

Video Media Center -

VMC 1000

Getting Started Guide

Version 1.0.3



Trademark Information

Polycom®, the Polycom logo design, Video Media Center®, and RSS 2000® are registered trademarks of Polycom, Inc. All other trademarks are the property of their respective owners.

Patent Information

The accompanying product is protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Catalog No. 3725-77103-000B

Release Date 02/2008

Version 1.0.3

© 2008 Polycom, Inc. All rights reserved.

Polycom Inc.

4750 Willow Road

Pleasanton, CA 94588-2708 U.S.A.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc. retains title to, and ownership of, all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g. a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc. is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

Safety Instructions

EU – CE statement:

This VMC 1000 is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/ED and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX.

Japan - Class A ITE statement

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラス A 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules

Plug acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible

Lithium cell installation

UL60950-1

1.7.13 replaceable batteries



CAUTION: Danger of Explosion if Battery is incorrectly replaced.

Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Contents

Installing the VMC 1000 Appliance on Your Network

Overview	1
Preparations	1
VMC 1000 Appliance Specifications	2
General Safety Precautions	3
Setting Up the VMC 1000 Appliance	3
Unpacking the VMC 1000 Appliance	4
Connecting a PC to the VMC 1000 Appliance	4
Configuring the VMC 1000 Appliance	4
Getting the Product Activation Key	5
Getting the VMC 1000 License File	5
Setting up the Network Connection	6
Logging into the VMC 1000 Initialization & Licensing UI	6
Editing the Network Configuration	7
Adding the License Key for the VMC 1000 Appliance	8
Uploading the VMC 1000 License File	9
Setting Alerts for CPU, Disk, and Memory Usage	9
Rebooting the VMC 1000 Appliance	11
Monitoring the Status of the VMC 1000 Appliance	11
Logging into the Administrator UI	11
Setting the Site URL	12
Port Information for the VMC 1000	13
Setting Network Configuration Parameters using a Serial Port Connection (Optional)	14
Next Steps	16

Installing the VMC 1000 Appliance on Your Network

Overview

This guide explains how to configure the VMC 1000 appliance as part of the Polycom video conferencing solution. This chapter contains the following sections:

- [Preparations](#)
- [VMC 1000 Appliance Specifications](#)
- [General Safety Precautions](#)
- [Setting Up the VMC 1000 Appliance](#)
- [Setting Network Configuration Parameters using a Serial Port Connection \(Optional\)](#)
- [Next Steps](#)

Preparations

To configure the VMC 1000 appliance as part of the Polycom video conferencing solution, you must have the:

- VMC 1000 appliance.
- PC to initialize and configure the VMC 1000 appliance.
- Network cross over cable to connect the PC to the VMC 1000 appliance.
- Provided IP address to log into the VMC 1000 appliance.

The following are minimum requirements for the PC to configure the VMC 1000 appliance:

- Operating System
 - Windows 2000, Windows XP, or Windows Vista
- Web Browsers
 - Viewer Portal
 - » IE 6.0 with SP2 (XP)
 - » IE 7.0 (XP and Vista)
 - » Firefox 2.0, patch 2.0.0.12 (Firefox on XP and Vista)
 - Administrator and Management App
 - » IE 6.0 with SP2 (XP)
 - » IE 7.0 (XP and Vista)
- Monitor Resolution: 800 x 600, 256 colors or higher
- A NIC card

VMC 1000 Appliance Specifications

The following are the specifications for the VMC 1000 appliance:

- Hardware: VMC 1000
- Form Factor: 1U Rackmount
- Height: 1.7" (43 mm)
- Width: 16.8" (427 mm)
- Depth: 22.6" (574 mm)
- Gross weight: 30 lbs 13.6 kg)
- Power Supply: 520 AC to DC power supply w/PFC
- AC Voltage: 10-240V, 50-60Hz
- Processor: Intel XEON 3 Gigahertz
- Hard Drive: 750 Gigabytes
- Operating System: Windows 2003 Server
- Video: 7500 Hours (at 400k bit rate) and 500 concurrent connections (multicast)

General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the VMC 1000 appliance unit clean and free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the VMC 1000 appliance, ensuring that it is near a grounded power outlet.
- Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor with the full weight of the rack resting on them. Always make sure the rack is stable before extending a component from the rack.
- In a single rack installation, attach stabilizers to the rack. In multiple rack installations, the racks should be coupled together.
- Use a regulating uninterruptable power supply (UPS) to protect the VMC 1000 appliance from power surges and voltage spikes, and to keep it operating in case of a power failure. Allow the power supply units to cool before touching them. Always keep the rack's trays and board's closed when not servicing, to maintain proper cooling.

Setting Up the VMC 1000 Appliance

In order to configure the VMC 1000 appliance, you must:

- 1 Unpack the VMC 1000 appliance.
- 2 Connect the PC to the VMC 1000 appliance using the network cross over cable.
- 3 Configure the VMC 1000 appliance.

The following sections explain how to do these activities.

Unpacking the VMC 1000 Appliance

- Place the VMC 1000 appliance on a stable flat surface in the selected location.
- Remove the VMC 1000 appliance from its package. You can install it either in a rack or place it on a flat surface:
 - Install the VMC 1000 appliance on a rack using one of two methods:
 - » Install the brackets supplied by the rack manufacturer on each side of the rack on which the VMC 1000 appliance is placed. Secure the system by fastening four screws to the rack on the front panel.
 - » Install a shelf supplied by the rack manufacturer on top of which the VMC 1000 appliance is placed. Secure the system by fastening four screws to the rack on the front panel.
 - Place the VMC 1000 appliance on a secure, flat and clean surface.

Connecting a PC to the VMC 1000 Appliance

This section explains how to connect the VMC 1000 appliance.

To connect the PC to the VMC 1000 appliance:

- 1 Turn on the VMC 1000 appliance.
- 2 Turn on the PC and configure your PC (LAN) with:
 - Static IP: 192.168.1.10
 - Mask: 255.255.255.0
 - Gateway: 192.168.1.1
- 3 Plug the cross over network cable into the network connection (LAN 1) for the VMC 1000 appliance.
- 4 Plug the cross over network cable into the network connection for the PC.

Configuring the VMC 1000 Appliance

To configure the VMC 1000 appliance, you must:

- Get the Product Activation Key.
- Get the VMC 1000 license file.
- Set up the network connection.
- Log into the VMC 1000 Initialization and Licensing UI.
- Edit the network configuration.

- Activate the VMC 1000 appliance.
- Upload the VMC 1000 license file.
- Set alerts for CPU, disk, and memory usage
- Reboot the VMC 1000 appliance.
- Log into VMC 1000 Administrator UI.
- Set the VMC 1000 Site URL

The following sections explain how to do these activities.

Getting the Product Activation Key

Before you can configure the VMC 1000 appliance, you must register it and obtain a Product Activation Key.

To get the Product Activation Key:

- 1 From the PC, access the Polycom **Support** page by entering the URL **www.polycom.com/support** in a web browser.
- 2 In the **Resource Center** section, click the **Register Your Product** link.
- 3 If required, select **New User Account** or enter your **User ID** and Password.
- 4 Click **Sign In**.
- 5 Follow the on-screen instructions for product registration and product activation.

The serial number for the VMC 1000 is located on a sticker on the bottom of the appliance.

- 6 Write down the Product Activation Key for later use.

Getting the VMC 1000 License File

The VMC 1000 license file enables the VMC 1000 to operate. Your VMC 1000 ships with a temporary license file that expires within 180 days. If you let the temporary license file expire without using it, you can only use the permanent license file to operate the VMC 1000.

To obtain a permanent license file, with no expiration date, use the following procedure.

To obtain a permanent VMC 1000 license file:

- 1 Go to www.polycom.com/activation.
- 2 Log in.
- 3 Select **Product Activation>Request VMC 1000 Activation** on the right of the page.
- 4 Fill in the requested information and submit it.

A permanent license file is sent to you by email within two weeks.

Setting up the Network Connection

- 1 From the PC, go to **Start>Control Panel>Network Connections**.
- 2 Right click **Local Area Connections** and select **Properties**.
- 3 Scroll down to the Internet Protocol (TCP/IP) option and highlight it.
- 4 Click **Properties**.
- 5 Click the **Use the following IP address** button.



NOTE: Make sure you write down your network settings before you change them if you are using a static IP address.

- 6 Enter the following default IP address values:
 - a IP address: **192.168.1.201**
 - b subnet mask: **255.255.255.0**
 - c Default gateway: **192.168.1.1**
- 7 Click **OK**.



NOTE: You are not able to ping the VMC 1000 appliance.

Logging into the VMC 1000 Initialization & Licensing UI

To log into the VMC 1000 Initialization & Licensing UI:

- 1 Make sure your PC and VMC 1000 appliance are connected using a cross-over cable.
- 2 Open Internet Explorer on your PC.

- 3 In the URL field, enter the default static IP address for the VMC 1000 appliance: ***http://192.168.1.200/setup***.
 - 4 For the username, enter **Administrator**.
 - 5 For password, enter **polycom**.
 - 6 Click **Login**.
- The **VMC Initialization & Licensing** page appears.



Editing the Network Configuration

Use the **Network Configuration** link to replace the default static IP values originally entered for the appliance with the ones that you want to assign to the appliance.

To edit the network configuration:

- 1 From the **VMC Initialization & Licensing** menu, click the **Network Configuration** link.
- 2 Enter the **IP Address**.
- 3 Enter the **Subnet Mask**.
- 4 Enter the **Default Gateway**.
- 5 Enter the **DNS Servers**.

If you have more than one DNS server, separate each one using a comma delimiter.

- 6 Click **Save and Reboot**.

- 7 Remove the cross over cable from the VMC 1000 and connect the VMC 1000 to your corporate network.



NOTE: Reset your PC back to its original settings.

Adding the License Key for the VMC 1000 Appliance

In order for the VMC 1000 to work, you must enter the License Key you downloaded from the **Polycom Support** page.

To add the License Key for the VMC 1000 appliance:

- 1 Log back into the VMC 1000.
To log back into the VMC 1000, see [“Logging into the VMC 1000 Initialization & Licensing UI”](#) on page 6.
- 2 From the **VMC Initialization & Licensing** menu, click **License Management**.

The **License Management** page appears.

- 3 In the **License Key** section enter the **License Key** you downloaded from the **Polycom Support** page.
- 4 Click the **Submit** button.

Uploading the VMC 1000 License File

In order for the VMC 1000 to work, you must upload the VMC 1000 license file.

To upload the VMC 1000 license file:

- 1 From the **VMC Initialization & Licensing** menu, click **License Management**.
- 2 Click the **Browse** button to navigate to the directory on the PC where the VMC 1000 license file is located and select the file.
- 3 Click the **Upload License** button.

Setting Alerts for CPU, Disk, and Memory Usage

The VMC 1000 allows you to set up a notification system for when your CPU, disk space, or memory usage on the appliance meets or exceeds a pre-assigned level. When these levels are met or exceeded, VMC 1000 sends an email to the system administrator to take the appropriate action.

To set an alert for CPU usage:

- 1 From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.

The **Other Configuration** page appears.



- 2 In the **CPU Usage Alert** row, click the **Edit** button.
- 3 In the **Value** field, enter the percent of used VMC 1000 CPU resources before a system administrator is alerted by email.

The default value is **50**.

- 4 Click the **Save** button.

To set an alert for disk usage:

- 1 From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.
The **Other Configuration** page appears.
- 2 In the **Disk Usage Alert** row, click the **Edit** button.
- 3 In the **Value** field, enter the percent of disk space available on the VMC 1000 before a system administrator is alerted by email.
The default value is **10**.
- 4 Click the **Save** button.

To set an alert for memory usage:

- 1 From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.
The **Other Configuration** page appears.
- 2 In the **Memory Usage Alert** row, click the **Edit** button.
- 3 In the **Value** field, enter the value (in megabytes) of available system memory on the VMC 1000 before a system administrator is alerted by email.
The default value is **200**.
- 4 Click the **Save** button.

To add email addresses for alerts:

- 1 From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.
The **Other Configuration** page appears.
- 2 In the **Email “To” address** row, click the **Edit** button.
- 3 Enter the email addresses for any system administrators you want to receive an alert. There is no limit to the number of email addresses you can add. Separate each email address by a semicolon.
- 4 Click the **Save** button.
- 5 In the **Email “From” address** row, click the **Edit** button.
- 6 Enter the email address for the VMC 1000 appliance that sends the alert.
- 7 Click the **Save** button.
- 8 In the **Email host** row, click the **Edit** button.
- 9 Enter the address of the smtp email server.
- 10 Click the **Save** button.

Rebooting the VMC 1000 Appliance

In order for the installation to be complete, you must reboot the VMC 1000 appliance.

To reboot the VMC 1000 appliance:

- 1 From the **VMC Initialization & Licensing** menu, click **System Status**.
- 2 Click the **Restart Server** button.

You can also reboot the Video Media Center - VMC 1000 appliance if any of the service's status lights are red instead of green.

Monitoring the Status of the VMC 1000 Appliance

The **System Status** page allows you to check the status of the VMC 1000 services. The status for all the services should be green. If not, click the **Restart Server** button. If you still have issues, contact Technical Support.

Logging into the Administrator UI

To log into the VMC 1000 Administrator UI:

- 1 Make sure the VMC 1000 appliance is plugged into your network and turned on.
- 2 From your network connected PC, open Internet Explorer.
- 3 In the browser URL field, enter the IP address you created for the VMC 1000 appliance:
[ipaddress]/admin
- 4 Enter **Administrator** for the default login.
- 5 Enter **polycom** for the default password.
- 6 Click **OK**.

You are now logged into the VMC 1000 Administrator UI.

Setting the Site URL



WARNING: You **MUST** make sure that the Site URL is set to the IP address or the domain name assigned to the VMC 1000. If you do not, you cannot configure the RSS 2000 to work with the VMC 1000.

To set the Site URL:

- 1 From the VMC 1000 Administrator UI, click **System Configuration**.
- 2 Click **Setup**.

The **System Setup** page appears.



- 3 Click **Edit**.
- 4 In the **Site URL** field, enter the IP address of the VMC 1000.
- 5 Click **Commit**.

Port Information for the VMC 1000

Your network's firewall could interfere with the VMC 1000 and the RSS 2000's ability to share data using certain ports. The following table explains important port requirements you should observe when setting up data sharing between the VMC 1000 and the RSS 2000.

Function	In/Out Bound	Port Number	Protocol	IP Resolution
VMC 1000 UI	From any PC to VMC 1000	80 8080	HTTP	VMC 1000 DNS/IP must be resolved
VMC 1000 Streaming	From any PC to the VMC 1000, port 554 must be open in both directions.	For TCP: 554 For UDP: 5004 5005	RTSP/TCP Or RTSP/UDP	DNS/IP must be resolved. Ports 5004 and 5005 are not mandatory. They are needed for UDP. If not open, use port 554 for TCP.
RSS 2000 API calls	From the VMC 1000 to the RSS 2000	81	TCP	The VMC 1000 must be able to resolve the RSS 2000 address.
VMC 1000 Backup	From the VMC 1000 to the FTP server on a backup server	21	FTP	The VMC 1000 must be able to resolve the FTP server address.
VMC 1000 Email	From the VMC 1000 to the email server, configured in VMC 1000 to send emails	25	SMTP	The VMC 1000 must be able to resolve the email server address.
VMC 1000 downloading recorded files from the RSS 2000	From the VMC 1000 to the RSS 2000	80	HTTP	The VMC 1000 must be able to resolve the RSS 2000 address.
VMC 1000 receiving live stream from the RSS 2000	From VMC 1000 to the RSS 2000	1800 1801 1802	NMS	The VMC 1000 must be able to resolve the RSS 2000 address.

Setting Network Configuration Parameters using a Serial Port Connection (Optional)

Optionally, using a serial port connection between your PC and the VMC 1000, you can:

- Display the IP address of the VMC 1000.
- Set the IP address of the VMC 1000.
- Reboot or shut down the VMC 1000.
- Restore the VMC 1000 to factory defaults.

To set the VMC 1000 network configuration parameters using a serial port connection:

- 1 Connect the PC to the VMC 1000 using a serial port connection.
- 2 Turn on the PC and the VMC 1000.
- 3 From the PC, go to the **Windows Start** menu and select **All Programs>Accessories>Communication>Hyper Terminal**.

The **Connection Description Information** window appears.

- 4 Enter the name of the serial port connection.

Example: **VMC 1000**.

- 5 Click **OK**.

The **Connect To** window appears.

- 6 In the **Connect using** field, select a COM port.

Example: **COM3**.

- 7 Click **OK**.

The **Port Settings** window appears.

- 8 Enter the following settings:

— Baud rate: **9600**

— Data bits: **8**

— Stop bits: **1**

— Parity: **None**

— Flow: **None**

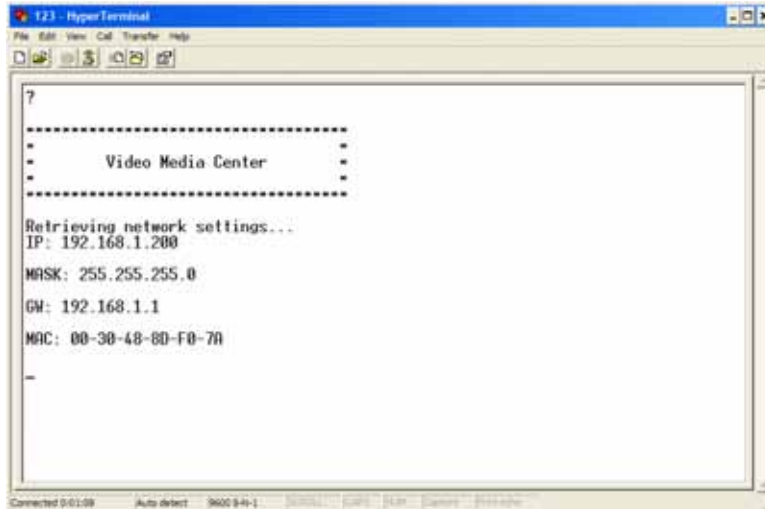
- 9 Click **OK**.

- 10 Hit the **Enter** key.

The **Enter Password** field appears.

11 Enter **polycom**.


The **Video Media Center** window appears.



```
123 - HyperTerminal
File Edit View Call Transfer Help
[Icons]
7
-----
Video Media Center
-----
Retrieving network settings...
IP: 192.168.1.200
MASK: 255.255.255.0
GW: 192.168.1.1
MAC: 00-30-48-80-F0-7A
-----
Connected 0:01:08 Auto detect 9600 8-N-1 [Status] [Call] [Transfer] [Print]
```

12 Type **help** to get a list of commands.

A list of commands appears.



```
Polycom VMC - Hyper Terminal
File Edit View Call Transfer Help
[Icons]
-----
Video Media Center
-----
Retrieving network settings...
MAC: 00-50-56-C0-00-08
Available commands
show          Show system information.
set password  *****
set lan1 static <ip address> netmask <ip mask> gw <gateway address>
              Config LAN1 IP address.
shutdown:    Shutdown the server.
reboot:      Reboot the server.
restore:     Restore the system, all user data deleted.
help or ?    Show this message.
quit:        Logout.
-----
Connected 0:00:36 Auto detect 9600 8-N-1 [Status] [Call] [Transfer] [Print]
```

13 From the command line, modify the following network settings, as required:

- Show system information by entering: **show**.
- Set the password to enter this serial port interface by entering: **set password** (and then enter your password twice to verify).



NOTE: Changing the password here only changes the password for this serial connection. It **DOES NOT** change the password for the VMC 1000 Administrator UI.

- Change the IP address of the VMC 1000 by entering: **set lan1 static <IP address> mask <IP address> gw <gateway address>**
- Shut down the server by entering: **shutdown**.
- Reboot the server by entering: **reboot**.
- Restore the factory default settings and delete all user data by entering: **restore**.



WARNING: The **restore** command deletes all configuration and video files from the VMC 1000.

- Show a list of commands by entering: **help** or **?**
- Log out of the VMC 1000 serial port interface by entering: **quit**

Next Steps

After you have logged into the VMC 1000, use the Administrator interface to configure your users to broadcast and view programs. For more information about configuring users, see the *Video Media Center - VMC 1000 Administrator Guide*. For more information about user tasks, see the *Video Media Center - VMC 1000 User Guide*.

Use the following procedure to access these guides and the *Getting Started Guide* on the Polycom Customer Support website.

To access VMC 1000 documentation on the Polycom Customer Support website:

- 1** Go to www.polycom.com/support.
- 2** In the menu on the left side of the page, click **Network**.
- 3** Under **Video Recording, Streaming and Content Management Solutions**, click **VMC 1000™ Polycom Video Media Center**.