



# KRAMER VIA Site Management Software Installation Guide

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**KRAMER ELECTRONICS LTD.**  
**VIA Site Management Software**  
**MODEL:**  
**Quick Installation Guide**  
**P/N: 2900-300506 Rev 3**

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## Server Requirements

### 1.1 Hardware Requirements

Operating System	Windows Server 2012 Windows Server 2016 (for VSM version 2.2 only)
RAM	Minimum: 16GB Recommended: <ul style="list-style-type: none"> <li>• 16GB for 500 gateways</li> <li>• 32GB for 1000 gateways</li> <li>• 64GB for 1500 gateways</li> <li>• Cloud VSM (strictly) for over 2000 gateways</li> </ul>
Storage Space	Minimum: 50GB Recommended: 250GB
LAN	Gigabit LAN

## 1.2 Software Requirements

- The server on which VSM is installed cannot host any kind of Web server or Database server, Active Directory, and so on.
- Set the firewall to allow communication on the following ports:
  - 5555 (TCP – incoming and outgoing)
  - 9988 (TCP – incoming and outgoing)
  - 80 / 443 (TCP – incoming and outgoing)

## 1.3 Installation Instructions

To install VIA Site Management:

- Copy the install package (VIA-Server-2.2.xxxx.xx) to the server
- Navigate to the save location
- Double-click the install package

The installation process is automatic and does not require any user intervention.

Once installed, it generates a “VSM\_License” application icon on your desktop for license activation (if needed, refer to the VSM Web Admin Manual). Do not remove it.

## 1.4 Uninstallation Instructions

In order to uninstall VSM, you need to manually remove certain files as described in this section.

To uninstall VIA Site Management:

- Select Control Panel → Programs and Features.
  - Uninstall VIA\_HQServer.
  - Uninstall MySQL Server.
- Go to [www.kramerav.com/downloads/VSM](http://www.kramerav.com/downloads/VSM) and download the uninstall-vsm.bat file.
- Run the uninstall-vsm.bat file as Administrator. If you are unable to run this file, manually uninstall the following:
  - Microsoft Visual C++ 2005 redistributable
  - Microsoft Visual C++ 2010 x64 redistributable
  - Microsoft Visual C++ 2010 x86 redistributable
  - Microsoft Visual C++ 2012 redistributable (x64)
  - Microsoft Visual C++ 2012 redistributable (x86)



For the latest information on our products and a list of Kramer distributors, visit our Web site where updates to this user manual may be found.

We welcome your questions, comments, and feedback.

Web site: [www.kramerAV.com](http://www.kramerAV.com)

E-mail: [info@kramerel.com](mailto:info@kramerel.com)



#### SAFETY WARNING

Disconnect the unit from the power supply before opening and servicing




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## Documents / Resources

 KRAMER VIA Site Management Software  VIA Site Management Software  VIA Site Management Software  VIA Site Management Software	<a href="#">KRAMER VIA Site Management Software</a> [pdf] Installation Guide VIA Site Management Software, VIA, Site Management Software, Management Software
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## References

- [Kramer | Audio Visual Solutions - Kramer](#)
- [Kramer | Audio Visual Solutions - Kramer](#)
- [Application Diagrams - Kramer Electronics](#)

