

VBrick Lync Streaming Gateway

Lync 2013 Streaming Gateway v2.3 Server Integration Guide

May 2014		
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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.

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Lync 2013 Gateway v2.3 Server Integration Guide

This document explains how to fully integrate the VBrick Lync Streaming Gateway at a customer site. These steps are written for VBrick Professional Services, VBrick Support Services, or other designated representatives. These detailed configuration procedures require a technical professional with networking expertise. They should not be performed by a customer.

Note All cross-references in this document refer to the corresponding pages in the *Lync Streaming Gateway Admin Guide.*

Topics in this document

Step 1. Attach the VBrick Lync Streaming Gateway Server

- 1. Plug the VBrick Lync Streaming Server into your network.
- 2. Start the server, and log in using the local admin user credentials: UID: STRGW2008R2\administrator Password: <Password_Is_Blank>
- 3. Configure the network settings as needed in your environment.

Step 2. Join the Domain

Note The VBrick Lync Streaming Gateway Server and the Lync Server must be on the same domain.

- 1. Join the VBrick Lync Streaming Gateway Server to your domain and reboot it as necessary.
- 2. After the reboot, log into the VBrick Lync Streaming Gateway Server as your domain administrator. It is advised that you change the local admin password for security purposes.

Step 3. Obtain Security Certificates

- 1. Start Certificates MMC snap-in by going to the Start Menu, choosing Run, and typing "mmc."
- 2. From Start menu, choose Run, type mmc and press "enter"
- 3. When the empty Console1 window opens, choose File > Add/Remove Snap-in.
- 4. When the Add/Remove Snap-in window opens, choose Certificates and click Add.

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5. When the Certificates snap-in window opens, check the Computer account radio-button, and then press the **Next** button:

Add or Remove Snap-ins	x
Certificates snap-in	of span-ins. For
	or anap inst r or
This snap-in will always manage certificates for:	
C My user account	Edit Extensions
C Service account	
C Cymputer account	Remove
	Move Up
	Move Down
< Back Next > Cancel	Advanced
	OK Cancel

6. When the Select Computer window opens choose Local computer and press the **Finish** button:

Add or Remove Snap-ins	×
Select Computer	of snap-ins. For
Select the computer you want this snap-in to manage.	
This srap-in will always manage:	Edit Extensions
 Local computer: (the computer this console is running on) 	Remove
C Another computer:	Kelluve
Alow the selected computer to be changed when launching from the command line. This only apples if you save the console.	Move Up
	Mave Down
	,
	Advanced
< Back Fipish Carcel	r a computer.
	OK Cancel

- 7. Click the Finish, Close and OK buttons as you return to the MMC interface.
- 8. On the MMC screen, expand "Certificates (local computer)" > "Trusted Root Certificate Authorities." Click on the "Certificates" sub category under "Trusted Root Certificate Authorities."
- 9. Verify that there is a certificate issued by this domain's Certificate Authority.

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Console Root Console Root Certificates (Local Computer) Certificates Certificates Certificates Certificates Certificates Certificates Certificates Certificates Certificates Culturated Certification Authori Certificates Culturated Certificates Culturated Certificates Culturated Certificates Culturated People Certificate Enrolment Requests Certificate Austoriate Certificate Certificate Roots Certificate Certificate Certificates Certificate Certificates Certificate Certificates Certificate Certificates Certificate Certification Aut Certificate Certificates Certificate Certi	Issued To Issued To Class 3 Public Primary Certification Copyright (c) 1997 Microsoft Corp. GCTE CyberTrust Global Root Microsoft Authenticode(tm) Root Microsoft Root Authority Microsoft Root Authority Microsoft Root Certificate Authority NO LIABILITY ACCEPTED, (c)97 V cospipha-OCS-DC-CA Thawte Timestamping CA	Issued By Class 3 Public Primary Certification A Class 3 Public Primary Certification A Copyright (c) 1997 Microsoft Corp. GTE CyberTrust Global Root Microsoft Root Authority Microsoft Root Authority Microsoft Root Certificate Authority NO LIABILITY ACCEPTED, (c)97 Veri ocsalpha-OCS'OC-CA Thawte Timestamping CA	Expirat 8/1/202 1/7/200 12/30/2 8/13/20 12/31/2 12/31/2 5/9/202 1/7/200 7/19/20 12/31/2
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- 10. If there is no certificate issued by this domains CA then you must obtain one and import it. Contact your administrator for assistance.
- 11. On the MMC screen, expand "Certificates (local computer)" > "Personal."
- 12. Right click on "Personal" and from the menu go to "All Tasks" > "Request New Certificate."

13. You should be presented with the following screens. From the "Before You Begin" screen click **Next**.

Console1 - [Console Root\Certificates (Local Computer)\Personal]	_ 5	I ×
File Action	n View Favorites Window Help	_18	×
(= =) 2			
Console Ro	Certificate Enrollment	15	_
Certific	📮 Certificate Enrollment	nal	
	Before You Begin The following steps will help you install certificates, which are digital credentials used to connect to wireless networks, protect content, establish identity, and do other security-related tasks. Before requesting a certificate, verify the following: Your computer is connected to the network You are logged onto the domain for your organization Icearn more about digital certificates Next	bre Actions	
•			

- 14. The next step is to select the desired Certificate Template. Please note the selected certificate <u>must</u> have both Server Authentication <u>and</u> Client Authentication. The preferred template to use is the "Web Server" template. The "Computer template can also be used if it supports the required authentication. If you are unsure of which template to use, please contact VBrick Support Services for assistance. Check the box next to the desired template and click **Next**.
- 15. If prompted for Enrolment Policy click Next.

🚡 Console1 - [[Console Root\Certificates (Local Computer)\Personal]	_ 8	×
\overline File Action	n View Favorites Window Help	_ 8	×
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Console Ro	Certificate Enrollment	IS	-
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E Tru		ore Actions	
	Request Certificates		
🕀 🧮 Ent			
+ inte	You can request the following types of certificates. Select the certificates you want to request, and then click Enroll.		
🕀 🧾 Unt	Computer i) STATUS: Available Details()		
🕀 🚞 Thir			
+ Tru			
E Cer			
🕀 🚞 Sma			
	Show all templates		
	Learn more about <u>certificate types</u>		
	Enroll Cancel		
-			
			-

16. Upon enrolling, the system should obtain a new "Personal Certificate" from the CA. If successful, click Finish. Verify that the certificate is available by navigating through the certificate folder structure to "Certificates (local computer)" > "Personal" > "Certificates."

🙀 Console1 - [Console Root\Certificates (Local Computer)\Personal\Certificates]					
🚘 File Action View Favorites Windo	w Help				
🗢 🔿 🖄 🖬 🖌 🖬 😒 🖻	2				
Console Root	Issued To 🔺	Issued By	Expirati		
Certificates (Local Computer) E Personal	vbrick-ocsgw.ocsalpha.vbrick.com	ocsalpha-OCS-DC-CA	9/7/201		
Certificates					
Trusted Root Certification Authori					
Enterprise Trust					
Intermediate Certification Authori					
Trusted Publishers Intrusted Certificates					
Third-Party Root Certification Aut					
Trusted People					
Remote Desktop Certificate Enrolment Requests	15				
Smart Card Trusted Roots					
	•		•		
Personal store contains 1 certificate.					

- 17. Double click the new certificate to open it.
- 18. Take note of both the **Issued By** and the **Issued To** values as you will need them later steps.
- 19. Click on the "Details" tab of the certificate and scroll all the way to the bottom where you should see the "Thumbprint" value. You will need this value in a later step. Copy and paste it to the clipboard and remove any leading or trailing characters.

Lertificate	×
General Details Certification Path	
Certificate Information	í
This certificate is intended for the following purpose(s): • Proves your identity to a remote computer • Ensures the identity of a remote computer	
Issued to: vbrick-cosgw.acsalpha.vbrick.com	
Valid from 9/7/2010 to 9/7/2011 You have a private key that corresponds to this certificate.	
Learn more about <u>certificates</u>	

- 20. Click "OK" to close the certificate.
- 21. Right click on the new certificate and select "All Tasks" > "Manage Private Keys."
- 22. Click the "Add" button on the permissions window that appears.
- 23. In the "Select Users, Computers, or Groups" window, enter "<Your Domain Name>\lyncvbservice" in the "Enter the object names to select field" and click "Check Names."
- 24. Your "lyncvbservice" user should resolve and display the complete domain name.
- 25. Click "OK" and you will go back to the window displaying all users with access to this certificate. "lyncvbservice" should now be in that list with full control and read permissions.
- 26. Click "OK" to close the window.
- 27. If prompted to save the mmc window, click "No."
- 28. You are now done with the certificate steps.

Step 4. Update VBrick Lync Streaming Gateway Services to Use Domain User

The VBrick Lync Streaming Gateway Server's services need to be configured to use the "lyncvbservice" user created in "Create the Required Active Directory User" as explained in the Admin Guide.

- ▼ To configure services to use the "lyncvbservice" user:
- 1. Log into the VBrick Lync Streaming Gateway Server as the domain administrator.
- 2. From the "Start" menu on the VBrick Lync Streaming Gateway Server, right click "Computer" and select "Manage."

📕 Server Manager						
File Action View Help						
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Server Manager (OCS-CWA)	Services					
🛨 擾 Roles	M. Condens					
Features	Services					
Diagnostics Configuration	VBrick DCS Video Buddy BOT Service	Name 🔶	Description	Status	Startup Tyj 🔺	
Task Scheduler	Thick des flace buddy bot service	Software Licensing	Enables th	Started	Automatic	
Windows Firewall with Adva	Stop the service	Special Administrati	Allows adm		Manual	
O. Services	Restart the service	SSDP Discovery	Discovers		Disabled	
WMI Control		Superfetch	Maintains a		Disabled	
🗉 🌆 Local Users and Groups	Description:	System Event Notifi	Monitors s	Started	Automatic	
🕀 🔄 Storage	VBrick OCS Video Buddy BOT Service	🖏 Task Scheduler	Enables a	Started	Automatic	
		CP/IP NetBIOS He	Provides s	Started	Automatic	
		Carlephony Telephony	Provides T	Started	Manual	
		Terminal Services	Allows user	Started	Automatic	
		Terminal Services C	Terminal S	Started	Manual	
		🧟 Terminal Services U	Allows the	Started	Manual	
		🞑 Themes	Provides u		Disabled	
		🎑 Thread Ordering Se	Provides or		Manual	
		TPM Base Services	Enables ac		Automatic (
		UPnP Device Host	Allows UPn		Disabled	
		🔍 User Profile Service	This servic	Started	Automatic	
		VBrick OCS Video Budo	ly BOT Service	Started	Automatic	
		🔍 VBrick OCS Vide🗞 B	Synchroniz	Started	Automatic	
		🍳 Virtual Disk	Provides m		Manual	
		🔍 Volume Shadow Copy	Manages a		Manual	
		😪 Windows Audio	Manages a		Manual	
		Windows Audio End	Manages a		Manual	
		Windows CardSpace	Securely e		Manual	
		Windows Color Sys	The WcsPl		Manual	
		Windows Driver Fo	Manages u		Manual	
		Windows Error Rep	Allows erro	Started	Automatic	
		Windows Event Coll	This servic		Manual	
		Windows Event Log	This servic	Started	Automatic —	
		Windows Firewall	Windows Fi	Started	Automatic	
		Windows Installer	Adds, modi		Manual	
		Windows Managem	Provides a	Started	Automatic 💌	
		•				
	Extended / Standard /					

- 3. Right click on the "VBrick Lync Video Buddy Bot Service" and select Properties.
- 4. Select the "Logon" tab.
- 5. Enter the appropriate Username and Password for the "lynevbservice" user which was created in Section 1.a. Make sure you enter the user name with the correct domain name, for example "lyncvbservice@lyncdev.vbrick.com" if your domain were "lyncdev.vbrick.com"

VBrick OCS Video Buddy	BOT Service Propert	ties (VBRICK-OCSGW)
General Log On Rec	overy Dependencies	
Log on as:		
C Local System accou	int interact with desklop	
This account:	ocsvbservice@ocsde	v.vbrick.c Browse
Password:	•••••	
Confirm password:	•••••	Υ <u></u>
<u>Help me corrìqure user</u> You can enable or disal	account log on options. ole this service for the ha	~ rdware profiles isted below:
Hardware Profile		Service
Uncocked Profile Enabled		
, <u>Troubleshooting using h</u>	ardware profiles.	nable Disable
	ОК	Cancel Apply

- 6. Select "OK."
- 7. Repeat this same process for the "VBrick Lync Video Buddy VEMS Interface Service."

Step 5. Create a New Trusted Application Pool and Application

The purpose of this section is to create a Trusted Application pool and a Trusted Application associated to that pool.

- ▼ To create a Trusted Application Pool and Application:
- 1. On the Lync server, open the Lync Server Management Shell (Program Files > Microsoft Lync Server 2010 > Lync Server Management Shell).
- 2. Run the command: get-CsSite
- 3. This command will provide information about the Lync site.



- 4. Note the SiteId, Pools and Registrar. The pool and registrar could normally be the same (usually the name of the pool itself). In the case of a Lync Standard Edition, it could be the FQDN of the Front End server itself. If there are multiple sites and/or multiple pools, identify the correct site/pool to use as follows:
 - a. Check the VBrick Streaming Gateway Pre-Installation Form. The desired site/pool should have been specified in the Q&A section.
 - b. Ask the customer's Lync Administrator which site/pool should be used.
 - c. Open the Lync Server Management Shell. Run the command Get-CsService Registrar. Note the site and pool.
- 5. Run the following command:

New-CsTrustedApplicationPool -Identity <Your application server/GWY FQDN> -Registrar <FQDN of pool or front end as seen from get-cssite command> -Site <SiteID from get-cssite command>

😹 Administrator: Lync Serve	r Management Shell	- O ×
PS C:\Users\Administr	ator.UBLYNC> New-CsTrustedApplicationPool -Identity vbl	yncg 🔺
w.vblync.com -Registr	ar pool.vblync.com -Site 1	
complete.	g changes must be made in order for the operation to be	
Enable-CsTopology mus	t still be run for all changes to take effect.	
13+:+	. 1. Futana 10 anna 1	
Pagiathan	- I-ExternalServer-Z	
FileStone	· negistrar.pool.onight.com	
ThrottleAsServer	- True	
TreatAsAuthenticated	: True	
OutboundOnly	: False	
RequiresReplication	: True	
AudioPortStart		
AudioPortCount	. 0	
AppSharingPortStart		
AppSharingPortCount		
UideoPortStart	- A	
Annlications		
DependentServiceList	: Ö	
ServiceId	: 1-ExternalServer-2	
SiteId	: Site:UBRICK	
PoolFqdn	: vblyncgw.vblync.com	
Version	: 5	
Role	: TrustedApplicationPool	
PS C:\Users\Administr	ator_UBLYNC> _	
		-
		-

6. Run the following command:

New-CsTrustedApplication -ApplicationId lyncvideobuddy -TrustedApplicationPoolFqdn <Your application/GWY server FQDN> -Port 6050

🐺 Administrator: Lync Server Management Shell 📃 📃		- 🗆 🗡
PS C:\Users\Administrator.UB deobuddy -TrustedApplication WARNING: The following chang complete. Enable-CsTopology must still	LYNC> New-CsTrustedApplication -ApplicationID ly PoolPQDN vblyncgw.vblync.com -Port 6050 es must be made in order for the operation to be be run for all changes to take effect.	ncvi
Identity : ComputerGruus :	vblyncgw.vblync.com/urn:application:lyncvideobu <vblyncgw.vblync.com sip:vblyncgw.vblync.com@ly<br="">com;gruu;opaque=srvr:lyncvideobuddy:UyKvlYB_w1= <lit5;ifabl< td=""><td>ddy nc. Zkn</td></lit5;ifabl<></vblyncgw.vblync.com>	ddy nc. Zkn
ServiceGruu :	sip:vblyncgw.vblync.com@lync.com;gruu;opaque=sr	vr:
Protocol :	Mtls	
ApplicationId TrustedApplicationPoolFqdn Port	urn:application:lyncvideobuddy vblyncgw.vblync.com 6050	
LegacyApplicationName :	lyncvideobuddy	
PS C:\Users\Administrator.VB	LYNC>	
	×.	
		-

7. Run the command: Enable-CsTopology

E 5	Administrator: Lync Server Management Shell	- I ×
PS PS	C:\Users\Administrator.UBLYNC> Enable-CsTopology C:\Users\Administrator.UBLYNC> _	•
		*

- 8. Run the command: Get-CsTrustedApplication
- 9. Run the command: Get-CsTrustedApplicationPool

These commands should list the Application pool and Application you created in the above steps:

Administrator Lync Server Management Shell		
PC Ct>lloono>0dpipiotreter l	RIVNC\ Cet-CoTwested@pplication	
rs G. Wsers Haministrator.	blind/ get-csiPusteanppilcation	<u> </u>
Identity ComputerGruus	: GW.vblync.com/urn:application:lyncvideobuddy : (GW.vblync.com sip:GW.vblync.com@lync.com;grup	;opa
ServiceGruu	<pre>sip:GW.ublync.com@lync.com;gruu;ppaque=srvr:ly deobuddy:0GKNJ1_mK10aIF93UsW2;jgAA</pre>	ncvi
Protocol ApplicationId TwestedOpplicationPaclEgde	: Mtls : urn:application:lyncvideobuddy : CN whime app	
Port LegacyApplicationName	: 6050 : lyncvideobuddy	
Identity ComputerGruus	: vblyncgw.vblync.com/urn:application:lyncvideob : (vblyncgw.vblync.com sip:vblyncgw.vblync.com@l com;gruu;opaque=srvr:lyncvideobuddy:UyKvlYB_wl	uddy ync. -Zkn
ServiceGruu	<pre>sbirsiinnn/ s sip:vblyncgw.vblync.com@lync.com;gruu;opaque=s lyncvideobuddy:UyKvlYB_w1-ZknsLlT5ilAAA</pre>	rvr:
Protocol ApplicationId IrustedApplicationPoolFqdn Bout	: Mtls : urn:application:lyncvideobuddy : vblyncgw.vblync.com . coro	
LegacyApplicationName	: lyncvideobuddy	
		, T
Administrator: Lync Server Manao	ement Shell	
PS C:\Users\Administrator.U	BLYNC> Get-CsTrustedApplicationPool	
Identity : Trus Registrar : Regi	tedApplicationPool:vblyncgw.vblync.com	
FileStore : ThrottleAsServer : True	· · · · · · · · · · · · · · · · · · ·	
OutboundOnly : Fals RequiresReplication : True	e e	
AudioPortStart : AudioPortCount : Ø AppSharingPortStart :		
AppSharingPortCount : 0 VideoPortStart : UideoPortCount : 0		
Applications : (urn DependentServiceList : ()	:application:lyncvideobuddy>	
Serviceid : 1-Ex SiteId : Site PoolFqdn : vbly	regw.ublync.com	
Version : 5 Role : Trus	tedApplicationPool	

PS C:\Users\Administrator.UBLYNC> _

Step 6. Configuring the VB Bot Service

This topic explains how to edit the VB BOT Service config file to match the required data for your domain. See the *Admin Guide* for a list of all configurable parameters.

- ▼ To configure the VB Bot Service:
- 1. Obtain the FQDN of the VEMS Server.
 - a. Log into the VEMS server desktop.
 - b. Open the Start menu on the VEMS.
 - c. Right click on "My Computer" and select "Properties."
 - d. Take note of the "Full computer name." This is your FQDN.



- 2. Obtain the FQDN of the VBrick Lync Streaming Gateway
 - a. Log into the VBrick Lync Streaming Gateway server desktop.
 - b. Open the Start menu on the VEMS.
 - c. Right click on "My Computer" and select "Properties"
 - d. Take note of the "Full computer name." This is your FQDN.

System	- Custon	- 10	
	* System	Search	
ile Edit View Tools Help			
Tasks	View basic information a	bout your computer	
Device Manager	Windows edition		
Remote settings	Windows Server® Stand	ard	
Advanced system settings	Copyright © 2007 Micros	oft Corporation. All rights reserved.	
	Service Pack 2		
			0
	System		
	Processor:	Intel(R) Xeon(R) CPU E5620 @ 2.40GHz	2.39 GHz
	Memory (RAM):	2.00 GB	
	System type:	64-bit Operating System	
	Computer name, domain, and	workgroup settings	
	Computer name:	vbrick-ocsgw	Change settings
	Full computer name:	vbrick-ocsgw.ocsalpha.vbrick.com	
	Computer description:		
	Domain:	ocsalpha.vbrick.com	
	Windows activation		
See also	Windows is activated		ask for .
Windows Update	Product ID: 55041-222-	1807874-76758 Change product key	genuine Microsoft*
			Learn more online.

- 3. Navigate to the location where the VB Bot Service was installed. By default it should be "C:/Program Files/VBrick/VBrick VB Bot Service/."
- 4. Open the file "VBBOTService.exe.config" in Notepad. This is the VB Bot Service configuration file. Once opened, modify the areas in black and red (below) to match the required data for your domain. You will need the "Issued by" and "Issued to" and "Thumbprint" information from the personal security certificate obtained in Step 18 on page 5.

```
<?xml version="1.0"?>
<configuration>
  <configSections>
    <sectionGroup name="applicationSettings"</pre>
type="System.Configuration.ApplicationSettingsGroup, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" >
      <section name="VBrick.OCSVideoBuddy.VBBOTService.Properties.Settings"</pre>
type="System.Configuration.ClientSettingsSection, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" requirePermission="false" />
    </sectionGroup>
  </configSections>
  <appSettings>
    <add key="LoggingLevel" value="5" />
    <add key="LogFile" value="vbbot_service_log" />
    <add key="LogDirectory" value="C:/ProgramData/VBrick/" />
    <add key="MaxLogFileSize" value="5" />
    <add key="MaxLogFiles" value="10" />
    <add key="ProcessChannelIntervalInMinutes" value="1" />
    <add key="NewEndPointEstDelayInMinutes" value="1" />
   <add key="UCReestablishDelayInMinutes" value="1" />
    <add key="VB_VIDEO_PLAY_MESSAGE" value="play" />
    <add key="VB5.x_PLAYER_PAGE" value="http://vems.vblync.com/OCS/
   OCSLaunch.aspx?ocsusersip=%OCS-USER-SIP%&ocsvbsip=%OCS-VB-SIP%" />
```

```
<add key="VB_MYSTRO_PLAYER_PAGE" value="http://maduro/vemsweb/</pre>
   MSUCEmbed.html?contentID=%VEMS6.0-CONTENT-ID%" />
        <add key="VideoBuddySource" value="mystro" />
       <add key="SIPDomainForVBContacts" value="lync.com" />
        <add key="IsVBContactAutomaton" value="false" />
        <add key="VBAutomatonContactStatusMessage" value="Video" />
        <add key="XMLLocation" value="" />
        <add key="EncodeSpecialCharacters" value="[ ][-20],[#][-23]" />
        <add key="VBApplicationGUID" value="{DEDE2D07-5E2B-4C0B-B80B-
    DECA80E11930}" /> </appSettings>
<applicationSettings>
    <VBrick.OCSVideoBuddy.VBBOTService.Properties.Settings>
      <setting name="ApplicationName" serializeAs="String">
        <value>LyncVideoBuddy</value>
      </setting>
      <setting name="CertificateIssuer" serializeAs="String">
        <value><INSERT 'ISSUED BY' VALUE FROM Step 18 on page 5 HERE></value>
      </setting>
      <setting name="CertificateIssuedTo" serializeAs="String">
        <value> <INSERT 'ISSUED TO' VALUE FROM Step 18 on page 5 HERE></value>
      </setting>
      <setting name="CertThumbprint" serializeAs="String">
        <value><INSERT `Thumbprint' VALUE FROM Step 18 on page 5 HERE></value>
      </setting>
</VBrick.OCSVideoBuddy.VBBOTService.Properties.Settings>
  </applicationSettings>
  <system.serviceModel>
    <services>
      <!-- This section is optional with the new configuration model
           introduced in .NET Framework 4. -->
      <service name="VBrick.OCSVideoBuddy.VBBOTService.OCSInterface"</pre>
behaviorConfiguration="OCSInterfaceBehavior">
        <host>
          <baseAddresses>
            <add baseAddress="http://localhost:8000/OCSInterfaceWCFService/
service"/>
          </baseAddresses>
        </host>
        <!-- this endpoint is exposed at the base address provided by host: http://
localhost:8000/OCSInterfaceWCFService/service
        <endpoint address="" binding="wsHttpBinding"</pre>
contract="VBrick.OCSVideoBuddy.VBBOTService.IOCSInterfaceWCFService" />
        <!-- the mex endpoint is exposed at http://localhost:8000/
ServiceModelSamples/service/mex -->
        <endpoint address="mex" binding="mexHttpBinding"</pre>
contract="IMetadataExchange" />
      </service>
    </services>
    <behaviors>
      <serviceBehaviors>
        <behavior name="OCSInterfaceBehavior">
          <serviceMetadata httpGetEnabled="true"/>
          <serviceDebug includeExceptionDetailInFaults="true"/>
        </behavior>
      </serviceBehaviors>
    </behaviors>
  </system.serviceModel>
```

</configuration>

- 5. Save and close the configuration file.
- 6. From the Start menu, launch the VBrick Video Buddy Configuration Tool.
- 7. When the tool launches, click the browse button and navigate to the configuration file from Step 4 on page 12 which you just saved and closed (C:/Program Files/VBrick/ VBrick VB Bot Service/VBBotService.exe.config). Open this file in the configuration tool.
- 8. Depending on where the Video Buddy definitions are retrieved from, set the VideoBuddySource to: MYSTRO Or XML.
- 9. Modify to reflect the correct player page:
 - a. For VEMS Mystro, set the VB_MYSTRO_Player_Page to reflect the FQDN of the VEMS Mystro server.
 - b. For XML, modify the XMLLocation to reference the location of the .xml definition file.

:\Pn	ogram Files\VBrick\VBrick VB BOT	Service/VBBOTService.exe.config
	Key	∧ Value
	IsVBContactAutomaton	true
•	LogDirectory	C:/Program Data/VBrick/
	LogFile	vbbot_service_log
	LoggingLevel	5
	MaxLogFiles	10
	MaxLogFileSize	5
	NewEndPointEstDelayInMinutes	1
	ProcessChannelIntervalInMinute	s 1
	VB_OCS_PLAYER_PAGE	https://10.0.10.9/OCS/OCSLaunch.aspx?ocsusersip=%OCS-USER-SIP%&ocsvbs
	VB_VIDEO_PLAY_MESSAGE	play
	VBAutomatonContactStatusMes	sa Video
k.		

10. Save and close the configuration tool.

Configuring Video Buddies

When configuring the VB Bot Service and the VB VEMS Interface Service you will need to specify where your Video Buddies are defined using the VideoBuddySource parameter. If your Video Buddies are sourced from a VEMS server, you simply need to enter Mystro. In addition you can also define your Video Buddies in an .xml file. If using an .xml file, you can create the file manually (see example below) or you can use the template which is located in: C:\Program Files\VBrick\templates\template.xml. When done, the XMLLocation will point to the location where this file is saved. If you are only defining your Video Buddies in .xml, set the VideoBuddySource parameter to "xml".

Creating a Video Buddy .xml File

- ▼ To create and use an .xml file for Video Buddy definitions:
- 1. Create a text file in Notepad or a similar editor or simply copy/edit the template. See sample file below.
- 2. Create a separate entry for each Video Buddy and save the file in a known location that can be reached by the server—either local or remote.

3. Specify the complete path to this location in the XMLLocation key in the VB VEMS Interface Service (see <u>Step 7. Configuring the VB VEMS Interface Service</u> on page 18).

Sample .XML File

<videobuddies></videobuddies>
<videobuddy></videobuddy>
<number>36</number>
<name>RemoteXML</name>
<program>Remote XML Test</program>
<active>YES</active>
<status>UP</status>
<automaton>NO</automaton>
<pre><url>http://vbosstv.com/wpa/ocs.html</url></pre>

Parameter	Description
Number	Unique channel number.
Name	Name of Video Buddy.
Program	Current program, e.g. "Larry King Live."
Active	Yes = Video Buddy exists. No = Video Buddy does not exist.
Status	Up = video stream is up. Down = video stream is down.
automaton	Yes = Video Buddy presence will not change. No = Video Buddy presence will change when changed in XML file.
URL	Fully qualified URL to a web page with a video player.

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 *dynamic* (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 *static* scenario, the presence icons change color according to the same title. In the *mixed* scenario, some icons change color according to the stream and some are always green.

Note In the dynamic (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.

What's happening today?	
Available 👻	
Set Your Location	л.
	-Q -
Find someone	P
GROUPS STATUS RELATIONSHIPS NEW	\$
 Video Buddies (2/2) 	
DEMO-Advert - Available	
VBrick Video - Available	
▲ Human Resources (1/1)	
Susan Anderson - Available	
▲ Sales (0/1)	
Robert Smith - Offline 5 days	
Developers (0/2)	
▷ Other Contacts (0/0)	
▲ Favorites	
₩ •	- -

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. See "Step 6. Configuring the VB Bot Service" on page 10.
	(green) – Available
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.

Note If you have more that 600 concurrent users and use the default configuration, you may get Presence unknown messages and/or other unpredictable or erratic behavior.

- ▼ To modify the VB Bot Service:
- 1. Go to the Start menu and launch the VBrick Video Buddy Configuration Tool.
- 2. Open the VBBOTService.exe.config file.
- 3. Find the IsVBContactAutomaton parameter and change the value to True.
- 4. Find the VBAutomatonContactStatusMessage parameter and enter the title (default = video) that will be displayed for all streams.
- 5. Set the SIPDomainForVBContacts to the SIP domain used by the customer. The SIP domain is the domain associated with the end user's login address. For example, if the user logs in as harry.potter@lync.com, then the SIP domain is "lync.com."
- 6. Reboot the server when done.

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 = 25 MB.
MaxLogFiles	The maximum number of log files that will be created by the service
ProcessChannelInterval InMinutes	Frequency (in minutes) with which the Video Buddy server updates it's list of channels (Video Buddies).
NewEndPointEstDelayInM inutes	Number of minutes required for a new Video Buddy to be synchronized.
UCReestablishDelayInMi nutes	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.

EncodeSpecialCharacter s	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).	
VBAutomatonContactStat usMessage	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.	

Step 7. Configuring the VB VEMS Interface Service

This topic explains how to edit the VB VEMS Interface Service config file to match the required data for your domain. See Table 3 on page 22 for a list of all configurable parameters.

- ▼ To configure the VB VEMS Interface Service:
- Using Windows Explorer, navigate to the location where the VB VEMS Interface Service was installed. By default it should be "C:/Program Files/VBrick/VBrick VB VEMS Interface Service/."
- 2. Open the file "VBVEMSInterfaceService.exe.config" in Notepad. This is the VBrick VEMS Interface Service configuration file. Once opened, modify the areas in black and red (below) to match the required data for your domain. Again, you will need the personal security certificate information from Step 18 on page 5.

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
    <configSections>
        <sectionGroup name="applicationSettings"</pre>
type="System.Configuration.ApplicationSettingsGroup, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" >
            <section
name="VBrick.OCSVideoBuddy.VBVEMSInterface.Properties.Settings"
type="System.Configuration.ClientSettingsSection, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" requirePermission="false" />
        </sectionGroup>
    </configSections>
    <appSettings>
      <!-- Logger Settings -->
      <!-- logging levels : Error (1), Warning (2), Info (3), Debug (4), Trace (5)
-->
      <add key="LoggingLevel" value="3" />
      <add key="LogFile" value="" />
      <add key="LogDirectory" value="" />
```

```
<!-->
      <!-- Log File settings Log File size is in MB and can have a max value of 25
-->
      <add key="MaxLogFileSize" value="5" />
      <add key="MaxLogFiles" value="10" />
      <!--->
      <add key="OCSAdminUserName" value="lyncadmin" />
      <add key="OCSAdminUserPassword" value="jg/40jWKhr4=" />
      <add key="VemsIpAddress" value="10.0.10.9" />
      <add key="LDAPServerIpAddress" value="" />
      <add key="VemsWebServiceUrl" value="http://vems.lyncalpha.vbrick.com /</pre>
MCSWebSDK/MCSWebSDK.asmx" />
      <add key="MystroServiceUrl" value="http://maduro/MaduroSLL/MaduroSLL.svc/</pre>
      soap"/>
           <!-->
      <!-- Active Channels Lookup interval in minutes. default is 5 minutes. -->
      <add key="ActiveChannelLookupIntervalInMinutes" value="5"/>
      <!-- All Channels Lookup interval in minutes. default is 30 minutes. -->
      <!-- AllChannelLookupIntervalInMinutes should be in multiples of
ActiveChannelLookupIntervalInMinutes value -->
      <add key="AllChannelLookupIntervalInMinutes" value="30"/>
      <!-->
      <add key="DistributionGroup" value="VBrickVideo" />
      <add key="FirstName" value="VBrick" />
      <!--->
       <add key="EncodeSpecialCharacters" value="[ ][-20],[#][-23]" />
      <!-- <add key="EncodeSpecialCharacters" value="[ ][%20],[#][%23]" /> -->
      <add key="VideoBuddySource" value="Mystro" />
      <add key="XMLLocation" value="" />
      <add key="SIPDomainForVBContacts" value="lync.com" />
      <add key="MystroautomatonCustomFieldName" value="Lyncautomaton" />
      <add key="ChannelNameAppendage" value=""/>
         </appSettings>
    <system.serviceModel>
<binding name="WSHttpBinding_IOCSInterfaceWCFService" closeTimeout="00:01:00"</pre>
          openTimeout="00:01:00" receiveTimeout="00:10:00" sendTimeout="00:01:00"
          bypassProxyOnLocal="false" transactionFlow="false"
hostNameComparisonMode="StrongWildcard"
          maxBufferPoolSize="524288" maxReceivedMessageSize="65536"
messageEncoding="Text"
          textEncoding="utf-8" useDefaultWebProxy="true" allowCookies="false">
          <readerQuotas maxDepth="32" maxStringContentLength="8192"
maxArrayLength="16384"
            maxBytesPerRead="4096" maxNameTableCharCount="16384" />
          <reliableSession ordered="true" inactivityTimeout="00:10:00"
            enabled="false" />
          <security mode="Message">
            <transport clientCredentialType="Windows" proxyCredentialType="None"
              realm="" />
            <message clientCredentialType="Windows"
negotiateServiceCredential="true"
              algorithmSuite="Default" establishSecurityContext="true" />
          </security>
        </binding>
        <binding name="WSHttpBinding_IMaduroSLL" closeTimeout="00:01:00"</pre>
          openTimeout="00:01:00" receiveTimeout="00:10:00" sendTimeout="00:01:00"
```

```
hostNameComparisonMode="StrongWildcard"
          maxBufferPoolSize="524288" maxReceivedMessageSize="65536"
messageEncoding="Text"
          textEncoding="utf-8" useDefaultWebProxy="true" allowCookies="false">
          <readerQuotas maxDepth="32" maxStringContentLength="8192"
maxArrayLength="16384"
            maxBytesPerRead="4096" maxNameTableCharCount="16384" />
          <reliableSession ordered="true" inactivityTimeout="00:10:00"
            enabled="false" />
          <security mode="Message">
            <transport clientCredentialType="Windows" proxyCredentialType="None"
              realm="" />
            <message clientCredentialType="Windows"
negotiateServiceCredential="true"
              algorithmSuite="Default" />
          </security>
        </binding>
        <binding name="WSHttpBinding_IMaduroSLL1" closeTimeout="00:01:00"</pre>
          openTimeout="00:01:00" receiveTimeout="00:10:00" sendTimeout="00:01:00"
          bypassProxyOnLocal="false" transactionFlow="false"
hostNameComparisonMode="StrongWildcard"
          maxBufferPoolSize="524288" maxReceivedMessageSize="65536"
messageEncoding="Text"
          textEncoding="utf-8" useDefaultWebProxy="true" allowCookies="false">
          <readerQuotas maxDepth="32" maxStringContentLength="8192"
maxArrayLength="16384"
            maxBytesPerRead="4096" maxNameTableCharCount="16384" />
          <reliableSession ordered="true" inactivityTimeout="00:10:00"
            enabled="false" />
          <security mode="Message">
            <transport clientCredentialType="Windows" proxyCredentialType="None"
              realm="" />
            <message clientCredentialType="Windows"
negotiateServiceCredential="true"
              algorithmSuite="Default" />
          </security>
        </binding> <client>
            <endpoint address="http://localhost:8000/OCSInterfaceWCFService/</pre>
service"
                binding="wsHttpBinding"
bindingConfiguration="WSHttpBinding_IOCSInterfaceWCFService"
                contract="OCSInterfaceWCFService.IOCSInterfaceWCFService"
                name="WSHttpBinding_IOCSInterfaceWCFService">
                <identity>
                    <userPrincipalName value="lyncvbservice@<INSERT YOUR DOMAIN</pre>
HERE>" />
                </identity>
            </endpoint>
           <endpoint address="http://win-tq5r77v6g3q.vb.loc/MaduroSLL/</pre>
           MaduroSLL.svc/soap"
                   binding="wsHttpBinding"
           bindingConfiguration="WSHttpBinding_IMaduroSLL"
                   contract="MaduroService.IMaduroSLL"
           name="WSHttpBinding_IMaduroSLL">
                    <identity>
                      <servicePrincipalName value="host/WIN-TQ5R77V6G3Q.vb.loc" />
                    </identity>
```

```
</endpoint>
                   </client>
    </system.serviceModel>
    <applicationSettings>
        <VBrick.OCSVideoBuddy.VBVEMSInterface.Properties.Settings>
            <setting name="ApplicationName" serializeAs="String">
                <value>LyncVideoBuddy</value>
            </setting>
            <setting name="CertificateIssuer" serializeAs="String">
                <value><INSERT 'ISSUED BY' VALUE FROM Step 18 on page 5 HERE>
value>
            </setting>
            <setting name="CertificateIssuedTo" serializeAs="String">
                <value><INSERT 'ISSUED TO' VALUE FROM Step 18 on page 5 HERE>
value>
            </setting>
            <setting name="VEMSService_VemsSdk_MCSWebSDK" serializeAs="String">
                <value>http://<INSERT FQDN OF YOUR VEMS SERVER HERE> /MCSWebSDK/
MCSWebSDK.asmx</value>
            </setting>
        </VBrick.OCSVideoBuddy.VBVEMSInterface.Properties.Settings>
    </applicationSettings>
</configuration>
```

- 3. Save and close the configuration file.
- 4. Go to Start > VBrick Video Buddy Configuration Tool.
- 5. When the tool launches, click the Browse button and navigate to the configuration file from Step 2 on page 18 which you just saved and closed (C:/Program Files/VBrick/ VBrick VB VEMS Interface Service/VBVEMSInterfaceService.exe.config). Open this file in the configuration tool.

_	1		
	Key	Value	
	LoggingLevel	3	
	LogFile	VBVEMSInterface	
	LogDirectory	C:\Program Data\VBVEMSInterfaceLog\	
	MaxLogFileSize	5	
	MaxLogFiles	10	
	OcsAdmin UserName	ocsadmin	
	OcsAdmin UserPassword	vbrick	
	VemslpAddress	10.0.10.9	
•	VemsWebServiceUrl	http://vems.ocsalpha.vbrick.com/MCSWebSDK/MCSWebSDK.asmx	
	ActiveChannelLookupIntervalInMi	5	
	AllChannelLookupIntervalInMinutes	30	
	DistributionGroup	VBrickVideo	
	FirstName	VBrick	
	Encode Special Characters	[][-20] [#][-23]	

▼ Mystro

- 1. Modify the VemsIpAddress field to accurately reflect the IP address of your Mystro server.
- 2. Modify the OCSAdminUserPassword to reflect the password you gave to the "LyncAdmin" user in VEMS. (This assumes you are using authentication.)

- 3. Modify the field labeled MystroServiceURL to accurately reflect the FQDN of the VEMS server on your LAN. For example, replace "vems.ocsalpha.vbrick.com" (shown above) with the FQDN of your VEMS server.
- 4. Set the VideoBuddySource to Mystro.
- 5. Set the SIPDomainForVBContacts to the SIP domain used by the customer. The SIP domain is the domain associated with the end user's login address. For example, if the end user logs in as harry.potter@lync.com, the the SIP domain is "lync.com."
- ▼ XML
- 1. Set the VideoBuddySource to XML.
- 2. Set the XMLLocation to reference the location of the .xml definition file.

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 = 25 MB.		
MaxLogFiles	The maximum number of log files that will be created by the service		
OcsAdminUserName	Service will log into and retrieve data from VEMS using this username.		
OcsAdminUserPassword	Service will log into and retrieve data from VEMS using this password.		
VemsIpAddress	IP address of VEMS.		
LDAPServerIPAddress	IP address of LDAP server if applicable.		
VemsWebServiceUrl	URL of the web service which will be used to communicate with VEMS 5.x server.		
MystroWebServiceUrl	URL of the WCF service which will be used to communicate with VEMS 6.0 server.		
ActiveChannelLookupI ntervalInMinutes	Frequency (in minutes) with which the service requests data from VEMS in order to determine if there has been any change to the status of a channel. Reduce this number to increase the speed with which changes to Video Buddy status are reflected on the client desktop. <u>Note</u> : This setting must always be greater than any replication delays in the Active Directory site configuration.		

AllChannelLookupInte rvalInMinutes	Frequency (in minutes) with which the service requests data from VEMS in order to determine if any channels have been added or removed. Reduce this number to increase the speed with which new channels will be detected and become available for users to add to the client desktop. <u>Note</u> : AllChannelLookupIntervalInMinutes should be an integer multiple of ActiveChannelLookupIntervalInMinutes. <u>Note</u> : This setting must always be greater than any replication delays in the Active Directory site configuration.	
DistributionGroup	Name of the Distribution Group into which all Video Buddies will be added.	
FirstName	First name which will be applied to all Video Buddies created by the service.	
EncodeSpecialCharact ers	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, VEMS Mystro, or XML.	
XMLLocation	For XML, modify this parameter to reference the location of the .xml definition file.	
SIPDomainForVBContac ts	The customer's SIP domain. For example, if the end user logs in as harry.potter@lync.com, the SIP domain is "lync.com."	
MystroAutomatonCusto mFieldName	Specifies the name of the custom field in VEMS Mystro which is used to determine if a Video Buddy is an automaton or not. The value of the custom field should be "yes" to indicate it is an automaton and "no" to indicate it is not.	
ChannelNameAppendage	Not used. Do not modify.	

Step 8. Give Port Permissions to the Services

- 1. From the Start menu, launch a Command Prompt window.
- 2. Delete any URL reservations already assigned to http://+:8000/ by entering the command "netsh http delete urlacl http://+:8000/" and pressing enter.

You will either receive confirmation of deletion (see below) or, if there were no reservations to delete then you will see a message stating such.



- 3. Next, enter the following command and press the "Enter" key. <u>Note</u>: the command below is all one line, not two separate commands. netsh http add urlacl url=http:// +:8000/ user=<Your_Domain>\lyncvbservice
- 4. The image below shows this command being successfully entered (after the previous command)



5. If successful, you should see the response "URL reservation successfully added."

Step 9. Remove Old Log Files

- ▼ To remove old log files:
- 1. Browse to "C:/ProgramData." By default this is a hidden folder. Either change your folder settings to display hidden folders or manually type the location in to the path bar on file explorer.
- 2. Delete the "VBrick" folder. This is done to remove any log files which were created with the original domain user. Failure to remove these old log files may result in the inability of the VBrick VEMS Lync Streaming Gateway to log important information.
- 3. Reboot the server, the VBrick Lync Streaming Gateway server is now configured and ready for use.

Step 10. Troubleshoot

The "Request new certificate" option (see Step 11 on page 3) 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 Step 14 on page 4) 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.

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," and "Thumbprint" sections (see Step 4 on page 12).

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 Step 4 on page 12).

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 VEMS Lync Streaming Gateway Server.
- Verify that the VideoBuddySource has been set properly in both configuration files.

My log files aren't updating

• Possible Solution: Make sure to delete the old log files and folders under "C:/ ProgramData/VBrick" (see <u>Step 9. Remove Old Log Files</u> on page 24).

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: A registry setting is required for the use of Video Buddies on a client PC. If it is not properly set, this message may appear (see "Client-Side Registry Edits" in the Admin Guide.)
- Possible Solution: The VEMS server must be a "Trusted Site" of Internet Explorer on the client PC. If it is not, this message may appear.

When you type "play" in the chat window, you get an "error ID 504" message and the player window does not open.

Possible Solution: The Streaming Gateway Server may be unable to communicate with the Lync Server. Most often this is due to a bad Personal Certificate on the Streaming Gateway Server. Check that the Personal Certificate exists and that it supports both Server and Client Authentication. If it does not, delete this certificate and create a new Personal Certificate using <u>Step 3</u>. Obtain Security Certificates on page 2. If the problem persists, contact Support Services.

Video Buddies do not work properly when configured for SSL.

- 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 "HTTPS Configuration" in the *Admin Guide*.
- 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

- VEMS Mystro: MystroService_URL

VBBOTService.exe.config

- VEMS Mystro: VB_Mystro_Player_Page

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