# VBrick OCS Streaming Gateway

VBrick OCS Streaming Gateway v2.0.1

Admin Guide

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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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# OCS Streaming Gateway v2.0.1 Admin Guide

## Preface

VBrick's OCS Streaming Gateway solution requires a complete VBrick system, including an OCS 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 OCS Streaming Gateway software is installed on the Gateway Server prior to shipment. *This document explains how to configure the OCS Gateway Server for the unique requirements and environment at your local site.* The *Video Buddy Quick Reference* document explains how to use the Office Communicator 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 OCS 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. Integrating the Server | Explains how to integrate the OCS Streaming Server. |
| 5. Configuring the OCS Server for SSL and SSO | Explains how to configure the OCS 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 authorized users can immediately send video content alerts to some or all OCS users. |
| 9. Troubleshooting | Explains how to find your serial number and other FAQs and how to troubleshoot problems. |

## Integration Worksheet

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

| Item | Description |
|---|---|
| OCSVBService User Password | |
| OCSAdmin User Password | |
| Personal Certificate Issued To | |

| Item | Description |
|---|---|
| Personal Certificate Issued By | |
| FQDN of the VEMS Server | |
| FQDN of the VBrick-OCSGW Server | |

## 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

### Related Documents

VBrick WM Appliance Admin Guide

VBrick H.264 Appliance Admin Guide

VBrick Video Buddy Quick Reference

VEMS Portal Server v5.4 Admin Guide

VEMS Portal Server v6.0 Admin Guide

## 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.

Chapter 1

# Product Overview

### Topics in this chapter

VBrick OCS Streaming Gateway . . . . . 1

## VBrick OCS Streaming Gateway

The VBrick OCS Streaming Gateway brings streaming video to end users via a single point of collaboration: Microsoft's Office Communicator™ (OCS). Government, commercial enterprise and educational institutions have invested in Office Communicator as a powerful unified communications tool for their employees and constituents, and the OCS Streaming Gateway enables them to use video in tandem with the other commonly used types of communication including chat, found in Office Communicator and OCS-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 Office Communicator as the common entry point for their day-to-day work and collaboration activities.

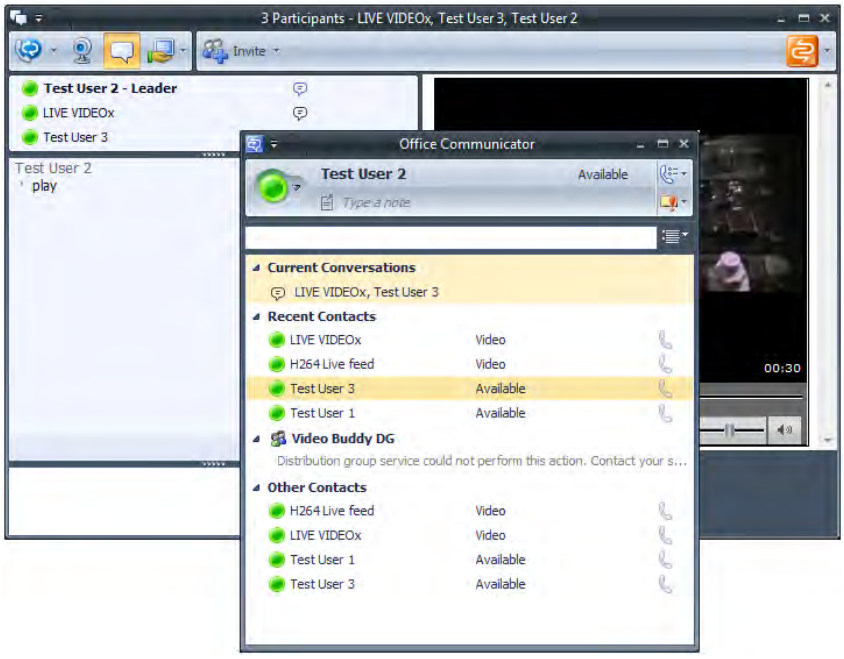


**Figure 1.** OCS Desktop Environment

Once the OCS Streaming Gateway is in place, users view video and see the availability status of video content within their Office Communicator client via Video Buddies. Video Buddies associate video content with contacts in OCS. 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 OCS. 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 OCS communication modes including voice and desktop sharing. These capabilities are available within the Office Communicator client itself or any OCS-enabled application such as Microsoft Office, SharePoint or Project.

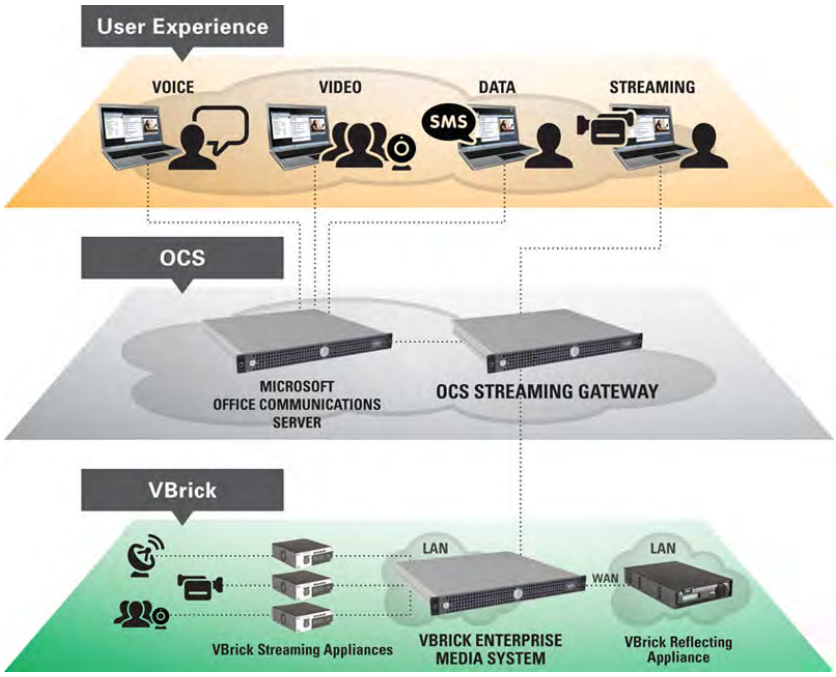


**Figure 2.** OCS Streaming Gateway Functional Diagram

VBrick's seamless integration with OCS 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 OCS Streaming Gateway serves as the link between the VBrick video platform and the OCS Server. It was designed to tightly integrate VEMS directly with the OCS Server without any software installation on the server or the desktop. The power of VEMS can now be leveraged by the Office Communicator client, or any OCS-enabled application, in a secure and network-friendly environment.


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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 . . . . . 9
Provide a Personal Certificate . . . . . 11


## Overview

Before the VBrick OCS Streaming Gateway Server arrives, the target domain can be prepared for its integration.

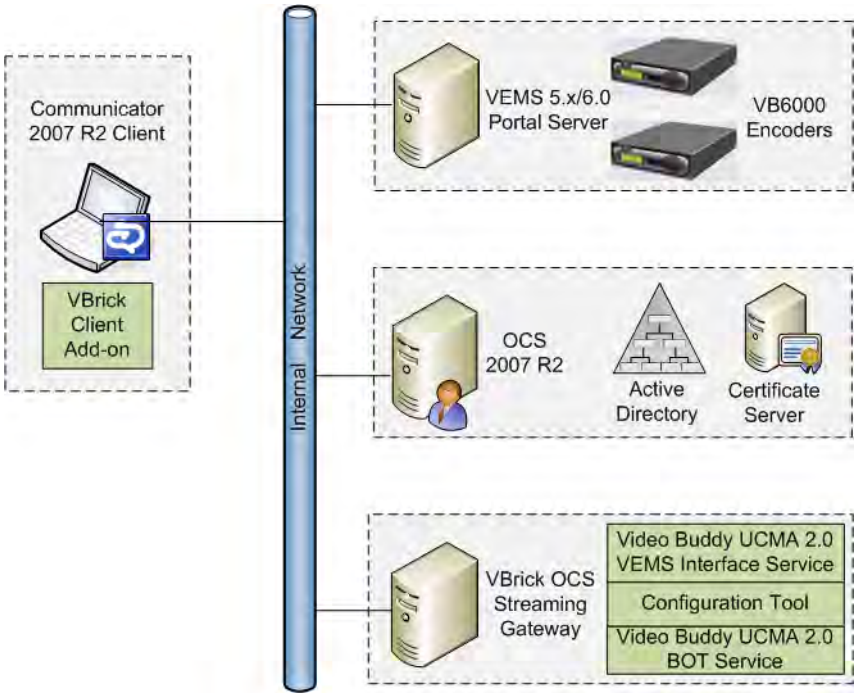



**Figure 3.** OCS Streaming Gateway Component Diagram

### Supported Domain Configurations

The OCS 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 OCS Server, the OCS Streaming Gateway, and VEMS (if applicable), on the same domain.

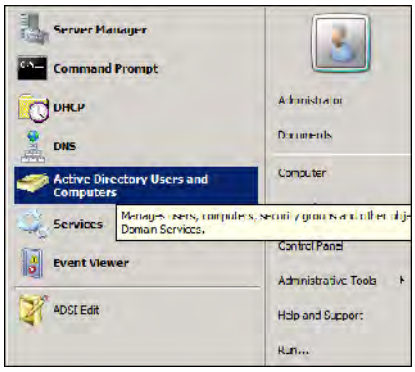
- Multiple forests in a central forest topology
- Multiple forests in a resource forest topology

## Create the Required Active Directory User

The VBrick OCS 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.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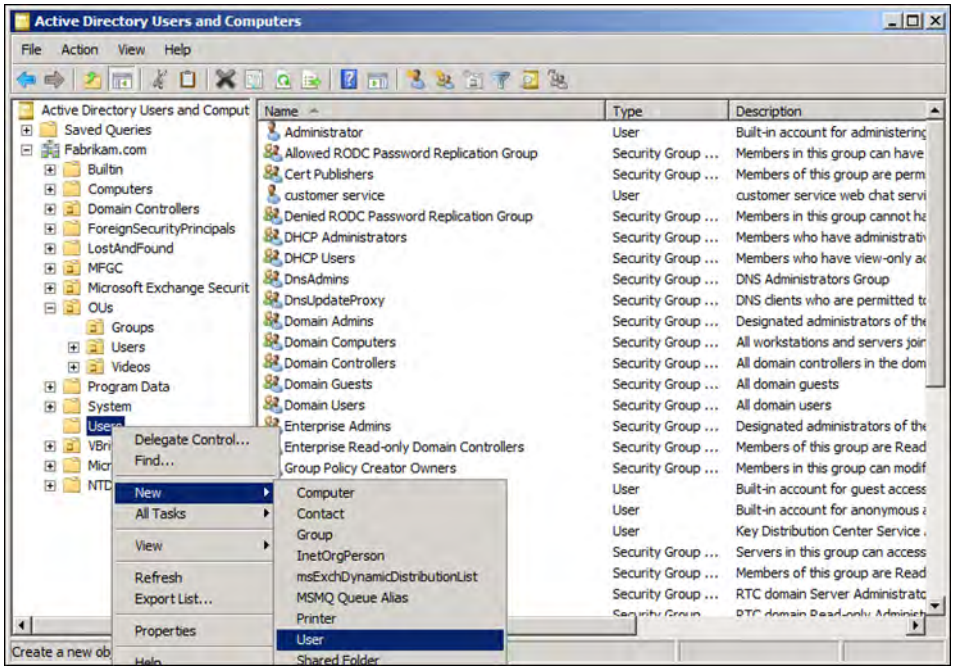
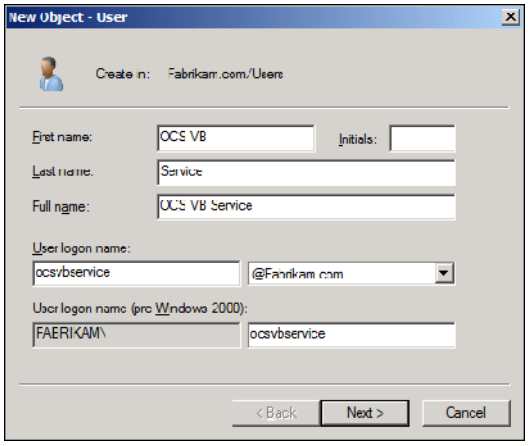
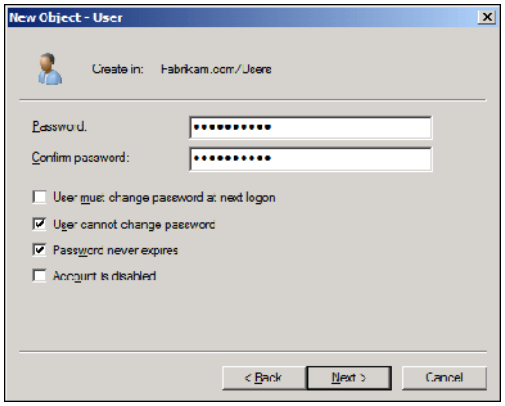


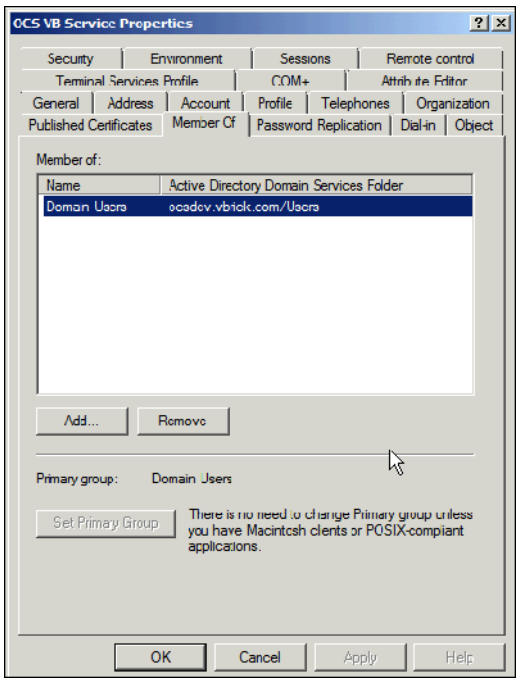

3. The new user wizard will appear. You will need to fill in the details of the user. Enter the information as displayed in the image. Replace "Fabrikam.com" with your domain information.




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 OCS Streaming Gateway Server services to abruptly stop working. Take note of the password as you will need to configure the OCS Gateway Server to use this account when integrated.




5. When finished making changes click **Next** to proceed and finish creating the ocsvbservice user.
6. Now that the ocsvbservice user is created we must add it to the appropriate groups. Right click on the new ocsvbservice user 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.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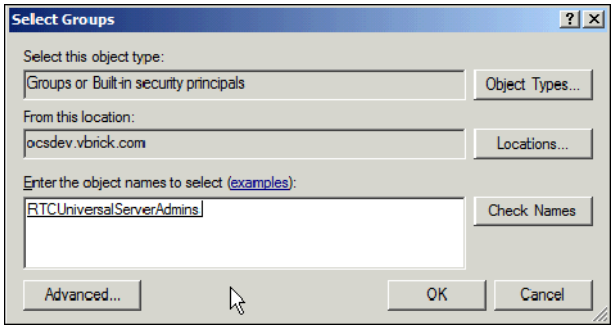
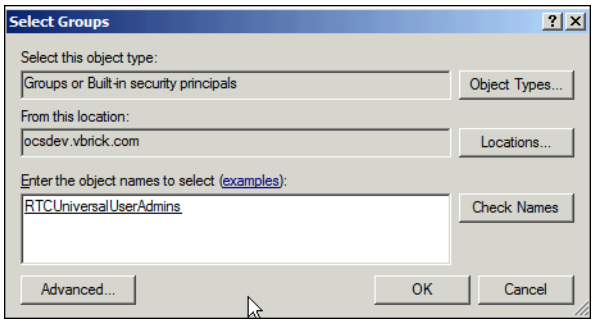
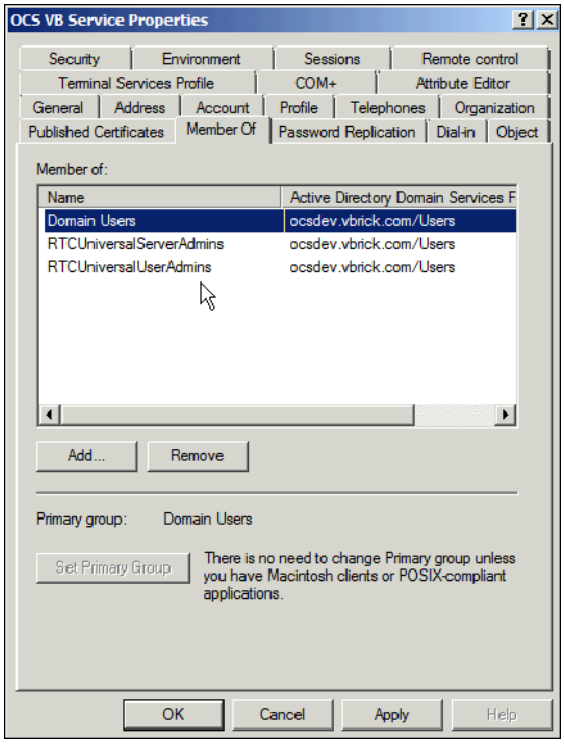



9. Click OK to return to the "Member of" tab and click "Add" again to add the second required group.
10. Enter "RTCUniversalUserAdmins" in the **Enter the object names to select** field and click **Check Names**. It should resolve to the correct group and underline.




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



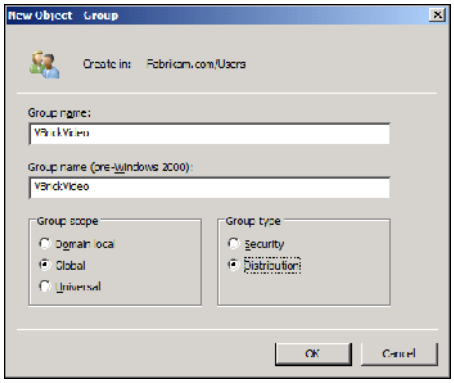

12. Click **OK** to finish and close the window.

# Create the Required Active Directory Distribution Group

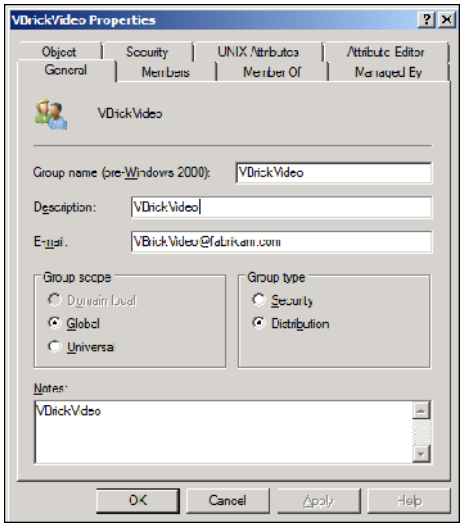
VBrick Video Buddies will be added to this distribution group.

▼ To create an Active Directory Distribution Group:

1. Create an Active Directory Group named VBrickVideo. Group Scope is "Global" or "Universal" and Group Type is "Distribution."




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




4. On Security tab add "OCSVBService" user and give "Read" and "Write" permissions.
5. On Managed By tab add "OCSVBService" user and select "Manager can update membership list"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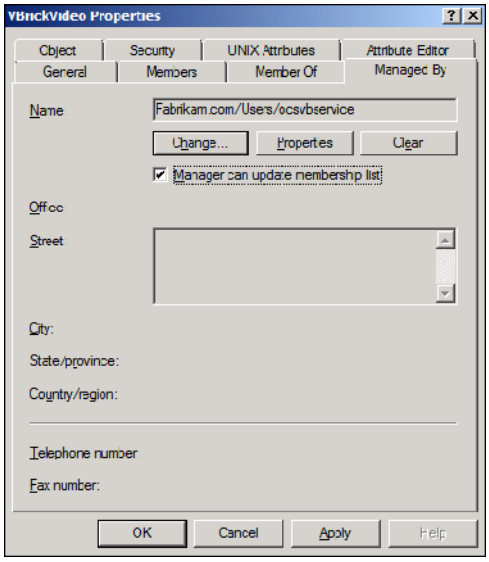
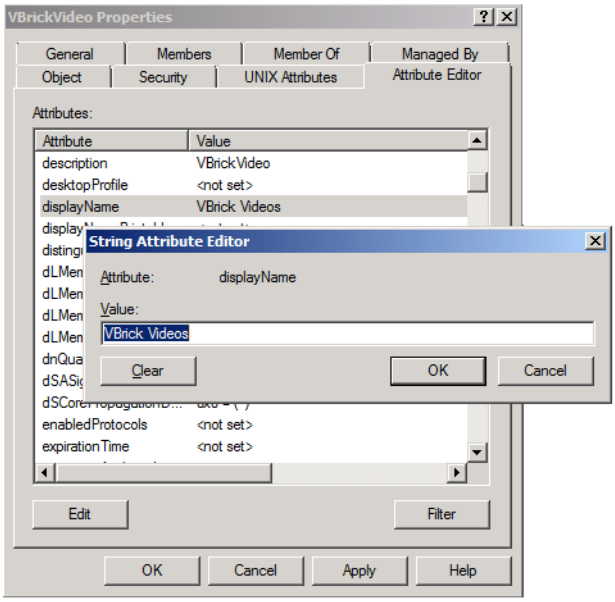



6. On Attribute Editor tab select "displayName" and edit the value. Enter "VBrick Videos" or "VBrick Channels" as needed. This is the name that will be displayed in the Users Contact list when the VBrickVideo Distribution group is added.




7. Apply the changes.

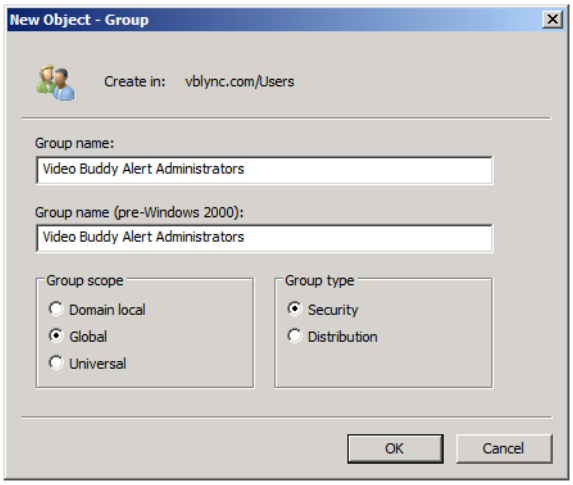
# Create and Configure the Video Alert Security Group

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:

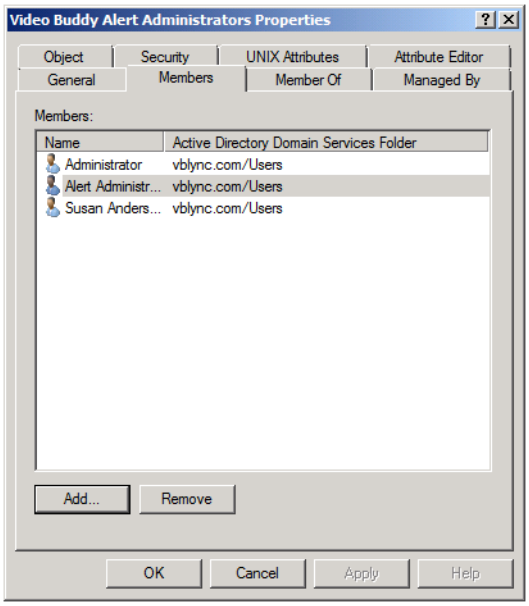
1. Create an Active Directory Group to specify which users are authorized to send Video Alerts. By default, the name should be set to "Video Buddy Alert Administrators." If you specify a different name, make sure to modify the Video Alert configuration file before using the Video Alert feature (see Video Alerts on page 31). **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**.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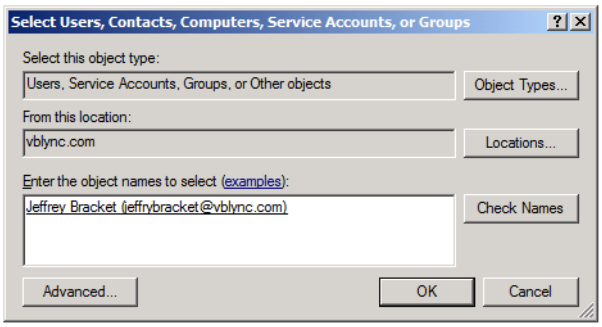


6. Repeat Step 3 to add more users.
7. When done, click **OK** from the Properties window to save and exit.

# Provide a Personal Certificate

The OCS 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.

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# Chapter 3

# Configuring Authentication in VEMS

**Topics in this chapter**

Configuring Authentication in VEMS 5.x . . . . . 13
Configuring Authentication in VEMS Mystro . . . . . 15

## Configuring Authentication in VEMS 5.x

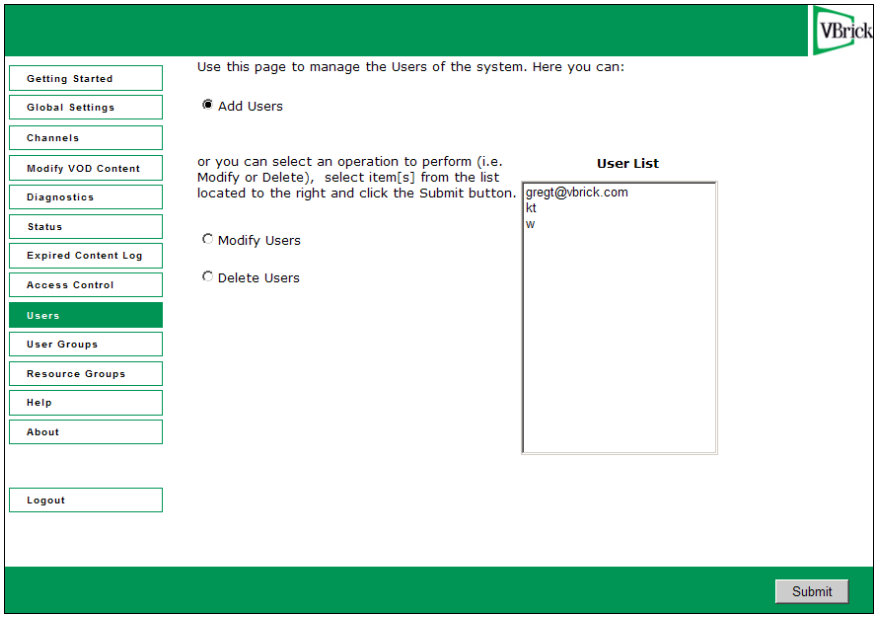
There are four authentication modes that your VEMS may run in:

- Authentication Disabled
- VBrick Authentication
- LDAP (AD) Authentication
- RSA Authentication.

The VBrick VEMS OCS Streaming Gateway Server does not support RSA authentication. If you are running your VEMS with Authentication Disabled then no steps need to be taken to prepare the VEMS. For all other authentication modes the following steps must be taken.

▼ To prepare VEMS 5.x for authentication:

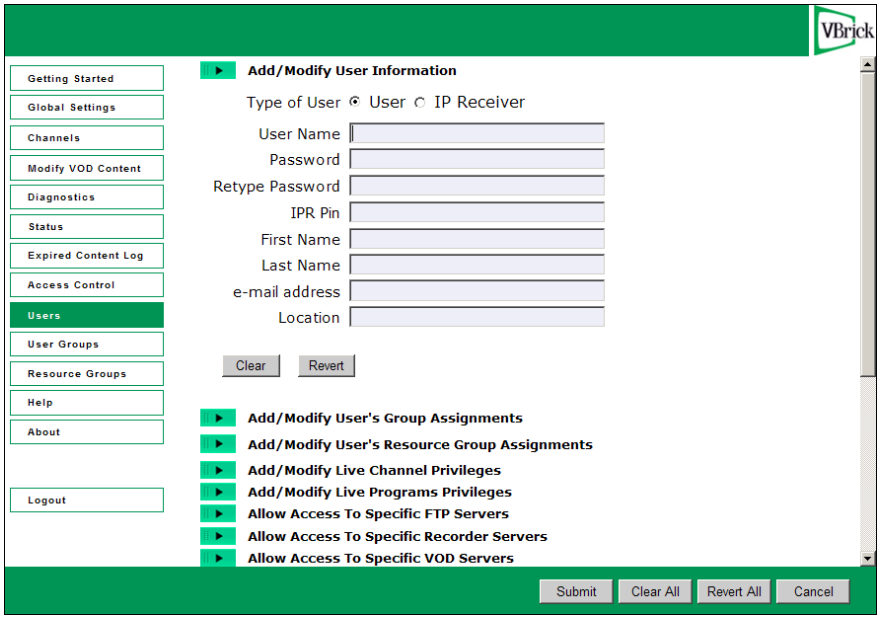
1. If you are using LDAP authentication mode for your access control, you must also enable VBrick Authentication Mode for the VBrick OCS Streaming Gateway Server to operate properly. See the VEMS *Portal Server Admin Guide* for details on enabling these authentication modes.
2. Log into the VEMS admin interface at `<server_ip_address/admin>`
3. Assuming your authentication mode is configured properly and VBrick authentication is enabled (as well as any other authentication modes you may be using), click on "Users."




4. Select the "Add Users" radio button and click "Submit"
5. Fill in the User Name and Password fields as follows:

   **User Name**: `ocsadmin`

   **Password**: a password of your choosing.




6. Click the arrow next to "Add/Modify Live Channel Privileges" to drop down the Channel Management interface for this user. Select the channels you wish to appear as OCS Buddies and click the "Submit" button. If no channels are listed then channels may have to be created. See the Adding Video Buddies to OCS on page 24 for instructions on how to generate channels.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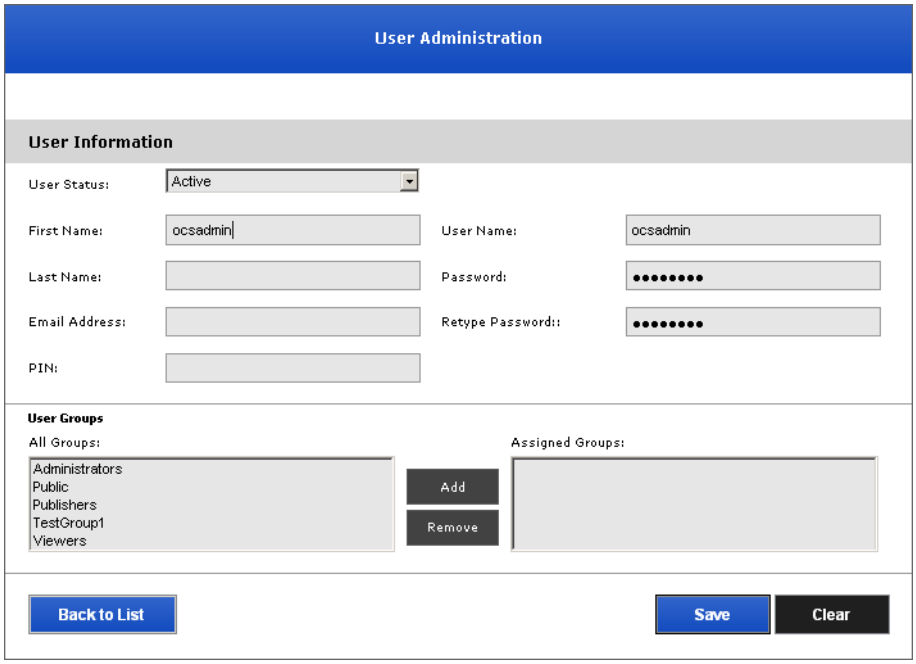
# Configuring Authentication in VEMS Mystro

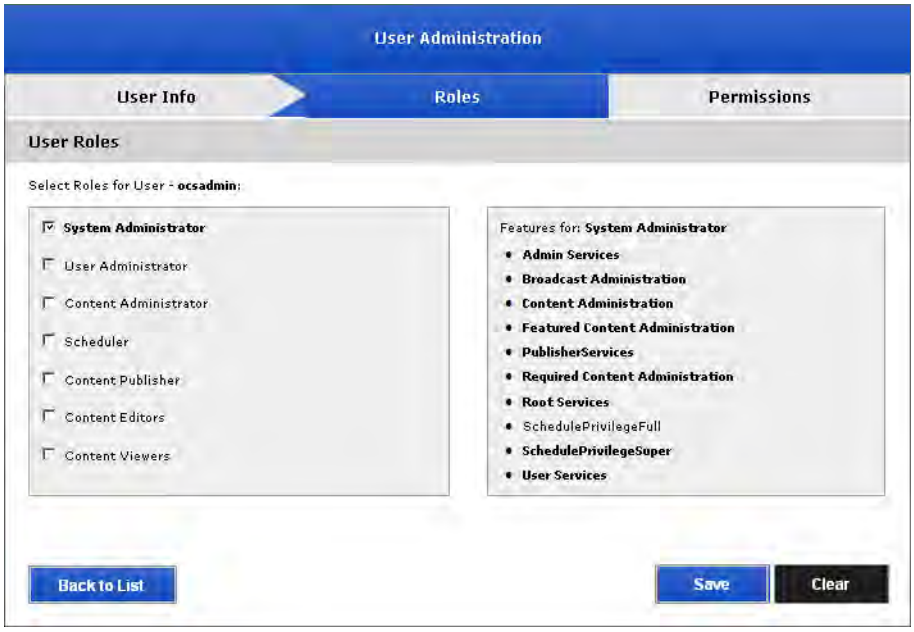
The VBrick VEMS OCS Streaming Gateway Server does not support RSA authentication. If you are running your VEMS with an LDAP server, the following steps must be taken.

▼ 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 OCS 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 `ocsadmin` for **User Name** and a password of your choice.
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.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Chapter 4

# Integrating the Server

## Overview

The following steps explain how to fully integrate the OCS server at a customer site. **These steps 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. They should not be performed by a customer. These procedures are fully explained in *VBrick OCS Streaming Gateway: Server Integration*. This document is available to qualified integrators from VBrick Support Services.

### Topics in this chapter

Step 1. Attach the VBrick OCS Streaming Gateway Server
Step 2. Join the Domain
Step 3. Obtain Security Certificates
Step 4. Update VBrick OCS Streaming Gateway Services to Use Domain User
Step 5. Create a Trusted Application using Application Provisioner Tool
Step 6. Configuring the VB Bot Service
Step 7. Configuring the VB VEMS Interface Service
Step 8. Give Port Permissions to the Services
Step 9. Remove Old Log Files

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# Chapter 5

# Configuring the OCS Server for SSL and SSO

**Topics in this chapter**

VEMS 5.x/Mystro Configuration . . . . . 19

## VEMS 5.x/Mystro Configuration

**Notes**

- The OCS Streaming Gateway Server configuration for SSL (Secure Sockets Layer) and SSO (Single Sign-On is the same for VEMS 5.x and VEMS Mystro.
- This topic explains how to configure the Gateway Server for SSL. When done you will still need to configure the VEMS 5.x or 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 5.x or Mystro server is configured for SSL (HTTPS), the VBrick OCS 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 OCS Streaming Gateway Server and the VEMS Portal Server.

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

1. Insert the OCS 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 and options as explained below:

   **`SetConfig <SSL> <SSO> [VEMSCfgFile] [BOTCfgFile]`**

| | |
|---|---|
| `SSL` | Set SSL on or off. |
| `SSO` | Set Single Sign-On on or off. |
| `VEMSCfgfile` | Optional. Full path and file name of VEMS IF Service configuration file. |
| `BOTCfgfile` | Optional. Full path and file name of BOT Service configuration file. Use this parameter only if the software is installed in a folder opther than the default (`C:\Programs Files\VBrick\OCS`) |

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Chapter 6

# Client-Side Configuration

**Topics in this chapter**

Client-Side H.264 Components . . . . . 21
Client-Side Installation . . . . . 21
Client-Side Internet Explorer Configuration . . . . . 21
Installing the VBrick Video Buddy Client Service . . . . . 22

## Client-Side H.264 Components

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

## Client-Side Internet Explorer Configuration

In order for the Office Communicator client to allow access to the VEMS content within its context window, the VEMS server must be a trusted site.

▼ To add a Trusted Site:

1. Open Internet Explorer on the client computer.
2. Open **Tools > Internet Options** and click the **Security** tab.
3. Click the green checkmark labeled **Trusted Sites**.
4. Click the **Sites** button.
5. Add the URL to your VEMS server to the list of trusted sites. If your VEMS server is not using "HTTPS" then be sure to uncheck the "Require Server Verification…" checkbox before attempting to add.
6. Click "Close" once your VEMS URL is added
7. Close IE and Office Communicator Client and reopen for the changes to take effect.

8. It is possible (and suggested) to push this change out via "Group Policy" on your domain.

## Installing the VBrick Video Buddy Client Service

VBrick has created a desktop plugin that makes it easier to launch a stream from the OCS window. *This plugin must be installed on each user desktop*. The plugin is located on the OCS 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 Office Communicator 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.

▼ To install the plugin:

1. Insert the Product CD in a local drive on your computer.
2. Go to the "OCS 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 `VBVEMSClientAddonSetup.msi`
3. Follow the installation instructions. Once installed, reboot. The service will run in the background of the client PC.


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Chapter 7

# VEMS Configuration

### Topics in this chapter

Overview . . . . . 23
Configure VEMS 5.x . . . . . 23
Configure VEMS Mystro . . . . . 29

## Overview

The VEMS server is used to authenticate users and to configure the streams that will display in Office Communicator as Video Buddies. If **Access Control** is enabled on the VEMS server, you will need to create an OCS user as explained below (see Configuring an OCS 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 OCS).

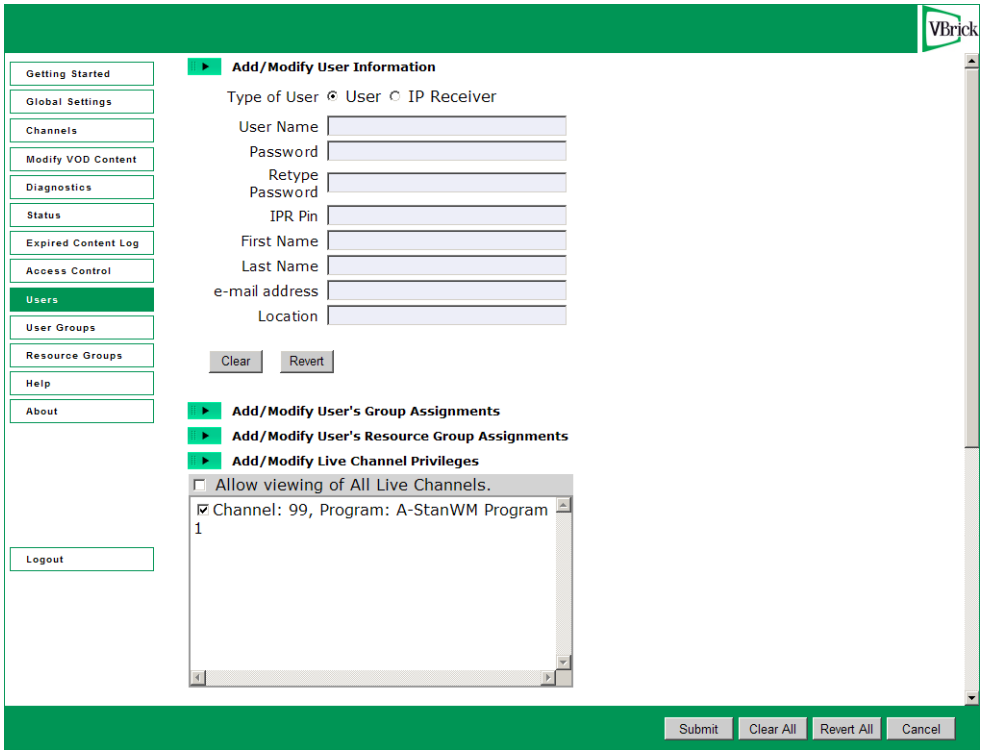
## Configure VEMS 5.x

### Configuring an OCS User

If you will be using authentication (for example LDAP or Active Directory) you will need to configure an OCS user in VEMS using the Admin Console.

▼ To configure an OCS user:

1. Open the VEMS Admin Console and go to the **Users** page.
2. Select **Add Users** and click **Submit**.




3. In **User Name** field type ocsadmin. Then enter (and retype) a password.
4. In the **Add/Modify Live Channel Privileges** pane, select one or more channel(s) that will be available to OCS users as Video Buddies.
5. Click **Submit** when done.

## Adding Video Buddies to OCS

*Video Buddies are created by adding streams (called "custom stations") to the Portal Server using the Admin Console.* The Portal Server discovers all available live streams (from Windows Media and H.264 encoders) on the network. As explained below, you simply select an available stream, assign an arbitrary channel number and you are done. After a few minutes the stream will automatically display in Office Communicator.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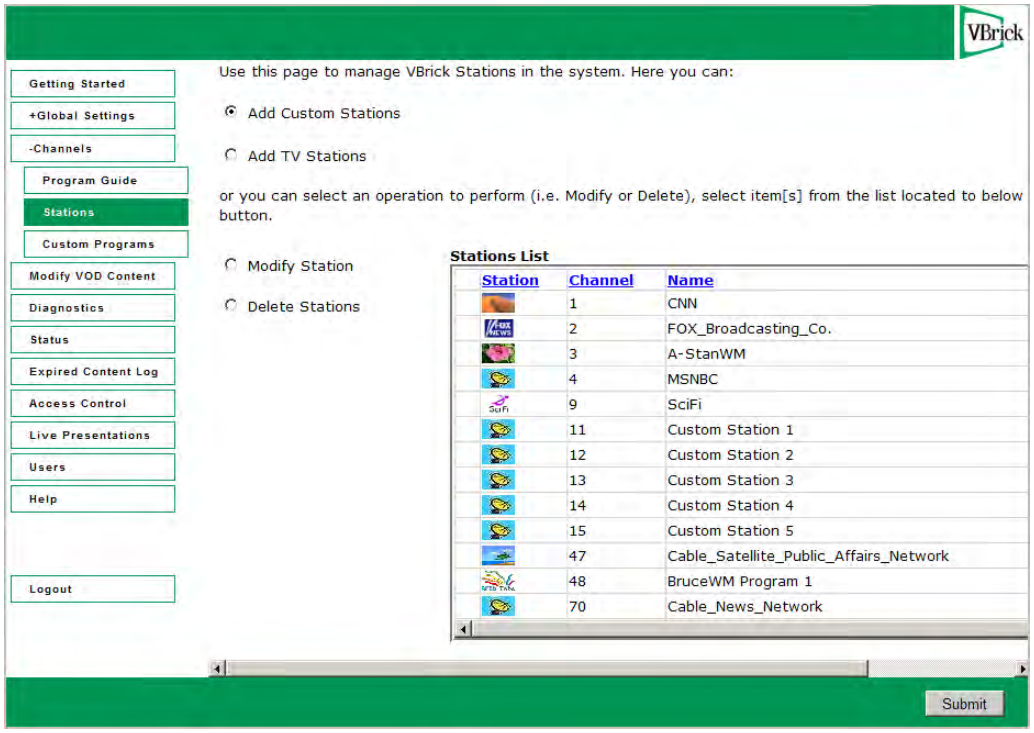
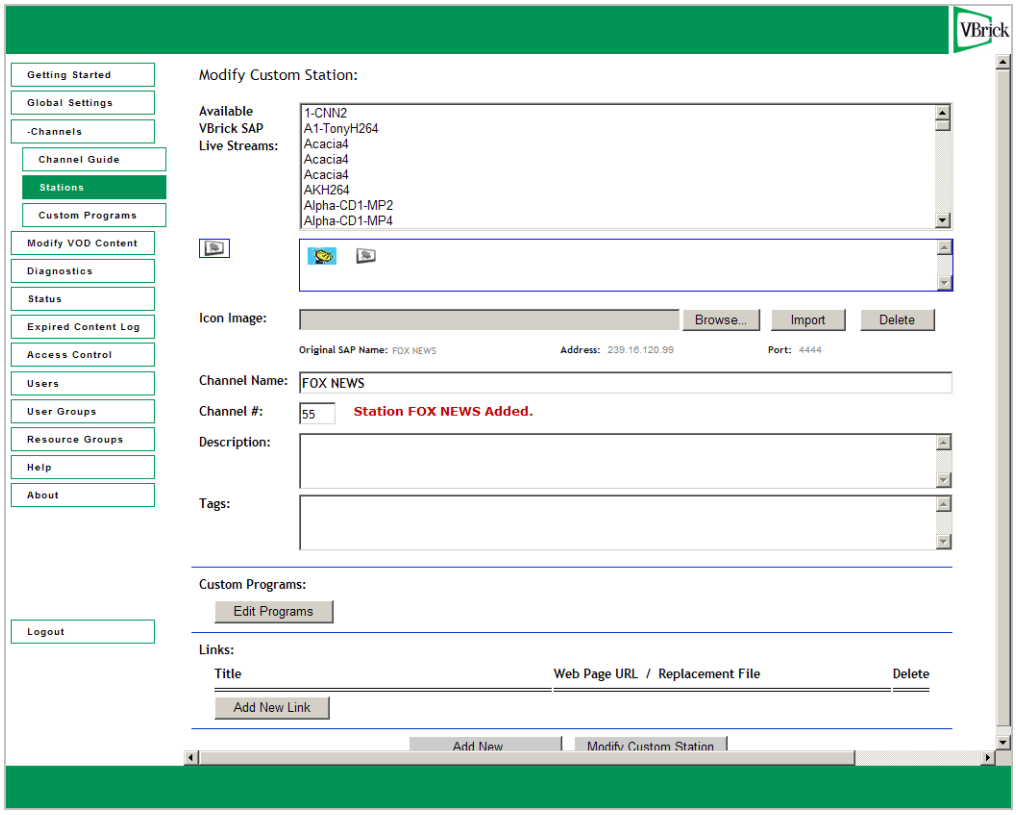



▼ To add a Custom Station:

1. Go to **Channels > Stations** and click **Add Custom Stations**.
2. Click on any *available* live stream (in the **Available VBrick SAP Live Streams** pane) to populate the window shown below. *Note that only those streams not currently assigned to stations are displayed and available for use.*




3. Enter a **Channel Name** (or use the default) as desired. This is the name assigned to the station that will display in Office Communicator. It can be changed later on the Office Communicator page.
4. Enter a **Channel** number. This required number is used internally and duplicates are not allowed.
5. Click **Add Custom Station**. This displays a message, creates the station, and you are done—no other parameters are required.
6. Click **Logout** to exit the Admin Console.

**Note** The OCS Server polls periodically for Video Buddies. You may have to wait a few minutes before the stream for the new Video Buddy is displayed on the Office Communicator page.

## Customizing the Current Status

This topic explains how to change the status of active streams from "available" (the default) to something more descriptive like "CEO Broadcast in Progress." This can be used to draw attention to a stream that has a noteworthy stream currently in progress.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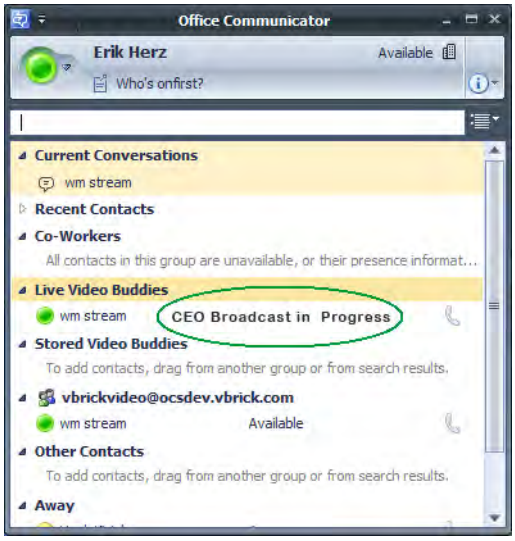
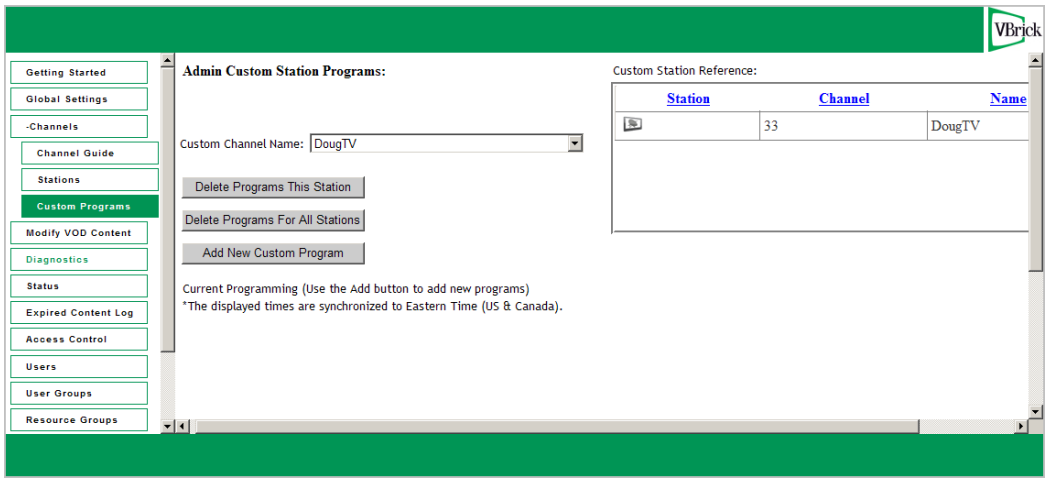


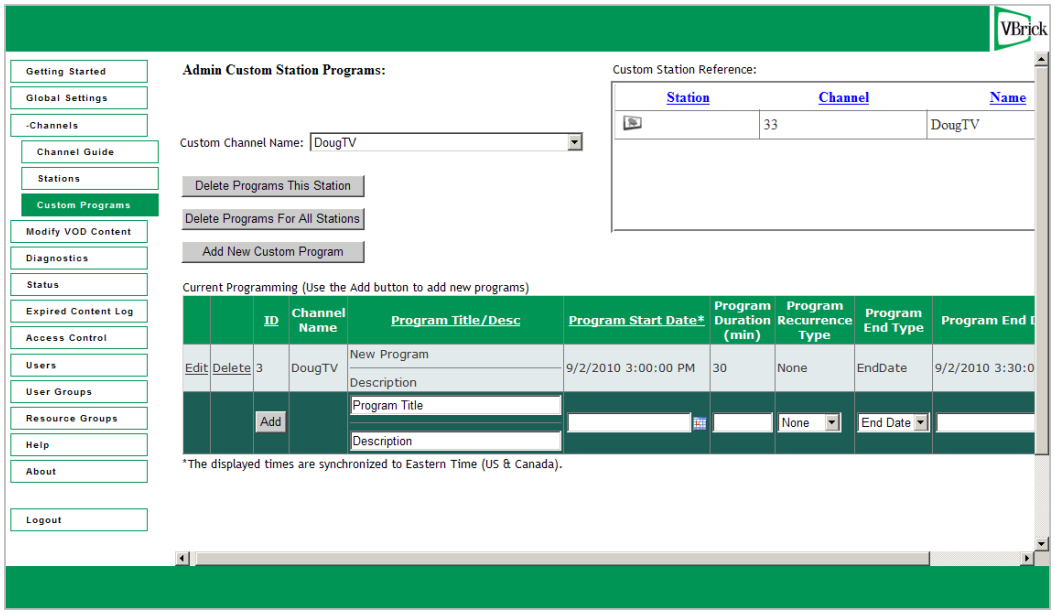

**Figure 4.** Customized Video Buddy Status

▼ To customize the Video Buddy status in VEMS 5.x:

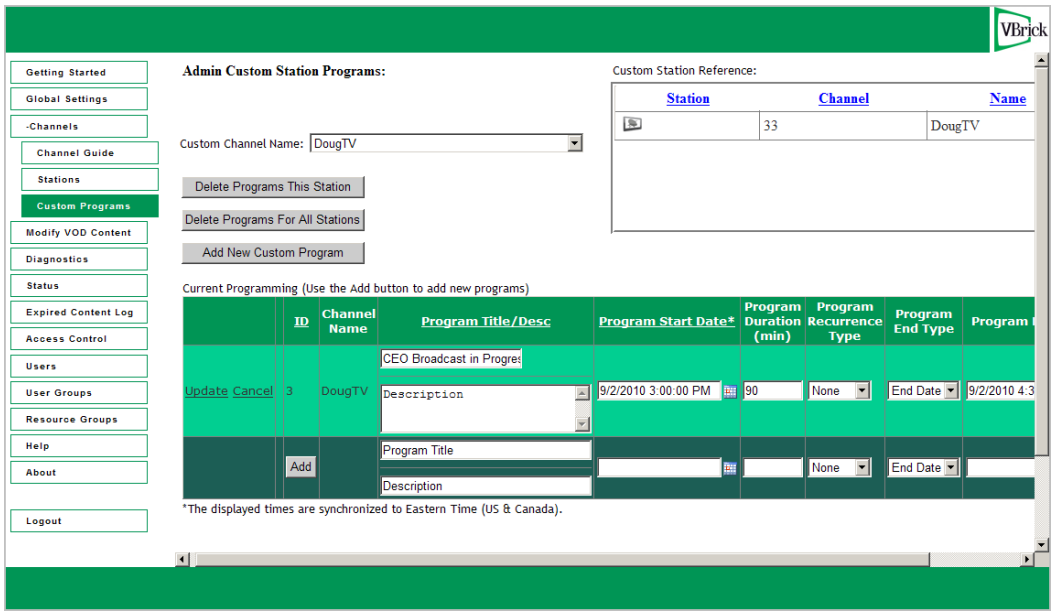
1. Define a Custom Station on the VEMS Admin Console (see Adding Video Buddies to OCS on page 24).
2. Go to **Channels > Custom Programs**.




3. Select the Custom Program defined above from the **Custom Channel Name** dropdown list, and click **Add New Custom Program**.




4. Click the **Edit** button in the **Current Programming** pane, and in the **Program Title/Desc** field enter the title you want to display in Office Communicator, for example "CEO Broadcast in Progress."
5. Enter the **Program Start Date** and the **Program Duration** in minutes.




6. When done click **Update** to save your changes and **Logout** to exit the Admin Console. At the scheduled date and time, the "Available" status of the Video Buddy will change to "CEO Broadcast in Progress" (Figure 4).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# Configure VEMS Mystro

## Configuring an OCS User

If you will be configuring authentication (for example LDAP or Active Directory) you will need to configure an OCS user in VEMS using the Admin Console. See Configuring Authentication in VEMS Mystro on page 15 for details.

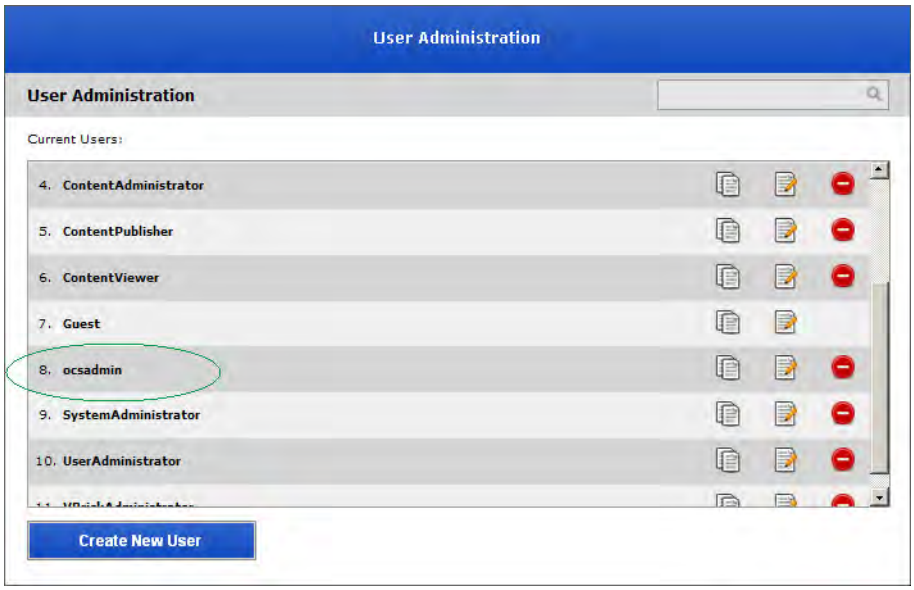
## Adding Video Buddies to OCS

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 Office Communicator are those to which the `ocsadmin` user has been given access as explained below. For more information about adding streams, see the *Portal Server Admin Guide*.

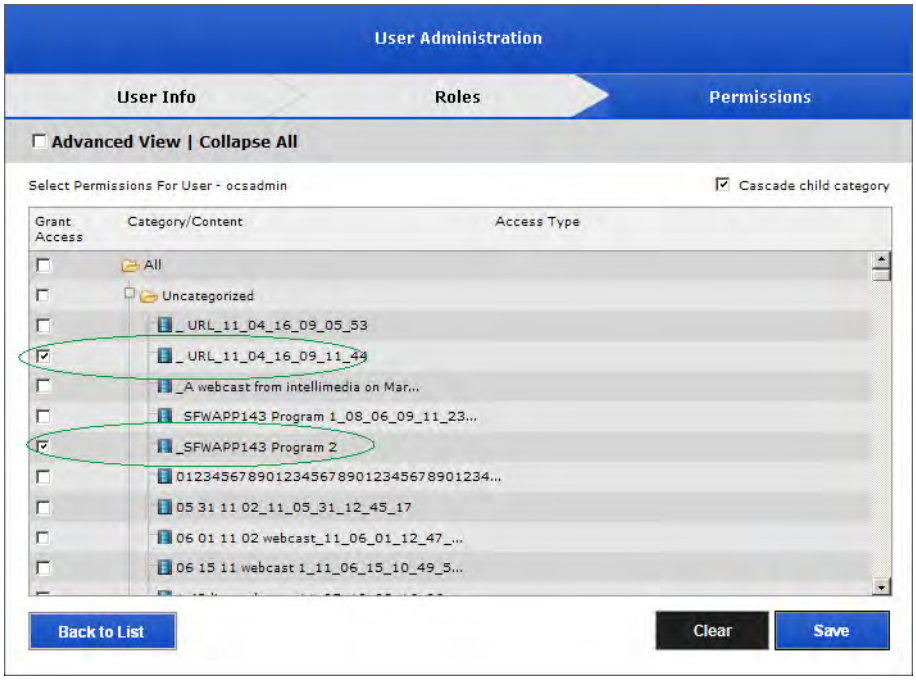
**Note** The stream name is used in the SIP address of the Video Buddy. It may contain any combination of alphanumber characters or spaces but no special characters. Modify the stream name in VEMS if necessary.

▼ To add Video Buddies:

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




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




4. Select the live stream(s) you want to display in OCS 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 OCS

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

**For detailed instructions that explain how to add channels to OCS as Video Buddies, see the "Channel Guide" topic in the VEMS Mystro** *Portal Server User Guide***.** This document is available on the OCS 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 OCS, 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.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Chapter 8

# Video Alerts

**Topics in this chapter**

Overview . . . . . 31
Configuring the Video Alert Service . . . . . 31
Initiating a Request . . . . . 32
Receiving a Video Alert . . . . . 34

## Overview

Video Alerts provide authorized users with the ability to immediately send video content to some or all OCS 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

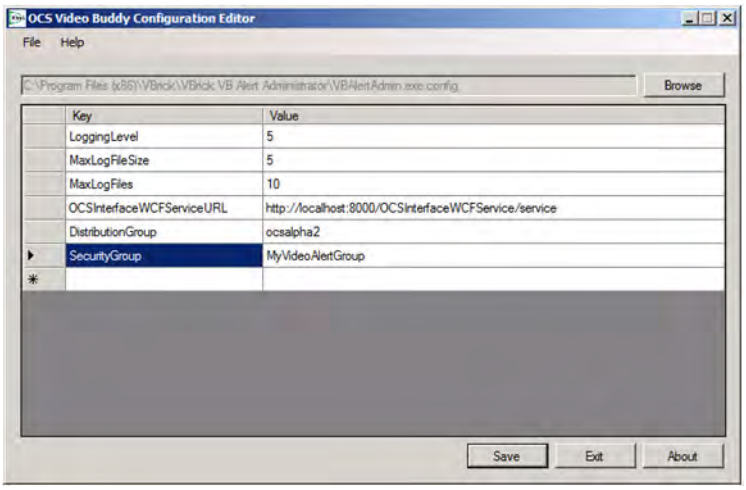
After sending the alert, an OCS "toast" appears in the bottom-right corner of the display for each user in the list of recipients. When the client user clicks on the toast, the specified Video Buddy opens immediately and begins streaming live content.

## Configuring the Video Alert Service

**Note** This step is only required if the default name was not used when creating the Active Directory security group (see Create and Configure the Video Alert Security Group on page 9).

▼ To configure the Video Alert Service:

1. Go to Start > VBrick Video Buddy Configuration Tool.
2. When the tool launches, click the **Browse** button and navigate to the configuration file where the Video Blast software was installed (the default location is `C:/Program Files (x86)/VBrick/VBrick VB Alert Administrator`). Open this file in the configuration tool.

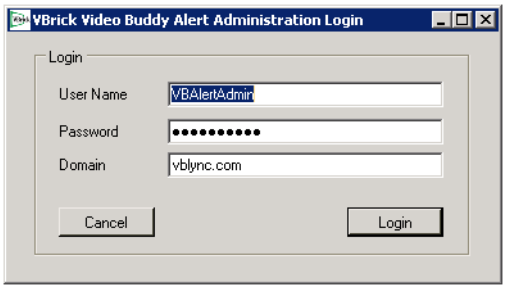



3. Set the "SecurityGroup" key to the name of the Active Directory security group you created earlier (see Create and Configure the Video Alert Security Group on page 9).
4. Click "Save."

# Initiating a Request

▼ Use the following steps to send a Video Alert:

1. Login to the OCS 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 9 for details.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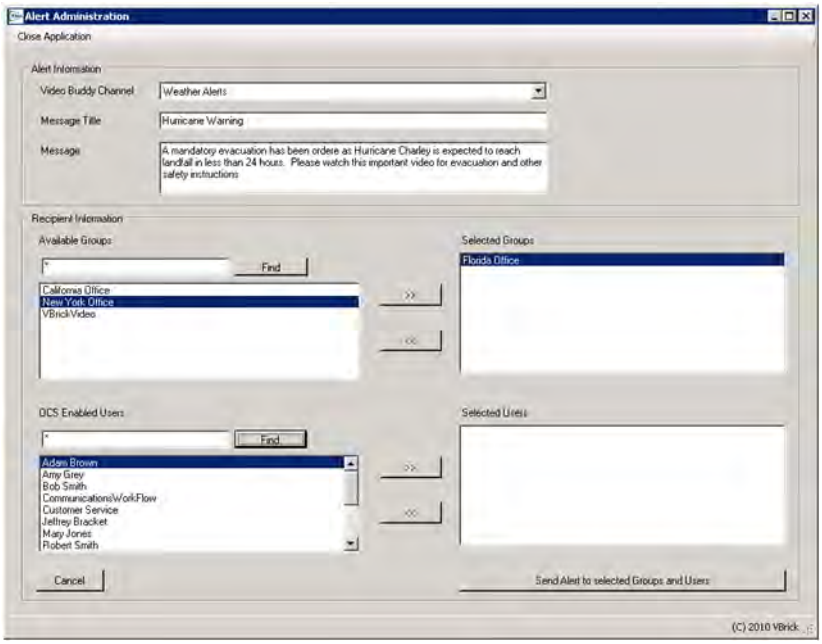
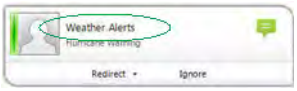



4. Provide the follow required information to initiate the Video Alert:

| | |
|---|---|
| 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 OCS toast.<br>  |
| 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.

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

8. The OCS 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, OCS users will see an OCS "toast" pop up in the bottom right corner of the desktop. 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.

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Chapter 9

# Troubleshooting

**Topics in this chapter**

FAQs . . . . . 35
Troubleshooting . . . . . 36

## FAQs

**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 Installation on page 21.)
- 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 (see Client-Side Internet Explorer Configuration on page 21.)

**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 Office Communicator 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.

**VEMS 5.x . 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.

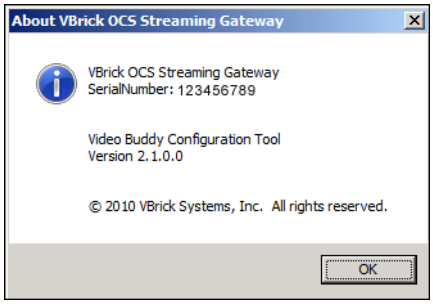
**VEMS 5.x. What happens if I delete a channel or remove the privilege to access it?**

The presence status on the Office Communicator 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 *Server Integration* document.)

**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 OCS 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.




# Troubleshooting

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

- Possible Solution: Verify that the VBrick-OCSGW server is on the domain
- Possible Solution: Verify that you are logged into the VBrick-OCSGW 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-OCSGW server is on the domain
- Possible Solution: Verify that the VBrick-OCSGW server has the Trusted Root Certificate from the Certificate Authority for the domain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**Application Provisioner tool** (see *Server Integration* document) **crashes or will not create an Application Pool.**

- Possible Solution: Verify that you are logged in as the OCSVBService user when attempting to use the Application Provisioner tool.
- Possible Solution: Verify that the OCSVBService user is part of the groups "RTCUniversalServerAdmins" and "RTCUniversalUserAdmins"

**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" and "Issued By" 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 OCS 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 OCS 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.

**Can't find the "VBrickVideo" distribution group to add to my OCS 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 OCS 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 OCS system to update the distribution group on the client. This is an OCS behavior and is not related to the VBrick VEMS OCS Streaming Gateway Server.

**Log files not 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.**


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- 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 19.
- 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”`

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