



LITESCAPE TECHNOLOGIES

# LiteScape Secure Profile Management (SPM) with Polycom VVX Series Business Media Phones

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## Partner Solution Guide – LiteScape Technologies Secure Profile Management

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## About this guide

The Partner Solutions Guide describes how a partner solution and Polycom combine to solve specific customer needs.

The Polycom Partner Solutions Guide for integration with Secure Profile Management (SPM) is for administrators who need to integrate Polycom VVX series phones with SPM 4.5. Please read the Polycom and LiteScape Technologies documentation before you install or operate the system.

# Partner Solution Guide – LiteScape Technologies Secure Profile Management

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# Partner Solution Guide – LiteScape Technologies Secure Profile Management

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## Overview

*LiteScape products provide a unified communications application that can be integrated within standard enterprise environments*

### LiteScape's Secure Profile Management (SPM)

LiteScape's Secure Profile Management (SPM) software provides multi-factor authentication through Biometrics, magnetic card, RFID and password protection in order to reduce abuses and save your firm thousands of dollars.

LiteScape's Secure Profile Management (SPM) enables the following features and actions:

- Secure login to a Polycom phone using any combination of PIN, biometrics, magnetic card, and RFID.
- Logged in users get secure and personalized access to their own applications and directories.
- Logged in users can swipe their card to login, then lock the phone by pressing the LOCK softkey. Other users cannot login or use a locked phone.
- Strong encryption of data passing through the Secure Profile Authentication Reader (SPAR).
- Flexible access allows administrators to limit who can use which of your organization's SPARs and phones.
- Maintains a single wire to the desktop by using the additional Ethernet port in the SPAR.
- SPAR firmware and configuration can be updated centrally from WebAdmin or SPARTY.
- Allows dualserver configurations so that if one SPM server goes down, a backup is available. Database redundancy in SPM ensures that the backup server always has the latest SPM configuration available.
- Automated log-off and extension period functionality allows administrators to set a log-off time on a per-user basis. Users will receive a reminder on the phone asking if they would like to extend the login period or ignore it.
- Users calling a logged-off party will receive a pre-recorded audio message.



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Polycom VVX 600 with LiteScape Secure Profile Authentication Reader (SPAR)

### The Polycom difference

- A broad selection of easy to use, high-quality phones and applications for organizations of all sizes.
- Crystal-clear conversations thanks to the best audio quality in the industry.
- Seamless integration into a wide range of communications environments.
- Advanced features that streamline workflows and improve productivity.

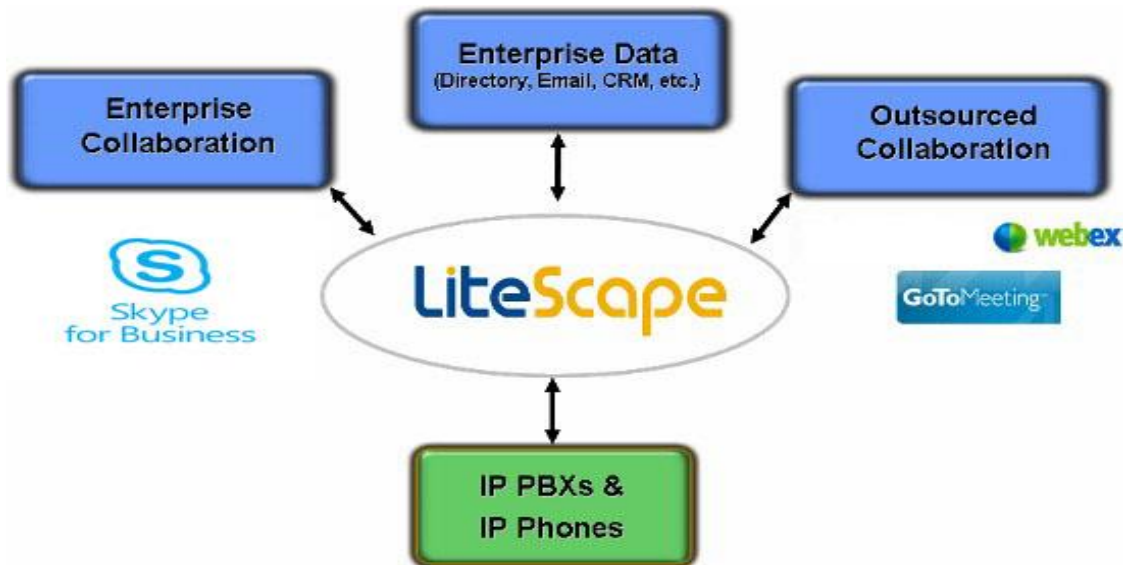
Polycom IP phones are typically at fixed locations and naturally “always on”. Unlike computers and PCs, these IP devices are widely available at various public environments (conference rooms, lobbies, front-desks, security check-points, flex-office, etc.) and can be used by multiple users. Accordingly securing these devices from unauthorized use and the risk exposure these devices can have for an organization are of key importance. It is essential to provide appropriate security, access, and control mechanisms to manage user access to the breadth of features available on these kinds of IP devices.

For example: access to collaborative communications features (such as an employee joining an IP phone-based conference-call in progress), or the ability to place IP phone-calls to normally restricted locations, and access to corporate and personal directories and information. Currently available solutions that provide a means for users to authenticate themselves using a mix of existing verification methods (RFID/Smart/Magnetic card readers, bio-metrics and passwords) in order to access VOIP services can effectively address the ongoing security concern.

LiteScape’s Secure Profile Management (SPM) solutions offers the enterprise the secure environment needed to allow safe and secure access to the communication features of VOIP enabled phones.

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### SPM Implementation

#### Design Considerations

You must do the following before installing:

- Double check your requirements for hardware and software.
- Prepare the SPM server.
- Configure IP-PBX for hoteling/hotdesking

#### SPM Equipment Requirements

Hardware Requirements The minimum hardware requirements for Secure Profile Management are:

- You must install SPM on a clean machine or a computer that does not contain any other software.
- Processor: Intel Xeon, quad processor.
- Processor speed: 3 GHz or higher.
- Memory: 4 GB or higher.
- Hard disk space: 40 GB or more.

The minimum software requirements are:

- Microsoft Windows 2012 server
- Microsoft Internet Information Services 7.0 with ASP.NET 4.5.
- SQL 2012 database server

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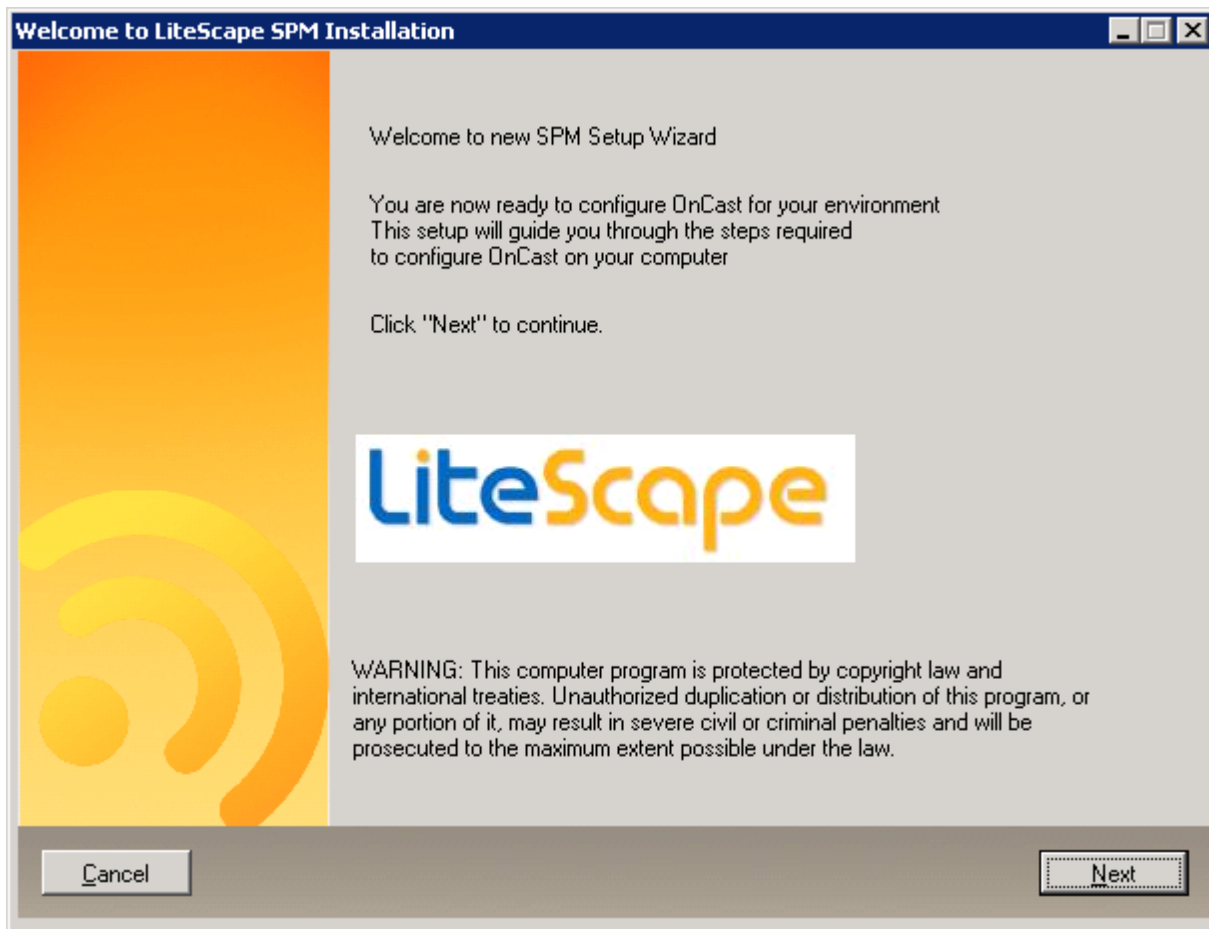
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### Installation

#### SPM with Polycom VVX series phones.

You must install SPM on a clean server that does not contain any other software. Remove previous installations of Java. Note: You should not change the hostname of any Ethernet cards in your server after SPM installation. This will invalidate SPM encryption and configuration and will require that you re-install SPM.

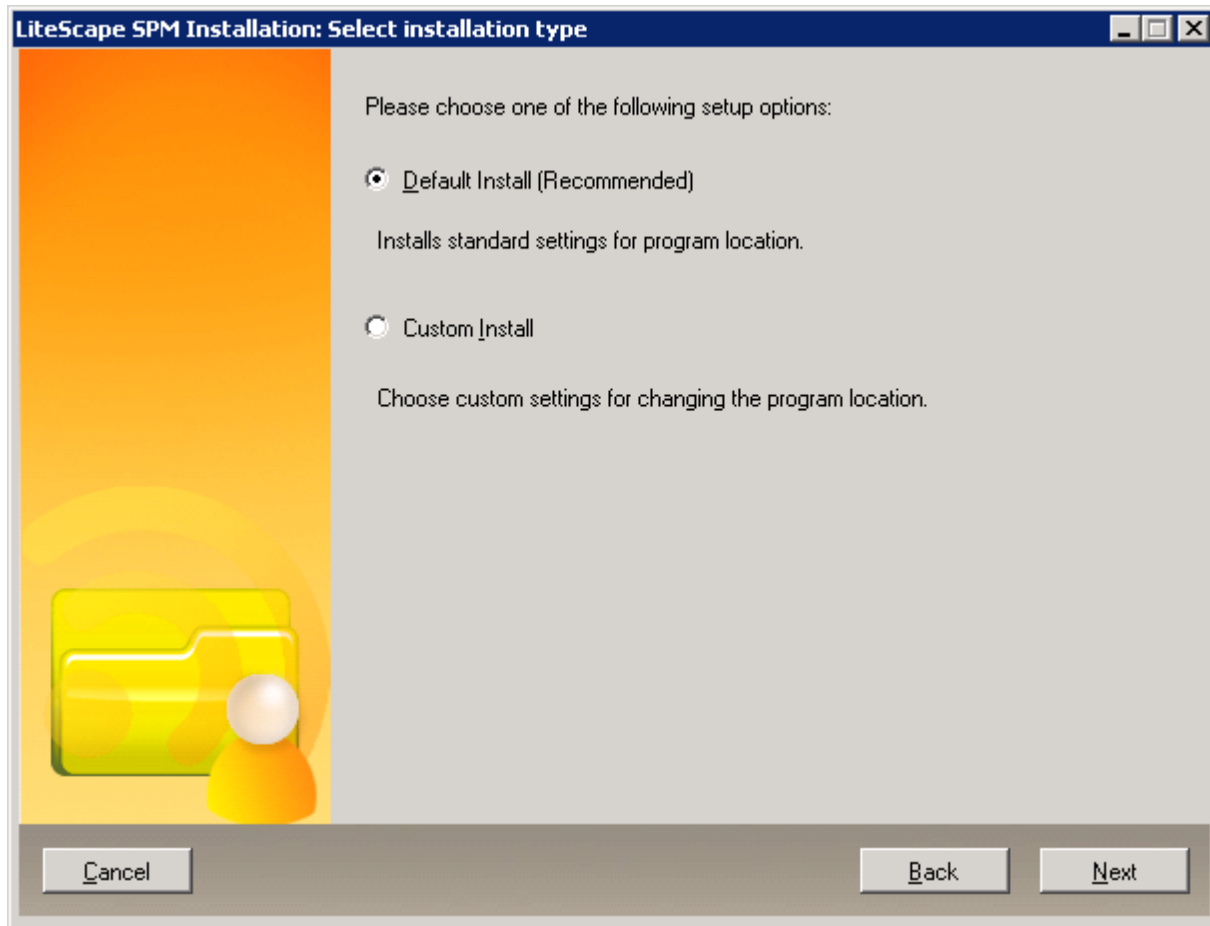
To install SPM: Double-click LiteScapeInstaller.exe to begin the installation routine.



Leave the installation setup at Default. Click Next.

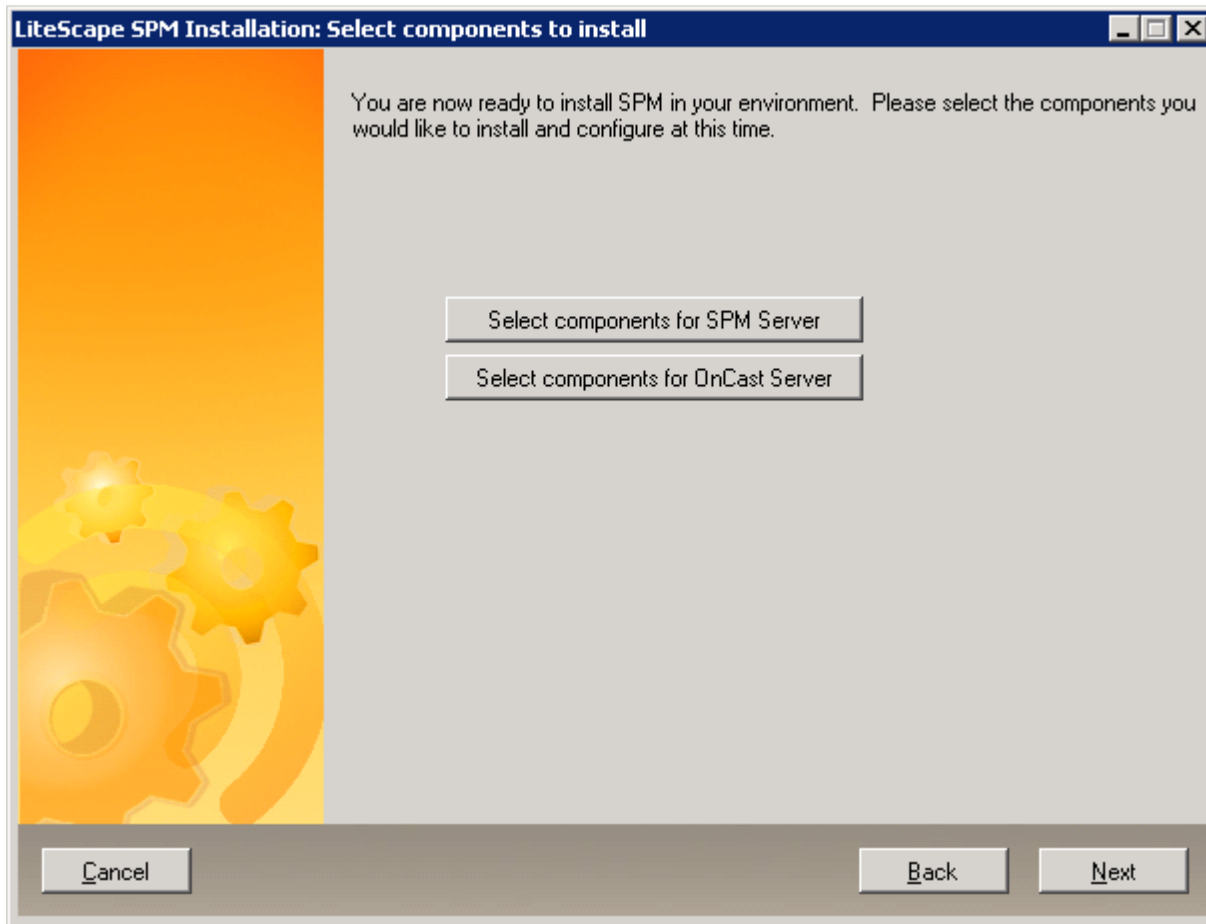


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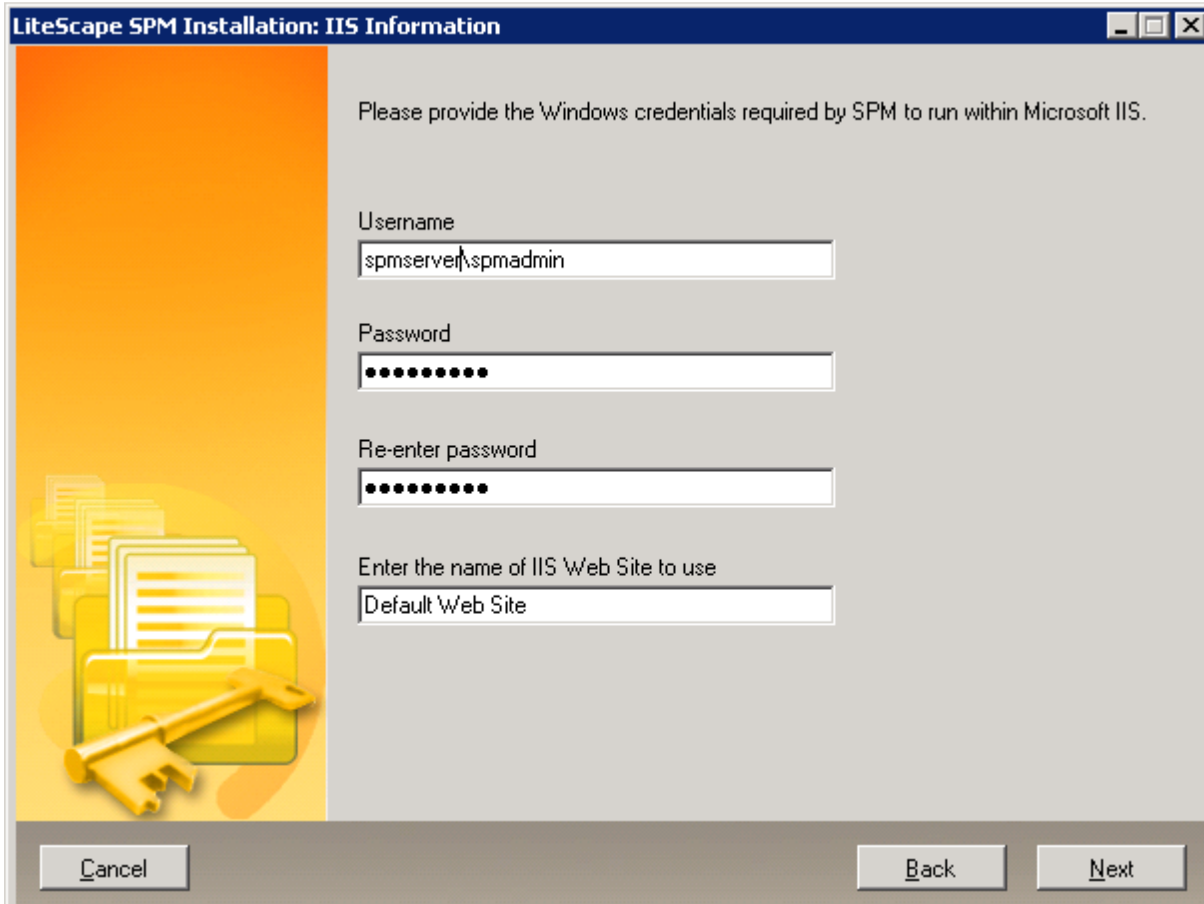
The installer will install SPM components

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Enter the IIS user credentials for web services. Use servername\username format in the Username text box. Click Next.

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**LiteScape SPM Installation: IIS Information**

Please provide the Windows credentials required by SPM to run within Microsoft IIS.

Username  
spmserver\spmadmin

Password  
●●●●●●●●

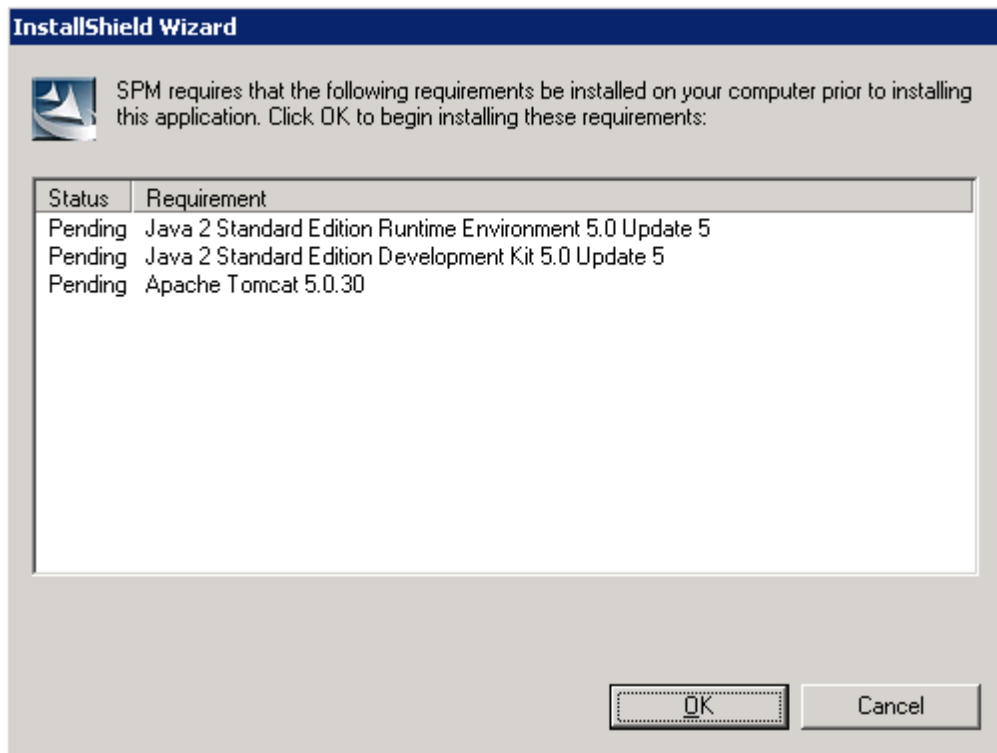
Re-enter password  
●●●●●●●●

Enter the name of IIS Web Site to use  
Default Web Site

Cancel Back Next

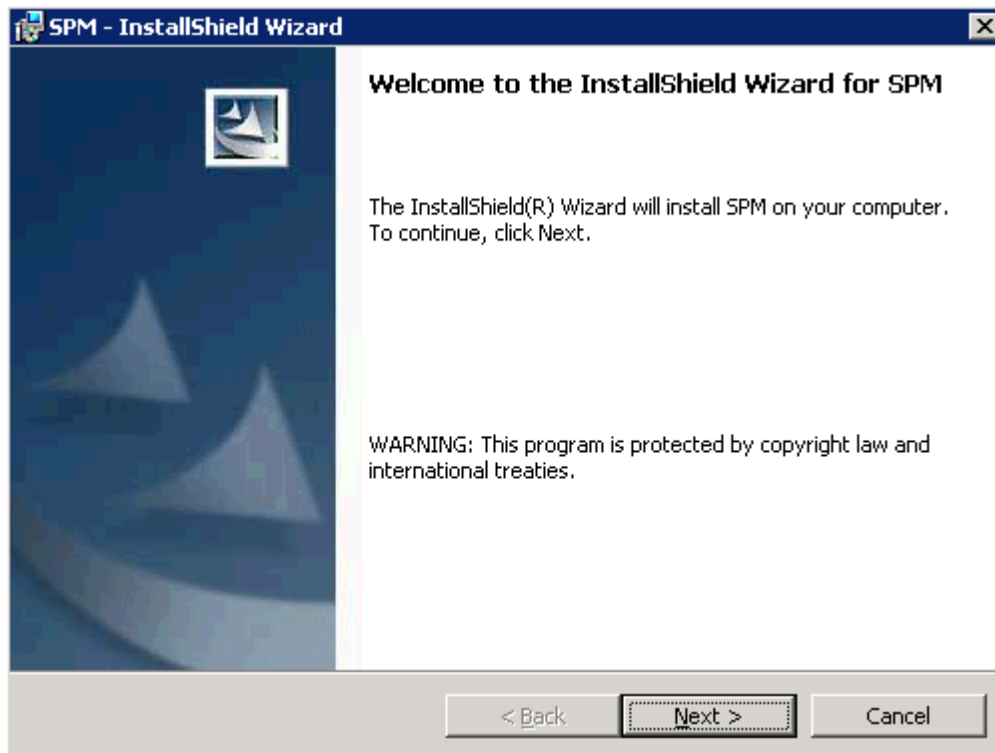
Leave the Configuration Server Information, Local Broadcast Information, and Load Balancing Information windows at default. InstallShield will prompt for the requirements that need to be installed on the server prior to SPM installation. Click OK to continue.

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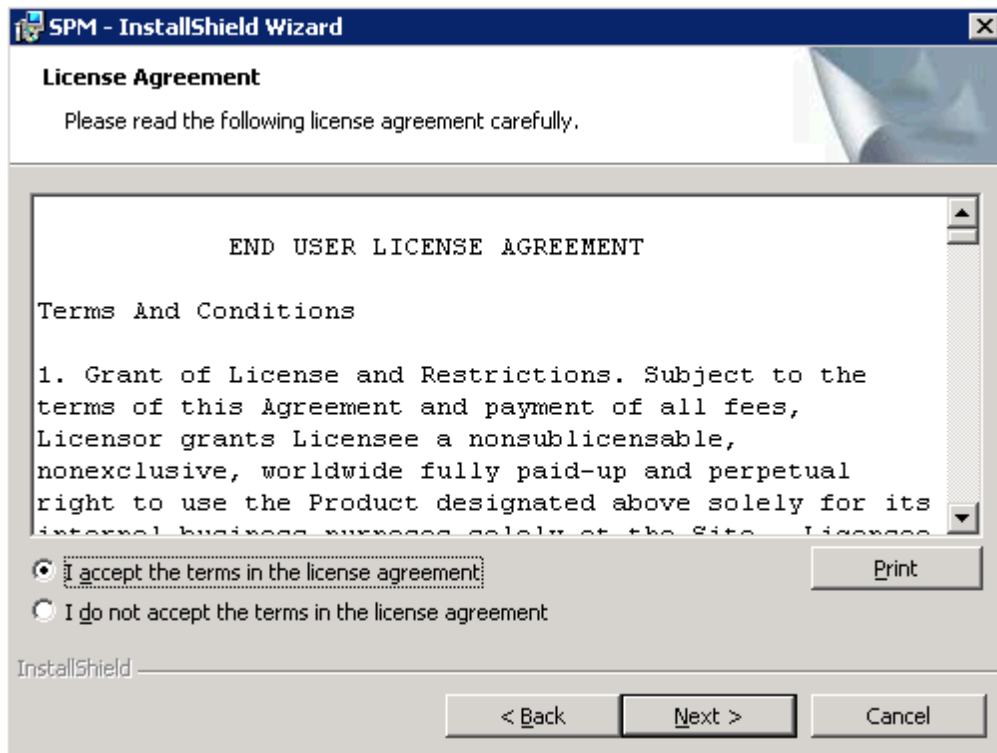
Next, InstallShield will start the installation of SPM. Click Next.

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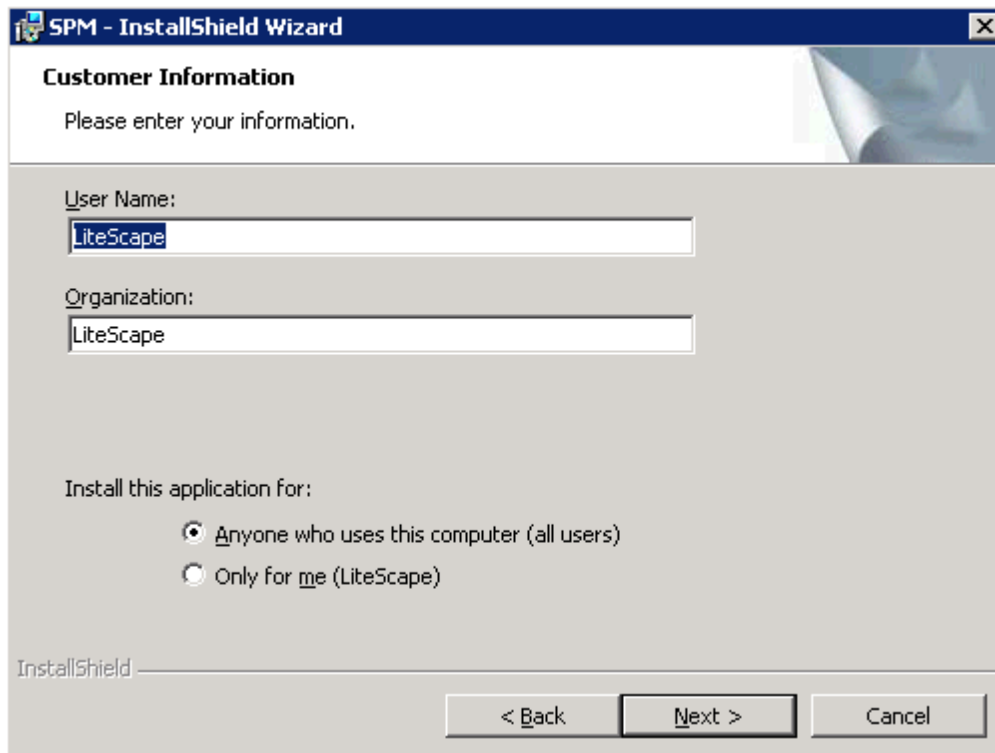
Review and Accept License Agreement and click Next.

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Enter the User Name and Organization or you can leave at default.

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**SPM - InstallShield Wizard**

**Customer Information**  
Please enter your information.

User Name:

Organization:

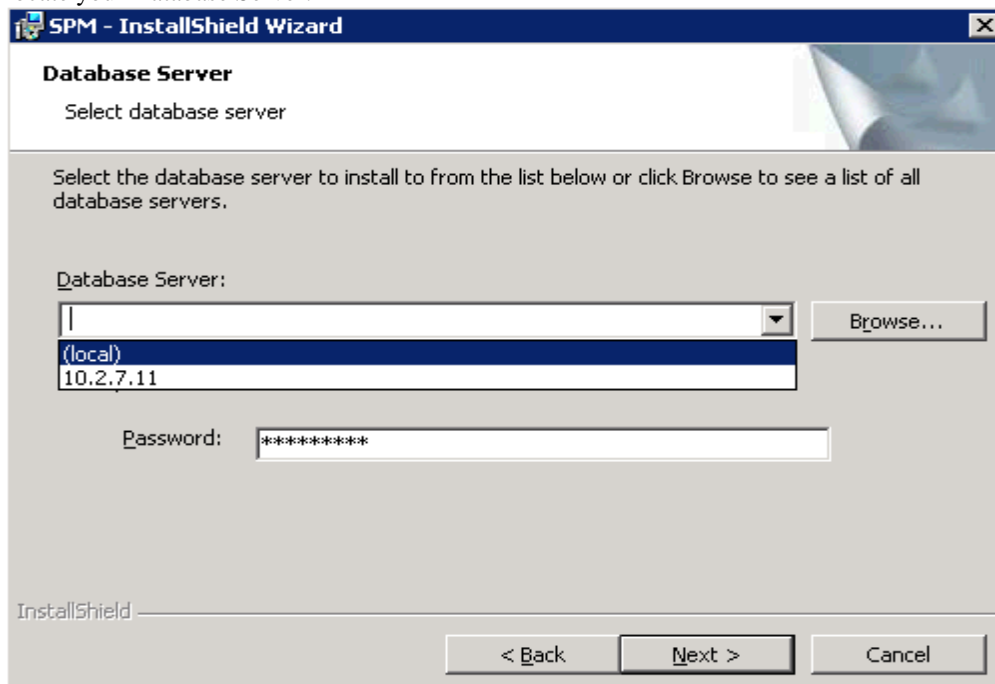
Install this application for:

- Anyone who uses this computer (all users)
- Only for me (LiteScape)

InstallShield

< Back   Next >   Cancel

Enter Database Server information. You can use the drop down menu or Browse option to locate your Database Server.



**SPM - InstallShield Wizard**

**Database Server**  
Select database server

Select the database server to install to from the list below or click Browse to see a list of all database servers.

Database Server:

Browser...

Password:

InstallShield

< Back   Next >   Cancel

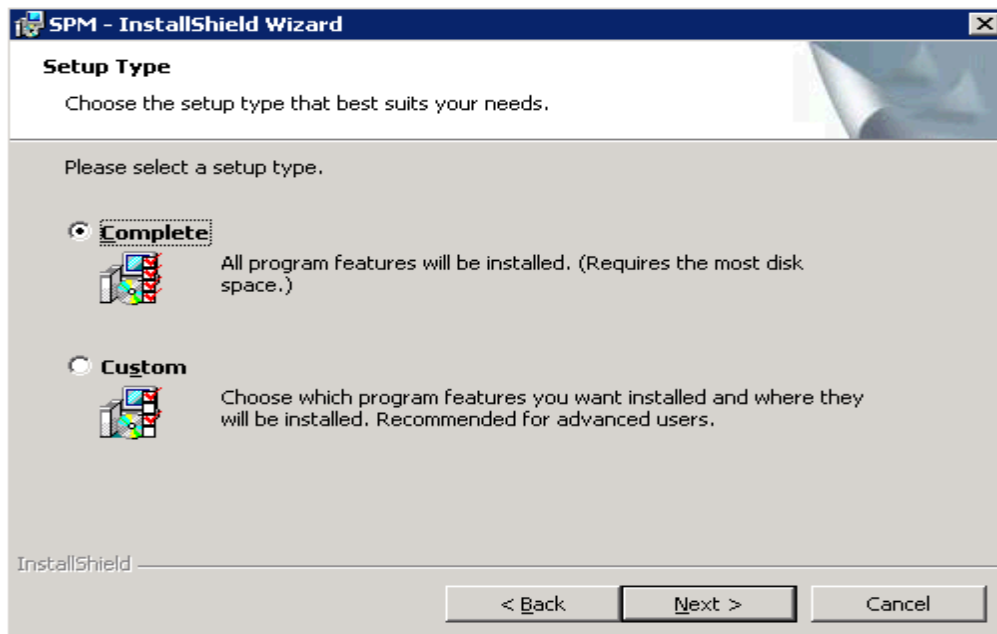
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Enter a User name and password you want to create for accessing database by LiteScope SPM Application.



The screenshot shows the 'SPM - InstallShield Wizard' dialog box with the 'SPM User information' section. The text reads: 'Below provide username, password and SPM Server IP you want to create for accessing database by LiteScope SPM Application.' The fields are filled with: User Name: spmdbuser, Password: \*\*\*\*\*, Retype password: \*\*\*\*\*, and SPM Server IP: 10.11.7.17. At the bottom, there are buttons for '< Back', 'Next >', and 'Cancel'.

Leave Setup Type at default. Click **Next >**.

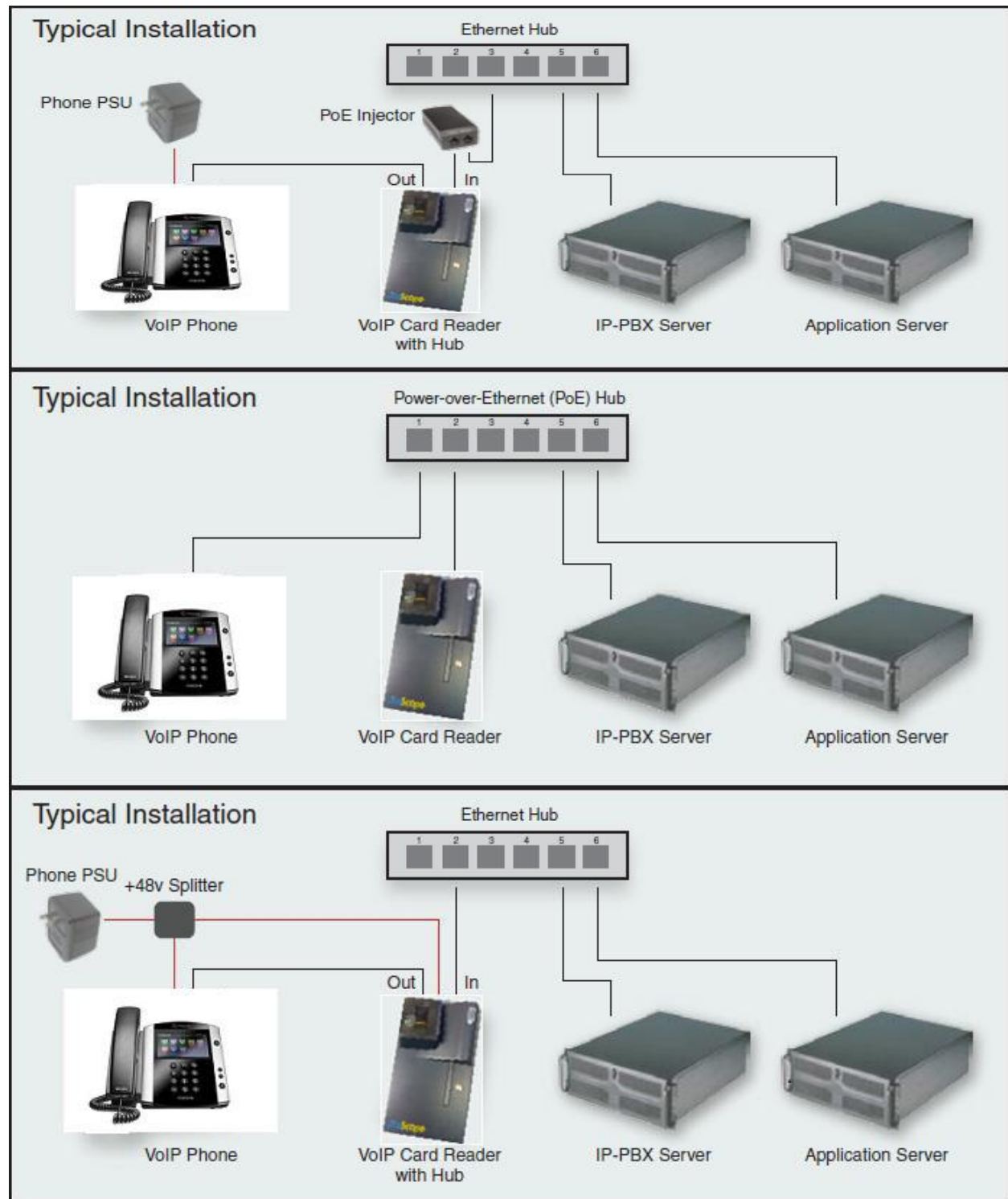


The screenshot shows the 'SPM - InstallShield Wizard' dialog box with the 'Setup Type' section. The text reads: 'Choose the setup type that best suits your needs.' Below this, it says 'Please select a setup type.' There are two radio button options: 'Complete' (selected) with a description 'All program features will be installed. (Requires the most disk space.)' and 'Custom' with a description 'Choose which program features you want installed and where they will be installed. Recommended for advanced users.' At the bottom, there are buttons for '< Back', 'Next >', and 'Cancel'.

This will take a few minutes to complete the installation.



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### For More Information

#### Product Information

For more information about LiteScape Technologies, visit [www.litescape.com](http://www.litescape.com).

For more information about SPM, visit <http://www.litescape.com/index.php/secure-profile-management>

#### LiteScape Technologies Support

Online support and by country support information is available at <http://www.litescape.com/index.php/support-overview>

For LiteScape Technologies support, please email [support@litescape.com](mailto:support@litescape.com).

For LiteScape Technologies sales, please email [sales@litescape.com](mailto:sales@litescape.com).

#### Polycom Support

For support or service of Polycom products, please contact your Polycom distributor or go to Polycom Support at <http://www.polycom.com/support>

For more information about Polycom Technology Partner Program and the Technology and Developer Partner solutions, visit <http://www.polycom.com/partners>

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### Test/Validation Annex

Products tested/validated in test case:

- LiteScape Product: SPM 4.5
- Polycom Product: VVX 600

#### Hoteling SPAR login and logout using VVX 600 phone

Test Case Details	
<b>Title</b>	Hoteling SPAR login and logout using VVX 600 phone
<b>Description</b>	<p>Test SPAR login device with BroadSoft hoteling user. The device will login and logout a user using the magnetic striped card with the SPAR device.</p> <p>As a result, the Hoteling Guest user will replace the original user after logging in and revert to the original user after logging out of the mobility user.</p>
<b>Test Setup</b>	Setup device in Broadsoft with HotelingHost and HotelingGuest.
<b>Procedure</b>	<ol style="list-style-type: none"><li>1. Login to the Hoteling by swiping the card across the SPAR device.</li><li>2. Phone will now login to HotelingGuest user.</li><li>3. Go off hook and dial a basic call to confirm HotelingGuest caller ID.</li><li>4. IP phone rings and answers call.</li><li>5. Hang up call.</li></ol>
<b>Expected Results</b>	<ol style="list-style-type: none"><li>1. HotelingGuest user is logged in.</li><li>2. Basic calls are completed.</li></ol>
<b>Observations</b>	Simplicity and fast login into HotelingGuest profile by using SPAR device