



Getting Started Guide

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# **Polycom<sup>®</sup> RealPresence<sup>®</sup> Access Director<sup>™</sup> System, Appliance Edition**



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# Conventions Used in Polycom Guides





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Polycom guides contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you successfully perform tasks.

## Information Elements

Polycom guides may include any of the following icons to alert you to important information.

### Icons Used in Polycom Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Caution		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.
Warning		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.
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.

## Typographic Conventions

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

### Typographic Conventions

Convention	Description
<b>Bold</b>	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.
<i>Italics</i>	Used to emphasize text, to show example values or inputs (in this form: <example>), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.

### Typographic Conventions

Convention	Description
<a href="#">Blue Text</a>	Used for cross references to other sections within this document and for hyperlinks to external sites and documents.
<code>Courier</code>	Used for code fragments and parameter names.

# About This Guide

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This guide provides the first-time setup information you need to configure a Polycom® RealPresence Access Director™ system, Appliance Edition. Once you've completed first-time setup, see the *Polycom RealPresence Access Director System Administrator's Guide* and *Polycom Unified Communications in RealPresence Access Director System Environments* for additional configuration and customization tasks you can perform.

## Documentation

In addition to this guide, the documents listed below describe the RealPresence Access Director system and are available at <http://support.polycom.com>.

- *RealPresence Access Director System Release Notes*
- *Polycom RealPresence Access Director System Administrator's Guide*
- *Polycom Unified Communications in RealPresence Access Director System Environments*

For help within the RealPresence Access Director system user interface, after installing the system and logging in, select **Help > Help Contents** to access all online help.

## Assumptions

This content is written for a technical audience. As a system administrator of the RealPresence Access Director system, you should understand:

- Basic computer and network system administration skills
- Network configuration, including IP addressing, subnets, gateways, domains, DNS, time servers, and possibly network routing rules
- Firewalls and network security
- The deployment model for the RealPresence Access Director system being installed and the video conferencing/collaboration network of which it will be a part

If necessary, obtain the assistance of the appropriate IT or network administration personnel before proceeding.

# Polycom<sup>®</sup> RealPresence<sup>®</sup> Access Director<sup>™</sup> System Server Setup

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The sections below describe the steps required to perform the initial installation and setup of a Polycom<sup>®</sup> RealPresence<sup>®</sup> Access Director<sup>™</sup> system. At the end of this procedure, you will have successfully logged into the RealPresence Access Director system and be ready to finish configuring the system.

## Collect the Necessary Materials

Before you install a RealPresence Access Director system, collect these materials:

- The RealPresence Access Director system server shipment
- The completed First-time Setup Worksheet (see [Complete the First-time Setup Worksheet](#) on page 9)
- A PC running Microsoft<sup>®</sup> Windows<sup>®</sup> with:
  - Hardware
    - ◆ 1280x1024 (SXGA) minimum display resolution; 1680x1050 (WSXGA+) or greater recommended
    - ◆ USB and Ethernet ports
  - Software
    - ◆ Microsoft Internet Explorer<sup>®</sup> version 8 or higher
    - ◆ Java<sup>™</sup> version 7
    - ◆ Adobe<sup>®</sup> Flash<sup>®</sup> version 11 or higher

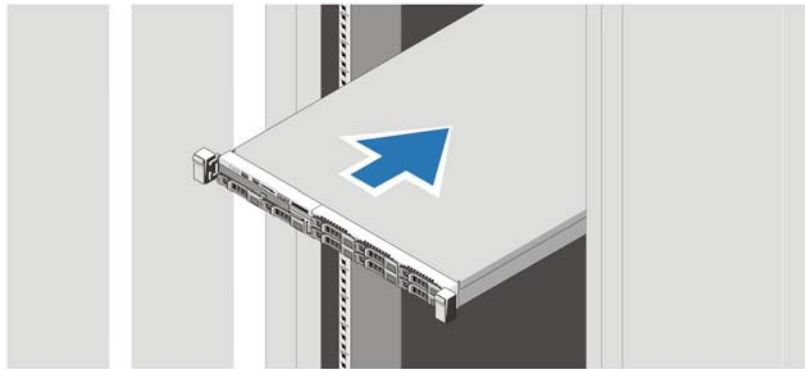
## Unpack and Install the Hardware Components

The RealPresence Access Director system uses a Polycom-branded Dell R620 server.

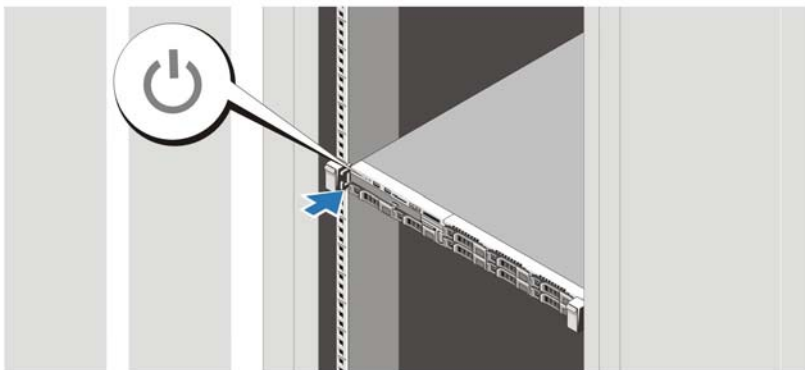
### To unpack and install the hardware:

- 1 Examine the shipping container for damage. If you find damage, file a claim with the delivery carrier. Polycom is not responsible for damage sustained during shipment of this product.
- 2 Open and review the container packing slips.
- 3 Open the container and examine the contents. The system server package includes these items:
  - The Polycom RealPresence Access Director system server
  - The *Polycom RealPresence Access Director System Quick Start Guide*
  - Power cord
  - Rack-mount kit
  - Bezel assembly and key
  - Polycom RealPresence Access Director system recovery DVD (included for recovery purposes; the software is already installed on the server)
  - 1 blank USB flash drive

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- 1 USB flash drive labeled *Polycom Utilities* that contains Dell server diagnostics utilities. Use these utilities only under the direction of Polycom Global Services.
  - The server *Product Information Guide*
- 4 Examine the contents for damage. Again, if you find damage, file a claim with the delivery carrier.
  - 5 Unpack your system and identify each item. Keep all shipping materials in case you need them later.
  - 6 Assemble the rails and install the RealPresence Access Director system server in the rack. To rack-mount a server, see the *Rack Installation Guide* (available at <http://support.dell.com/support/edocs/systems/peR620/en/index.htm>)



- 7 Connect the system's power cable(s) to the system and connect a VGA cable to the system if a monitor is being used.
- 8 Connect all power cables into a grounded electrical outlet or separate power source, such as an uninterruptible power supply (UPS) or power distribution unit (PDU).
- 9 Press the power button on the system and the monitor. The power indicators should light.



- 10 Create one access password for BIOS.
- 11 Set the correct system time in BIOS.
- 12 Install the bezel (optional).
- 13 Connect the GB 1 Ethernet port to the enterprise network. The GB 1 Ethernet port is the eth0 network interface, which must be used for initial network configuration.



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## Basic System Configuration

The RealPresence Access Director system is pre-installed on the server in your shipment. Using the system's default IP address, you can access the system's Web user interface and configure the initial network settings for your system.

Before you begin system configuration, complete the *First-time Setup Worksheet*.

- [Complete the First-time Setup Worksheet](#) on page 9
- [Access the RealPresence Access Director System Web User Interface](#) on page 9
- [Configure the RealPresence Access Director System](#) on page 10

### Complete the First-time Setup Worksheet

Fill out the **Value** column of the worksheet with the specific network configuration settings for your system.

System Information	Description	Value
Hostname	The hostname of your system. Hostname must begin with a letter and contain only letters, numbers, and internal hyphens.	
DNS Address	The IP address of the Domain Name Server for the network to which your system connects.	
Domain Name	The name of the domain in which your system operates. <Host Name>.<Domain>	
IPv4 Address	The static IPv4 address for your RealPresence Access Director system. For initial configuration, this is the IP address for eth0. If your RealPresence Access Director system server has more than one network interface, you can configure the IP addresses for eth1, eth2, and/or eth3 after the initial configuration.	
IPv4 Subnet Mask	The IPv4 subnet mask for the network to which your system connects.	
IPv4 Default Gateway	The default gateway for the network to which your system connects.	

### Access the RealPresence Access Director System Web User Interface

Log into the system's Web user interface to configure the initial settings.

#### To access the system's Web user interface:

- 1 Turn on the system server.

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- 2 On a PC connected to the same network subnet as the RealPresence Access Director system server, open a browser window and enter your system's static IP address:

**https://<staticipaddress>:8443/**

The end-user license agreement for the RealPresence Access Director system displays.

- 3 Click **Accept** and log into the system with the following credentials:

- User ID: **admin**
- Password: **Polycom123**

The RealPresence Access Director system's user interface appears, displaying the Dashboard. From its menus, you can complete your system configuration.

- 4 Follow the steps below to change the default password of the admin user account.

- Go to **User > Users**.
- Select the admin account from the list of users.
- Under **Actions**, click **Edit**.
- Enter the new password in the **Password** and **Confirm Password** fields, according to the following requirements:
  - ◆ The password length must be 9-20 characters.
  - ◆ The password must contain at least one upper case letter, one lower case letter, and one number.
- Click **OK**.

## Configure the RealPresence Access Director System

Using the values from your [Complete the First-time Setup Worksheet](#) on page 9, configure the initial network settings after you have logged into the RealPresence Access Director system's user interface.



### Note: Configure initial network settings for eth0

Configure your initial network settings for the eth0 network interface. You can configure the network settings for eth1, eth2, and/or eth3 after the initial configuration.

### To configure the network settings:

- 1 Go to **Admin > Network Settings**.
- 2 Click **Configure Network Setting**.
- 3 In the **Step 1 of 3: General Network Settings** window, enter your system values for the following settings:
  - **Hostname**
  - **Primary DNS**
- 4 Click **Next**.
- 5 In the **Step 2 of 3: Advanced Network Settings** window, enter your system values for the eth0 interface in the following fields:
  - **IPv4 Address**: the static IP address of the RealPresence Access Director system.
  - **IPv4 Subnet Mask**: the subnet mask of the RealPresence Access Director system's static IP address.

- **IPv4 Default Gateway:** the IP address of the gateway server used to route network traffic outside the subnet.

6 Click **Next**.

7 In the **Step 3 of 3: Service Network Settings** window, select the IP address of the eth0 interface for each type of traffic, as shown in the table below:

Settings	Field
SIP/H.323	<ul style="list-style-type: none"> <li>• <b>External signaling IP</b></li> <li>• <b>Internal signaling IP</b></li> </ul>
Media Relay	<ul style="list-style-type: none"> <li>• <b>External signaling IP</b></li> <li>• <b>Internal signaling IP</b></li> </ul>
Management IP	<ul style="list-style-type: none"> <li>• <b>Management IP</b></li> </ul>
Access Proxy	<ul style="list-style-type: none"> <li>• <b>External Access Proxy IP</b> <ul style="list-style-type: none"> <li>▲ If the eth0 IP address is not already listed, select it from the <b>Available IP address</b> list and click the right arrow to move the IP address to the <b>External Access Proxy IP</b> list.</li> </ul> </li> <li>▲ <b>Internal Access Proxy IP</b></li> </ul>

8 Click **Done > Commit and Reboot Now**.

The system reboots and applies your network settings.

## Configure Advanced System Settings

Once you have configured the initial settings for your RealPresence Access Director system, you will need to perform additional configuration tasks. These tasks are described in the *Polycom RealPresence Access Director System Administrator's Guide* and *Polycom Unified Communications in RealPresence Access Director System Environments*. For example, see the *Polycom RealPresence Access Director System Administrator's Guide* to complete these tasks:

- Configure time settings
- Configure network settings for more than one network interface
- Associate users with roles. You will need at least one user with the administrator role
- Configure certificates
- Configure access proxy, SIP and H.323 signaling, and media settings
- Integrate the system with a Microsoft Active Directory
- Create federated or neighbored relationships with systems outside of your enterprise network
- Create access control list rules
- Configure log settings

See *Polycom Unified Communications in RealPresence Access Director System Environments* to complete these tasks:

- Configure the DNS settings
- Configure the firewall

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- Integrate the system with a Polycom RealPresence DMA system for gatekeeper and SIP registrar services
  - Integrate the system with a Polycom RealPresence Resource Manager system that dynamically provisions endpoints