



Getting Started Guide

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



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# 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.

## Assumptions

This document is written for a technical audience. You must know the following:

- Basic computer and network system administration skills
- Physical installation and cabling of servers
- Network configuration, including IP addressing, subnets, gateways, domains, DNS, time servers, and possibly network routing rules
- The deployment plan for the Polycom 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.

## 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 7)
- 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 9.0.124 or higher

## Documentation Resources

In addition to this guide, the documents listed below describe the RealPresence Access Director system and can be accessed at [support.polycom.com](http://support.polycom.com).

- *RealPresence Access Director System Release Notes*
- *Polycom RealPresence Access Director System Administrator's Guide*
- *Deploying 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** to access all online help contents.

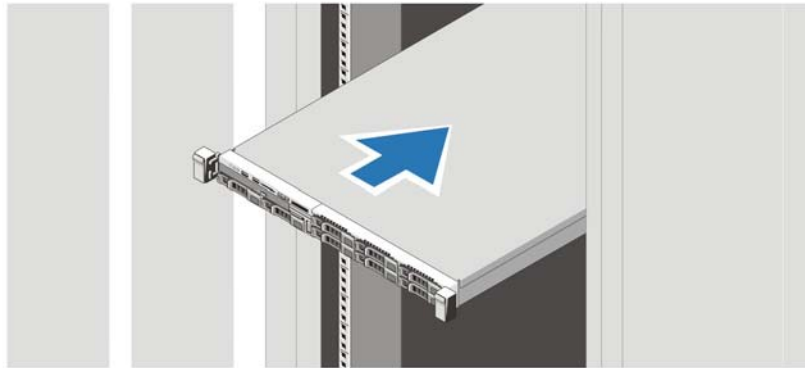
## Unpack and Install the Hardware Components

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

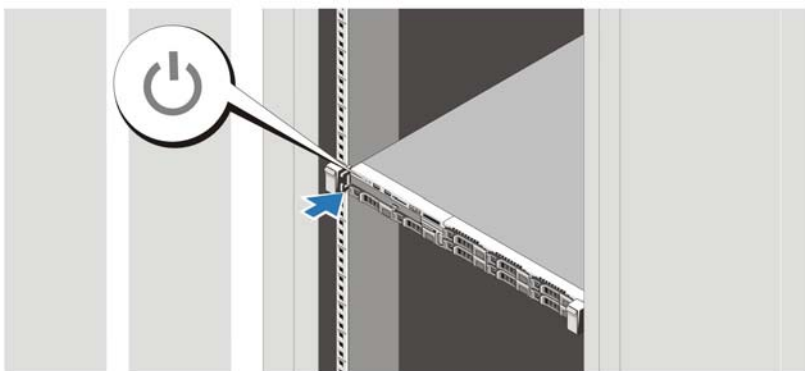
### To unpack and install the hardware

- 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
  - 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.

## 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 7
- [Access the RealPresence Access Director System Web Interface](#) on page 8
- [Configure the RealPresence Access Director System](#) on page 8

## 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 Interface

### To access the system's Web interface

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

`https://192.168.1.254:8443/`

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 7, configure the initial network settings after you have logged into RealPresence Access Director system's user interface.



Configure your initial network settings for the eth0 network interface. If your RealPresence Access Director system server has more than one NIC, 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 > Configure Network Setting**.



- 2 In the **Step 1 of 3: General Network Settings** window, enter your system values for the following settings:
  - **Hostname**
  - **Primary DNS**
  - **Domain**
- 3 Click **Next**.
- 4 In the **Step 2 of 3: Advanced Network Settings** window, enter your system values for the eth0 interface in the following fields:
  - **IPv4 Address**
  - **IPv4 Subnet Mask**
  - **IPv4 Default Gateway**
- 5 Click **Next**.
- 6 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>⤴ From the <b>Available IP address</b> list, select the eth0 IP address 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>

- 7 Click **Done > Commit and Reboot Now**.  
The system reboots and applies your network settings.

## Advanced System Configuration

Once you have completed the basic system configuration, see the *Polycom RealPresence Access Director System Administrator's Guide* and *Deploying Polycom Unified Communications in RealPresence Access Director System Environments* to complete additional system configuration.