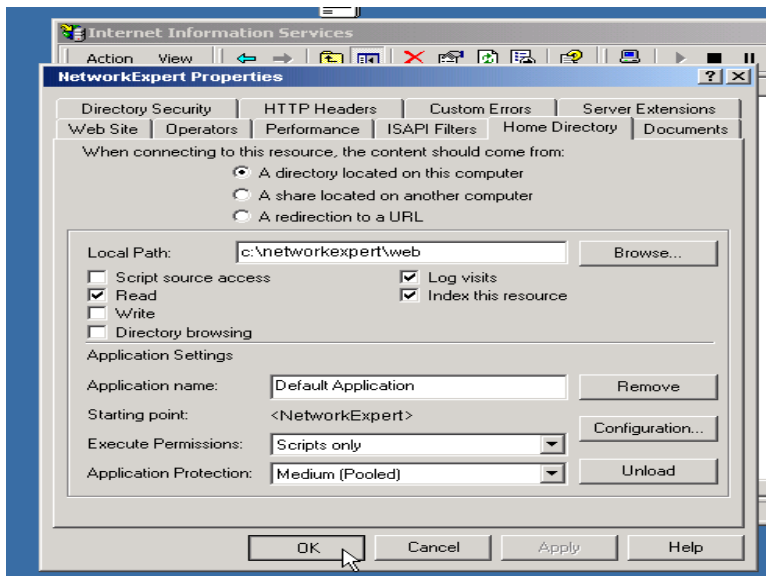
Expand the tree structure until you see "NetworkExpert" website.

Step 3



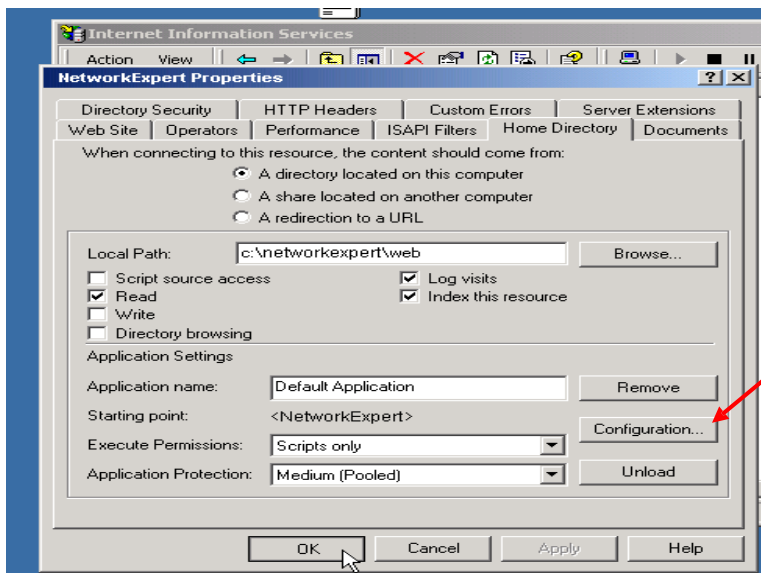
Right Click on the NetworkExpert Website and choose Properties.

## Step 4



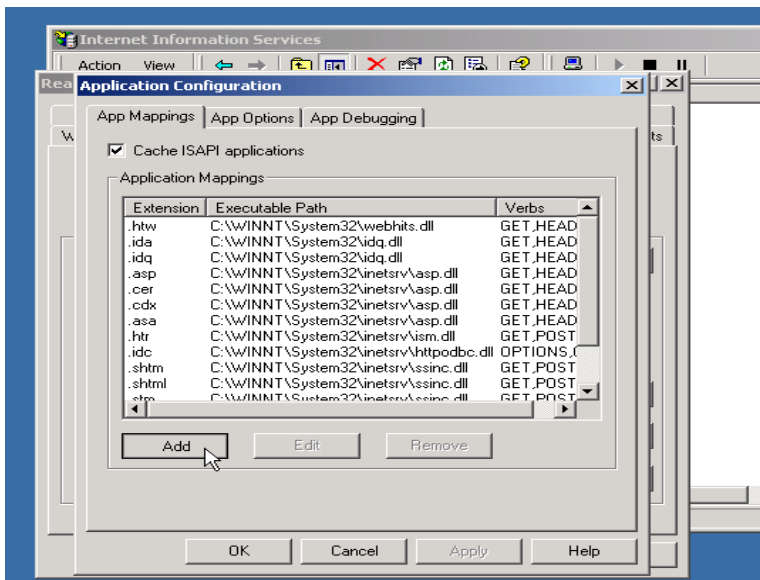
Click the Home Directory tab.

## Step 5



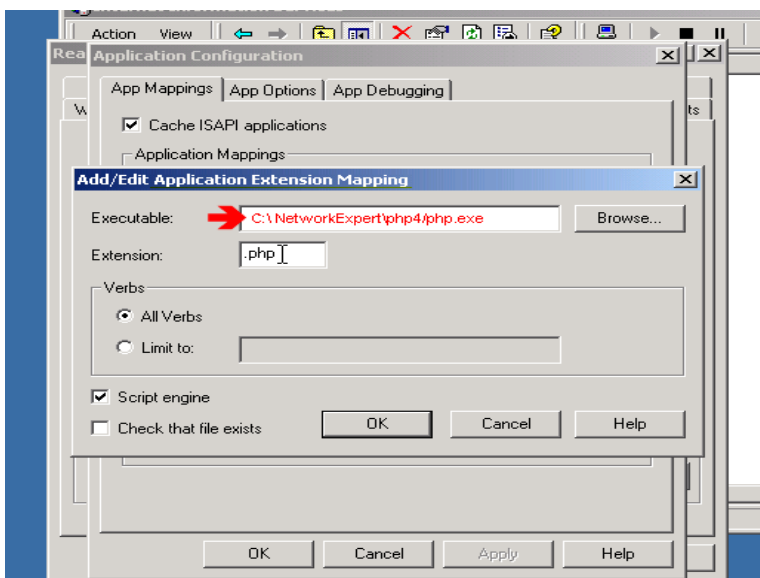
Click the Configuration button.

## Step 6



Click on the Add button.

## Step 7

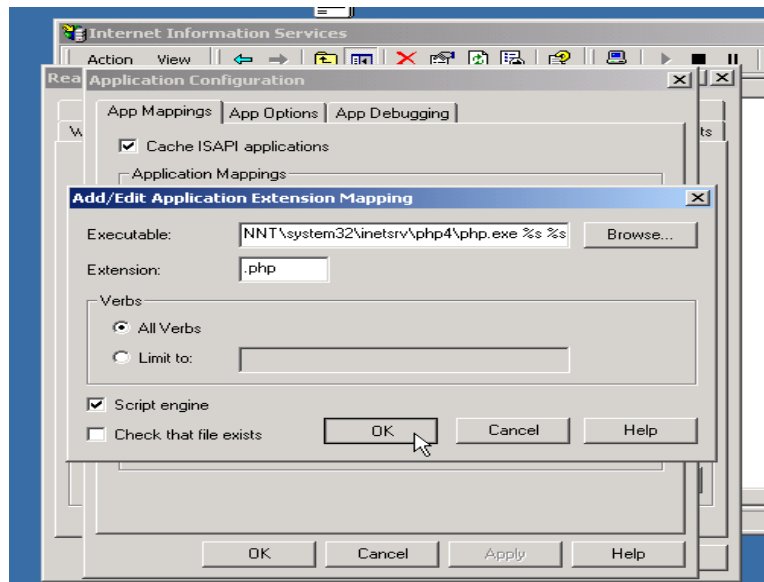


Put the following script in the Executable text box:

`c:\NetworkExpert\php4\php.exe`

The Extension is “.php”

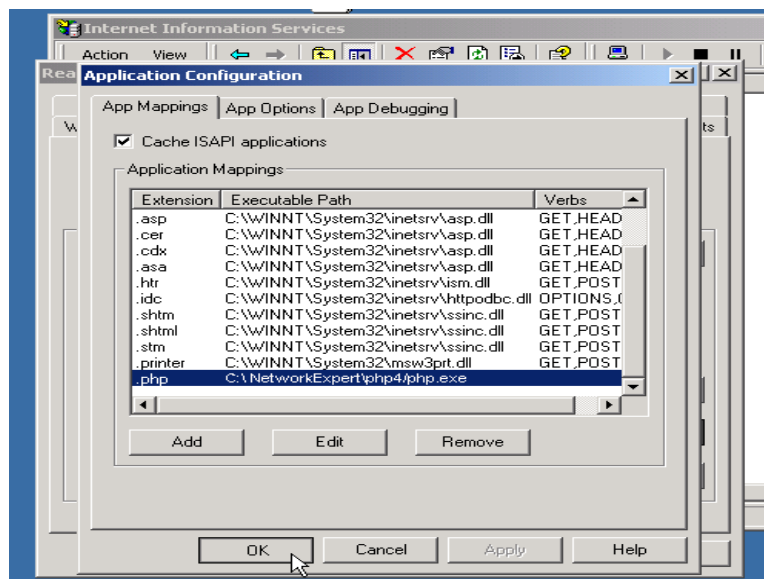
## Step 8



NOTE: Make sure that there is 1 space after the first %s in the script to avoid errors.

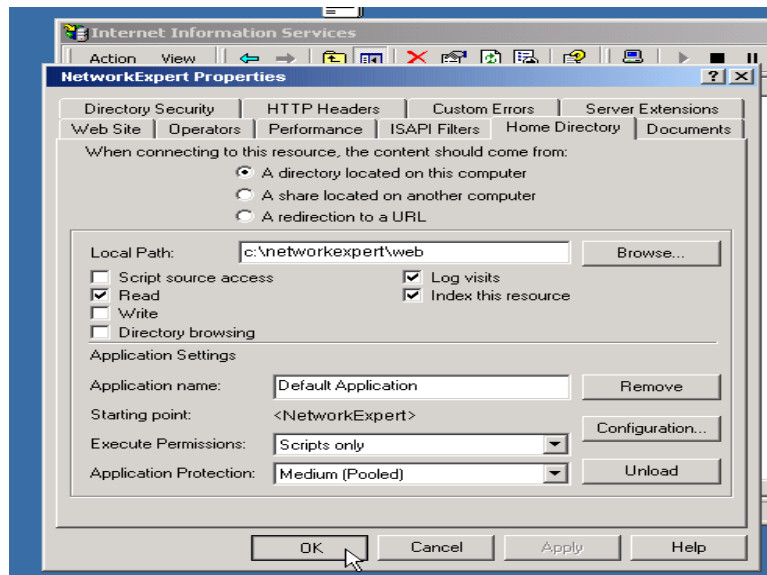
Click the OK button to close the “Add/Edit” window.

## Step 9



Click the OK button to close the “Application Configuration” window.

## Step 10

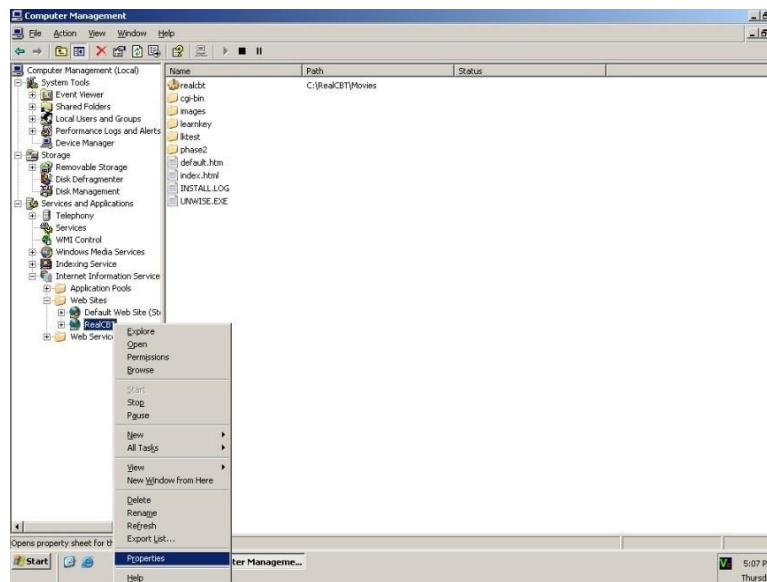


Click OK to close the “NetworkExpert Properties” window.

**NOTE:** Verify that the Execute Permissions list is set to Scripts only. This should be the default.

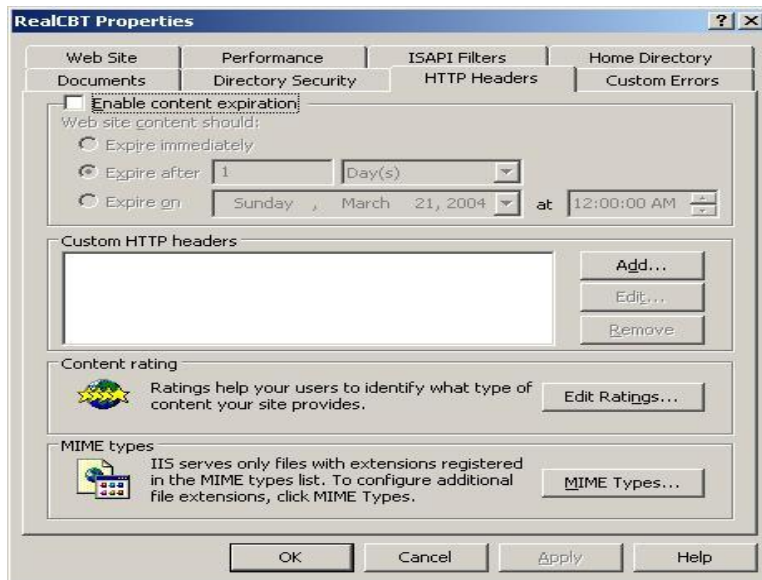
## MIME Types

## Step 1



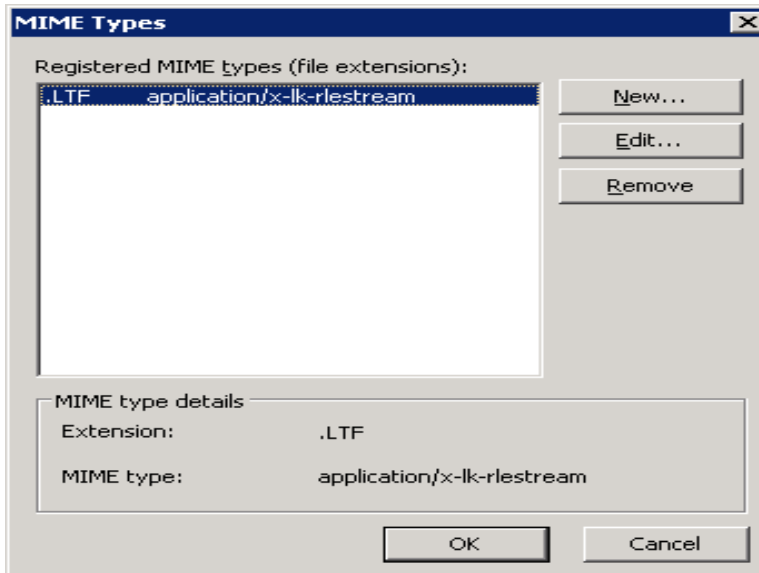
From IIS Manager right click the NetworkExpert web and choose Properties

## Step 2



Select the HTTP Headers Tab and click the MIME Types button

## Step 3



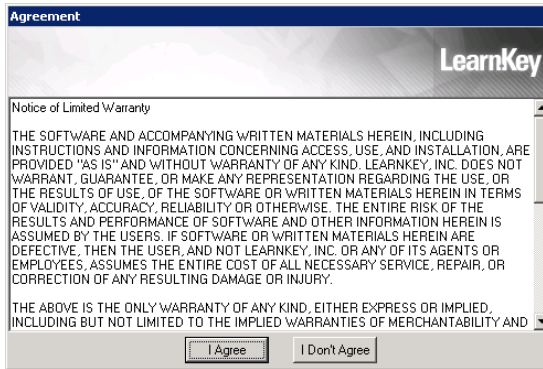
Select the New Button and for the Extension enter .LTF

For the MIME type, enter: application/x-lk-rlestream

## Adding Training Course Content

All courses purchased will need to be manually installed after the Platform Installation is complete.

1.



Insert the Content CD-ROM into the CD-ROM drive. Locate the Setup.exe file in the root directory and then execute the file.

2.



Click OK when installation process has completed successfully.

*NOTE: The new LearnKey training course is now available to assign to your users by logging into the Learning Management System.*

## LMS - Create a test account & course

To access the LMS, open Internet Explorer and enter the following URL:

Http://yourserverIPAddress/learnkey/admin

Add this address to your bookmarks for easy recall, however, this URL should only be known by the Administrator.

1.

**Login as the default Administrator.**

**Username = Admin  
Password = Admin**

**It is recommended that this Username and Password combination be changed after first login**

2.

**Create a test user account**

**Username = test  
Password = test**

## Perform Server Test

After you have successfully created a test user account and set up your client on the server, open IE and access the website.

- Login as the Administrator (User Name – Admin, Password – Admin (case sensitive)).
- Verify that you have a test user in the system and that you have a course assigned.
- You can also assign one of the other courses you have just installed to your new user.
- Log out as the Administrator and log in as your new user. Access one of the assigned courses to verify that the server has been set up properly.
- Also take a moment and perform server functionality tests by:
  - Checking all stream data types – Headshot/ Creative / Motion Tool
  - Checking Index
  - Checking Labs\*
  - Checking Tests – Item Review / Steps / Reference / Report

Once you have successfully accessed the training, as a client, from the server, you can then move on with confidence to set up the workstations. *NOTE: If there is not a sound card installed on the server, you will not experience any audio and your playback will be sluggish.*

If you have any problems accessing training or setting up your Network Expert Platform, contact your LearnKey Representative or Network Expert Technical Support (USA) (800) 482-8244 or (435) 674-9733 7AM to 6 PM MST.