

Video Media Center -

VMC 1000

Getting Started Guide



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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
- Browser: Internet Explorer 6.0 or higher (turn on JavaScript, enable Java, accept cookies)
- 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 Plug the cross over network cable into the network connection for the PC.
- 2 Plug the cross over network cable into the network connection (LAN 1) for the VMC 1000 appliance.
- 3 Turn on the PC.
- 4 Turn on the VMC 1000 appliance.

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 VMC 1000's serial number is located on a sticker on the bottom of the appliance, if needed.
- 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.

The screenshot shows the 'System Status' page of the VMC Initialization & Licensing UI. The page header includes the Polycom logo and the text 'POLYCOM' and 'COPYRIGHT © 2006 POLYCOM, INC. ALL RIGHTS RESERVED'. The main content area is titled 'System Status' and contains the following information:

This page shows the services currently running and the current Network Configuration and Licensing Information.

Current Licensing Information

- External Content is permitted
- Multicast is permitted
- Max number of Unicast connections: 1000

Component Services

Service Name	Status
Database Service	●
Queue Service	●
RSS Monitor Service	●
VMC Service	●
Alert Service	●
Windows Media Service	●
Free Disk Space	97% free

At the bottom of the page, there are two buttons: 'Restart Server' and 'Shutdown Server'.

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 Select a time zone from the **Time Zone** pull down.
- 7 Select the **Observe daylight savings time** checkbox if you want to choose Daylight Savings Time.
- 8 Click **Save and Reboot**.
- 9 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.

Activating the VMC 1000 Appliance

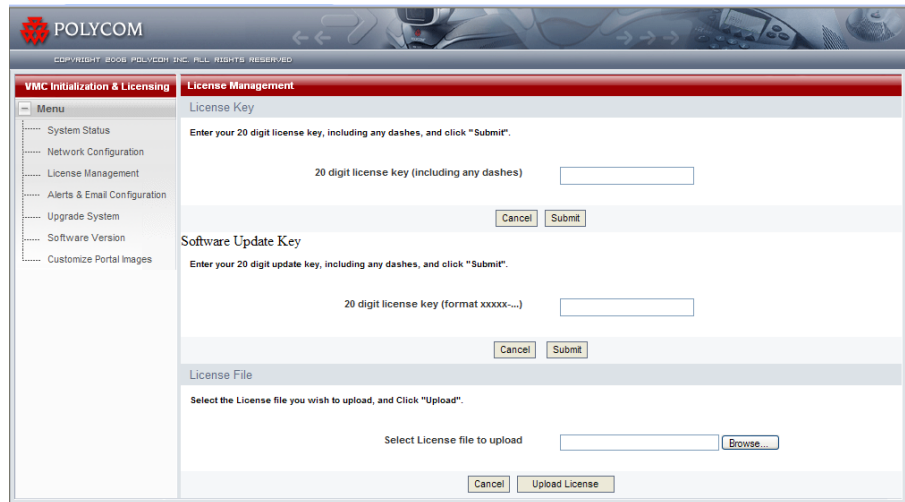
In order for the VMC 1000 to work, you must enter the Product Activation Key you downloaded from the **Polycom Support** page.

To activate 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.



The screenshot shows the Polycom web interface for License Management. The page has a header with the Polycom logo and copyright information. A left-hand menu is titled "VMC Initialization & Licensing" and includes options like System Status, Network Configuration, License Management, Alerts & Email Configuration, Upgrade System, Software Version, and Customize Portal Images. The main content area is titled "License Management" and contains three sections: "License Key" with a text input field and "Submit" button; "Software Update Key" with a text input field and "Submit" button; and "License File" with a "Browse..." button and "Upload License" button.

- 3 In the **License Key** field enter the **Product Activation 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.

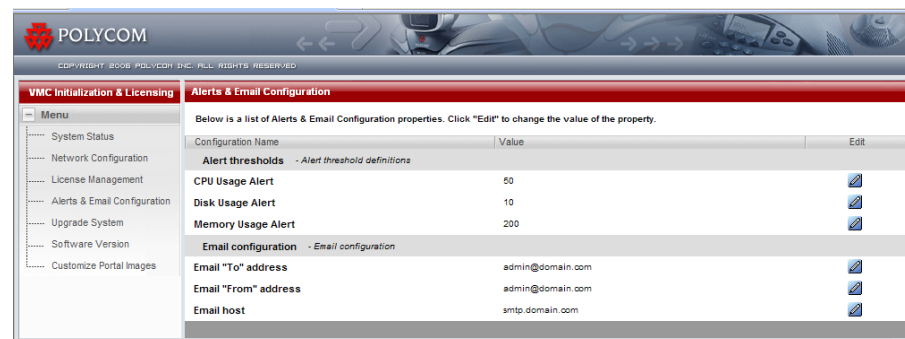
Setting Alerts for CPU, Disk, and Memory Usage

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 **Alerts & Email Configuration** link.

The **Alerts & Email 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 **Alerts & Email Configuration** link.
- 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 **Alerts & Email Configuration** link.

- 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 **Alerts & Email Configuration** link.
- 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.

POLYCOM
Copyright 2006 Polycom, Inc. All Rights Reserved User: System Administrator Logout

Menu

- Messages
- System Configuration
 - Management Application
 - Setup
 - Emails
 - Streaming
 - Security
 - Backup
 - Log Files and Alerts
 - RSS2000 Hosts

System: Setup

Below you will find all of your domain information, including system and setup properties. To edit domain properties, click the "Edit" button below. To choose a different domain, click on the "Change Domain" link above.

[Edit](#)

Domain Information

Domain ID	vmc
Display Name	Video Media Center
Description	
Domain Status	Active

Domain System Properties

Site URL	http://10.1.199.67
Security Realm	users

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

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**

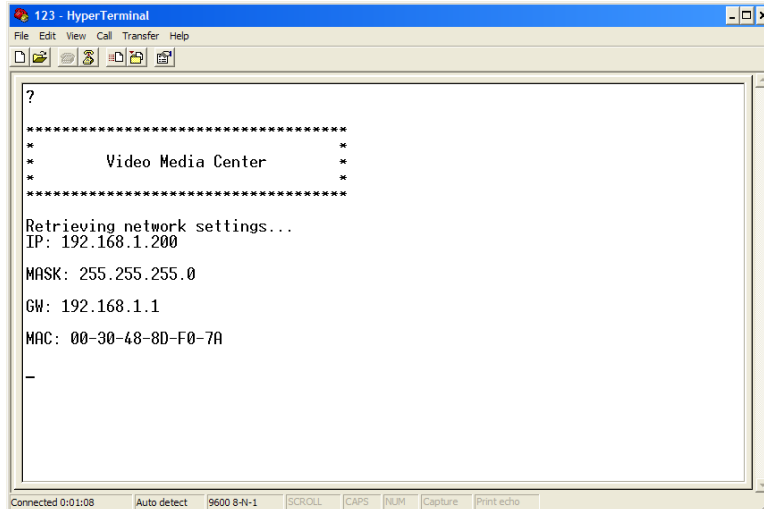
- 9 Click **OK**.

- 10 Hit the **Enter** key.

The **Enter Password** field appears.

11 Enter **polycom**.

The **Video Media Center** window appears.



```

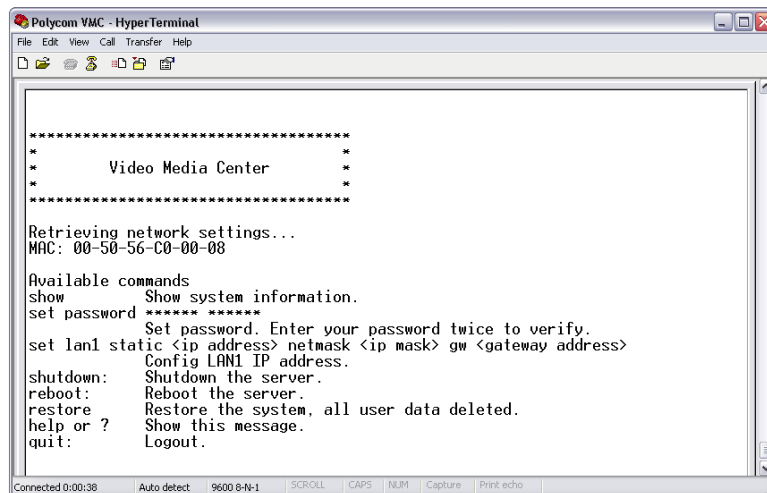
?
*****
*           Video Media Center           *
*           *                           *
*****

Retrieving network settings...
IP: 192.168.1.200
MASK: 255.255.255.0
GW: 192.168.1.1
MAC: 00-30-48-8D-F0-7A
-

```

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

A list of commands appears.



```

*****
*           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.

```

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**.