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Polycom® RealPresence® Capture Server - Appliance Edition Getting Started Guide



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About This Guide

This guide explains how to install and set up the Polycom RealPresence Capture Server, it will step you through how to record your first video call and how to play the media file in a compatible web browser. The topics in this guide include:

- [Set up RealPresence Capture Server](#)

Gives a general introduction of this product and describes the steps required to perform the initial installation and setup.

- [Record and View Meetings](#)

Details how to record your first video call and how to play back the media file in a compatible web browser.

Set up RealPresence Capture Server

The following sections give a general introduction of the RealPresence Capture Server and describe the steps required to perform the initial installation and setup.

- [RealPresence Capture Server Introduction](#)
- [Before You Start](#)
- [Install RealPresence Capture Server](#)

RealPresence Capture Server Introduction

The Polycom® RealPresence Capture Server is network-based appliance that enables you to record and stream video calls that can be used alone or as an integrated component of Polycom Video Content Management solution. As a native part of the Polycom RealPresence Platform, the RealPresence Capture Server records, archives, and streams telepresence and video conferences for playback on a variety of client devices including tablets, smart phones, desktop computers, and standards-based video endpoints.

By leveraging RealPresence Capture Server with existing telepresence systems, video conferencing endpoints and video infrastructure, or familiar unified communications (UC) tools, your organization can easily convert real-time conferences and events into reusable multimedia assets. Following are some features of RealPresence Capture Server:

- It integrates with Polycom endpoints and conference platforms for automated recording and playback.
- It supports H.323 and Session Initiation Protocol (SIP) standards for interoperability with third-party conferencing systems.
- It can output a maximum stream (live or video on demand) of 720p HD (people + content combined).
- It provides access to live and video call archive streams on devices with compatible browsers including PC, MAC, iOS, and Android devices.
- RealPresence Capture Server supports up to 4 TB storage: 4 * 3.5 inch 2 TB removable HDD with RAID 10.
- It is best when integrated with the Polycom RealPresence Media Manager version 6.6 for enhanced content management, auto-publishing, and streaming scalability.
- It provides REST API support for third-party integrations.

Before You Begin

Before you begin installing this product, make sure you follow these rules to ensure general safety:

- Keep the area around the RealPresence Capture Server unit clean, free of clutter, and well ventilated.

- Choose a suitable location for the equipment rack that will hold the unit and ensure that it is near a grounded power outlet.
- Use a regulating UPS (uninterruptible power supply) to protect the RealPresence Capture Server unit from power surges and voltage spikes, and to keep it operating in case of a power failure.

Unpack the Package

When you unpack the RealPresence Capture Server package, ensure check to be sure that the following items are included:

- One RealPresence Capture Server appliance (weighs about 50 lbs)
- Rail-mount kit for standard 19-inch equipment rack
- Two power cables for your regional power
- Two RJ-45 network cables
- Documentation DVD, which contains the links to the latest RealPresence Capture Server documentation on the [Polycom Support](#) web site.
- A piece of paper containing the license information.
- A spare hard drive. Polycom provides this drive to help ensure the data stored on your RealPresence Capture Server is always fully protected. Keep this drive in a safe location. In the event of a hard drive failure in your RealPresence Capture Server, you may receive warnings in the server admin web console or via e-mail.

See User Guide for instructions on hard disk status and replacing failed hard disks.

Take all items out of the package and check to ensure they are in proper condition.



If you find damage, file a claim with the delivery carrier. Polycom is not responsible for damage sustained during shipment of this product.

Install RealPresence Capture Server

After you unpack and examine the product package and remove all of the components from their containers, you can start to install the product.

To install RealPresence Capture Server:

- 1 Place the RealPresence Capture Server unit on a stable flat surface.
- 2 Peel off the protective film from the top and bottom of the appliance.
- 3 If appropriate, install the rack-mount rail kit following the instructions provided.
- 4 Place the appliance in a properly ventilated equipment rack (shelf or rails) or similar environment.
- 5 Insert each power cable connector into the rear of the chassis and connect each to an appropriately rated socket outlet.

Polycom provides two power cables; connect both cables to ensure uninterrupted operation in case of power-supply failure.

- 6 Connect a network cable to LAN 1 on the back of the unit.
- 7 Power on the system.

Set Media Storage

By default, RealPresence Capture Server stores your archives on its local hard disk.

To save your files on a network file system:

- 1 Click **Configuration > Media Storage Settings**.
- 2 Choose from the listed Media Storage policies.
- 3 Configure the following settings for the network file system.

Media Storage Setting

Parameter	Description
NFS Server Name	Optional. Enter a name for the NFS server.
NFS Server Address	Enter an IP address of the NFS server.
NFS Storage Folder	Specify the folder path to the NFS storage.
Test	Test whether the media storage settings work.
Synchronize archives when storage setting changed	Once this is enabled, archives will be synced up automatically if storage settings changed. Note: Changes take effect only after system reboot.
Send warning e-mail to Admin when remaining NFS free space reaches: (GB)	Set a NFS storage space threshold. You can set a value in the range of 10-50GB. After the system reaches the threshold, RealPresence Capture Server will send notifications to specified receivers.
Send warning e-mail to Admin when remaining LOCAL free space reaches: (GB)	Set a local storage space threshold. You can set a value in the range of 10-50GB. After the system reaches the threshold, RealPresence Capture Server will send notifications to specified receivers.

- 4 Click **Test** to check the correctness of the information you enter.
- 5 Click **OK**.

When you change to use new network storage, RealPresence Capture Server will delete all the existing archives in the original network storage. Make sure there is enough space on the new network storage.

Make sure you back up your archives before doing this operation.

Configure the System

To configure the system for use, you need a compatible web browser to access and use the Administration user interface (Hereafter referred to as Admin UI) to achieve this. The initial configuration consists of three steps:

- Obtain the Product Activation Key from Polycom
- Use the activation key to activate your system

- Configure the RealPresence Capture Server in Admin UI

Obtain Product Activation Key from Polycom

You must activate the license shipped with your order with the product serial number (you can find this by choosing **Admin > Product Activation**) identified within RealPresence Capture Server v1.6.

To obtain the product activation key:

- 1 Go to **Admin > Product Activation** to locate the serial number. Write it down for later use.
- 2 Enter the following web site address in the address bar of the web browser: support.polycom.com. and go to **Support Home**.
- 3 Go to **Licensing & Product Registration > Activation/Upgrade**.
- 4 Click **All other Polycom Products** in the pop-up window.
- 5 Enter your e-mail address and password to log in to or register for a new account.
- 6 When you are logged in, click **SITE & Single Activation/Upgrade**.
- 7 Enter the **Serial Number** you recorded and click **Next**.
- 8 When prompted, acknowledge and accept the **Export Restrictions agreement**.
- 9 Follow the page prompts step by step to generate the Key Code required for system activation.
If you are required to enter the **License Number** and **Serial Number** of the system, you can find them from the document provided with RealPresence Capture Server.
- 10 Note the activation key (Key Code) on the page and click **Upgrade**.
After you get your activation key, you need to use it to activate your system.

Initial System Configuration

The system initial configuration includes setting RealPresence Capture Server IP address, configuring RealPresence Capture Server in Admin UI, and setting gatekeeper.

Set RealPresence Capture Server IP Address

By default, when a new RealPresence Capture Server instance is started, it obtains an IP address from the DHCP server automatically. Two ways are available for setting the system IP:

- If you do not have a DHCP server in your network, you can assign the system a static IP from the RealPresence Capture Server instance console.
- If you have a DHCP server in your network, you can modify the RealPresence Capture Server IP address in the Admin UI. See [To change the system's initial IP settings from the Admin UI](#):

To set the system IP address in the RealPresence Capture Server instance console:

- 1 Open the console of your RealPresence Capture Server.
- 2 The default console display is shown in the next illustration

```

Use a supported browser to configure/manage this Polycom RealPresence Capture Server:
http://

Use a supported telnet client to configure/manage this Polycom RealPresence Capture Server:

                                                                    <Press C
trl+Alt+Del to reboot>
                                                                    <Press E
nter to refresh this screen>
    
```

- 3 Type **Alt+F2** keys to go to the login screen.

```

CaptureServer login:
CaptureServer 1.6.0.0 on an x86_64

CaptureServer login: _
    
```

- 4 Enter the user name and password (both are **polycom** by default).
- 5 After logging into the system, you may enter ? or help after the prompt # to show the command prompt information.
- 6 Set RealPresence Capture Server a static IP using the SetIP commands shown in the following table.

Command	Description
<pre>set {lan1 lan2} ip static {ip} netmask {mask } gw {gateway}</pre>	Set the IP address for LAN 1 or LAN 2. For example, set lan1 ip static 192.168.1.254 netmask 255.255.255.0 gw 192.168.1.1

- 7 After you set the IP, restart the VMware virtual machine where the RealPresence Capture Server is installed.

To activate the system

- 1 Connect your computer to the LAN 1 port of the RealPresence Capture Server using a crossover network cable
- 2 In the address line, enter **https://192.168.1.254/admin**.
- 3 (Optional) Click **Select language** and select a language for the Admin UI.
- 4 Enter the default administrator's user name (*admin*) and password (*Polycom123*), and then click **Log In**.
- 5 Change your password and click **OK**.
- 6 Go to **Admin > Product Activation**, enter the activation key and click **Update**.

Note that when you copy and paste activation keys, it is best to paste the key into Notepad first to remove any formatting and ensure that no trailing spaces are present. Copy only the key, and paste it into the **Activation** field.

- 7 Select **Reboot Later** to proceed with setting the IP address.

To change the system's initial IP settings from the Admin UI:

- 1 Go to **Configuration > IP Settings** and configure the network settings.
- 2 Select **Using the following IP** if you want to set a static IP to RealPresence Capture Server. Enter the IP address and subnet mask.
- 3 Specify the general system network settings:
 - IP Address: the IP address of the system.
 - Subnet Mask: the subnet mask of the system.
 - Default IPv4 Gateway: the address of the interface to use for accessing the IPv4 gateway.
 - Preferred DNS Server: the preferred DNS server address for the system to resolve domain names.
 - Alternate DNS Server: the alternate DNS server address for the system to resolve domain names.Use the default values for other fields.

Set up the Gatekeeper

If a gatekeeper is configured on your network, register RealPresence Capture Server to the gatekeeper to simplify calling.

To register the system to a gatekeeper to make H.323 calls:

- 1 In the address line, enter the system's IP address in this format: **https://<system IP address>/admin**.
- 2 Go to **Configuration > Signaling Settings > H.323**.
- 3 Select **Register To Gatekeeper**.
- 4 Configure the following settings. After you finish the configuration, click **OK**.

Parameter	Description
Primary Gatekeeper	Whether the system is registered to the primary gatekeeper.

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Gatekeeper Address	The IP address for the gatekeeper.
Gatekeeper Port	The port number, the default value is 1719.
Register User Information for Gatekeeper	Whether to register the system to a Polycom DMA server for H.235.0 authentication. When H.235.0 authentication is enabled, the gatekeeper ensures that only trusted endpoints are allowed to access the gatekeeper.
Gatekeeper User	The user name for registration with the Polycom DMA server.
Gatekeeper Password	The password for registration with the Polycom DMA server.
Alternate Gatekeeper	Whether the system is registered to the alternate gatekeeper. Note: You can use it only when the primary gatekeeper is unavailable.
System Prefix / E.164	The E.164 number for the system.
System H.323 Alias	The H.323 alias for the system.

To view the system activation status:

» Go to **Admin > Product Activation**. Below system information are displayed:

Parameter	Description
License Type	Permanent license or 90-day trial version.
Software Version	Current version of the software running on the system.
Serial Number	The product serial number
Activation Status	Whether the system is activated, after the system is successfully activated, Active displays.
Max Recording Ports	Maximum number of recording ports supported by the system.
Max Live Streaming Ports	Maximum number of live streaming ports supported by the system.
Max Streaming Sessions	Maximum number of video-on-demand and live streaming supported by the system. Base: 250. Note: After purchasing and activating the license, the streaming sessions capacity will be increased from 250 to 500.
Media Encryption	Whether the AES encryption function of the system is activated. This is a charged function. You can use it only after purchasing and activating the license.
720p Live Streaming & Archiving	Whether the 720p Live Streaming & Archiving capability is activated. This is activated by default

Streaming without recording (no archive)	Whether the streaming without recording function of the system is activated. This function is activated by default, the system performs live streaming without recording and no archives are generated.
Basic Timecode Watermark	Whether the basic timecode watermark capability for transcoded mp4 on-demand files is activated. This is activated by default, mp4 on-demand archives can be output with basic timecode watermarking.

Record and View Meetings

The following topics demonstrates how to record your first video call and how to play VoD and live streaming in a compatible web browser.

- [User Interfaces](#)
- [Start a Recording](#)
- [Play Back Media Archives](#)

User Interfaces

RealPresence Capture Server provides four interfaces that are used for specific purposes:

- **Web-based Admin UI:** Access via a compatible web browser, the Admin UI is used to configure the system, set up recording parameters, monitor system use and health, dial out to endpoints to record meetings, disconnect calls in progress, create different transcoded versions of archived calls, download media files, and give admin users a quick way to access and play archives and live streams.
- **Web-based Viewer Portal:** Accessed via compatible device/web browser (PC/MAC, iOS and Android), the Viewer Portal UI is used to find, navigate, search, play archives and live streams.
- **TV user interface (also called the TVUI™):** Accessed via standards-based video conferencing endpoints, this interface can be used to record meetings.
- **Console:** Debug the system from the command line.

For more information, see the User Guide.

Start a Recording

You can start recording in RealPresence Capture Server using one of the following methods:

- Calling an interoperable endpoint from RealPresence Capture Server's Admin UI (only for administrators).
- Calling RealPresence Capture Server using an interoperable endpoint's remote control.
- Connecting RealPresence Capture Server to an MCU-hosted call.

To start a recording from the Admin UI (only for administrators):

- 1 In the address line, enter the system's IP address in this format: **https://<system IP address>/admin**
- 2 Enter the user name and password to log in to the system.
- 3 Go to **Home**. In the **Signaling Connection** area, click **Dial out to record**.

4 Configure the following settings:

Parameter	Description
Signal	Set the H.323 or SIP network type for the system to place a call. Your choice depends on the call type used by the peer device.
Address Type	Specify the address type used to call.
Address	<p>Specify the calling address.</p> <p>The system supports entering the calling address with an extended service number in the address box.</p> <p>If you call a Polycom RMX system, you can dial into the conference held on the RMX system by entering the numbers in the following formats:</p> <ul style="list-style-type: none"> [RMX E.164 prefix][room number] - Use when every system has registered to a gatekeeper. For example, if the RMX prefix is 925 and the room number is 1001, dial <i>9251001</i>. Note: If the conference requires a password, you can dial [RMX E.164 prefix][room number]##[password]. [room number]@ [RMX IP address] - Use when every system has enabled SIP. For example, if the room number is 1001 and RMX IP address is 172.22.30.40, dial <i>1001@172.22.30.40</i>. [RMX IP address]##[room number] - Use when a system has not been registered to a gatekeeper. For example, if the RMX IP address is 172.22.30.40 and the room number is 1001, dial <i>172.22.30.40##1001</i>. Note: If the conference requires a password, you can dial [RMX IP address]##[room number]##[password].
VRR Name	Click Select to select a virtual recording room (VRR). You can use the built-in default VRR, or one you have created.

5 Click **OK**.



Dial out to record is also available under **Call**.

The recording starts immediately if **Start Recording Immediately** is enabled in the selected recording template.

To start recording by dialing RealPresence Capture Server:

- 1 Enter the E.164 prefix or H.323 ID of RealPresence Capture Server on the remote control of an interoperable endpoint.

If your system or endpoint is not registered to the gatekeeper or to a SIP server, call the system IP address instead.



You can also dial in to a VRR directly to start recording by dialing one of the following:

- [RealPresence Capture Server IP]##[VRR number]
For example, if the RealPresence Capture Server IP is 11.12.13.14, and the VRR number is 4096, dial 11.12.13.14##4096.
- [RealPresence Capture Server H.323 ID][VRR number]
For example, if the RealPresence Capture Server H.323 ID is RSS123, and the VRR number is 4096, dial RSS1234096.

Record from RMX via Recording Link

If you configure the Recording Link function on the Polycom RMX series conference platform and integrate the platform with the RealPresence Capture Server, the RealPresence Capture Server can be called automatically for recording when a multi-point conference is hosted through MCU.

For more information about configuring the Recording Link function on the RMX, refer to the User Guide provided with the RMX system.

Play Back Media Archives

You can play back recorded media archives stored in RealPresence Capture Server using one of the following methods:

- Play back from the RealPresence Capture Server system's Admin UI.
- Play back from RealPresence Capture Server system's Viewer Portal.
- Download recorded files and play back using compatible media players.

For more information, see the User Guide.



To view archives and live streams, your device must turn off the pop-up blocker. For example:

- For iPad: From **Settings > Safari**, make sure the option **Block Pop-ups** is **OFF**.
- For Android devices: From **Browser > Settings > Advanced**, make sure the option **Block Pop-ups** is **OFF**.
- For PC Internet Explorer (version 9.0 or above): From **Tools > Internet Options > Privacy**, make sure the option **Turn on Pop-up Blocker** is NOT selected.

View Live Streams

You can view live streams served by both RealPresence Capture Server and any pre-configured external servers by using one of the following methods:

- View video from the RealPresence Capture Server system's Viewer Portal.
- View video from the portal of external media servers, if configured.

For more information, see the User Guide.

To view your live streaming from the Viewer Portal:

- 1 On a device with compatible web browser, open a supported web browser. See the Release Notes for the supported web browsers.
- 2 In the browser address line, enter the system's portal address, for example, **https://System IP**.
- 3 Click **Live Streaming** from the menu on the left.
- 4 Click the **Play** button of the live streaming that you want to play.