Polycom ™ RSS 2000 V1.0 Getting Started guide

General Safety Precautions

Follow these rules to ensure general safety:

• Keep the area around the Polycom RSS 2000 unit clean, free of clutter and well ventilated.

• Decide on a suitable location for the equipment rack that will hold the RSS 2000 unit and is near a grounded power outlet.

• • Use a regulating uninterruptible power supply (UPS) to protect the RSS 2000 unit from power surges and voltage spikes, and to keep it operating in case of a power failure.

Hardware Specification
Pentium 4, 2.8Mhz,1.5G RAM,250G Hardisk. • Form Factor: 1U 19" rack mount • Height: 1.73" (44 mm) • Width: 16.83" (430 mm) • Depth: 15.35" (390 mm) • Gross Weight: 22.4 lbs (10.2 kg) • Power Supply: Thermal controlled 220W ATX AC power supply w/PFC • AC Voltage: 100 - 240 VAC, 60-50 Hz, 5-3 Amps XP OS

Preparations
Obtain the following information from your network administrator:
• RSS 2000 unit, Subnet Mask and Default Gateway IP addresses
• Gatekeeper IP address, Prefix, and E.164 of the RSS 2000.

Unpacking and Installing the RSS 2000

1 Place the RSS 2000 unit on a stable flat surface in the selected location.

2 To connect to the power source, insert the power cable into the
Power connector on the rear panel of the MGC+ unit and insert the
Power cable into the power source socket.

3 Connect the lan cable to LAN1 in the back of the system.

4 Turn on the power switch.

Initial RSS 2000 IP Configuration
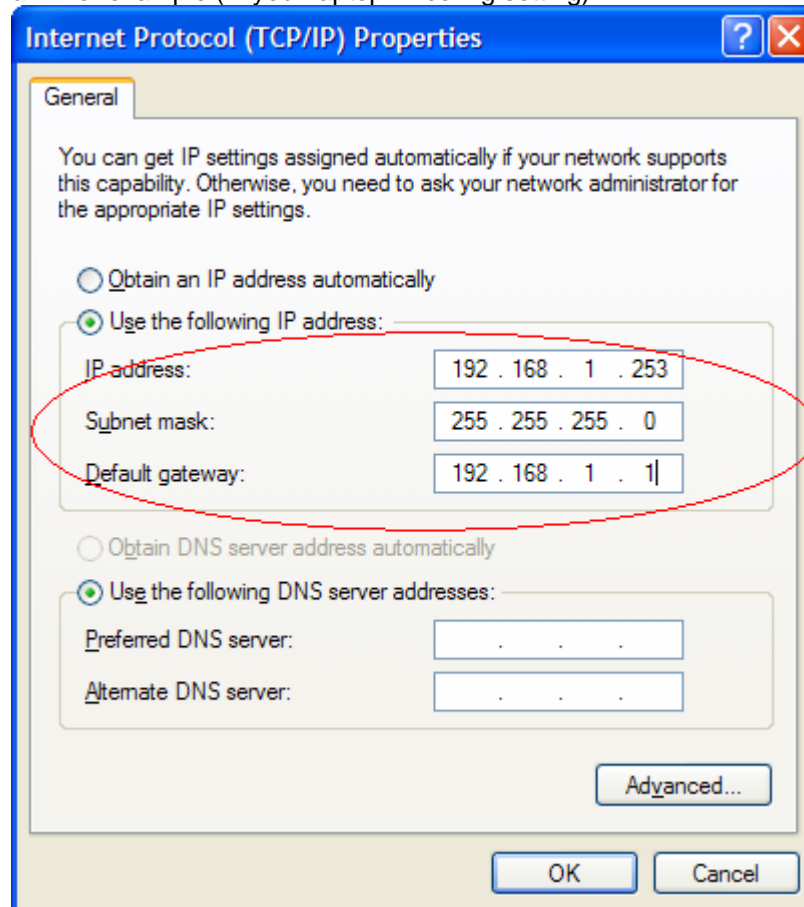
The system is shipped with a default IP address:

IP Address:192.168.1.254
Subnet Mask: 255.255.255.0
Gateway: 192.168.1.1

There are two ways to change the initial IP address of the sytem:

1. Via a cross over lan cable
2. Via a RS232 or Telnet Console.

1. <u>Changing the initial IP address via a cross over lan cable</u>

1. Connect a cross over lan cable to LAN1 in the RSS 2000.
2. Set your laptop to the same segment of the RSS
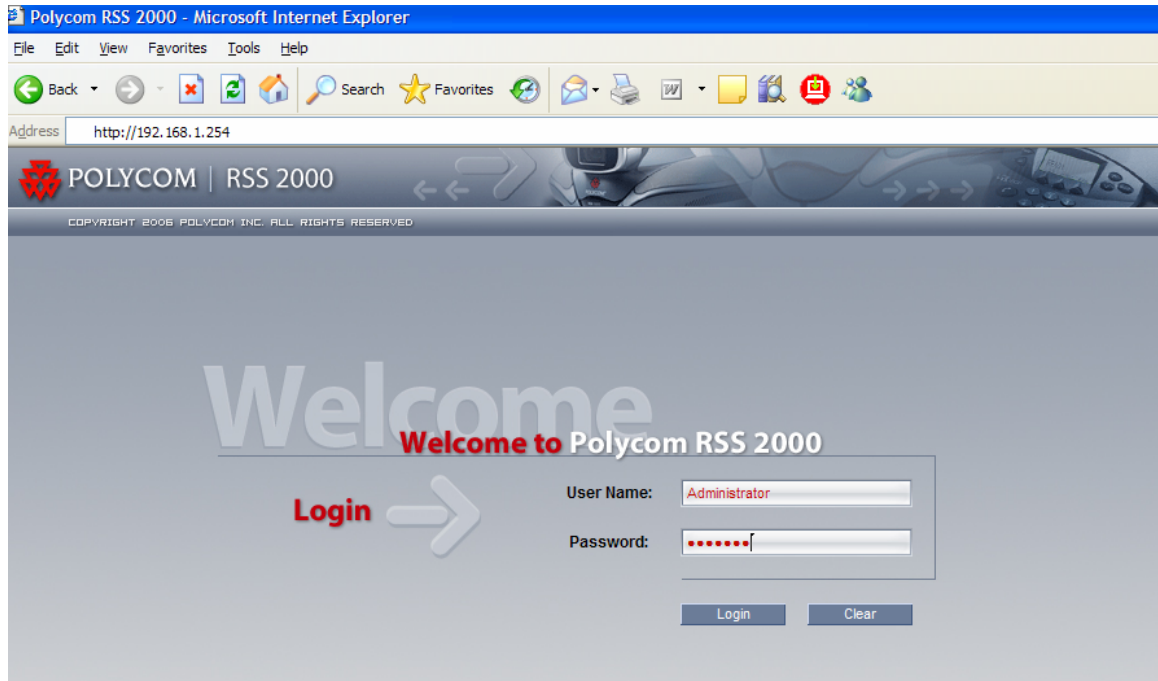   a. For example (in your laptop IP config setting):

3. Open internet explorer and browse to:
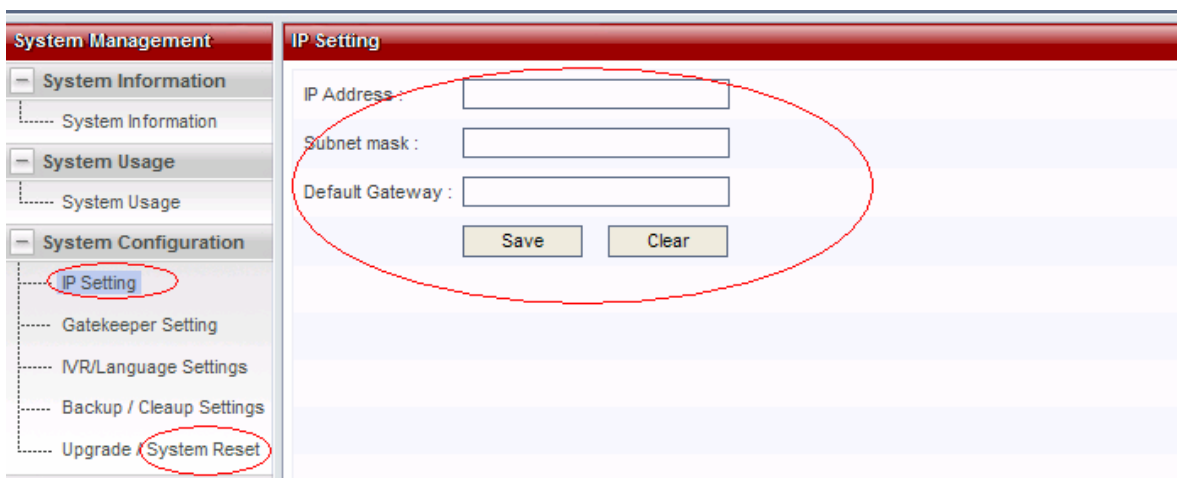
http://192.168.1.254

4. Login to the system.

User name: Administrator
Password: polycom

5. Go to system configuration->IP setting and modify the IP address. Click the save button and than reset the system.

2.Changing the initial IP address via an RS232 Console or Telnet

Another option to modify the IP address of the RSS 2000 is using the RS232 console.

1.Connect to the RS232 port – and activate the console (9600, 8bits)

Login: polycom (or any administrator password)
When login to the console, you will see the current IP address of the system.

Help
? – show all available commands
Changing the IP Address:
set lan1 static 172.21.100.20 mask 255.255.224.0 [gw 172.21.96.254]

Reset Password (back to polycom)
User may reset the password of the administrator to default to 'polycom'

reset password

```
Type ? or help to get the help information

#

# ?


    ?
    exit
    help
    password
    shutdown
    restart
    set lan1 static <ip> netmask <mask> [gw <gateway>]
    show
```

Note !

The same steps apply also for Telnet connection.

Only one console can be connected at any given time (either Telnet or RS232 not both).

The system is now ready for use, for additional configuration refer to the user guide.

RSS 2000 Maximum Capacity

Scenario	Description	Maximum Capacity
Conference Recording	How many conferences can be recorded simultaneously	2 conference or 2 EPs dialing in the same time1 H239 recorded link at a time
Point to Point recording	How many point to point calls can be record (if both are dialing into the POLYCOM ™ RSS 2000)	1
H323 Playback	How many conferences can be playback in H323	10
Archive view	How many streaming can be reviewed (unicast) – based on the Web Server capacity	60

Network TCP/UDP ports used by RSS2000

Usage		Type	Port Range
Manager		TCP	81
Web		TCP	80
Trace		UDP	30011
Endpoint/ H.323	Gatekeeper	UDP	1719
	RAS	UDP	1720
	Q.931 Socket	TCP	1720
	H.245 Socket	TCP	1730-1739
	Audio / Video / Data	UDP	2000-2099
Media	Live Broadcast	TCP	1800-1801
	On Demand Archive	TCP	2800-2859

RSS 2000 Getting Started guide + Corrections- V1.0.1.002.doc.1.002

RSS2000 Policies and Limitations

Subject	Description
H.323 Alias length	The maximum length of the system H.323 alias name is 16 characters
IVR message	The format for IVR message files is: WAV files, PCM 16bits
Console Service	RS232 configuration: Baud rate 9600, Data bits 8, Parity None, Stop bits 1, Flow control OFF. ONLY ONE connection to the Console service is allowed, either by RS232 or by Telnet, but not both.
Endpoint menu	1. When schedule a dial out & record from the Web UI, RSS will loopback the video and NEVER show the menu unless a menu operation (FECC arrow keys or DTMF 2/4/6/8) is given from the endpoint. 2. When a pre-defined endpoint dials into the RSS and the endpoint has the "immediate recording" option, RSS will do the same as above. 3. When inviting an endpoint to a P2P recording room (using E.164 number of the P2P room followed by #/* and E.164 number of the invited endpoint), the inviting endpoint will have the menu and the invited endpoint won't have the menu 4. When two endpoints meet at a P2P recording room, only one of them can have the menu at a time.
H.264 bandwidth	The maximum bandwidth for H.264 is limited to 768K
P2P recording maximum bandwidth	Maximum bandwidth for a P2P recording room is 1024K. If video protocol for P2P recording room is H.264, then the maximum bandwidth is 768K
Archive file size	If the media file size exceeds 4GB, downloading it from Web UI may be incomplete.
Media Player Support	Windows Media Player 9/10 is required. WMP 10 is recommended. RealPlayer can also be used if WMP is properly installed. QuickTime player is not supported. Some third party media player such as Media Player Classic (MPC) and VLC can also be used, but they were not certify
Archive playback	Archive playback with WMP does not support playback controls: Pause/Resume/FF/Backward, etc
H.323 playback	During H.323 playback, if there is packet loss and endpoint requests I-Frame, RSS cannot apply the request. Since all audio/video data are from the media file.
System Reset	**Hard reset (power off and on) is not recommended.** Reset should be done via the Web UI or Console service whenever possible.

Corrections and enhancements

Description	Jira Bug# / Comments
Content from a recorded stream is not passed when VSX is in a MP call	RSS-71
H.264 HD support 1.H.264 maximum rate is set to 1920K to allow HD connection 2.Creation of WMV archive for HD recording is done offline in background process after recording is stopped, due to system performance limitation. Related Web interface are updated. Live streaming is not available for HD calls	RSS-75, RSS-81, RSS-82
H.239 content is not played when Tandberg MXP plays back archive	RSS-85
Tandberg has no FECC capability when in a call with RSS2000	RSS-84
When iPower is connected to RSS2000 it does not have FECC	RSS-27
HD H323 Playback will be shown in the archive list only for supporting HD endpoints, non HD endpoint will not see the HD archive list, to prevent crashes on the non HD endpoint	
Login screen appear corrupted, when using non English IE version	case 688767 (CRM)
HDX playback issues	There are some issues with the HDX, (Issues that are open under the HDX project) – which should be verify with the RSS
RSS shows connected and it's not	RSS-92
Gatekeeper setting lost	RSS-94
RSS2000 Crashed upon multiple dial-in parties coming and going	RSS-96,RSS-102
RSS2000 crashed upon Recording Room dial-in from LifeSize	RSS-95
Improved: HD H.323 playback issues: LipSync and audio distortion	RSS-93 RSS-81
Enhancement: Automatic deletion of C:\pagefile.sys file, to prevent low disk space on drive C:	
Enhancement: IP + extension dial out	RSS-86 RSS-87 RSS-105
Fix: The audio is cut short at the end of a recording	RSS-90 RSS-98
Enhancement: System name/ H.323 alias can be changed when GK option is disabled	
H.323 endpoint menu font color are adjusted for HDX endpoints.	(When HDX endpoints are connected to current version, some part of the words on the menu screen are missing. HDX Release - 1.0.0-259).

H.264 HD Limitation
- ✓ H.264 maximum rate is set to 1920K to allow HD connection

- ✓ Creation of WMV archive for HD recording is done offline in background (in a ratio of 1 to 6 (for each minute recording the archive will be ready to view in 6 minutes) process after recording is stopped
- ✓ Live streaming is not available for HD calls

Installed Windows Security Updates List – RSS V1.0.1.002

Name	Description
KB883939	Security Update for Windows XP (KB883939)
KB885836	Windows XP Hotfix - KB885836
KB886185	Windows XP Hotfix - KB886185
KB890046	Security Update for Windows XP (KB890046)
KB893756	Security Update for Windows XP (KB893756)
KB893803v2	Windows Installer 3.1 (KB893803)
KB896358	Security Update for Windows XP (KB896358)
KB896423	Security Update for Windows XP (KB896423)
KB896424	Security Update for Windows XP (KB896424)
KB896688	Security Update for Windows XP (KB896688)
KB896727	Update for Windows XP (KB896727)
KB898461	Update for Windows XP (KB898461)
KB899587	Security Update for Windows XP (KB899587)
KB899588	Security Update for Windows XP (KB899588)
KB899591	Security Update for Windows XP (KB899591)
KB900725	Security Update for Windows XP (KB900725)
KB901214	Security Update for Windows XP (KB901214)
KB902400	Security Update for Windows XP (KB902400)
KB903235	Security Update for Windows XP (KB903235)
KB904706	Security Update for Windows XP (KB904706)
KB905414	Security Update for Windows XP (KB905414)
KB905749	Security Update for Windows XP (KB905749)
KB905915	Security Update for Windows XP (KB905915)
KB908519	Security Update for Windows XP (KB908519)
KB908531	Update for Windows XP (KB908531)
KB910437	Update for Windows XP (KB910437)

KB911280	Update for Windows XP (KB911280)
KB911562	Security Update for Windows XP (KB911562)
KB911927	Security Update for Windows XP (KB911927)
KB912919	Security Update for Windows XP (KB912919)
KB913446	Security Update for Windows XP (KB913446)
KB913580	Security Update for Windows XP (KB913580)
KB914388	Security Update for Windows XP (KB914388)
KB914389	Security Update for Windows XP (KB914389)
KB917344	Security Update for Windows XP (KB917344)
KB917422	Security Update for Windows XP (KB917422)
KB917734_WMP10	
KB917953	Security Update for Windows XP (KB917953)
KB918899	Security Update for Windows XP (KB918899)
KB920670	Security Update for Windows XP (KB920670)
KB920683	Security Update for Windows XP (KB920683)
KB920685	Security Update for Windows XP (KB920685)
KB921398	Security Update for Windows XP (KB921398)
KB921883	Security Update for Windows XP (KB921883)
KB922616	Security Update for Windows XP (KB922616)
KB922819	Security Update for Windows XP (KB922819)
KB923191	Security Update for Windows XP (KB923191)
KB923414	Security Update for Windows XP (KB923414)
KB924191	Security Update for Windows XP (KB924191)
KB924496	Security Update for Windows XP (KB924496)

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