

RAS 200I

Administrator's Guide



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About this Guide

This document, the Polycom *RAS 200I Administrator's Guide*, describes how to configure, maintain, and troubleshoot errors for the Polycom® RAS™ 200I server.

Documentation Resources

In addition to this guide, the available documentation that describes the Polycom RAS 200I server includes:

- *RAS 200I Release Notes*
- *RAS 200I Getting Started Guide*

Contacting Support

End User Support

Please contact your certified IBM Business Partner reseller for any immediate assistance

Reseller

Polycom Support

<http://www.polycom.com/support>

Overview of the Polycom® RAS 200I Server

The Polycom® RAS™ 200I server provides a conferencing management application that enables audio and video communications in point-to-point and multipoint conferences.

Features and Capabilities

The Polycom RAS 200I server has the following features and capabilities

- Enables audio and video conference creation, modification, and deletion.
- Enables of point-to-point and multipoint audio and video calls.

Minimum System Requirements

To interact with the Polycom RAS 200I server, the client computer must meet the following minimum system requirements:

- Microsoft Windows XP Professional, SP2
- Internet Explorer 6.0 and greater
- Intel Pentium-IV and greater
- 512 MB RAM (1 GB is recommended)

Configuring the Polycom RAS 200I Server

This chapter describes how to configure the Polycom® RAS™ 200I server.

Logging In


To log in to the Polycom RAS 200I server

- 1 Launch **Internet Explorer**.
- 2 Type the IP address of the system in the **Address** line, and press **Enter**.
For example: `http://<YOUR_SERVER'S_IP_ADDRESS>`
- 3 Enter the administrator's password, and click **Login**. The default password is **admin**.

Figure 2-1 Login Screen



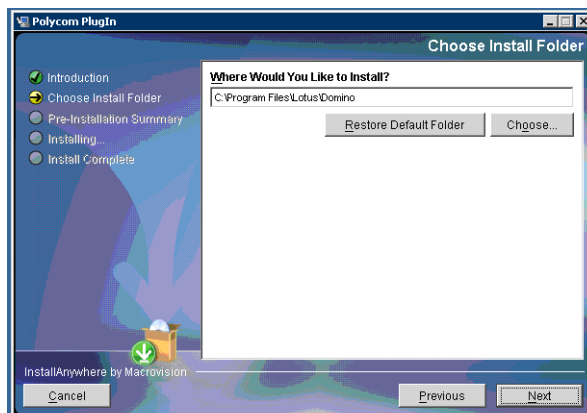
To log out of Polycom RAS 200I server

>> Click the red arrow, , in the upper-right corner of the screen.

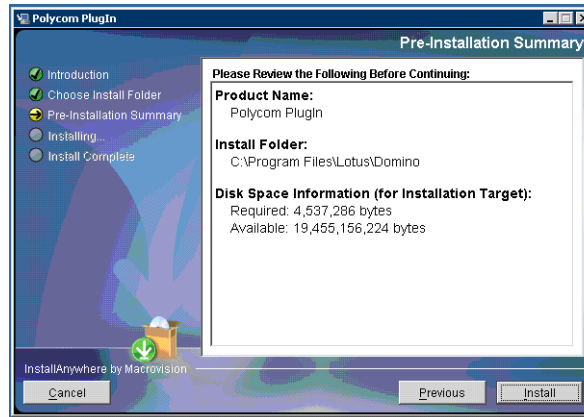
Polycom Plugin (PPI) Installation

To download and install the PPI software

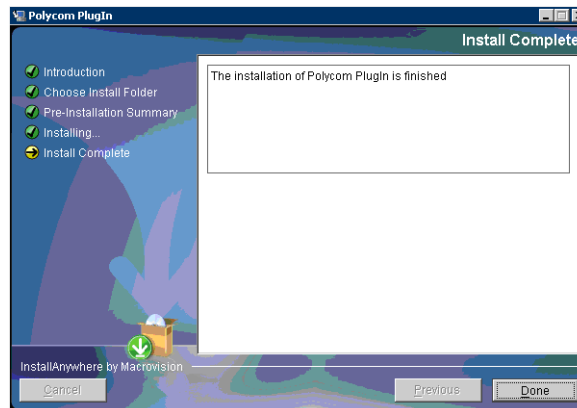
- 1 On the RAS200I **Login** screen, click **Downloads**.
- 2 Select **PPI** from the **Software Downloads** page and click **OK**.
- 3 Select the **Download** for the Domino server OS on which you are running and save the **PPI.exe** file to a temporary directory.
- 4 Copy the file to a temporary directory on the Domino server and double click it to start the installation.
- 5 Close the Lotus Domino service.
- 6 Double click **PPI.exe** to start the installation
- 7 When the **Polycom PlugIn Introduction** page appears, click **Next**.



- 8 When prompted to **Choose an Install Folder**, accept the default location or browse to the desired location and then click **Next**.



- 9 Review the **Pre-Installation Summary** information. If it is correct, click **Install** to continue. If it is not, click **Previous** to correct the information.



- 10 When the **Install Complete** page appears, click **Done**.

- Note** If the installation fails, verify that the Java path is in your Path variable:
- 1 Find the JVM link in Domino. This link is usually found at: C:\Program Files\Lotus\Domino\jvm
 - 2 Copy the path.
 - 3 Right click on **My Computer** and select **Properties**.
 - 4 Click the **Advanced** tab.
 - 5 Click the **Environment Variables** link.
 - 6 In the **System variables** list, select the **Path** variable and click **Edit**.
 - 7 Append the path that you copied in step 2 to the end of the **Path Variable Value** string:
 %SystemRoot%\system32;%SystemRoot%;%SystemRoot%\System32\Wbem;C:\Program Files\Intel\DMIX;C:\Program Files\Lotus\Domino\jvm\bin
 - 8 Click **OK**.
 - 9 Re-run the PPI.exe.
- 11 Change the RAS200I IP address in the PCAS.properties file, located in the C:\Program Files\Lotus\Domino directory.
 - 12 Reboot the Domino server so any changes will take effect.

Entering Licensing Information

The Polycom RAS 200I server includes a trial license for 50 seats, which allows you to start using the product immediately. The trial license is valid for up to 60 days, starting with the date of first time setup. In addition, you receive one or more license certificates, according to your order. You must activate each license to receive a license number.

- Note** Licenses are available in 50, 100, 250, 500 and 1000 seats. The Polycom RAS 200I server supports a maximum of 1000 seats.

To obtain a software license number

- 1 Go to **System Setup > Licensing**. Record the Polycom RAS 200I server serial number, which is listed in the middle of the **Licensing** screen.

- 2 Go to <http://polycom.com/activation>.
- 3 Log in or create a new user account.
- 4 Enter the Polycom software license number listed on the license certificate and the serial number you recorded in step 1.
- 5 Click **Generate**.

- 6 When the license number appears, record it.

_____ - _____ - _____ - _____

To enter the license number in Polycom RAS 200I server

- 1 Go to **System Setup > Licensing**.
- 2 On the **Licensing** screen, enter the new license number and serial number, and click **Update**.

Figure 2-2 Licensing Screen

| | LICENSE KEY | EXPIRATION DATE | SEATS |
|--------------------------|-----------------------------------|-----------------|-------|
| <input type="checkbox"/> | Default Trial key - 40 days left. | 3/6/2007 | 50 |

Changing the Password

Make sure you change the administrative system password after you have completed the first time setup.

To change the password

- 1 Open **Internet Explorer** and log in to the Polycom RAS 200I server.
- 2 Go to **System Setup > Change Password**.
- 3 In the **Change Password** screen, enter the new password, confirm it, and then click **Update**.

Figure 2-3 Change Password Screen

CHANGE PASSWORD

New Password:

Confirm New Password:

Viewing or Changing Application Settings

The Polycom RAS 200I server uses application settings to create conferences on the MCU and can create a profile automatically when you add an MCU to the Polycom RAS 200I server.

Profile Management

To view or change the current profile name

- 1 Go to **System Settings > Application Settings**.

The current profile name appears in the **Profiles** screen.

- 2 In the **Profiles** screen, enter the name of the new profile in the **Profile Name** field, and click **Update**.

Note

- You can only change the profile name.
- For MGC devices, specify the exact same Profile name as created in MGC

Figure 2-4 Application Settings Screen

APPLICATION SETTINGS

Profile name:

Conference ID Range

From:

To:

Conference ID Range Assignment

The RAS200I server assigns Conference IDs upon conference creation on the MCUs. To avoid clashes with existing in use Conference IDs, the administrator must assign a range of numbers that is not in use with the following criteria:

- The minimum **Interval size** is 1000
- The **From** field must be greater than 1000
- Both the **From** and **To** fields must be of the same length
- Enter only numeric characters

Changing System Settings

You can modify RAS 200I server system settings.

To change Polycom RAS 200I server settings

- 1 Go to **System Setup > System Settings**.
- 2 On the **System Settings** screen, enter required changes and click **Update**.

Figure 2-5 System Settings Screen

The screenshot shows the 'SYSTEM SETTINGS' window with the following fields and values:

- System Name: RAS200I-00216
- IP Address: 172.22.154.216
- Subnet Mask: 255.255.255.0
- Default Gateway: 172.22.154.1
- DNS Server: 172.22.153.202
- Current Date: Jan 25 2007
- Current Time: 10:00 AM
- System Time Zone: (GMT+02:00) Jerusalem
- Auto adjust for Daylight Saving?

Buttons: Update, Cancel

Note If you change the IP address, the system requests that you restart the Polycom RAS 200I server.

In this screen, you specify the following information:

| Item | Description |
|----------------------------------|--|
| System Name | Defines the NetBIOS name of the Windows server. Must be between 6 and 16 characters long; dashes and underscores are valid characters. |
| IP Address | Defines the static IP address of the server. |
| Subnet Mask | Defines the network's subnet mask for the server's IP address. |
| Default Gateway | Defines the static IP address of the server's gateway. |
| DNS Server | Defines the static IP address of the DNS server. |
| Current Date | Specifies the current system date of the Polycom RAS 200I server. If you change the date, the system date of the Polycom RAS 200I server also changes. |
| Current Time | Specifies the current system time of the Polycom RAS 200I server. If you change the time, the system time of the Polycom RAS 200I server also changes. |
| System Time Zone | Specifies the time zone in which the system resides. |
| Auto adjust for daylight savings | Select this check box to adjust the clock automatically for daylight savings time. |

Setting Up MCUs

Manual MCU Configuration

The MCUs must be manually configured with the following set of parameters before they can be added to the RAS200I server.

System Configuration:

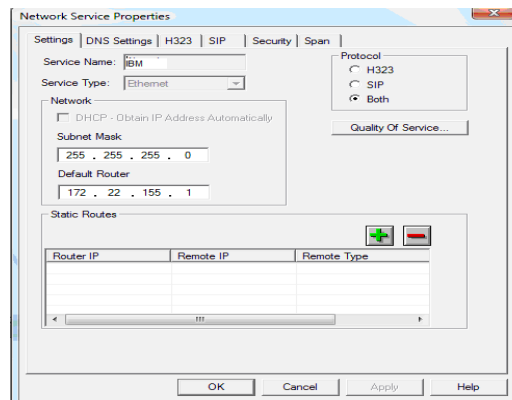
```
EXTERNAL_DB_IP=<RAS200I IP>
EXTERNAL_DB_PORT=80
EXTERNAL_DB_LOGIN=POLYCOM
EXTERNAL_DB_PASSWORD=POLYCOM
EXTERNAL_DB_DIRECTORY=PCAS\MGCAuthentication.aspx
ENABLE_EXTERNAL_DB_ACCESS=Yes
EXTERNAL_DB_AUTHENTICATE_USER=NO
SKIP_PROMPT=YES
```

MGC Manual Configuration

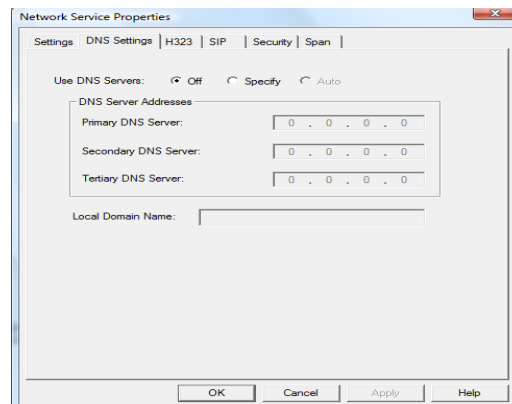
IP Service Setup

To set up an IP service

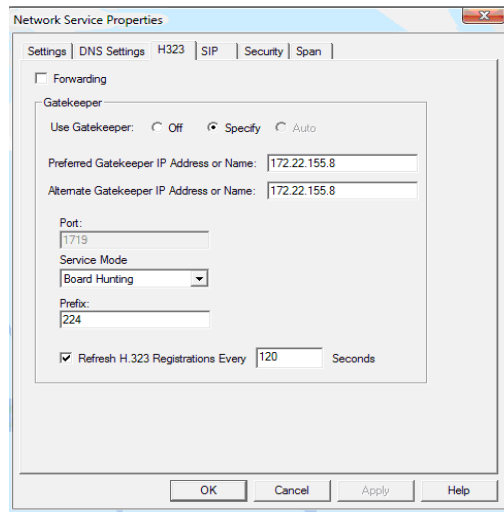
- 1 In the **MGC Manager** browser pane, expand the **MCU Configuration** tree, expand the **Network Services** tree, right-click on **IP** and select **New IP Service**. Refer to your *MGC Administrator's Guide* for more information on using the MGC Manager.
- 2 In the **Settings** tab, set these options, and click **Apply**.
 - **Service Name:** Specify a name for the service
 - **Protocol:** Select **Both**
 - **Subnet Mask:** Enter the subnet mask IP address
 - **Default Router:** Enter the Default Router IP address



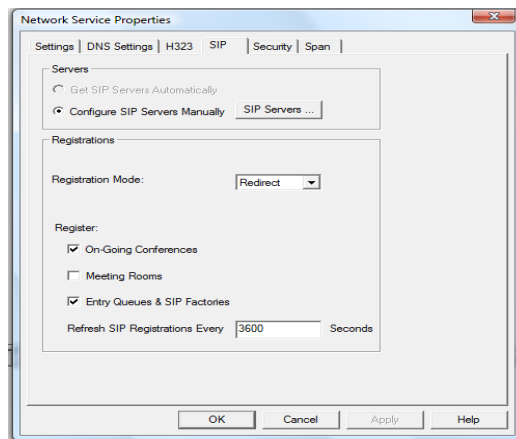
- 3 Select the **DNS Settings** tab, set this option, and click **Apply**.
 - **Use DNS Servers:** Select **Off**



- 4 Select the **H323** tab, set these options, and click **Apply**.
 - **Gatekeeper:** Select **Specify**
 - **Preferred Gatekeeper IP Address or Name:** Enter the gatekeeper IP address
 - **Alternate Gatekeeper IP Address or Name:** Enter the gatekeeper IP address
 - **Service Mode:** Select **Board Hunting**
 - **MCU Prefix in Gatekeeper:** Assign a prefix for gatekeeper routing

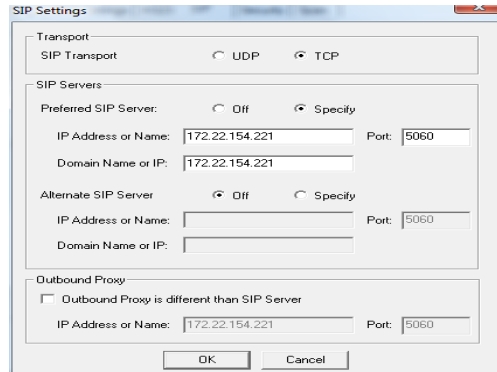



- 5 Select the **SIP** tab, set these options, and click **Apply**.
 - Select **Configure SIP servers manually**
 - Select **On Going Conferences**
 - Select **Entry Queues & SIP Factories**

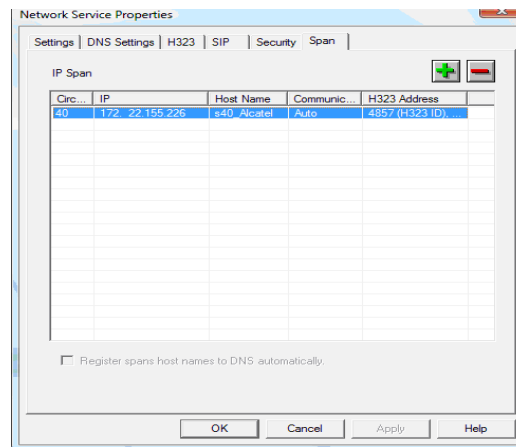


- 6 On the **SIP** tab, click **SIP Servers...**

- 7 In the **SIP Settings** dialog box, set these options, and click **OK**.
 - **SIP Transport:** Select TCP
 - **Preferred Sip Server:** Select **Specify**
 - **IP address or Name:** Specify the SIP server IP address
 - **Domain Name or IP:** Specify the SIP server IP address
 - **Port:** Specify 5060

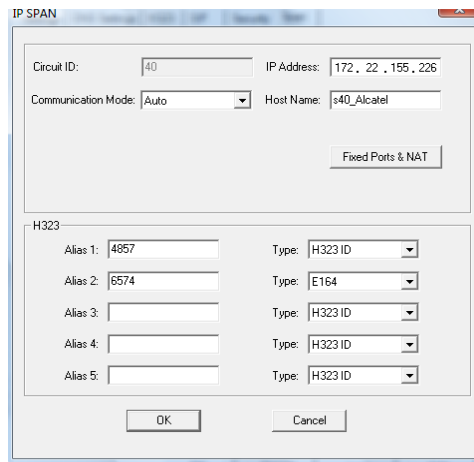


- 8 Select the **SPAN** tab and click **Add Span** .



- 9 In the **IP Span** dialog box, set these options, and click **OK**.
 - **Circuit ID:** Enter any numeric ID
 - **IP Address:** Enter the IP address of the IP card
 - **H323 setup:**
 - » **Alias 1:** Select **H323 ID** and specify a numeric ID/Name

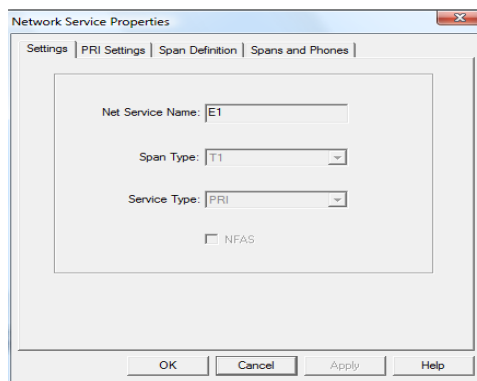
- » **Alias 2:** Select **E164**, and specify a numeric ID



PSTN Service Setup

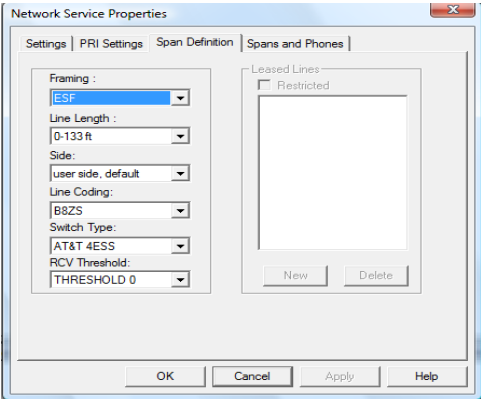
To set up a PSTN service


- 1 In the **MGC Manager** browser pane, expand the **MCU Configuration** tree, expand the **Network Services** tree, right-click on **ISDN** and select **New Network Service**. Refer to your *MGC Administrator's Guide* for more information on using the MGC Manager.
- 2 Select the **Settings** tab, set these options, and click **Apply**.
 - **Net Service Name:** Specify a name for the service
 - **Span Type:** Choose **E1** or **T1**

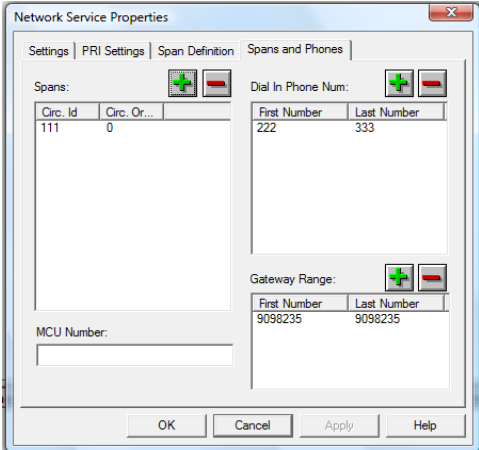


- 3 Select the **Span Definition** tab, set this option, and click **Apply**.

- **Switch Type:** Select the appropriate switch type.



- 4 Select the **Span & Phones** tab and in the **Span** area, click **Add Span** .



- 5 In the **IP Span** dialog box, set these options, and click **OK**.

- **Circuit ID:** Specify a numeric ID



- 6 In the **First & Last Phone Number** dialog box, set this option, and click **OK**.
 - **First Phone Number:** Enter the first phone number in the range of phone numbers to dial in to the MGC
 - **Last Phone Number:** Enter the last phone number in the range of phone numbers

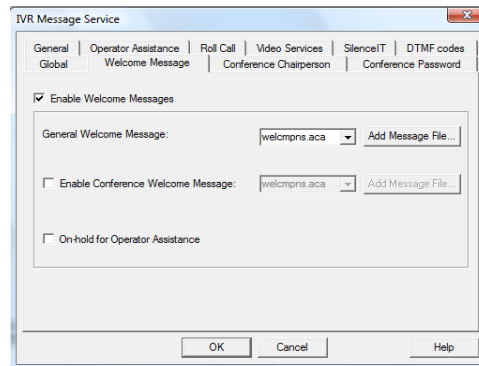
The screenshot shows a dialog box titled "Add Phone Num". It has two input fields for "First Phone Number" and "Last Phone Number". Below these is a "Category" section with a checkbox labeled "Allocation by reservation system". To the right of the checkbox are two more input fields: "First Port" and "Dial in group". At the bottom of the dialog, there is a text box that reads: "Pressing OK will immediately add the phone number. Pressing Cancel in the previous dialog will not reverse the action." Below this text are "OK" and "Cancel" buttons.

IVR Message Service

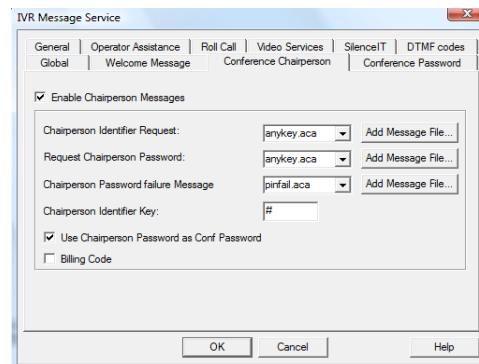
- 1 In the **MGC Manager** browser pane, expand the **MCU Configuration** tree, expand the **IVR Msg Service** tree. Refer to your *MGC Administrator's Guide* for more information on using the MGC Manager.
- 2 Select the **Global** tab, set these options, and click **OK**.
 - **IVR Service name:** Enter IBM_IVR
 - **External Server Authentication:** Select **Always**

The screenshot shows the "IVR Message Service" dialog box with the "Global" tab selected. The "IVR Service Name" field contains "IBM_IVR". The "Language for IVR" dropdown is set to "English". The "External Server Authentication" dropdown is set to "Always". The "Number of User Input Retries" field is set to "3". The "Timeout for User Input" field is set to "5" with "sec." next to it. The "DTMF Delimiter" field is set to "#". At the bottom, there are "OK", "Cancel", and "Help" buttons.

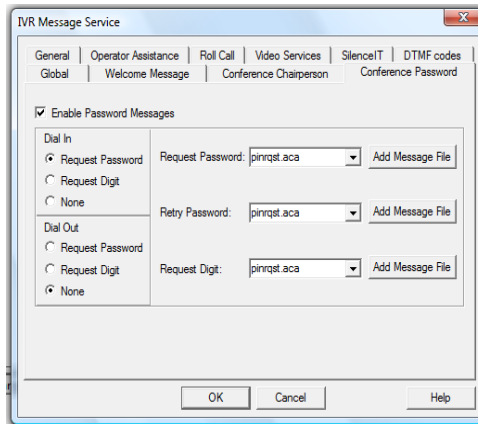
- 3 Select the **Welcome Message** tab, set these options, and click **OK**.
 - Select **Enable Welcome Message**
 - **General Welcome Message:** Select a message file



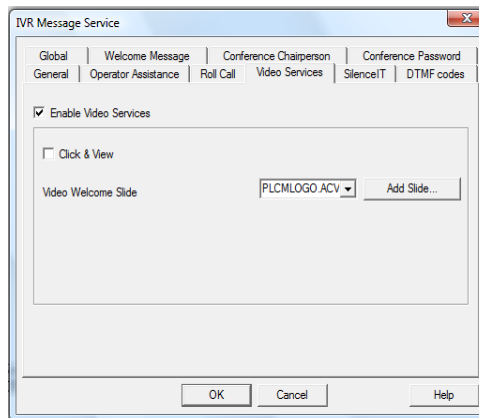
- 4 Select the **Conference Chairperson** tab, set these options, and click **OK**.
 - Select **Enable Chairperson Message**
 - Select **Use Chairperson Password as Conf Password**
 - **Chairperson Identifier Request:** Select a message file
 - **Request Chairperson Password:** Select a message file
 - **Chairperson Password Failure Message:** Select a message file



- 5 Select the **Conference Password** tab, set these options, and click **OK**.
 - Select **Enable Password Message**
 - **Dial In:** Select **Request Password**
 - **Dial Out:** Select **None**
 - **Request Password:** Select a message file
 - **Retry Password:** Select a message file
 - **Request Digit:** Select a message file

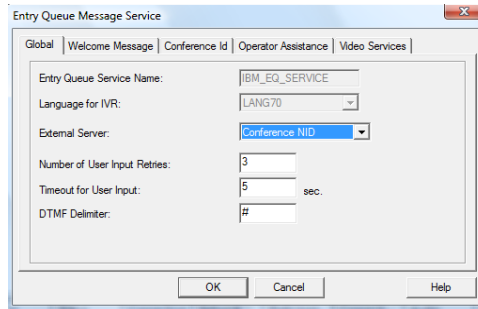


- 6 Select the **Video Services** tab, set this option, and click **OK**.
 - Select **Enable Video Services**

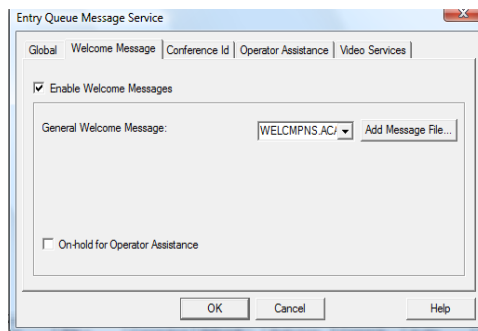


Entry Queue Message Service Setup

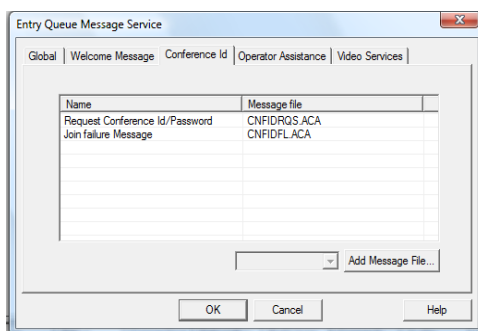
- 1 In the **MGC Manager** browser pane, expand the **MCU Configuration** tree, expand the **Entry Queue Message Service** tree. Refer to your *MGC Administrator's Guide* for more information on using the MGC Manager.
- 2 Select the **Global** tab, set these options, and click **OK**.
 - **Entry Queue Service Name:** Enter **IBM_EQ_SERVICE**
 - **Language for IVR:** Select a language
 - **External Server:** Select **Conference NID**



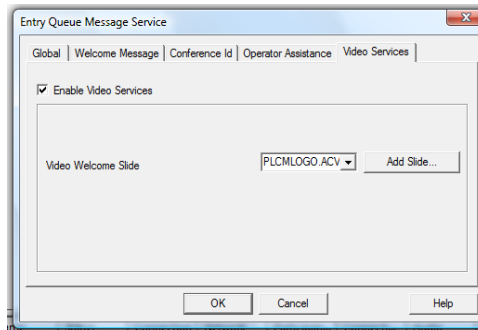
- 3 Select the **Welcome Message** tab, set these options, and click **OK**.
 - Select **Welcome Message**
 - **General Welcome Message**: Select a message file



- 4 Select the **Conference ID** tab, set these options, and click **OK**.
 - **Conference ID**: Select a message file
 - **Join Failure Message**: Select a message file

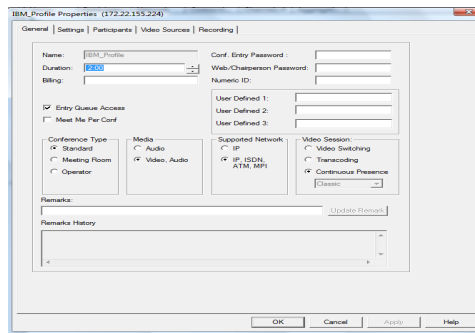


- 5 Select the **Video Service** tab, set these options, and click **OK**.
 - Select **Enable Video Services**
 - **Video Welcome Slide**: Select a slide

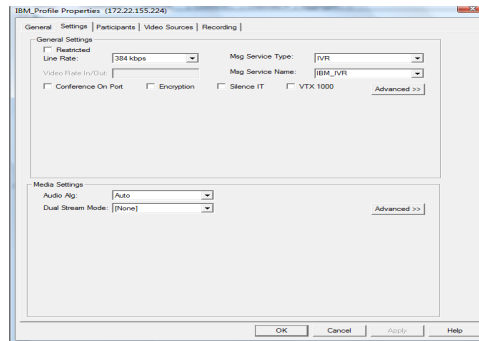


Profile Setup:

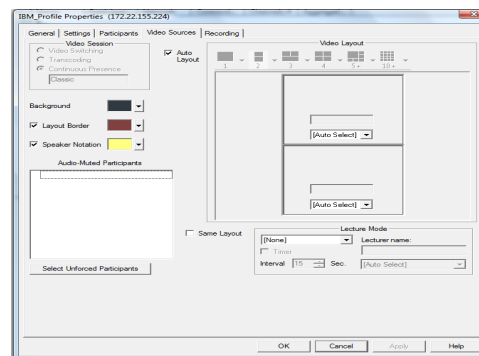
- 1 In the **MGC Manager** browser pane, expand the **MCU Configuration** tree, expand the **Profiles** tree. Refer to your *MGC Administrator's Guide* for more information on using the MGC Manager.
- 2 Select the **General** tab, set these options, and click **OK**.
 - **Name:** IBM_Profile
 - **Duration:** 2 hours (recommended)
 - Select **Entry Queue Access**
 - **Video Session:** Select **Continuous Presence, Classic**



- 3 Select the **Settings** tab, set these options, and click **OK**.
 - **Line Rate:** Select **384kbps**
 - **Msg Service Type:** Select **IVR**
 - **Msg Service Name:** Select **IBM_IVR**



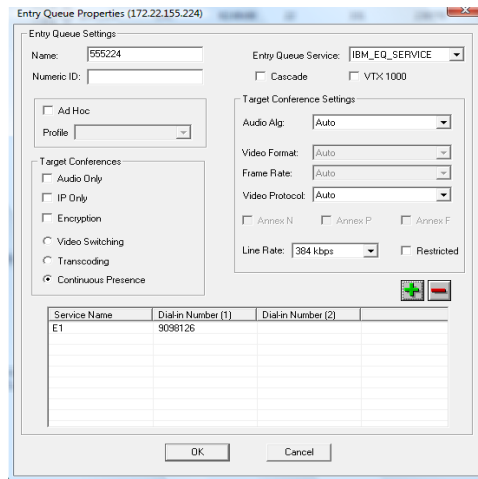
- 4 Select the **Video Source** tab, set this options, and click **OK**.
 - Select **Auto Layout**



Entry Queue Setup

- >> In the **Entry Queue Properties dialog box**, set these options, and click **OK**.
- **Name:** Specify a numeric ID (recommended)
 - **Target Conferences:** Select **Continuous Presence**
 - **Entry Queue Service:** IBM_EQ_Service
 - **Line Rate:** 384 kbps
 - **Service Name:** The ISDN service name specified in the PSTN Service Setup

- **Dial In Number:** The PSTN/ISDN number to reach the entry queue



Add MCUs to the RAS200I Server

To add MCUs

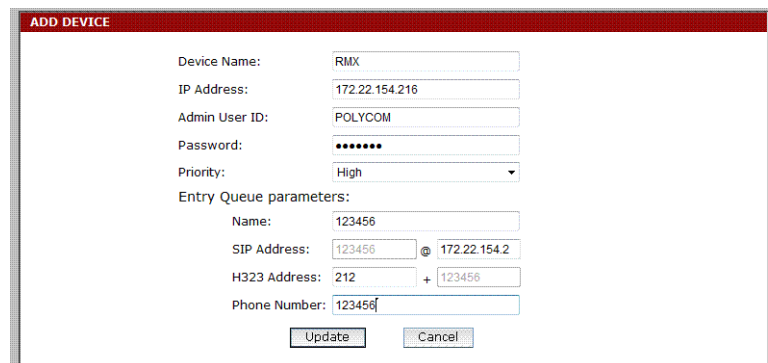
- 1 Go to **Directory Setup > Devices**.

The **List of Devices** screen appears. In this screen, you can add, change, delete, and update the status of the MCU.

Note The RAS200I server only lists MCU devices that have registered with it. You manually register the MCUs by adding them to the **List of Devices** screen.

- 2 Click **Add** and the **Add Device** screen appears.

Figure 2-6 Add Device Screen



- 3 In the **Device Name** field, enter a name for the MCU.
- 4 In the **IP Address** field, enter the IP address of the MCU controller.

- Entry Queue Parameters
- 5 In the **Admin User ID** field, enter the administrative user's login ID for the MCU.
 - 6 In the **Password** field, enter the password of the administrative user for the MCU.
 - 7 In the **Priority** drop-down list, select **High**, **Medium**, or **Low**. The priority specifies the order of MCUs to use when you have multiple MCUs. Five is the highest priority; zero is the lowest priority.
 - 8 In the **Name** field enter the entry queue Numeric ID, or if the device is an MGC, specify the **Entry Queue** name created in MGC
 - 9 In the **SIP Address** field enter the SIP server IP address or host name.
 - 10 In the **H323 Address** field enter the GK Prefix as set in the MCU.
 - 11 In the **Phone Number** field enter the EQ PSTN/ISDN phone number.
 - 12 Click **Update**.
 - 13 Repeat steps 1 through 12 to add multiple MCUs.

Editing MCU Device Settings

You can change device settings for MCUs.

To edit MCU device settings

- 1 Go to **Directory Setup > Devices**.
- 2 In the **List of Devices** screen, select the device you want to change and click **Edit**.
- 3 In the **Edit Device** screen, make your changes. You can change the device name, IP address, the administrative user's login ID, the administrative user's password, priority, and entry queue parameters.

Figure 2-7 Edit Device Screen

The screenshot shows a web-based form titled "EDIT DEVICE" with a red header. The form contains the following fields and values:

- Device Name: RMX 240
- IP Address: 172.22.155.240
- Admin User ID: POLYCOM
- Password: *****
- Priority: High (dropdown menu)
- Entry Queue parameters:
 - Name: 111444
 - SIP Address: 111444 @ 172.22.154.200
 - H323 Address: 240 + 111444
 - Phone Number: 123456789

At the bottom of the form are two buttons: "Update" and "Cancel".

- 4 When you are done, click **Update**.

The **List of MCU Devices** screen updates to reflect your changes.

Deleting MCUs

When you no longer use a specified MCU, you can delete it from your network.

To delete MCU devices

- 1 Go to **Directory Setup > Devices**.
- 2 In the **List of Devices** screen, select the device you want to remove and click **Delete**.

A confirmation message asks whether you want to delete the selected item.
- 3 Click **Yes** to confirm the deletion or **No** to cancel your request.
- 4 If you click **Yes**, the **List of MCU Devices** screen updates to remove the selected item from the list.

Maintaining the Polycom RAS 200I Server

This chapter describes how to maintain the Polycom® RAS™ 200I server.

Shutting Down the Server

If you need to shut down the Polycom RAS 200I server, turn off the power with the button on the front panel or use remote access to shut down the server gracefully.

Rebooting the Server

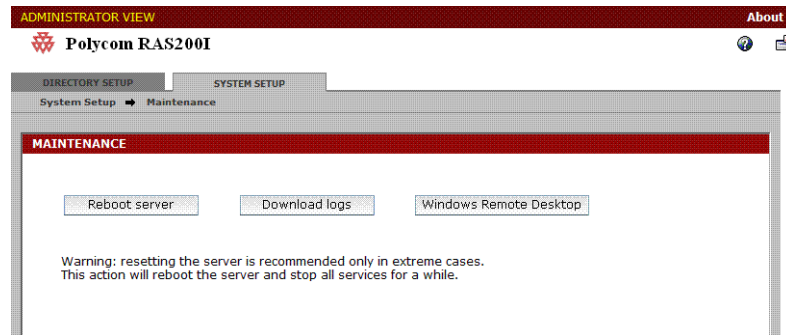
You can reboot the server.

Note You should only restart the server when a fatal error has occurred.

To restart the server

- 1 Go to **System Settings > Maintenance**.

The **Maintenance** screen appears.

Figure 3-1 Maintenance Screen**2** Click **Reset Server**.

A confirmation message appears asking whether you want to reboot the server. The following warning message appears.

Figure 3-2 Warning Message

Warning: resetting the server is recommended only in extreme cases. This action will reboot the server and stop all services for a while.

3 Select **Continue**.

The system automatically reboots.

Downloading Log Files

You can download log files to send to Polycom Global Services for troubleshooting purposes.

To download log files**1** Go to **System Settings > Maintenance**.

The **Maintenance** screen appears.

2 Click **Download Logs**.**3** When the **File Download** dialog box appears, click **Save** to save the **LogFiles.zip** file to your local drive.

Upgrading the Server

To upgrade the server software upgrade

- 1 Obtain the newest version of software by doing one of the following:
 - Open Internet Explorer and go to the Polycom Resource Center (http://www.polycom.com/resource_center) to download the newest software.
 - Request a software update on CD-ROM from your Polycom Sales Representative.
- 2 If you downloaded the software, browse to the file locations and double-click the executable file to start the installation process.
- 3 If you ordered a CD-ROM, insert it into the CD drive. The installation process should start automatically.
- 4 Follow the on-screen instructions in the Installation wizard to complete the upgrade installation.

Performing a Factory Reset

A factory reset returns the system to its original state, without any configuration. A factory reset may be required only when an internal system error has occurred or the server does not start. If possible, you should back up the database before you perform a factory reset.

Note You should perform a factory reset only if Polycom Global Services informs you it is required. To ensure a successful implementation, you and Polycom Global Services should go through this procedure together.

To perform a factory reset

- 1 Insert the **System Rescue BFR CD** into the CD drive and restart the system.

The system automatically restores the factory default settings. A success message appears when the original disk image has been restored, which may take up to ten minutes.
- 2 Remove the CD from the CD drive and restart the server by turning it off and then on.
- 3 Complete the first time setup according to instructions listed in the *Polycom RAS 200I Getting Started Guide*.
- 4 Reinstall all software upgrades and restore the database.

Maintaining the Database

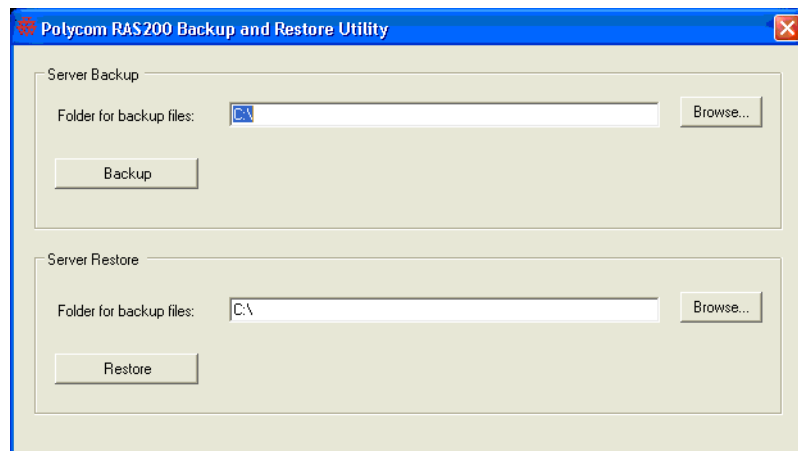
Polycom provides a utility, `RAS200BackupRestore.exe`, to back up and restore the internal database.

To start this utility

>> On the server's desktop, double-click **RAS 200IBackupRestore**.

The **Polycom RAS 200I Backup and Restore Utility** dialog box appears. The top half enables you to back up the database. The bottom half enables you to restore the database. For instructions, see [“Backing up the Database”](#) on page 3-28.

Figure 3-3 Polycom RAS 200I Backup and Restore Utility Dialog Box



Backing up the Database

When you back up the database, the resulting file that the utility creates has a `.bak` extension and a pre-defined name of `DirServicesYYYYMMDD`. For example, a file created on March 1, 2006 is automatically named `DirService20060301.bak`.

Note You can only back up the database to a local drive. It is recommended that you store the database backup file in a safe network location.

To back up the database

- 1 In the **Server Backup** section, in the **Folder for backup files:** field, type the destination folder name for the database backup file. Alternatively, click **Browse** to locate this folder on your local drive.

Note Do not include a back slash (\) at the end of the folder name.

- 2 Click **Backup** to start the backup process, which takes only a few seconds.
- 3 If the process is successful, an informational message appears. If the process is not successful, an error message appears.
- 4 If an error message appears, retry the backup procedure.
- 5 If the error message reappears, contact Polycom Technical Support.

Restoring the Database

Before you start the restoration process, complete the following:

- Lock the database to prevent access during the restoration process.:
- Stop the **Polycom** service. Go to **Start > Settings > Control Panel > Administrative Tools > Services**.

To restore the database

Note You can only restore the database to a local drive.

- 1 In the **Server Restore** section, in the **Folder for backup files:** field, type the full path and name of the input file to use for restoring the database. Alternatively, click **Browse** to locate this file.

Note To prevent database corruption, make sure you identify the correct source file to use for restoring the database.

- 2 Click **Restore** to start the restoration process.
- 3 If the process is successful, an informational message appears. If the process is not successful, an error message appears.
- 4 If an error message appears, retry the restoration procedure.
- 5 If the error message reappears, contact Polycom Technical Support.
- 6 After the database has been restored, restart the Polycom service.

Troubleshooting

This chapter describes how to troubleshoot problems on the Polycom® RAS™ 200I server.

Checking the Server Status

On the **Login** screen, make sure the status of the Polycom RAS 200I server is **Ready**. If the status is **Not Ready**, click the **Status** link. In time, the server's status should change to **Ready**.

Verifying the MCU Device Status

On the **List of MCU Devices** screen, you can check the status column to view the device status of each MCU. Make sure the status is **Available**. If the status is **Not Available**, click **Refresh**. The device's status should change to **Available** in about five minutes.

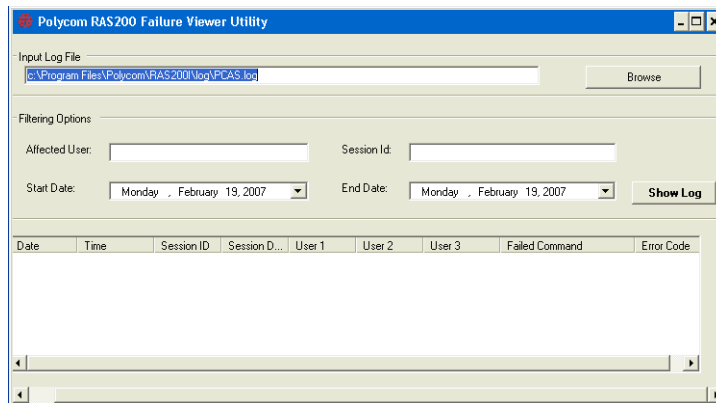
Using the Failure Viewer Utility

The failure viewer utility can provide additional technical information for administrators and Polycom Global Services when calls do not go through successfully. For example, if a device was busy and rejected a call as a result, the associated line in the failure viewer includes the participant's name and the error description: **Error 486 - Busy here**. This utility is installed and accessible on the desktop of the Polycom RAS 200I server.

To use the failure viewer utility

- 1 Double-click the **Failure Utility** icon on the desktop.
The **Polycom RAS 200I Failure Viewer Utility** screen appears.

Figure 4-1 Polycom RAS 200I Failure Viewer Utility Screen



- 2** The default path for the log file appears in the **Input Log File** field. To select a different input log file, click **Browse**.
- 3** Enter the requested information in the **Filtering Options** section.
- 4** Click **Show Log** to display the list of errors based on the specified filtering options below this section.
- 5** Click the **Close** box when you are done.

Communication Protocols and Ports Summary

Table 5-1 lists the Communication Protocols and the default ports used for data transmission between the various components in the Polycom Unified Collaboration solution.

Table 5-1 *Communication Protocol and Ports used in Polycom Unified Collaboration solution*

| Components | Protocol and Default Port |
|----------------------------------|---------------------------|
| MCU -> RAS200I | SIP port 5060 |
| RAS200I -> MCU | HTTP port 80 |
| PPI -> RAS200I | HTTP port 80 |
| PVX, VSX, MCU <-> Gatekeeper | GK default port 1719 |
| PVX, VSX, RAS200I <-> SIP server | SIP default port 5060 |
| SameTime Server <-> PPI | API |

Table 5-2, Table 5-3, and Table 5-4 list the rules regarding protocols and ports when the Polycom Unified Collaboration solution uses a firewall like the Polycom V2IU appliance.

Table 5-2 *Protocol and Ports for use with Firewalls*

| | EP SIP | EP H.323 | PC + ST Connect |
|-----------------|----------------------------------|--|-----------------|
| EP SIP | TCP 5060 TCP / UDP 1024-65535 | X | X |
| EP H.323 | X | TCP 1720 TCP 1731 TCP / UDP 1024-65535 | X |
| PC + ST Connect | X | X | X |

Table 5-2 Protocol and Ports for use with Firewalls

| | EP SIP | EP H.323 | PC + ST Connect |
|--------------------------|--|--|--|
| PC + Web Meeting | X | X | X |
| Lotus + ST Server | X | X | TCP 443 TCP 80 TCP 1533 TCP 1080 TCP 8081-8084 |
| SIP Server | TCP 5060 | X | X |
| H.323 GK | X | TCP 1718 TCP 1719 | X |
| RAS200I | TCP 5060 UDP 5060 | X | X |
| RMX SIP | TCP 5060 UDP 5060 TCP / UDP 1024-65535 | X | X |
| RMX H.323 | X | TCP 1720 TCP 1731 TCP / UDP 1024-65535 | X |

Table 5-3 Protocol and Ports for use with Firewalls (cont'd)

| | PC + Web Meeting | Lotus + ST Server | SIP Server | H.323 GK |
|-------------------------|------------------|--|------------|----------------------|
| EP SIP | X | X | TCP 5060 | X |
| EP H.323 | X | X | X | TCP 1718 TCP 1719 |
| PC + ST Connect | X | TCP 443 TCP 80 TCP 1533 TCP 1080 TCP 8081-8084 | X | X |
| PC + Web Meeting | | TCP 443 TCP 80 TCP 1533 TCP 1080 TCP 8081-8084 | X | X |

Table 5-3 Protocol and Ports for use with Firewalls (cont'd)

| | PC + Web Meeting | Lotus + ST Server | SIP Server | H.323 GK |
|--------------------------|--|------------------------------|----------------------|----------------------|
| Lotus + ST Server | TCP 443 TCP 80 TCP 1533 TCP 1080 TCP 8081-8084 | | X | X |
| SIP Server | X | X | TCP 5060 UDP 5060 | X |
| H.323 GK | X | X | X | TCP 1718 TCP 1719 |
| RAS200I | X | All ports with source TCP 80 | TCP 5060 UDP 5060 | X |
| RMX SIP | X | X | TCP 5060 UDP 5060 | X |
| RMX H.323 | X | X | X | TCP 1718 TCP 1719 |

Table 5-4 Protocol and Ports for use with Firewalls (con't)

| | RAS200I | RMX SIP | RMX H.323 |
|--------------------------|---|--|--|
| EP SIP | TCP 5060 | TCP port 5060 TCP / UDP 1024-65535 | X |
| EP H.323 | X | X | TCP 1720 TCP 1731 TCP/UDP 1024-65535 |
| PC + ST Connect | TCP 80 | X | X |
| PC + Web Meeting | TCP 80 | X | X |
| Lotus + ST Server | TCP 80 | X | X |
| SIP Server | TCP 5060 UDP 5060 | TCP 5060 UDP 5060 TCP/UDP 1024-65535 | X |
| H.323 GK | X | X | TCP 1718 TCP 1719 |
| RAS200I | X | TCP 5060 UDP 5060 TCP 80 | TCP 80 |
| RMX SIP | All ports with source TCP 80 TCP 80 | X | X |
| RMX H.323 | All ports with source TCP 80 TCP 80 | X | X |

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