

Polycom RealPresence Access Director System User Guide

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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
 - 1280×1024 (SXGA) minimum display resolution; 1680×1050 (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.



Note:

- 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_bootProtocol = static	NIC boot protocol	Always static
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

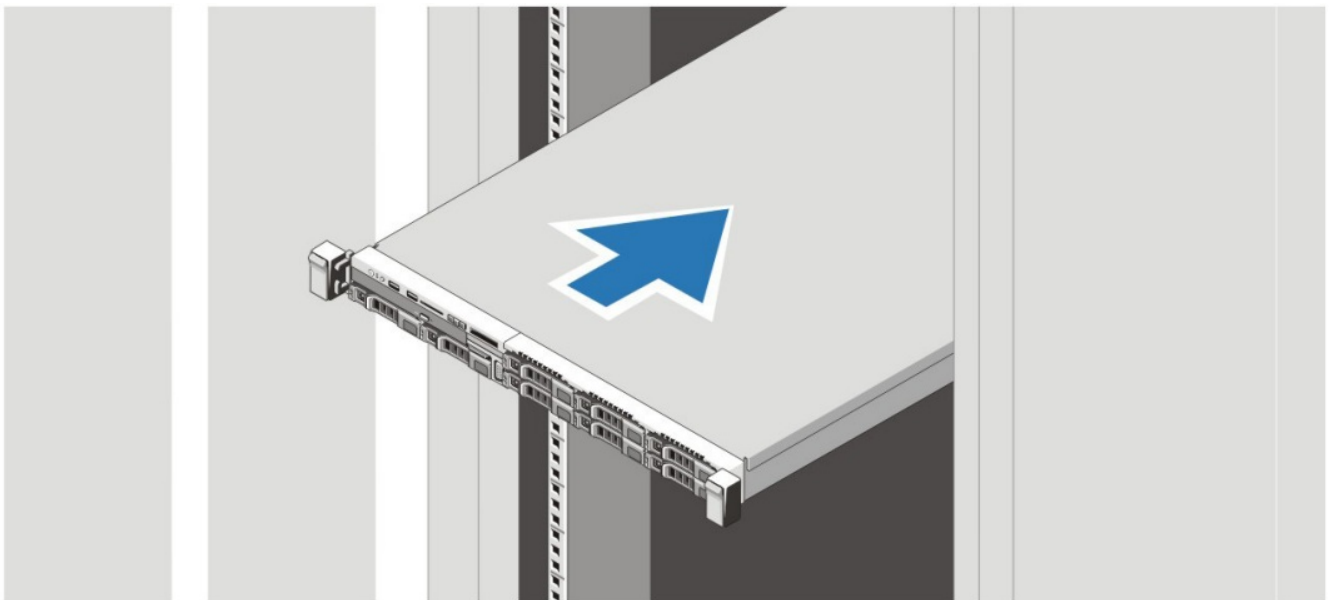
Unpack and Install the Hardware Components

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

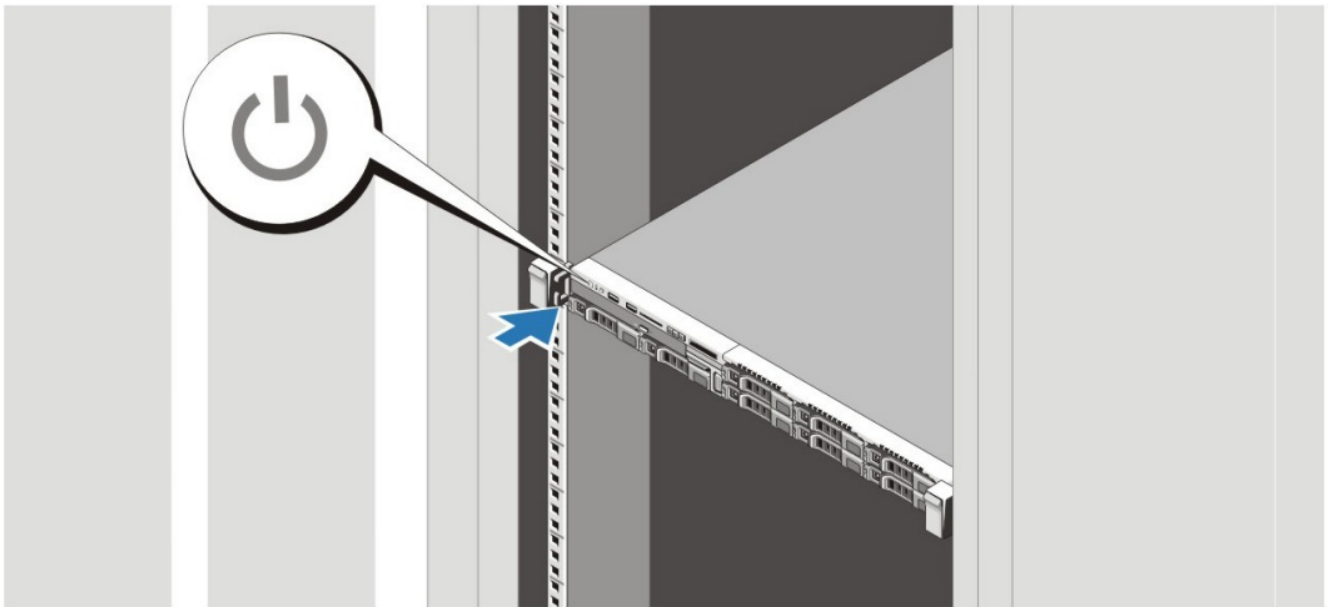
To unpack and install the hardware

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 uninterrupted 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.

RealPresence Access Director Configuration Utility Tools

Help

Network Settings

IP Address: OK


Gateway: OK

Subnet Mask: OK

Hostname: OK

Domain Name: OK

DNS Address: OK

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Save Cancel

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,
 1. Turn on the system server and insert the system recovery disk.
 2. Insert the USB stick into one of the server’s USB ports.
 3. 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://: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.

- 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

- Press ENTER to complete the basic configuration. The system server reads the configuration settings and finishes the basic system configuration.
- On a PC with network access to the RealPresence Access Director system, point your browser to the system's IP address (<https://: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

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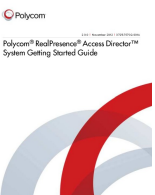
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Documents / Resources

 <p>Polycom RealPresence® Access Director™ System Getting Started Guide</p>	<p>Polycom RealPresence Access Director System [pdf] User Guide RealPresence Access Director System</p>
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References

- [Support | Dell US](#)
- [Support | Poly, formerly Plantronics & Polycom](#)