VBrick Lync Streaming Gateway

Lync 2013 Streaming Gateway v2.3

Admin Guide

May 2014

Copyright

© 2014 VBrick Systems, Inc. All rights reserved.
2121 Cooperative Way, Suite 100
Herndon, Virginia 20171, USA
www.vbrick.com

This publication contains confidential, proprietary, and trade secret information. No part of this document may be copied, photocopied, reproduced, translated, or reduced to any machine-readable or electronic format without prior written permission from VBrick Systems, Inc. Information in this document is subject to change without notice and VBrick assumes no responsibility or liability for any errors or inaccuracies. VBrick, VBrick Systems, the VBrick logo, VEMS Mystro, StreamPlayer, and StreamPlayer Plus are trademarks or registered trademarks of VBrick Systems, Inc. in the United States and other countries. Windows Media, SharePoint, OCS and Lync are trademarked names of Microsoft Corporation in the United States and other countries. All other products or services mentioned in this document are identified by the trademarks, service marks, or product names as designated by the companies who market those products. Inquiries should be made directly to those companies. This document may also have links to third-party web pages that are beyond the control of VBrick. The presence of such links does not imply that VBrick endorses or recommends the content of any third-party web pages. VBrick acknowledges the use of third-party open source software and licenses in some VBrick products. This freely available source code is posted at http://www.vbrick.com/opensource

About VBrick Systems

Founded in 1997, VBrick Systems, an ISO 9001 certified vendor, is a privately held company that has enjoyed rapid growth by helping our customers successfully introduce mission critical video applications across their enterprise networks. Since our founding, VBrick has been setting the standard for quality, performance and innovation in the delivery of live and stored video over IP networks—LANs, WANs and the Internet. With thousands of video appliances installed world-wide, VBrick is the recognized leader in reliable, high-performance, easy-to-use networked video solutions.

VBrick is an active participant in the development of industry standards and continues to play an influential role in the Internet Streaming Media Alliance (ISMA), the MPEG Industry Forum, and Internet2. In 1998 VBrick invented and shipped the world's first MPEG Video Network Appliance designed to provide affordable DVD-quality video across the network. Since then, VBrick's video solutions have grown to include Video on Demand, Management, Security and Access Control, Scheduling, and Rich Media Integration. VBrick solutions are successfully supporting a broad variety of applications including distance learning and training, conferencing and remote office communications, security, process monitoring, traffic monitoring, business and news feeds to the desktop, webcasting, corporate communications, collaboration, command and control, and telemedicine. VBrick serves customers in education, government, healthcare, and financial services markets among others.

Contents

Lync 2013 Gateway v2.3 Admin Guide

Preface v
Getting Help vi
Font Conventions vi
Integration Worksheet vii

1. Product Overview

VBrick Lync Streaming Gateway 1
Software Installation 2

2. Configuring the Domain

Overview 3
Supported Domain Configurations 3
Unsupported Domain Configurations 4
Create the Required Active Directory User 4
Create the Required Active Directory Distribution Group 8
Create and Configure the Video Alert Security Group 11
Provide a Personal Certificate 12

3. Configuring Authentication in VEMS

Configuring Authentication in VEMS Mystro 13

4. Server Installation/Integration

Overview 15

5. Configuring the Lync Gateway Server

Configuring for SSL and SSO 17
Configuring Presence Options 17

6. Client-Side Configuration

Client-Side H.264 Components 21
Client-Side Installation 21
Installing the VBrick Video Buddy Client Service 21

7. VEMS Configuration

Overview 23
Configure VEMS Mystro 23
Configuring an Lync User 23
Adding Video Buddies to Lync 23
Adding Channels to Lync 24

8. Video Alerts

Overview 27

Initiating a Request 27
Receiving a Video Alert 29

9. Troubleshooting

FAQs 31
Troubleshooting 32

Lync 2013 Gateway v2.3 Admin Guide

Preface

VBrick's Lync Streaming Gateway solution requires a complete VBrick system, including a Lync Streaming Gateway Server, VBrick's Enterprise Media System (VEMS), one or more VBrick Windows Media or H.264 encoders and (optionally) one or more reflectors to extend video streams to a larger or more geographically dispersed audience. All VBrick Lync Streaming Gateway software is installed on the Gateway Server prior to shipment. *This document explains how to configure the Lync Gateway Server for the unique requirements and environment at your local site.* The *Video Buddy Quick Reference* document explains how to use the Lync desktop client. For a successful installation, you must perform all of the steps explained in this document. The information is arranged as follows. For best results, perform the steps in the order in which they are listed below.

Chapter	Description
1. Product Overview	Provides a short introduction to the Lync Gateway Server.
2. Configuring the Domain	Explains how to configure the target domain.
3. Configuring Authentication in VEMS	Explains how to configure VEMS for integration.
4. Server Installation/ Integration	Explains what you will need to do to install and integrate the server.
5. Configuring the Lync Gateway Server	Explains how to configure Presence Icons and how to configure the Lync Gateway Server for HTTPS.
6. Client-Side Configuration	Explains client-side configuration on end user desktops.
7. VEMS Configuration	Explains required configuration steps on the VEMS Server.
8. Video Alerts	Explains how to send video alert content to Lync users and/or groups.
9. Troubleshooting	Explains how to find your serial number and other FAQs and how to troubleshoot problems.

Getting Help

If you can't find the information you need in this document, or from your reseller, you can contact VBrick Support Services on the web, by e-mail, or by calling **1-203 303-0222**. For faster service, be sure to have your VBrick product serial number or support contract number. Support Services can usually answer your technical questions in 24 business hours or less. Note that all VBrick documentation is posted on the web. For more information about any VBrick product, go to www.vbrick.com/documentation

Font Conventions

Arial bold is used to describe dialog boxes and menu choices, for example: **Start > All Programs > VBrick**

`Courier fixed-width font` is used for scripts, code examples, or keyboard commands.

`Courier bold fixed-width font` is used for user input in scripts, code examples, or keyboard commands.

This bold black font is used to strongly emphasise important words or phrases.

`Folder names and user examples in text` are displayed in this sans serif font.

`User input in text` is displayed in this bold sans serif font.

Italics are used in text to emphasize specific words or phrases.

Integration Worksheet

Fill in the blanks. Use the following worksheet to keep track of important information which will be used throughout this document.

Item	Description
VEMSVBService User Password	
VEMSAdmin User Password	
Personal Certificate Issued To	
Personal Certificate Issued By	
FQDN of the VEMS Server	
FQDN of the VBrick-LyncGW Server	

Chapter 1

Product Overview

Topics in this chapter

VBrick Lync Streaming Gateway 1
Software Installation 2

VBrick Lync Streaming Gateway

The VBrick Lync Streaming Gateway brings streaming video to end users via a single point of collaboration: Microsoft's Lync™. Government, commercial enterprise and educational institutions have invested in Lync as a powerful unified communications tool for their employees and constituents, and the Lync Streaming Gateway enables them to use video in tandem with the other commonly used types of communication including chat, found in Lync and Lync-enabled applications. The result is a richer, more powerful communications experience. End users collaborate using live TV channels, managers project key messages through video broadcasts, trainers communicate new material on video and employees produce and share rich media content using Lync as the common entry point for their day-to-day work and collaboration activities.

Note The contents of the VBrickVideo Distribution Group are updated by the Lync server once per day. Changes to the list of Video Buddies in most cases will not be reflected until the next day.

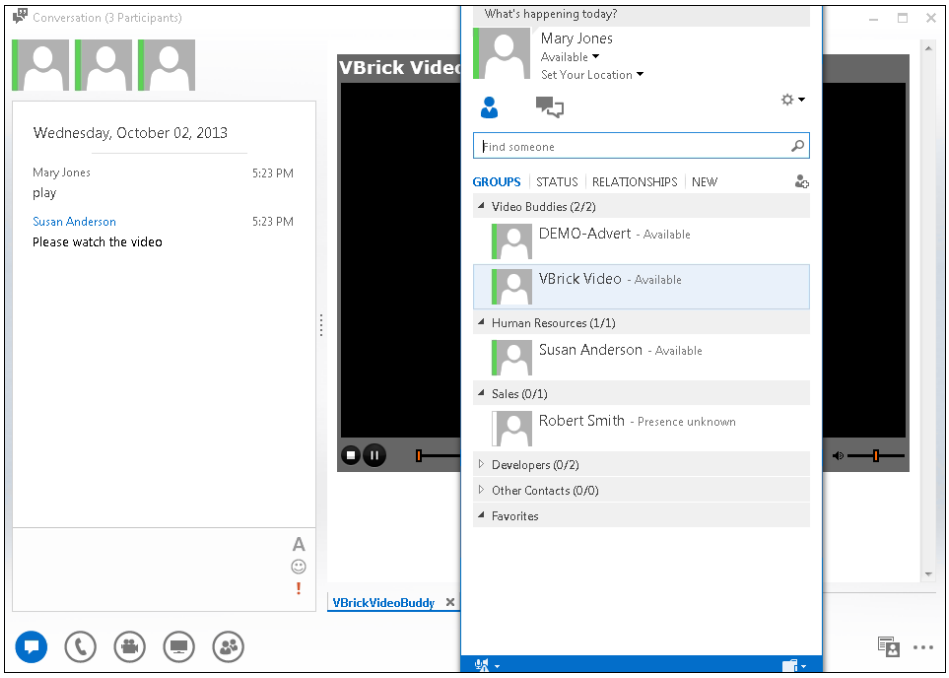


Figure 1. Lync Desktop Environment

Once the Lync Streaming Gateway is in place, users view video and see the availability status of video content within their Lync client via Video Buddies. Video Buddies associate video content with contacts in Lync. Users can see the availability and titles of video content and then click to watch it in the same way they are able to see and reach their other contacts in Lync. Then, while viewing the video, users can share the viewing experience with other contacts and collaborate with chat. They can also escalate from chat to other Lync communication modes including voice and desktop sharing. These capabilities are available within the Lync client itself or any Lync-enabled application such as Microsoft Office, SharePoint or Project.

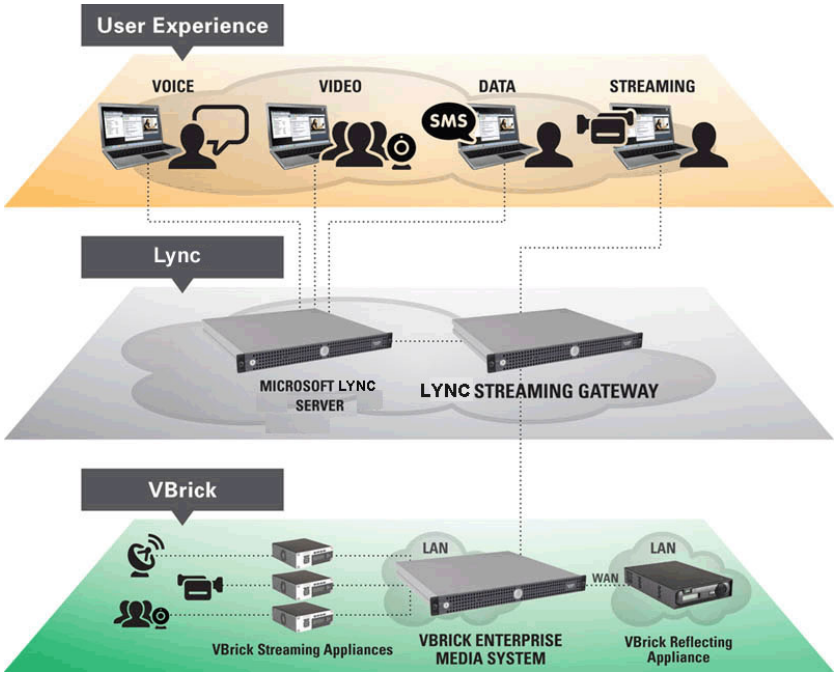


Figure 2. Lync Streaming Gateway Functional Diagram

VBrick's seamless integration with Lync begins with the VBrick Enterprise Media System (VEMS), a powerful "behind the scenes" media management engine that provides a purpose-built infrastructure for large-scale video distribution and content discovery. VEMS intelligent video networking operates over VBrick's award winning encoding appliances and optional reflectors (Windows Media and H.264) to provide a complete enterprise streaming video solution. The Lync Streaming Gateway serves as the link between the VBrick video platform and the Lync Server. It was designed to tightly integrate VEMS directly with the Lync Server without any software installation on the server or the desktop. The power of VEMS can now be leveraged by the Lync client, or any Lync-enabled application, in a secure and network-friendly environment.

Software Installation

The Lync Streaming Gateway is available as a turnkey solution from VBrick in which case the server software is installed and shipped on a dedicated server machine. It is also available in a software-only version which can be installed on your own server. If you purchased a software-only version, see the Lync Streaming Gateway Software Installation Guide for hardware recommendations and installation instructions.

© 2014 VBrick Systems, Inc.

Chapter 2

Configuring the Domain

Topics in this chapter

Overview 3
Create the Required Active Directory User 4
Create the Required Active Directory Distribution Group 8
Create and Configure the Video Alert Security Group 11
Provide a Personal Certificate 11

Overview

Before the VBrick Lync Streaming Gateway Server is installed, the target domain can be prepared for its integration.

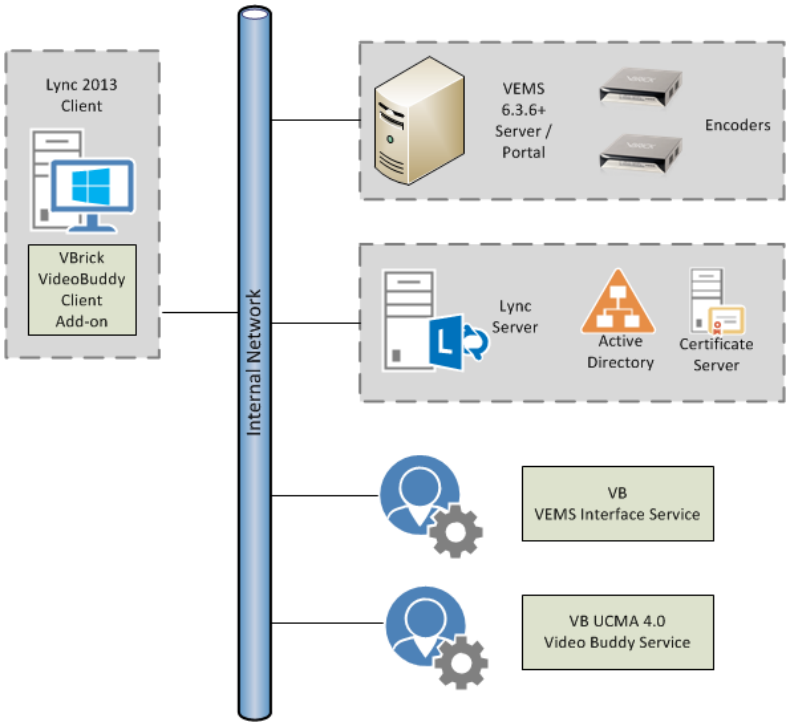


Figure 3. Lync Streaming Gateway Component Diagram

Supported Domain Configurations

The Lync Streaming Gateway supports the following multiple domain configurations. No additional configuration steps are required to support these domain configurations.

- Single forest with a single domain
- Single forest with a single tree and multiple domains

- Single forest with multiple trees

Unsupported Domain Configurations

The following multiple domain configurations are not supported. The preferred configuration is to have all servers, i.e. the Microsoft Lync Server, the Lync Streaming Gateway, and VEMS (if applicable), on the same domain.

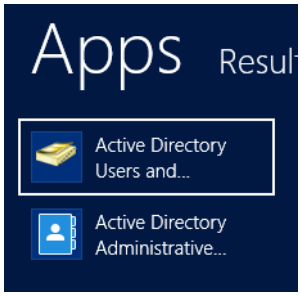
- Multiple forests in a central forest topology
- Multiple forests in a resource forest topology

Create the Required Active Directory User

The VBrick Lync Streaming Gateway Server requires a special Active Directory user in order to function properly.

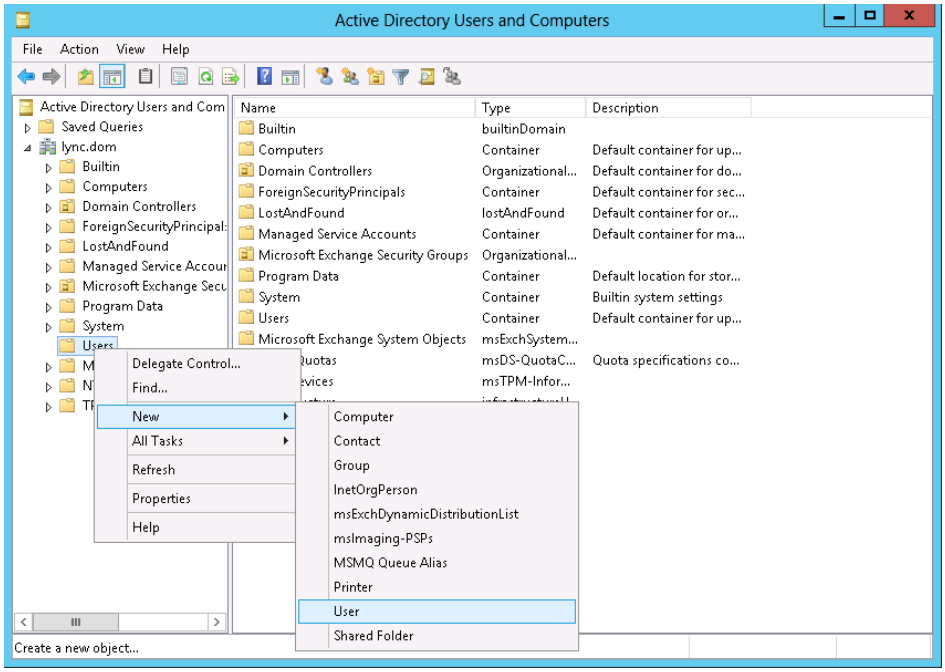
▼ To create a special Active Directory user:

1. Log into the domain controller for the target domain and launch the **Active Directory Users and Computers** management interface.

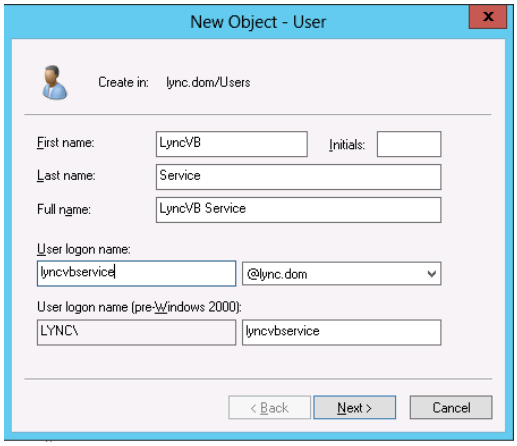


2. Find the location in the domain where you want to create the new user. You may want to create an OU specifically for service accounts, if one does not exist yet. Once you find the location where you will be creating the new account, right click it and select **New > User** from the popup menu.

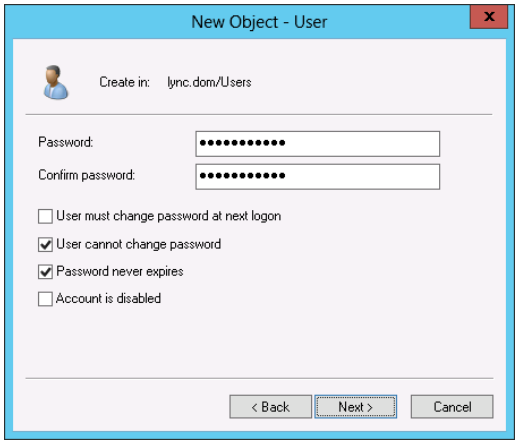
© 2014 VBrick Systems, Inc.



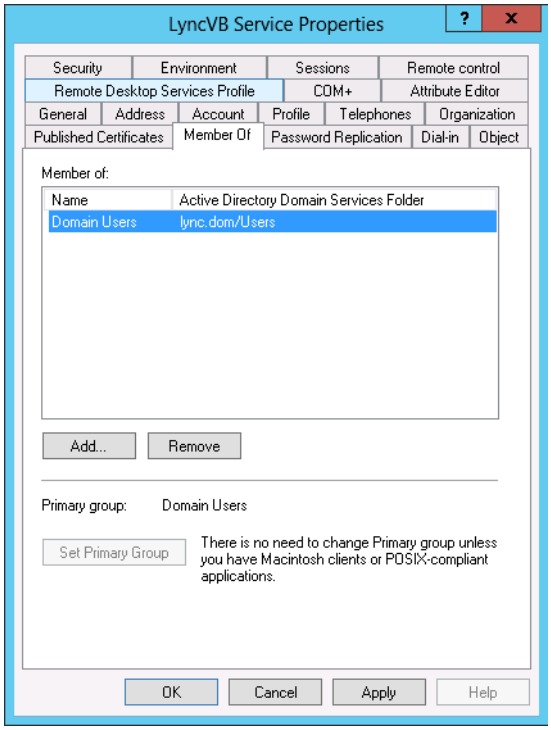
3. The new user wizard will appear. You will need to fill in the details of the user. Enter the information as displayed in the image. Replace "lync.dom" with your domain information.



4. Provide a password and make sure only the **User cannot change password** and **Password never expires** boxes are checked. This is to prevent the service account password from changing and causing the VBrick Lync Streaming Gateway Server services to abruptly stop working. Note the password on the provided Integration Worksheet as you will need to configure the Lync Gateway Server to use this account when integrated.

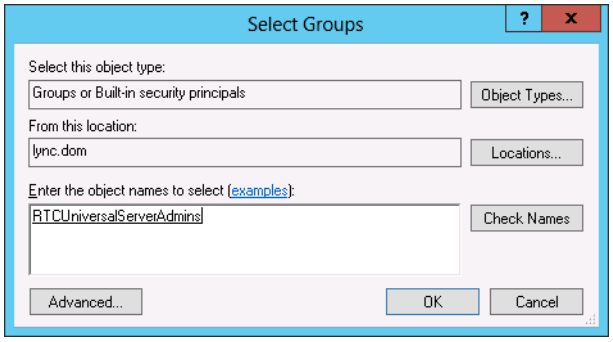


5. When finished making changes click **Next** to proceed and finish creating the `lyncvbservice` user.
6. Now that the `lyncvbserviceuser` is created we must add it to the appropriate groups. Right click on the new `lyncvbserviceuser` and select "Properties."
7. Click the "Member of" tab and click "Add."

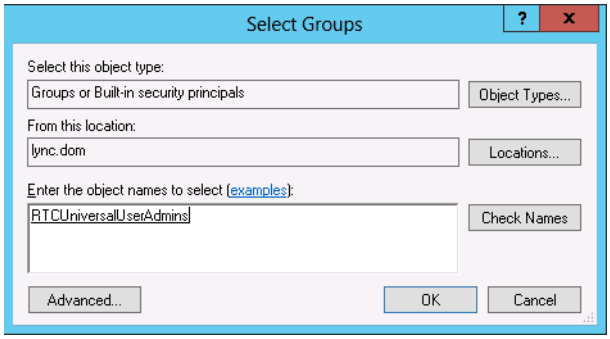


8. Enter "`RTCUniversalServerAdmins`" in the **Enter the object names to select** field and click **Check Names**. It should resolve to the correct group and underline.

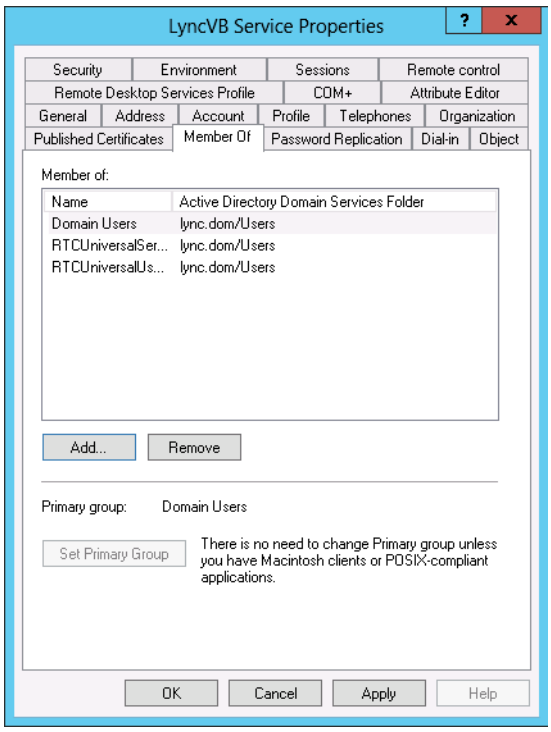
© 2014 VBrick Systems, Inc.



9. Click OK to return to the "Member of" tab and click "Add" again to add the second required group.
10. Enter "`RTCUniversalUserAdmins`" in the **Enter the object names to select** field and click **Check Names**. It should resolve to the correct group and underline.



11. Click "OK" to return to the "Member of" tab. You should see 3 groups listed now as shown below:



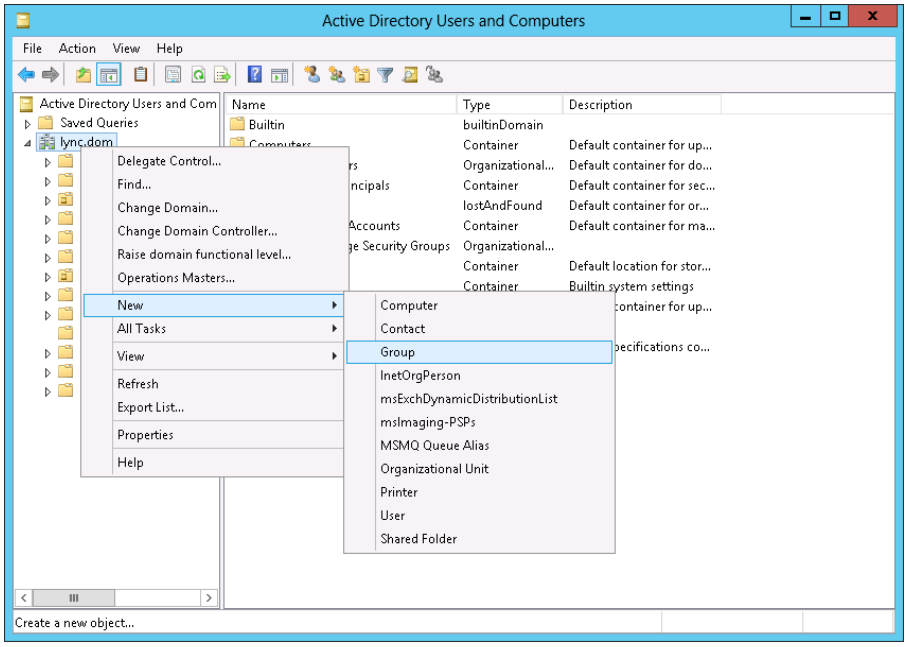
12. Click **OK** to finish and close the window.

Create the Required Active Directory Distribution Group

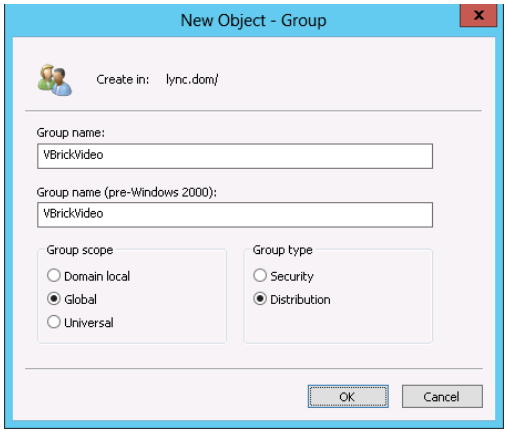
VBrick Video Buddies will be added to this distribution group.

▼ To create an Active Directory Distribution Group:

1. Right click on the location where you will be creating the new distribution group and select **New** > **Group** from the popup menu.

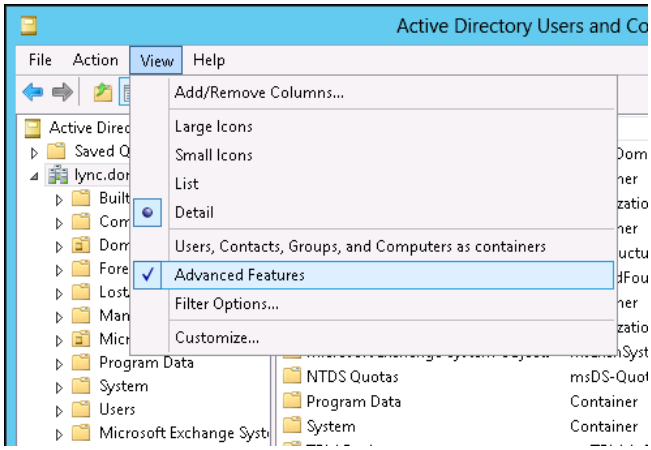


2. Create an Active Directory Group named VBrickVideo. Group Scope is "Global" and Group Type is "Distribution."

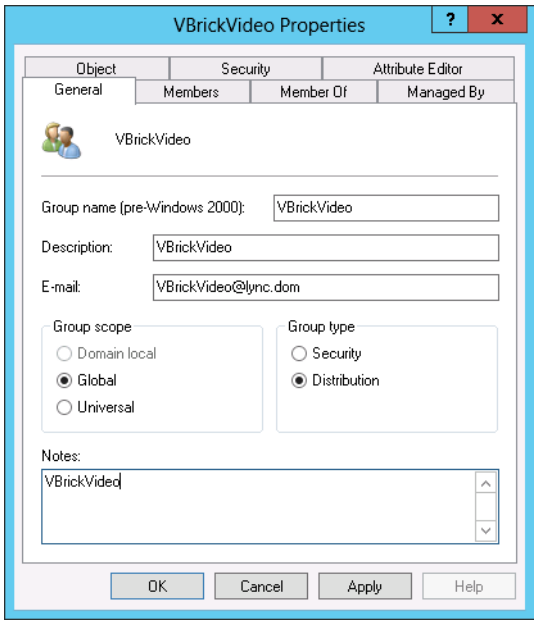


3. Turn on **Advanced Features** if is not already turned on. To do this select **View** > **Advanced Features**.

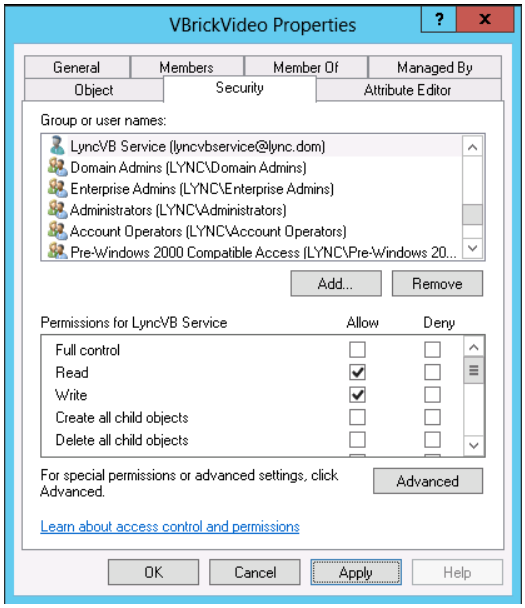
© 2014 VBrick Systems, Inc.



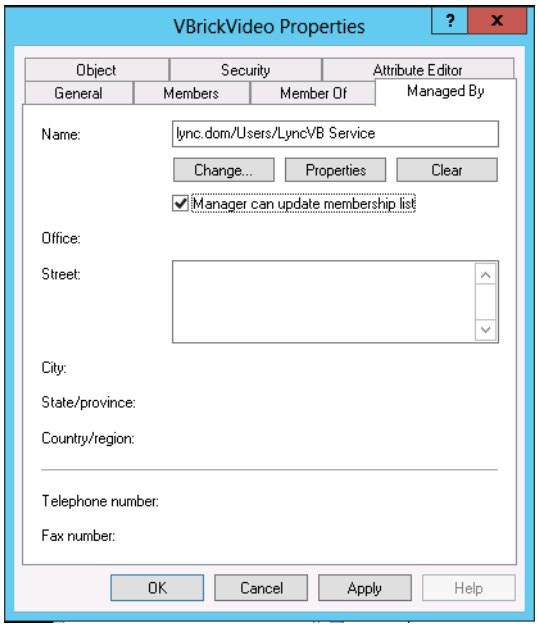
4. After creating the group, double-click on the distribution group to edit the properties
5. On the General tab update "Description" and "E-mail" fields



6. On Security tab add "`LyncVBService`" user and give "Read" and "Write" permissions.



7. On Managed By tab add "`LyncVBService`" user and select "Manager can update membership list"

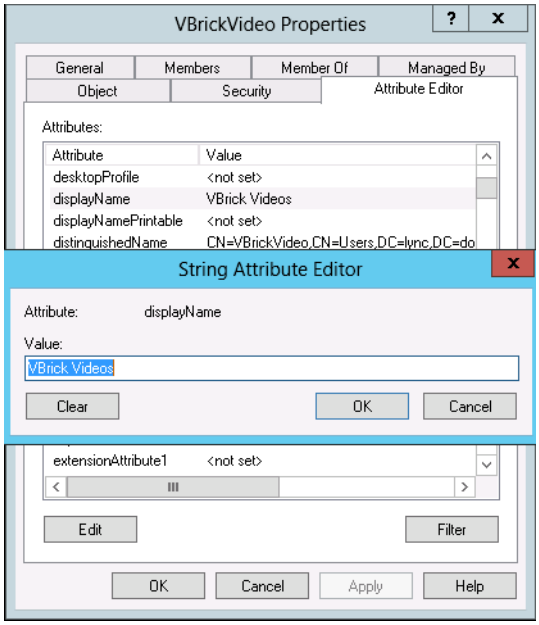


8. On Attribute Editor tab select "displayName" and edit the value. Enter "VBrick Videos" or "VBrick Channels" as needed. This is the name that will be displayed in the Users Contact list when the VBrickVideo Distribution group is added.

   Note: If you do not see the Attribute Editor tab, follow these steps:

   a. Go to Start > Active Directory Users and Computers.
   b. Select View > Advanced Features.
   c. Confirm that "Advanced Features" is now checked.
   d. Reopen the Properties window and continue.

© 2014 VBrick Systems, Inc.



9. Apply the changes.

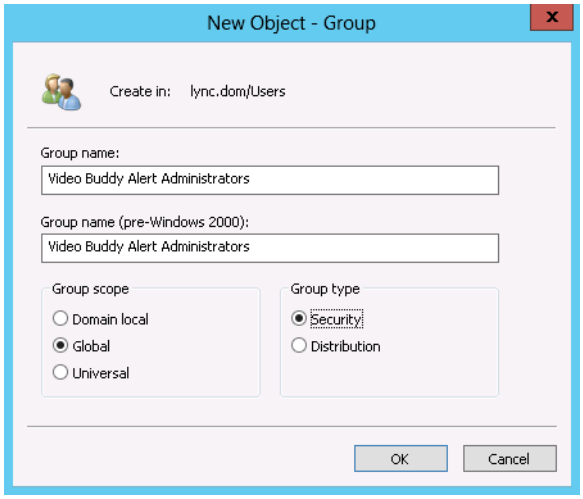
Note Prior to the installation date, it is strongly recommended that the customer verify that this "VBrick Videos" Distribution Group can be successfully added to the client desktop. It will be used for verification testing during the installation.

Create and Configure the Video Alert Security Group

The Video Alert feature requires an Active Directory Security Group to specify which users are authorized to send Video Alerts.

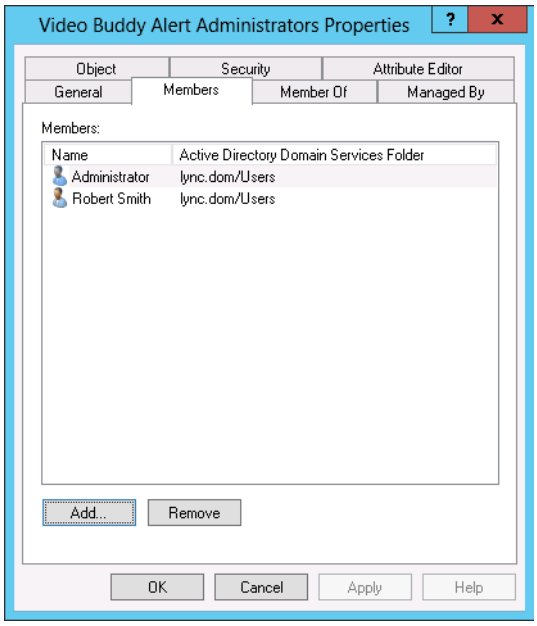
▼ To create an Active Directory Security Group:

1. Create an Active Directory Group named "Video Buddy Alert Administrators." **Group scope** is "Global" and **Group type** is "Security."

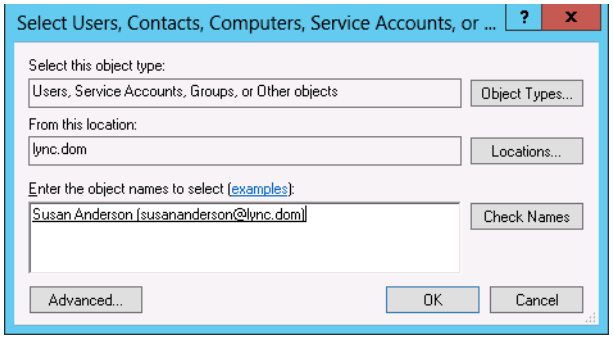


▼ To specify what users are authorized to send Video Alerts:

1. After creating the group, double-click on the security group to edit the properties.
2. Click on the **Members** tab.



3. Click on the **Add** button.
4. Type in the desired name and click **Check Names**.
5. Click **OK**.



6. Repeat Step 3 to add more users.
7. When done, click **OK** from the Properties window to save and exit.

Provide a Personal Certificate

The Lync Streaming Gateway server will require a Personal Certificate. This certificate must have both Server Authentication and Client Authentication. The customer should ensure, prior to the installation date, that this Certificate can be provided and should also plan to be available during the installation process in case any issues arise with this Certificate.

© 2014 VBrick Systems, Inc.

Chapter 3

Configuring Authentication in VEMS

Topics in this chapter

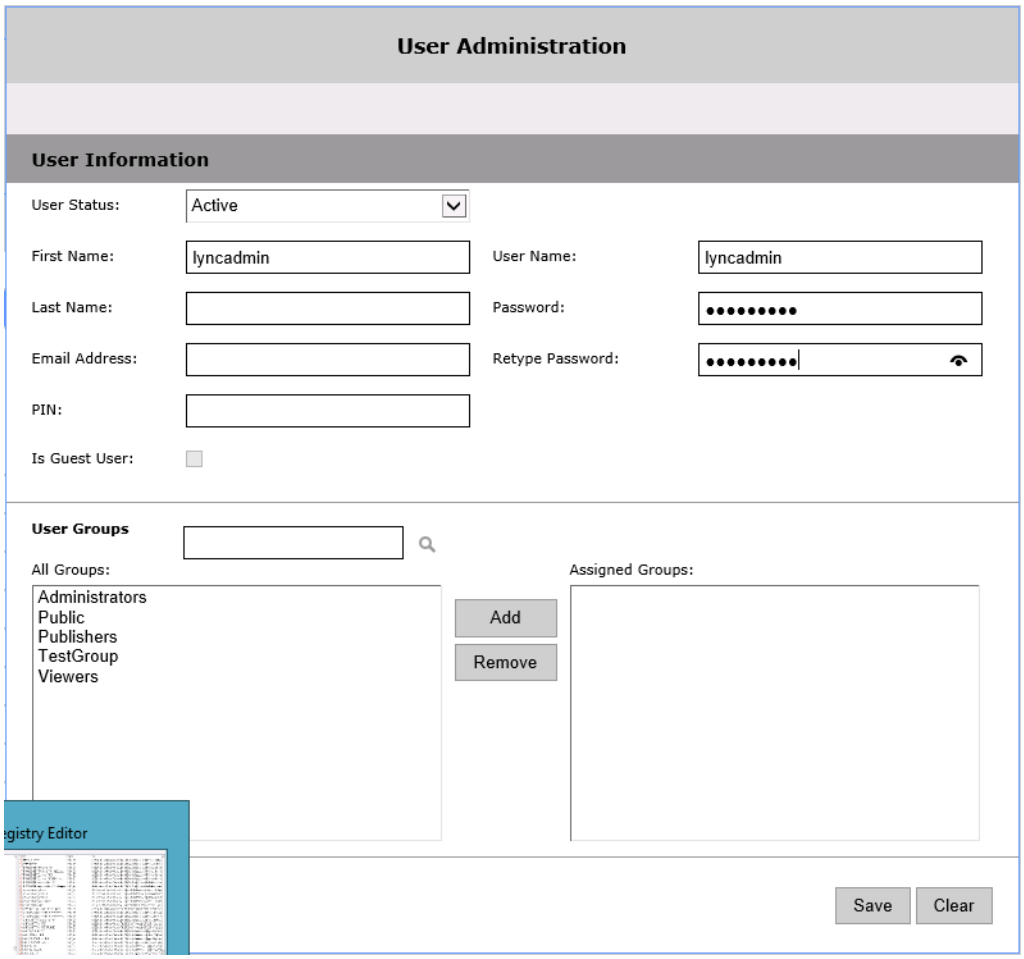
Configuring Authentication in VEMS Mystro 13

Configuring Authentication in VEMS Mystro

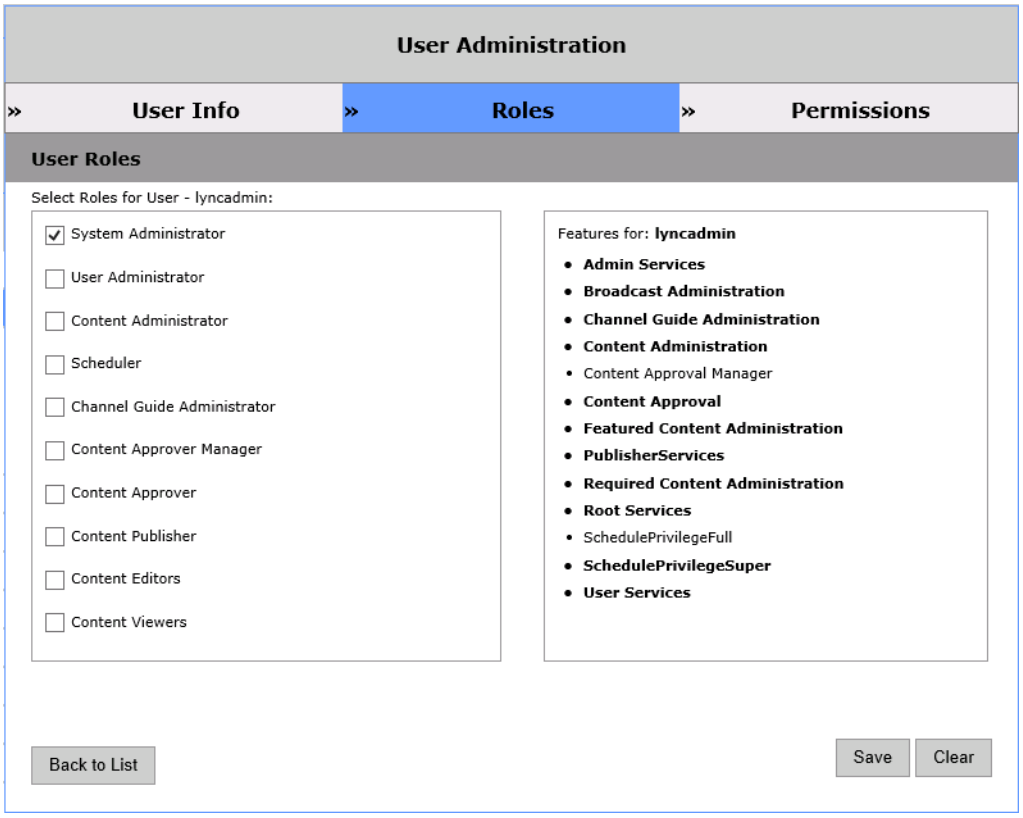
The VBrick VEMS Lync Streaming Gateway Server does not support RSA authentication. If you are running your VEMS with an LDAP server, the following steps must be taken.

▼ To prepare VEMS Mystro for authentication:

1. If you are using an LDAP server for authentication, you must also enable VBrick Authentication Mode for the VBrick Lync Streaming Gateway Server to operate properly.
2. Log into the VEMS admin interface at `<server_ip_address>`.
3. Go to **Access Control > Users** and click on **Create New User**.



4. Enter `lyncadmin` for **User Name** and a password of your choice (must be at least 8 characters long).
5. Enter any **First Name** or **Last Name** and click **Save.**
6. Click on the **Roles** tab.



7. Click **System Administrator** and **Save** and you are done.

© 2014 VBrick Systems, Inc.

Chapter 4

Server Installation/Integration

Topics in this chapter

Overview 15

Overview

- **If you purchased hardware and software from VBrick**, the next steps you will need to perform are explained in the Server Integration Guide. When done, continue with the next chapter in *this* document.
- **If you purchased software only from VBrick**, you will need to install the server software on your own machine as explained in the Software Installation Guide. When done, continue with the next chapter in *this* document.

Note The steps required to integrate your server are typically performed by VBrick Professional Services, VBrick Support Services, or other designated representatives. These detailed configuration procedures require a technical professional with networking expertise and should not be performed by a customer.

© 2014 VBrick Systems, Inc.

Chapter 5

Configuring the Lync Gateway Server

Topics in this chapter

Configuring for SSL and SSO 17
Configuring Presence Options 17

Note This topic explains how to configure the Lync Streaming Gateway Server for SSL. When done you will still need to configure the VEMS Mystro Server for SSL. See the "Configuring for SSL" topic in the appropriate *Portal Server Admin Guide*.

Configuring for SSL and SSO

If your VEMS Mystro server is configured for SSL (HTTPS), the VBrick Lync Streaming Gateway Server needs to be configured to support SSL as well. The VEMS server must be part of the domain and have the necessary security certificates for trusted communication between the VBrick Lync Streaming Gateway Server and the VEMS Portal Server.

▼ To configure the Lync Gateway server for SSL and SSO:

1. Insert the Lync Streaming Gateway Product CD into the CD drive on the Gateway Server.
2. Open a Command Prompt window and navigate to the "`software\Admin`" folder on the Product CD.
3. To configure the SSL and SSO settings, type the following command:

   `SetConfig <SSL> <SSO>`

   where <`SSL`> = `on` or `off`

   where <`SSO`> = `on` or `off`

Configuring Presence Options

In a standard Lync Streaming Gateway installation, Video Buddy presence icons are used to indicate the availability of a stream. *However due to certain constraints in the Microsoft Lync Server, you may need to change this default behavior if more than 600 concurrent users are likely to have the same Video Buddy on their desktop.* There are three configurable behaviors (see Table 1) associated with Video Buddy presence icons: in the standard (default) scenario, the presence icons change color according to the status of the stream (available or offline) and each stream will have a unique title; in the modified scenario, the presence icons are always green and each stream will always have the same title.

Note In the standard (default) scenario, the presence icons change color according to the stream status (available or offline) and each stream has a unique title. If you wish to change this behavior you should do so in advance, before rolling out the Video Buddy functionality for users.

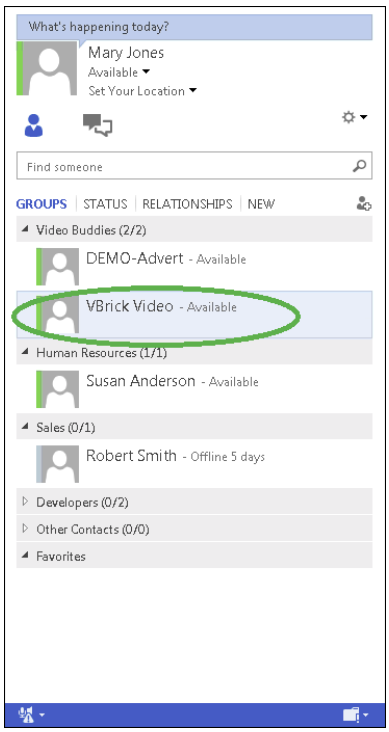


Figure 1. Video Buddy Presence Icon

Table 1. Presence Icon Behavior

Option	Description
Dynamic Presence	Default behavior (less than 600 users). The presence icons change color depending on the availability of the stream. The stream title is different for each stream and is configured in VEMS. See "Adding Gateway Streams. (green) – Available (or current program title) (orange) – Offline
Static Presence	Modified Behavior (more than 600 users). The presence icons are always green. The stream title is the same for all streams and is configured in the Lync Gateway server. (green) – Available

© 2014 VBrick Systems, Inc.

Option	Description
Mixed Presence	A configuration setting is used to determine on a per-stream basis whether or not the presence behavior is "static" or "dynamic." In this scenario, the "IsVBContactAutomaton" must be set to "no." For each stream, the value of the custom field in VEMS Mystro (as specified in the VEMS Mystro Interface Service) is checked. If the custom field is "yes," then the stream will exhibit static behavior. If the custom field is not "yes," the stream will exhibit dynamic behavior. *If no custom field is defined, all streams will exhibit dynamic behavior.* Note that if XML is used instead of VEMS Mystro, the XML attribute "`Automaton`" is used to specify the per-stream behavior.

As noted, the default behavior shown in Table 1 is configured by default. If you expect to have less than 600 concurrent users with the same Video Buddy on their desktop, no further action is required and you are good to go. If however you expect to have more than 600 users with the same Video Buddy you will need to modify two parameters in the VB Bot Service as explained below.

Table 2. VBBOTService.exe.config

`Logging Level`	Determine the amount of debugging information to include in the log files. The range of values are as follows: 1. Errors 2. Add Warnings 3. Add Informational Messages 4. Add Debug Messages 5. Add Full Tracing
`LogFile`	Name of the file where logging information is stored.
`LogDirectory`	Folder where the log file is written to.
`MaxLogFileSize`	The maximum size (in MB) of each log file (after which a new log file will be created). Max = 25MB.
`MaxLogFiles`	The maximum number of log files that will be created by the service
`ProcessChannelIntervalInMinutes`	Frequency (in minutes) with which the Video Buddy server updates it's list of channels (Video Buddies).
`NewEndPointEstDelayInMinutes`	Number of minutes required for a new Video Buddy to be synchronized.
`UCReestablishDelayInMinutes`	Frequency in which the server attempts to recover from detected failures, such as the Lync Server being down.
`VB_VIDEO_PLAY_MESSAGE`	This field indicates the text which a user must enter to initiate video streaming with a Video Buddy. This text string must be entered at the beginning of a chat window. Entering this text is only required if the client add-on has not been installed on the client desktop.
`VB5.x_PLAYER_PAGE`	Deprecated.
`VB_MYSTRO_PLAYER_PAGE`	This field specifies the URL that the Lync client will use to load the VBrick player for the specified Video Buddy and user. The identifying information for the Video Buddy and use are dynamically inserted into this URL.

EncodeSpecialCharacters	Determines how special characters are encoded. Should not be modified.
VideoBuddySource	Depending on where the Video Buddy definitions are retrieved from, set this parameter to: VEMS 5.X, MYSTRO, or XML.
SIPDomainForVBContacts	The customer's SIP domain. For example, if the end user logs in as harry.potter@lync.com, the SIP domain is "lync.com."
XMLLocation	For XML, modify this parameter to reference the location of the .xml definition file.
IsVBContactAutomaton	Default = False. This field indicates if Video Buddies should be created as automatons. When Video Buddies are created as automatons, the presence color is always green and the status description is always the same (see VBAutomatonContactStatusMessage below).
VBAutomatonContactStatusMessage	Default = Video. Indicates the text which should be displayed for a Video Buddy which has been created as an automaton. This text will always be displayed for all Video Buddies which have been created as an automaton.
VBApplicationGUID	Unique identifying ID of the client-side application. It should not be necessary to change this value.

© 2014 VBrick Systems, Inc.

Chapter 6

Client-Side Configuration

Topics in this chapter

Client-Side H.264 Components 21
Client-Side Installation. 21
Installing the VBrick Video Buddy Client Service. 21

Client-Side H.264 Components

In order for the Lync client to play streams from an H.264 encoder, certain VEMS components must be downloaded to each client desktop. In a typical environment these components will be pushed to each desktop by an administrator. If these component files are not installed, the Lync user will get a blank player window when trying to launch an H.264 Video Buddy stream. To install the VEMS components, run the "`VBrickComponents.msi`" installer located in the VEMS Mystro Product CD.

Note Be aware that whenever a VEMS upgrade is performed, all Lync client PCs must have their existing "`VBrickComponents`" uninstalled and the latest "`VBrickComponents`" installed from the new VEMS Mystro Product CD.

Client-Side Installation

Video Buddies use the "Conversation Window Extension" feature of the Lync client. In order to use this feature, each client must grant permission to open this companion window. To grant permission, run the installation tool "`VBVEMSClientConfig`" and select the default options. **This installation is required for all clients.**

Installing the VBrick Video Buddy Client Service

VBrick has created a desktop plugin that makes it easier to launch a stream from the Lync window. The plugin is located on the Lync Streaming Gateway Product CD. Once installed, a viewer can automatically launch a stream (without typing `play`) by double-clicking on the Video Buddy on the Lync page. Simply double clicking on the video buddy will launch the chat window and open the context window to display the video or login prompt. **This installation is required for all clients.**

▼ To install the plugin:

1. Insert the Product CD in a local drive on your computer.
2. Go to the "Lync Gateway Software" page, double-click on the link for the plugin, and follow the prompts. If the CD does not launch automatically, navigate to the "`software\VB_VEMS_Client_Addon`" folder on the Product CD and double-click on `VBVEMSClientAddonLyncSetup.exe`
3. Follow the installation instructions. Once installed, reboot. The service will run in the background of the client PC.

© 2014 VBrick Systems, Inc.

Chapter 7

VEMS Configuration

Topics in this chapter

Overview 23
Configure VEMS Mystro 23

Overview

The VEMS server is used to authenticate users and to configure the streams that will display in Lync as Video Buddies. If **Access Control** is enabled on the VEMS server, you will need to create an Lync user as explained below (see Configuring an Lync User). In all cases you will need to add live Windows Media or H.264 streams originating from VBrick encoders (see Adding Video Buddies to Lync).

Configure VEMS Mystro

Note If you are using a VEMS Mystro Portal Server, v6.1 or higher is required.

Configuring an Lync User

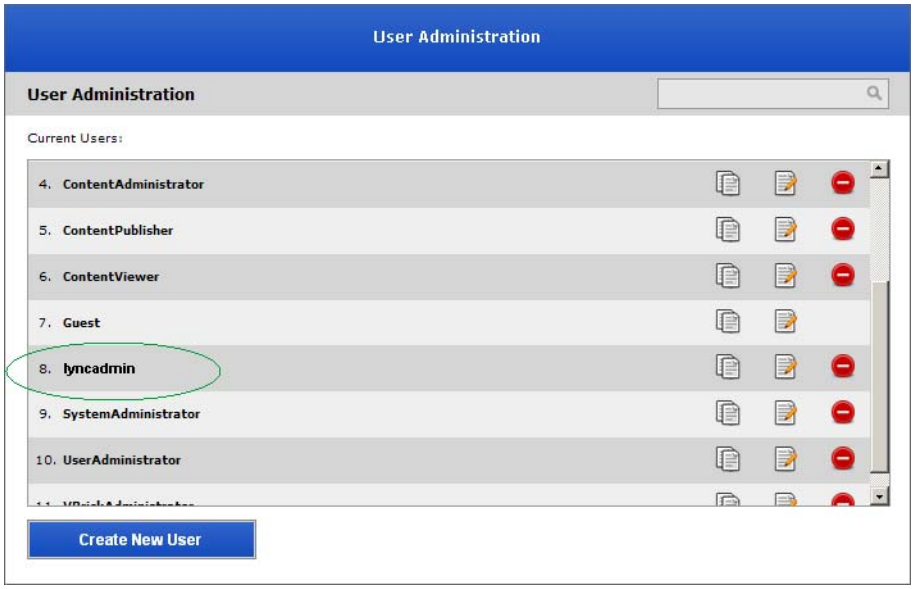
If you will be configuring authentication (for example LDAP or Active Directory) you will need to configure an Lync user in VEMS using the Admin Console. See Configuring Authentication in VEMS Mystro on page 13 for details.

Adding Video Buddies to Lync

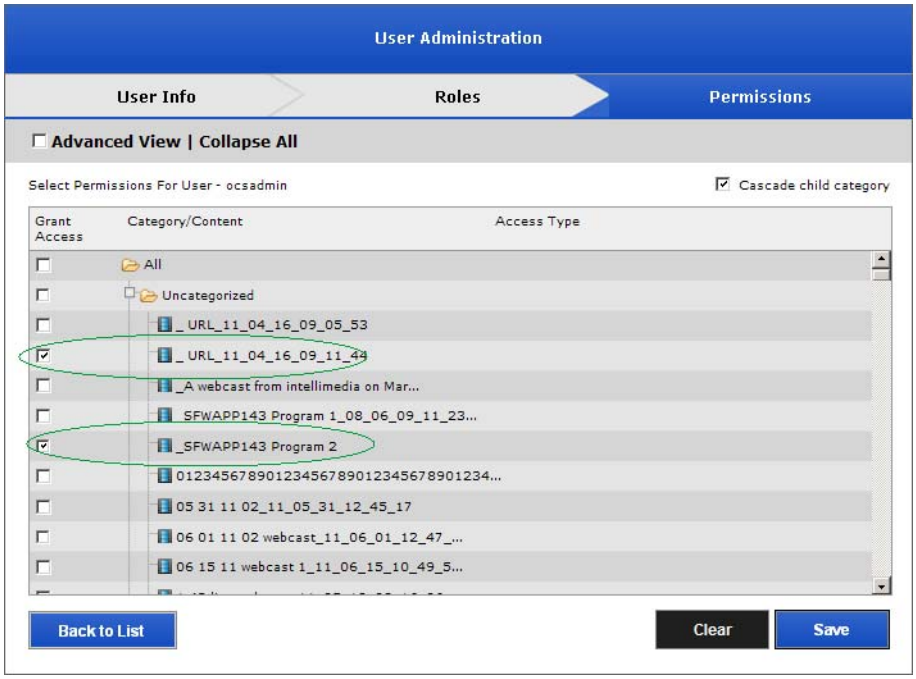
The Portal Server auto discovers all available live streams on the network. These streams can be sourced from Live Entered URLs or from Windows Media and H.264 encoders. The streams which are displayed as Video Buddies in Lync are those to which the `lyncadmin` user has been given access as explained below. For more information about adding streams, see the *Portal Server Admin Guide*.

▼ To add Video Buddies:

1. Login to the VEMS *admin* interface.
2. Go to **Access Control > Users**.



3. For the `lyncadmin` user created earlier, click the **Edit** button and then the **Permissions** tab.



4. Select the live stream(s) you want to display in Lync as Video Buddies and click **Save**.

   All streams are in a folder (i.e. a category) or a subfolder. They can be in a named **Category** or subfolder; otherwise they are in the **Uncategorized** folder. If the stream is in a category, you will need to expand the folder to see the contents.

Adding Channels to Lync

There are two types of live streams that will display in Office Communicator as Video Buddies: custom channels and TV channels. Custom channels (for example a live CEO address) are typically sourced from a VBrick encoder or a similar live source. Custom channels may also include programming data consisting of the scheduled programs

© 2014 VBrick Systems, Inc.

names and times. TV channels (for example Animal Planet or CSPAN) are typically sourced from a VBrick Channel Guide Server. TV channels are auto-populated with programming information from the server.

For detailed instructions that explain how to add channels to Lync as Video Buddies, see the "Channel Guide" topic in the VEMS Mystro *Portal Server User Guide***.** This document is available on the Lync Streaming Gateway Product CD that was shipped with your order. It is also available online at www.VBrick.com/documentation

Note When naming channels that will be available in Lync, be aware that the "Station Name" in VEMS is used in the SIP address of the Video Buddy. It may contain any combination of alphanumeric characters or spaces but no special characters.

© 2014 VBrick Systems, Inc.

Chapter 8

Video Alerts

Topics in this chapter

Overview 27
Initiating a Request 27
Receiving a Video Alert 29

Overview

Video Alerts provide authorized users with the ability to immediately send video content to some or all Lync users. For example, a Video Alert could be used to push an urgent safety video to all desktops. A desktop client application is installed on the Streaming Gateway Server which allows authorized users to send these "Video Alert" messages to users and/or groups of users. To send an alert, the administrator specifies:

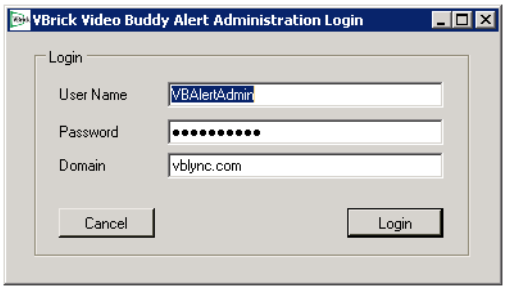
- Video Buddy (typically a dedicated "alert" buddy)
- Message Title
- Message Details
- List of Recipients

After sending the alert, a Lync "toast" appears in the bottom-right corner of the display for each user in the list of recipients. When the client user clicks on the toast, the specified Video Buddy opens immediately and begins streaming live content.

Initiating a Request

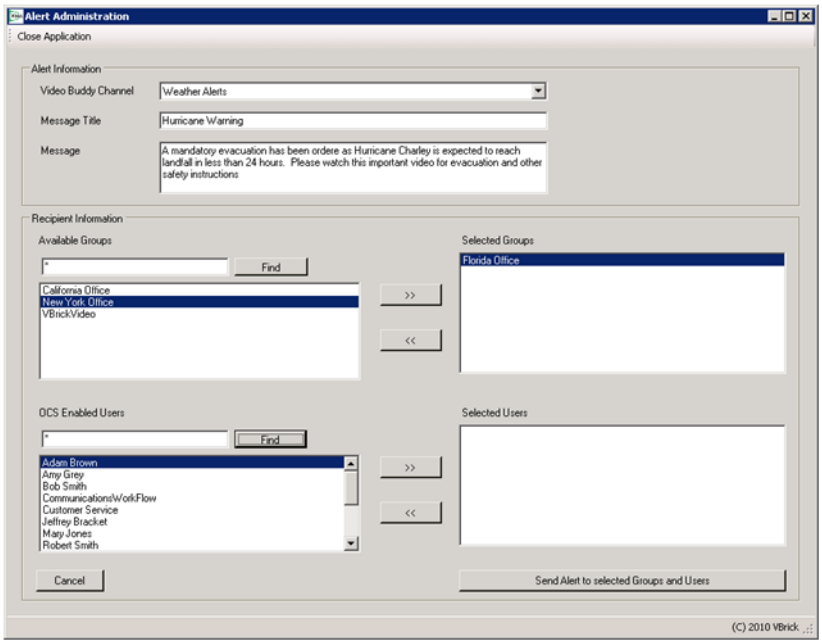
▼ Use the following steps to send a Video Alert:

1. Login to the Lync Streaming Gateway Server with a valid user name and password.
2. Run the Video Alert tool: go to **All Programs > VBrick > VBrick Video Buddy Alert Administrator**.



3. Login using the credentials of an authorized Video Alert administrator.

   Note: Authorized users must be in the "Video Buddy Alert Administrators" security group. See Create and Configure the Video Alert Security Group on page 11 for details.



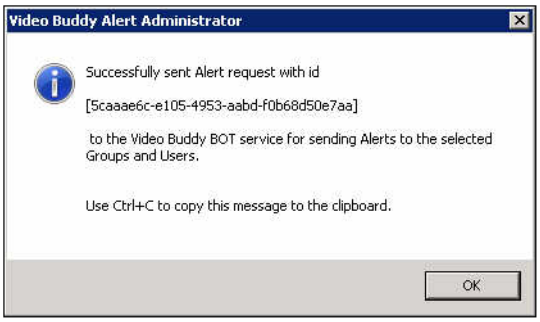
4. Provide the follow required information to initiate the Video Alert:

Video Buddy Channel	Indicates the Video Buddy channel on which the video alert will be sent.
Message Title	This message title will appear in the Lync toast.
Message	This detailed message will appear in the chat window of the Video Buddy when the toast is clicked on.
Recipient Information	You can select groups and/or individual users. Click **Find** to display an available list of possible groups/users. Enter filter criteria to further refine the list of choices for users/groups. Use the **>>** button to add users/groups. Use the **<<** button to remove users/groups.

5. Click **Send Alert to selected Groups and Users** to initiate the request.
6. Since a large number of users may be receiving the alert, a confirmation popup is displayed. Click **Yes** to confirm and send the alert message.

© 2014 VBrick Systems, Inc.

7. If the request is sent successfully, a corresponding popup message will display.



8. The Lync Streaming Gateway server has a log file that tracks each Video Alert request and provides debugging and other information. If the Video Alert is not working as you would expect, check the log file.

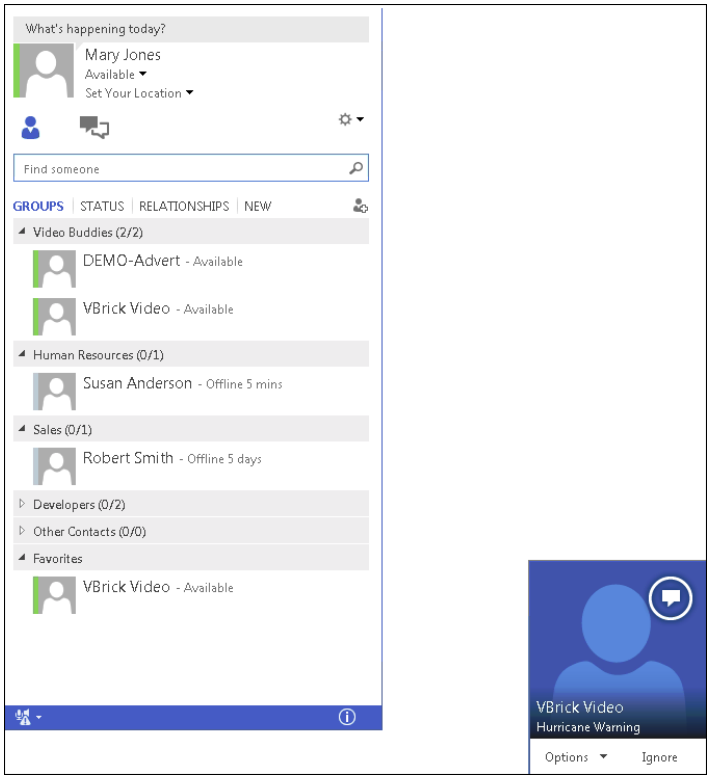
Default log file name	`vbalertadmin_service_log.log`
Default log file location	`C:\ProgramData\VBrick\VBAlertAdminService`

You can change the name and location of the log file by changing the configuration file located in the application's installation folder.

Configuration file name	`VBAlertAdmin.exe.config`
Default installation folder	`C:\Program Files (x86)\VBrick\VBrick VB Alert Administrator`

Receiving a Video Alert

When the administrator sends a Video Alert, Lync users will see a Lync "toast" pop up in the bottom right corner of the Lync window. To play the video, you simply click on the toast.



Once opened, the Video Alert works the same way as any other Video Buddy. That means you can add other users to the conversation, use the player controls, etc.

© 2014 VBrick Systems, Inc.

Chapter 9

Troubleshooting

Topics in this chapter

FAQs 31
Troubleshooting 32

FAQs

How long does it take for a new channel to be available to users after it has been fully configured in VEMS?
The Video Buddy should be available to add to the user's Lync client approximately N minutes later (+/- 1 minute) N = `VIS_CHAN_LOOKUP` + `VBS_ENDPT_DELAY` `VIS_CHAN_LOOKUP` is the VEMS Interface Service configuration file setting titled `AllChannelLookupIntervalInMinutes`. `VBS_ENDPT_DELAY` is the Video Buddy Service configuration file setting titled `NewEndPointEstDelayInMinutes`.

How long does it take for changes to the list of Video Buddies to be shown in the VBrick Video Distribution Group?
The contents of the VBrick Video Distribution Group are updated by the Lync server once per day. Changes to the list of Video Buddies in most cases will not be reflected until the next day.

What happens if I rename a channel in VEMS?
The existing Video Buddy will be deleted and a new Video Buddy will be created with the new channel name. Users will need to remove the old Video Buddy from their desktop and add the new Video Buddy.

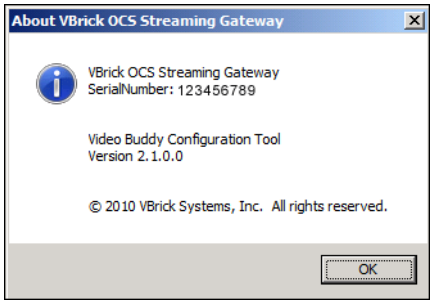
What happens if I delete a channel or remove the privilege to access it?
The presence status on the Lync client will change to "unmanaged" approximately VIS_CHAN_LOOKUP minutes later. VIS_CHAN_LOOKUP is the VEMS Interface Service configuration file setting titled AllChannelLookupIntervalInMinutes. See the *Server Integration* document for more information.

What happens if I use Lync Video or Video Conferencing?
The VBrick solution does not support the concurrent use of both Video Buddies and Lync Video Conferencing.

How do I find My Serial Number or Version Number?

If you ever need to contact your reseller or VBrick Support Services for help, you may be asked for your product serial number. To find your product serial number:

1. On the Lync Streaming Gateway Server machine, go to the Start menu and launch the VBrick Video Buddy Configuration Tool.
2. When the Configuration Tool opens, click on **About** to display an information page that shows your serial number.



Does the Streaming Gateway support multiple SIP domains?

Yes.

Does the Streaming Gateway support multiple network domains?

Yes. See Supported Domain Configurations on page 3.

Troubleshooting

The "Request new certificate" option (see *Server Integration* document) **is not available.**

- Possible Solution: Verify that the VBrick-LyncGW server is on the domain
- Possible Solution: Verify that you are logged into the VBrick-LyncGW server as a domain admin (it is easy to log in as the local admin by accident)

When requesting the Personal Certificate (see *Server Integration* document) **I don't see a checkbox.**

- Possible Solution: Verify that the VBrick-LyncGW server is on the domain
- Possible Solution: Verify that the VBrick-LyncGW server has the Trusted Root Certificate from the Certificate Authority for the domain

The VB Bot Service fails to start.

© 2014 VBrick Systems, Inc.

If the service fails to start, it is always helpful to increase the logging level for that service. To increase the logging level:

1. Open the configuration file using the "VBrick Video Buddy Configuration Tool" and set the "Logging Level" to 5. This will enable very robust logging. Remember to turn it back to 3 when done to reduce log file size.
2. Once the logging level is set to 5, delete or backup and remove the old log files for the VB Bot service. By default, log files are located in "`C:/ProgramData/VBrick`" which is a hidden folder.
3. Attempt to start the service.
4. If it fails again or has problems of any sort, review the log files which should have just been created.
5. The errors should be displayed. Verify that there are no typos in the configuration, and that all FQDNs are accurate. Common errors for the VB Bot service are typically errors in the configuration file relating to the "Issued To," "Issued By," or "Thumbprint" sections (see *Server Integration* document).

The VB VEMS Interface Service fails to start.

If the service fails to start, it is always helpful to increase the logging level for that service. To increase the logging level:

1. Open the configuration file using the "VBrick Video Buddy Configuration Tool" and set the "Logging Level" to 5. This will enable very robust logging. Remember to turn it back to 3 when done to reduce log file size.
2. Once the logging level is set to 5, delete or backup and remove the old log files for the VB Bot service. By default, log files are located in "`C:/ProgramData/VBrick`" which is a hidden folder.
3. Attempt to start the service.
4. If it fails again or has problems of any sort, review the log files which should have just been created.
5. The errors should be displayed. Verify that there are no typos in the configuration, and that all FQDNs are accurate. Common errors for the VB Bot service are typically errors in the configuration file relating to the "Issued To" and "Issued By" sections (see *Server Integration* document).

New Video Buddies can't be found when searching for them on the Lync client.

- Possible Solution: Verify that the VB Bot Service and VB VEMS Interface Service are running
- Possible Solution: Check the log files for the VB Bot Service and the VB VEMS Interface services to see if they are experiencing problems
- Possible Solution: The timer settings in the VB Bot Service and VB VEMS Interface Service configuration files introduce delay in creating new buddies. The default configuration settings may introduce up to a 30 minute delay in creating a new Video Buddy. The reason for this is to keep unnecessary load to a minimum on both the VBrick VEMS server and the Lync system. While VBrick suggests using the default delay settings, you may modify the delay settings for both services as needed.
- Possible Solution: The VEMS username specified in the VEMS Interface Service configuration file must have privilege to access the channel. Login to VEMS and verify that this user has privilege to access the channel.

I can't find the "VBrickVideo" distribution group to add to my Lync client.

- Possible Solution: Verify that the VB Bot Service and VB VEMS Interface Service are running
- Possible Solution: Check the log files for the VB Bot Service and the VB VEMS Interface services to see if they are experiencing problems
- Possible Solution: If you have just recently created the VBrickVideo distribution group it may take up to 24 hours for Lync to make that group available to OC Clients.

My "VBrick Video" distribution group is not populating with new Video Buddies.

- Possible Solution: It may take up to 24 hours for the Lync system to update the distribution group on the client. This is an Lync behavior and is not related to the VBrick Lync Streaming Gateway Server.

My log files aren't updating

- Possible Solution: Make sure to delete the old log files and folders under "`C:/ProgramData/VBrick`" (see *Server Integration* document).

When you type "play" in the chat window, you get a message: "Could not display a form related to this conversation, which may prevent access to some options. If this problem persists, contact your system administrator".

- Possible Solution: The "`VBVEMSClientCfg`" installer may not have been run. This installer enables the "Conversation Window Extension." Run the installer and try again.

Video Buddies do not work properly when configured for SSL.

© 2014 VBrick Systems, Inc.

- Possible Solution: Verify that VEMS is properly configured for SSL. For details see "Configuring for SSL" topic in *Portal Server Admin Guide*.
- Possible Solution: Verify that SSL was turned on. See Configuring for SSL and SSO on page 17.
- Possible Solution: The URLs specified in the configuration files must use a fully qualified domain name (e.g. "vems.vblync.com" not "VEMS." Please verify the following settings:
  - `VBVEMSInterfaceService.exe.config` – `VEMSWebServiceURL, VEMSService_VEMSSDK_MCSWebSDK`
  - `VBBOTService.exe.config – VB_OCS_Player_PAGE`

Client desktop plugin not working properly. .

If your client desktop plugin does not automatically launch the player, or you are having other unexplained problems, you can adjust the default log level to get more information.

1. Using Notepad, edit the configuration file located in the installation folder:
   `C:\Program Files\VBrick\VBrick VB VEMS Client Addon)`
2. Set the `LoggingLevel` to `5`.
3. Stop and restart the service.
   a. Right-click on the Client Add-on icon in system tray and click Close.
   b. Restart client. Go to Start > All Programs > VBrick > VEMS Client Add-on.
4. Review the application log file for errors (or send to VBrick Support Services). The log file is usually located here:

   Windows 7

   `C:\Users\<user>\AppData\Roaming\VBrick\VBVEMSClientAddon\VBVEMSClientAddon.log`

   Windows XP

   `C:\Documents and Settings\<user>\ApplicationDadta\VBrick\VBVEMSClientAddon \VBVEMSClientAddon.log”`

© 2014 VBrick Systems, Inc.

VBrick Systems, Inc.
2121 Cooperative Way, Suite 100
Herndon, VA 20171