INTEGRATION GUIDE

Polycom® RSS 4000 / RealPresence® Capture Server and RealPresence® Media Manager
Polycom RSS 4000 / RealPresence Capture Server and RealPresence Media Manager Integration Guide

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About This Guide

This Polycom® Polycom RSS 4000 / RealPresence® Capture Server 1.7 and RealPresence® Media Manager 6.7 Integration Guide provides instructions for integrating the Polycom RSS 4000 and RealPresence Capture Server appliances with RealPresence Media Manager. For information on administering RealPresence Media Manager, see the Polycom® RealPresence® Media Manager Administrator’s Guide.

Who Should Read This Guide?

System administrators should read this guide to learn how to integrate Polycom RSS 4000 and RealPresence Capture Server with RealPresence Media Manager. This guide describes administration-level tasks and is not intended for end users.

Before reading this guide, you should be proficient with the following:
- Microsoft Windows Server 2012 and 2008 R2
- Microsoft SQL Server 2012 and 2008 R2
- Microsoft Internet Information Services (IIS)
- Microsoft Windows Media Services (WMS)

Information Elements

This guide may include any of the following icons to alert you to important information.

<table>
<thead>
<tr>
<th>Name</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>![Note Icon]</td>
<td>The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.</td>
</tr>
<tr>
<td>Administrator Tip</td>
<td>![Admin Tip Icon]</td>
<td>The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.</td>
</tr>
<tr>
<td>Caution</td>
<td>![Caution Icon]</td>
<td>The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.</td>
</tr>
<tr>
<td>Warning</td>
<td>![Warning Icon]</td>
<td>The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone or network performance.</td>
</tr>
<tr>
<td>Web Info</td>
<td>![Web Info Icon]</td>
<td>The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.</td>
</tr>
</tbody>
</table>
### Name | Icon | Description
---|---|---
Timesaver | ![Clock Icon](clock-icon.png) | The Timesaver icon highlights a faster or alternative method for accomplishing a method or operation.

### Power Tip

The Power Tip icon highlights faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.

### Troubleshooting

The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.

### Settings

The Settings icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options.

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## Typographic Conventions

A few typographic conventions, listed next, are used in this guide to distinguish types of in-text information.

### Typographic Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.</td>
</tr>
<tr>
<td><strong>Italics</strong></td>
<td>Used to emphasize text, to show example values or inputs (in this form: <code>&lt;example&gt;</code>), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.</td>
</tr>
<tr>
<td><strong>Blue Text</strong></td>
<td>Used for cross references to other sections within this document and for hyperlinks to external sites and documents.</td>
</tr>
<tr>
<td><strong>Courier</strong></td>
<td>Used for code fragments and parameter names.</td>
</tr>
</tbody>
</table>
Get Started

You can integrate RealPresence Media Manager version 6.7 software with the Polycom RSS 4000 and RealPresence Capture Server 1.7 appliances. The Polycom RSS 4000 and RealPresence Capture Server appliances are network-based video conferencing solutions that enable live streaming, recording, and archiving of video conference calls. Integrate your organizations Polycom RSS 4000 or RealPresence Capture Server solutions to leverage RealPresence Media Manager software’s video content management capabilities. The Polycom RSS 4000 and RealPresence Capture Server integration enables you to manage video conference calls and distribute them through the RealPresence Media Manager portal.

Configure the RealPresence Media Manager software in the Admin Tool to import Polycom RSS 4000 and RealPresence Capture Server live or archived calls, and then publish them to a RealPresence Media Manager portal or send them to metadata providers for processing.

To complete this integration, you need the following:

- RealPresence Media Manager version 6.7 software installed, licensed, and connected to your organization’s network
- Polycom RSS 4000 version 6.0 or later or RealPresence Capture Server version 1.7 or later installed, licensed, and connected to your organization’s network
- Administrator access to both the RealPresence Media Manager software and Admin Tool
- Administrator access to the Polycom RSS 4000 / RealPresence Capture Server
- DNS assigned to the RealPresence Media Manager instance
- IP address, submask, and gateway of the RealPresence Capture Server and RealPresence Media Manager instances
- FQDN of both the RealPresence Media Manager and RealPresence Capture Server
- Numbers and names of your organization’s Virtual Recording Rooms (VRR)
- The date and time on the RealPresence Media Manager server and Polycom RSS 4000/RealPresence Capture Server must be synchronized.

Caution: Integrating Polycom RSS 4000 and RealPresence Capture Server During Upgrades to RealPresence Media Manager version 6.7

If you are upgrading from RealPresence Media Manager 6.5 software to version 6.6, and were using virtual directories in your version 6.5 environment, you need set up new publishing points. RealPresence Media Manager 6.7 software does not support virtual directories and will delete them during the upgrade process.
Administrator Accounts

The first step to integrating RealPresence Media Manager with Polycom RSS 4000 or RealPresence Capture Server is to set up administrator accounts on all devices.

Create a RealPresence Media Manager Administrator Account

You must log in to your Polycom RSS 4000 or RealPresence Capture Server and create a RealPresence Media Manager Administrator user.

To create a RealPresence Media Manager Administrator user:

1. On a networked PC, open a browser and enter the IP address of the Polycom RSS 4000 or RealPresence Capture Server using the format http://<ipaddress> or http://fqdn. For example, enter http://172.22.123.56 or enter http://NPIRSS.polycom.com

2. Select Admin Login.

3. Enter the administrator user name and password. The default user name is admin and the default password is Polycom123.

4. From the menu, select User > Users, then click Add.

5. Enter a User ID, Full Name, and Password for the Administrator account. Any name can be used to label the Media Manager administrator.

Note: Password Requirements
The password must meet the password requirements, which is a capital letter, 9 characters, and at least 1 number.
6 Select **Administrator** in the **Role** list and enter a description (optional).

![Add User Image](image)

7 Click **OK**.

The user will appear in the list of users.

![User List Image](image)

**Note: Changing Your Password**

If you need to change the password, select **Change Password** located on the left toolbar.

---

**Add the Administrator User to an Admin Group**

Next, add the administrator user you created to an Admin Group on the Polycom RSS 4000 or RealPresence Capture Server.

**To add the administrator user to a group:**

1. From the menu, select **User > Groups**.
2 Select the **Admins** group and click **Edit**.

![User > Groups](image)

3 Select the **Group Members** tab.

4 Select the **PRMM_Admin** user from the list and then click **Add**. PRMM_Admin is added to the group.

5 Verify both the admin and PRMM_Admin are in the **Group Members** list, and click **OK**.

![Group Members](image)

**Admin Tip: Number of Admin Users**

Make sure there are at least two admin users in the Admin group, including the admin and the PRMM_Admin

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**Create an Administrative Account on RealPresence Media Manager**

Once you have created the administrator accounts on Polycom RSS 4000 or RealPresence Capture Server, you must create the same administrator accounts on the RealPresence Media Manager.

**To create an administrator account on RealPresence Media Manager:**

1 Remote desktop into RealPresence Media Manager using the IP address of system.

2 Enter the default user name and password, and click **Connect**.
   - User name: **PRMMAPPLIANCE\Administrator**
   - Password: **Polycom789**
3 On the screen that appears, search for **create an account**. The server will automatically search for the account creation program.

4 Click **Settings**, and then click **Create an Account**.

5 Next, click **Add a user account**.

6 On the **Add a user** screen, enter the same user name and password that you used as the RealPresence Media Manager administrator on RSS4000 or RealPresence Capture Server.

7 Click **Next** and then click **Finish**.

8 On the **Change an Account** screen, select the account you just created, and click **Change the account type**.
9 Select Administrator and click Change Account Type.

10 Exit from the application when finished.
Templates

Once you have created your administrator user and added it to the Administrator Group, you can create new recording, transcoding, and VRR templates on the Polycom RSS 4000 or RealPresence Capture Server.

Recording Template

To create a new recording template:

1. From the menu, select Template > Recording Templates and click Add.

2. Configure the recording settings. For information about all available settings, see the Polycom RealPresence Capture Server User Guide.
   - Template Name: Specify a unique and descriptive name to identify the template.
   - Check the Enable Live Streaming checkbox.
   - In the Call tab configure the following settings:
     - Max Call Rate (Kbps): Customer dependent, default is 768.
     - Max Resolution: 1280x720P (120x720)
     - Check the Enable LPR checkbox
     - Indication Tone: Customer dependent, usual setting is OFF
- In the **Archiving** tab, configure the following setting:
  - Check the **Start Recording Immediately** checkbox

- In the **Live Streaming (MP4)** tab configure the following settings:
  - Check the **Enable H.264 High Profile for Live Streaming** checkbox
  - Primary Streaming Rate: 768
  - Secondary Streaming Rate: 384
  - Layout: **Single window with large content (people 25% content 75%)**

- In the **Live Streaming (WMV)** tab configure the following settings:
  - Check the **Enable H.264 High Profile for Live Streaming** checkbox
  - Primary Streaming Rate: 768 or 1024
  - Secondary Streaming Rate: 384
  - Layout: **Single window with large content (people 25% content 75%)**
3 Click OK.

The recording template is saved.

VRR Template

To create a new VRR template:

1 From the menu, select Template > VRRs, then click Add.

2 Enter the VVR Name, VRR Number, and Description (optional) information in the appropriate fields.

3 Set the Recording Template to PRMM Template.

4 From the Available Templates box of the Transcoding Template section, select the Recording Template you created previously and click Add to move it to the Selected Templates box.

5 Click Add next to Live Streaming Server.

6 Set the Streaming List rate to 768 Kbps and click Save.

Note: Only one server is allowed per VRR.
7 If you want the system to send an email when a stream has started or stopped, enter a valid email address in the **Email Address** field and click **OK**.

The VRR template is saved.
Content Creation Profiles

Once you have created the templates on the RSS4000 or RealPresence Capture Server, you must use the RealPresence Media Manager Admin Tool to create or configure content creation profiles.

RealPresence Capture Server Content Source Profile

To create the RealPresence Capture Server content source profile:

1. Log into the RealPresence Media Manager. The default username is admin@polycom.com and the default password is Polycom456.

2. From the toolbar, select Network Resources.

3. Open the Content Source Profiles tab and then click New.

4. In the Content Source Profiles tab configure the following settings:
   - Name
   - Description
   - Available In These Portals: Select the portal you are running this from
   - Type: Polycom RSS 4000/Capture Server
   - *URL Path  Enter the URL path of Capture Server (https://<IPAddress> or https://<FQDN>)
   - Username and *Password  Enter the information for the administrator user account that was created on the RealPresence Capture Server.

5. Click Validate to confirm that the RealPresence Capture Server account information is correct.
The Version and Number of Archives will appear if successful connection to Capture Server was established

<table>
<thead>
<tr>
<th>Version</th>
<th>Number of Archives</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.8.0.0_15384</td>
<td>0</td>
</tr>
</tbody>
</table>

6 Scroll down and configure these settings:

- To enable the RealPresence Capture Server to provide transcoding or thumbnails, check the **Allow this server to act as a transcoder/thumbnailer** checkbox.
- To create VRR categories automatically, check the **Automatically create categories for VRRs** checkbox.
- **Automatic scan this server every X seconds**: 10.
- **Content Creation Profile**: Select **Default Content Creation Profile**
  - If you find that **Capture Server Content Creation Profile** is not located in the drop down box, verify that all the files in the work area are saved and closed. If a file is not saved, then the file name in the work area has an “*” in the title.
  - If you are running RealPresence Capture Server 1.7 or greater and want to stream from the server, check the **Stream from this server** checkbox
- Clear the **Import Live Windows Media Calls** checkbox
- Check the **Import Live H.264 Calls** checkbox
- Check the **Import Archived Calls** checkbox
- Clear the **Import Windows Media Files** checkbox
- Check the **Import MP4/MP3 Files** checkbox and select **Default Content Server** from the drop down menu
- Check the **Import New Content Only** checkbox
- Virtual Recording Rooms (VRRs): Under **Number of Archives**, **Version**, and **Virtual Meeting Rooms**, click **Refresh**.

Profiles from the RealPresence Capture Server will be copied here as shown next VRRs *must* be copied from the RealPresence Capture Server, or this profile cannot be saved, and profile must be created before you can continue. You must also verify that the version number coming from the RealPresence Capture Server is correct and that you have the right number of VRRs available.

If VRRs are added to the RealPresence Capture Server, you must come back to this profile and **Refresh** to add in the new VRRs.

<table>
<thead>
<tr>
<th>VRR Number</th>
<th>Media Manager Owner</th>
<th>Category</th>
<th>Seconds Immediately</th>
<th>Has PIN</th>
<th>Time Start (Minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2100</td>
<td>Select an Owner</td>
<td>Samples</td>
<td>Yes</td>
<td>No</td>
<td>00:00:00</td>
</tr>
<tr>
<td>14901531</td>
<td>Select an Owner</td>
<td>Default</td>
<td>Yes</td>
<td>No</td>
<td>00:00:00</td>
</tr>
<tr>
<td>53696512</td>
<td>Select an Owner</td>
<td>User-Generated Content</td>
<td>Yes</td>
<td>No</td>
<td>00:00:00</td>
</tr>
</tbody>
</table>

7 Click **Save**. To verify the profile was created correctly, close the Content Source Profile tab and reopen it.
Get Help

For more information on integrating Polycom RSS 4000 and RealPresence Capture Server with RealPresence Media Manager, refer to the following information listed on this page.

Polycom and Partner Resources

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Go directly to the UC Infrastructure Developer Community at community.polycom.com.