



2.0.0 | November 2012 | 3725-78702-001A

Polycom[®] RealPresence[®] Access Director[™] System Getting Started Guide



Trademark Information

POLYCOM® and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc., and are registered and/or common law marks in the United States and various other countries.

All other trademarks are the property of their respective owners.

Patent Information

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

© 2012 Polycom, Inc. All rights reserved.

Polycom, Inc.
6001 America Center Drive
San Jose CA 95002
USA

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.

Contents

Polycom® RealPresence® Access Director™ System Server Setup	1
Collect the Necessary Materials	1
Documentation Resources	2
Complete the First-Time Setup Worksheet	2
Unpack and Install the Hardware Components	3
Basic System Configuration	5
Configure the System Using the USB Flash Drive	5
Configure the System Without the USB Storage Device	6
Advanced System Configuration	7

Polycom[®] RealPresence[®] Access Director[™] System Server Setup

The sections below describe the steps required to perform the initial installation and setup of a Polycom[®] RealPresence[®] Access Director[™] 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
- A PC running Microsoft[®] Windows[®] with:
 - Hardware
 - » 1280x1024 (SXGA) minimum display resolution; 1680x1050 (WSXGA+) or greater recommended
 - » USB and Ethernet ports
 - Software—Supported versions of the following software
 - » Microsoft[®] Windows[®]
 - » Microsoft Internet Explorer[®] v8 or 9
 - » Adobe[®] Flash[®]

- 1 blank USB memory stick on which you can install the RealPresence Access Director system **USB Configuration Utility**, which you can download from support.polycom.com.



- Install and run the USB Configuration Utility only on the blank USB memory stick shipped with the RealPresence Access Director system.
- The USB memory stick must have a FAT32 file system.
- The USB Configuration Utility may not complete correctly if the USB memory stick has been used previously or has multiple partitions.

Documentation Resources

In addition to this guide, the available documentation that describes the RealPresence Access Director system includes:

- *RealPresence Access Director System Release Notes*
- *Polycom RealPresence Access Director System Administrator's Guide*
- *Polycom RealPresence Access Director System Deployment Guide*
- Online help. In the management interface, select **Help** to access the entire online help system.

To access these documents, go to support.polycom.com

Complete the First-Time Setup Worksheet

Before you begin system setup, fill out the **My System Values** column of this worksheet.

First-Time Setup Worksheet

Configuration	Description	Value
Network_Domain =	Identify the domain in which this system is operating.	Domain name
Network_DnsServers_IP_1 =	Identify the IP address of the Domain Name Server for the network to which the system is connected.	DNS IP address
Network _Interfaces_Interface_1_name = eth0	NIC name	Always eth0
Network_Interfaces_Interface_1_Ip_bootProto = static	NIC boot protocol	Always static

Configuration	Description	Value
Network_Interfaces_Interface_1_hostname =	Identify what is to be the hostname of this system.	Hostname
Network_Interfaces_Interface_1_ip_address =	Identify the IP address for this system.	IP Address
Network_Interfaces_Interface_1_ip_gateway =	Identify the default gateway for the network to which this system is connected.	IP Address
Network_Interfaces_Interface_1_ip_netmask =	Identify the netmask for the network to which this system is connected.	Netmask

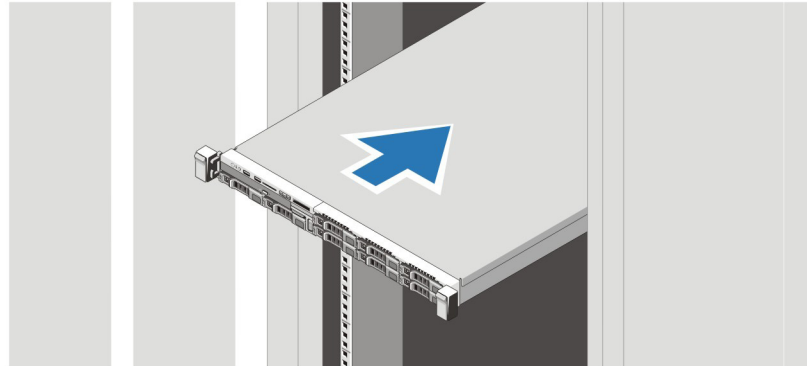
Unpack and Install the Hardware Components

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

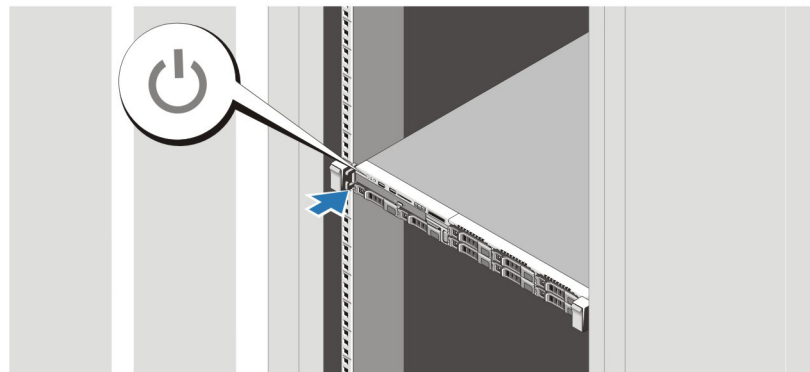
To unpack and install the hardware

- 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; this software is already installed on the server)
 - A USB memory stick with server diagnostic utilities (to be used 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 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 Install the RealPresence Access Director system.



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



- 11 (Optional) Install the bezel.
- 12 Connect the GB 1 Ethernet port to the enterprise network. This is the eth0 network interface, which must be used for this purpose.

Basic System Configuration

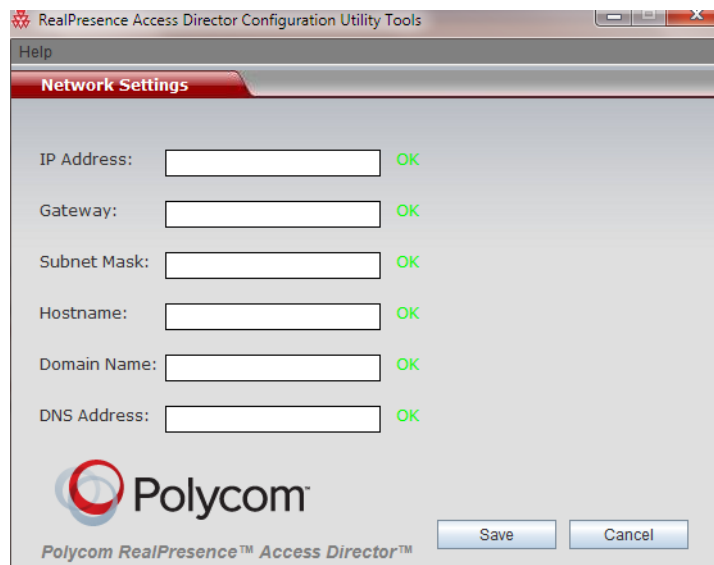
Choose one of the following options to configure the RealPresence Access Director system server.

- [Configure the System Using the USB Flash Drive](#)
- [Configure the System Without the USB Storage Device](#)

Configure the System Using the USB Flash Drive

To configure the system using the USB flash drive

- 1 At a PC system, download the Polycom RealPresence Access Director USB Configuration Utility from support.polycom.com.
- 2 Connect the blank USB memory stick to the Windows PC on which you put the ZIP file containing the USB Configuration Utility.
- 3 Unzip the USB Configuration Utility files to the USB memory stick. The USB Configuration Utility files must be at the root of the drive, not in a folder.
- 4 Start the USB Configuration Utility by double-clicking `usb-gui.exe`.



- 5 Enter the network values from the [“First-Time Setup Worksheet”](#) on page 2, and click **Save**.

The script saves a `lan-cfg.txt` file to the root of the USB flash drive.

- 6 In your system tray, click **Safely Remove Hardware** and select **Safely Remove USB Mass Storage Device**. When a message tells you it's safe to do so, disconnect the USB flash drive from the PC.
- 7 On the RealPresence Access Director system server,
 - a Turn on the system server and insert the system recovery disk.
 - b Insert the USB stick into one of the server's USB ports.
 - c Reboot the system server.

The server boots from the DVD, and the installation starts. About 15-20 minutes later, the DVD ejects and the server reboots. After it reboots, the server reads its network settings from the USB stick and applies them.

- 8 On a PC with network access to the RealPresence Access Director system, point your browser to the system's IP address ([https:// <hostname>:8443/](https://<hostname>:8443/)) and log in with user ID `admin` and password `admin`.

The RealPresence Access Director system's management interface appears, displaying the **Dashboard**. From its menus, you can complete your system setup. See "[Advanced System Configuration](#)" on page 7 to identify the tasks required to finish the system configuration.

Configure the System Without the USB Storage Device

To configure the system settings manually

- 1 Turn the system server on.
- 2 At the system prompts, configure the following settings. To display available default settings, press **ENTER** at each prompt.

Prompt	Default Setting
Enter the RealPresence Access Director system hostname	rpad
Enter the system domain name	
Enter the system host IP address	192.168.1.254
Enter the Default Gateway for the system	192.168.1.1
Enter the Netmask for the system	255.255.255.0
Enter a DNS for the system	198.168.1.100

- 3 Press ENTER to complete the basic configuration.

The system server reads the configuration settings and finishes the basic system configuration.

- 4 On a PC with network access to the RealPresence Access Director system, point your browser to the system's IP address (https:// <hostname>:8443/) and log in with user ID admin and password admin.

The RealPresence Access Director system's management interface appears, displaying the **Dashboard**. From its menus, you can complete your system setup. See "[Advanced System Configuration](#)" to identify the tasks required to finish the system configuration.

Advanced System Configuration

Once you have completed the basic system configuration, see the *Polycom RealPresence Access Director System Administrator's Guide* to complete the more advanced system configuration.

The following table lists the recommended order for completing the configuration of the RealPresence Access Director system. For detailed instructions on performing these tasks, see Chapter 3 of the *RealPresence Access Director System Administrator's Guide*.

Tasks
Set the system time
Configure the network interface settings
Connect to the Polycom management system
Manage the system certificates
Connect to Microsoft Active Directory
Configure the access proxy settings
Configure the SIP and H.323 signaling settings
Configure the media traversal settings
Configure the federation settings

