

# Configure and Troubleshoot TCS Live streaming and Video on Demand with VBrick DME and VBrick Rev

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## Introduction

This document describes the steps to configure and troubleshoot Cisco Telepresence Content Server (TCS) Live Streaming and Video on Demand (VoD) integration with VBrick Distributed Media Engine (DME) server and VBrick Rev server. VBrick integration with TCS has been added from version s6.2.1 and up.

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## Prerequisites

### Requirements

- Cisco TCS s6.2.1 and above
- VBrick DME
- VBrick Rev (required for VoD integration)

**Caution:** Cisco TCS s7.2 and above is required for FTP over SSL (FTPS) VoD configuration

### Components Used

The information on this document is based on these software and hardware versions:

1. TCS 7.2
2. VBrick DME 3.15.0 RHEL7
3. VBrick Rev 7.14 (for VoD integration)

The information in this document was created from the devices in a specific lab environment. All of the devices used in here started with cleared (default) configurations. If your network is live, make sure that you understand the potential impact of any command.

## **Background Information**

There are two types of integration that can be configured:

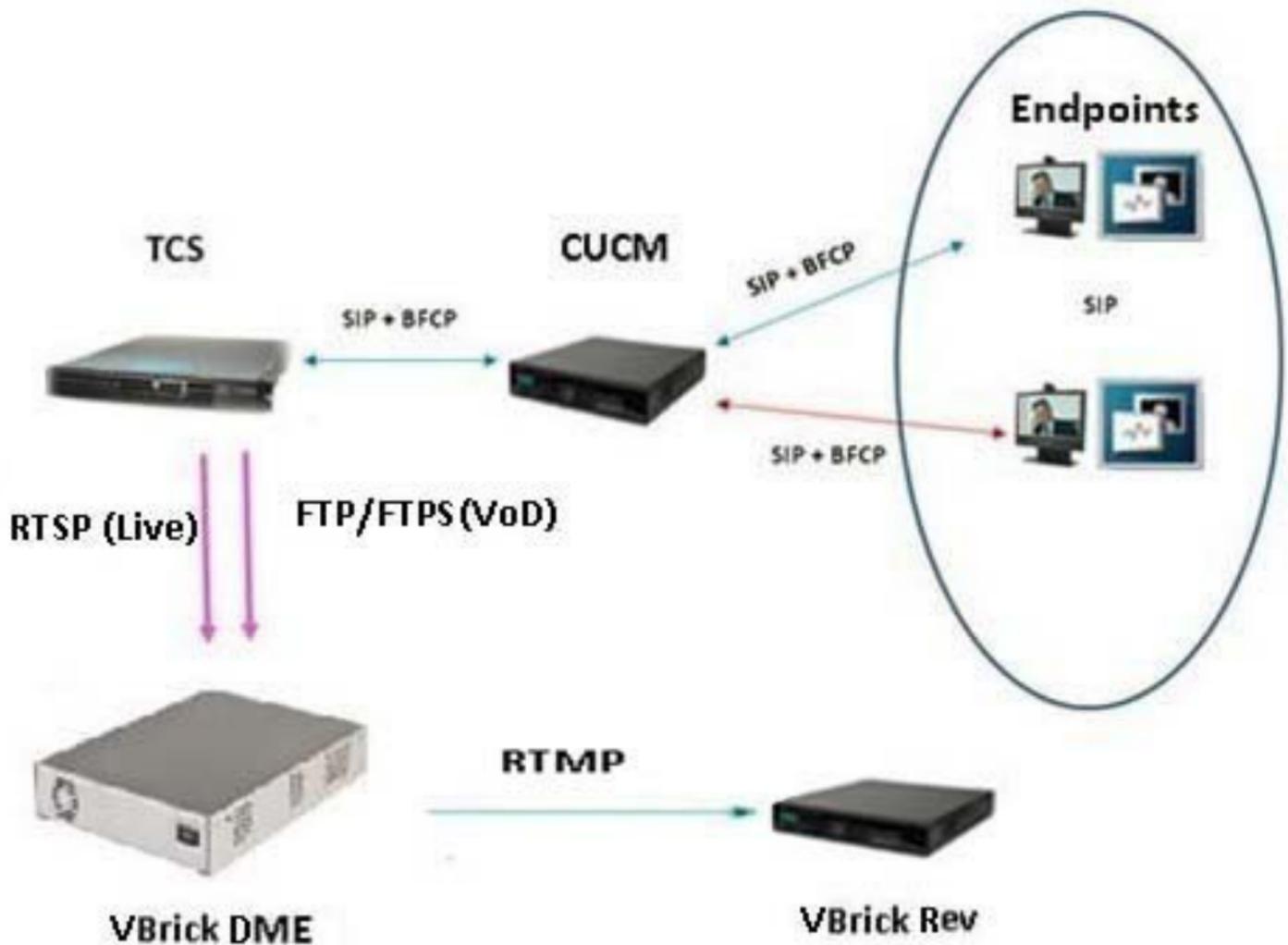
1. Live Streaming (Webcast) and
2. VoD

Live Streaming integration with VBrick DME allow users to watch any live streamed TCS conference anywhere inside the network from different devices, additionally when VBrick Rev is used along VBrick DME this extends this capability for viewing from outside the network for every VBrick Rev authorized user.

VoD integration with VBrick DME and VBrick Rev allow VBrick Rev authorized users to watch any submitted recording created by TCS anywhere inside and outside the network from different devices.

## **Configure**

### **Network Diagram**



## Configurations

### 1. Live Streaming (Webcast) Integration.

1a Add VBrick Live Server Configuration.

In TCS web interface go to Management > Recording setup > Media server configurations and click on the '+ Add VBrick Live Server Configuration' link:

**Media server configurations**

<input type="checkbox"/>	Description	Server type	Server address
<input type="checkbox"/>	Local IIS Web Server Edit	Web Server	(local)
<input type="checkbox"/>	vBrick Live Edit	VBrick Live Server	10.88.246.108
<input type="checkbox"/>	vBrick VoD Edit	VBrick VoD Server	10.88.246.108

- + Add Windows Media streaming server configuration
- + Add QuickTime or Darwin streaming server configuration
- + Add Wowza Media Server for Flash configuration
- + Add VBrick Live Server Configuration**
- + Add VBrick VoD server configuration
- + Add Cisco Video Streamer configuration
- + Add Media Experience Engine 3500 server configuration
- + Add Show and Share server configuration
- + Add Podcast Producer server configuration
- + Add iTunes U server configuration

Fill in the fields for the Media server configuration:

- Name Name to identify the media server
- Server address IP or FQDN of Vbrick DME
- RTSP Port Multi-Protocol Server RTSP port number configured in Vbrick. Default is 5544.
- User name Stream Input Authentication User Name configured in Vbrick. Default username is 'broadcast'
- Password Stream Input Authentication Password configured in Vbrick. Default password is 'broadcast'
- Password confirm Confirm the password
- Static Stream Name The name with you will identify the stream in the network. If this is not filled TCS will append a random name for the stream when created. Even when the web interface suggests this is optional, it is strongly recommended to configure it. Also if Vbrick Rev is used along with VBrick DME then configuration of this field is mandatory.

System Administrator (CHRRUIZ-TCS72Administrator) Log out  
Select language

**CHRRUIZ TCS 7.2 for vBrick**

View Recordings Management

Diagnostics Recordings Recording setup Configuration Help

### Media Server Configuration: VBrick Server

Save Return

Media server configuration added.  
 RTSP test successful to server vbrickdme.chrruiz.lab. The server is a VBrick Server.

Server settings

Name vBrick Live 2

Server address vbrickdme.chrruiz.lab

Live unicast streaming settings

Server Settings

RTSP Port 5544

User name broadcast

Password \*\*\*\*\*

Password confirm \*\*\*\*\*

Static Stream Name (optional) LiveTCS2

Save Return

Media server configuration added.  
 RTSP test successful to server vbrickdme.chrruiz.lab. The server is a VBrick Server.

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If the connection is successful to VBrick DME you will receive the following confirmation message: " RTSP test successful to server 'Your DME IP address or hostname'. The server is a VBrick Server.":

1b Add Template to use with VBrick Live streaming:

In TCS web interface go to Management > Recording setup > Templates and click on the '+ Add template' link:

System Administrator (CHRRUIZ-TCS72Administrator) Log out  
Select language

**CHRRUIZ TCS 7.2 for vBrick**

View Recordings Management

Diagnostics Recordings Recording setup Configuration Help

### Templates

Name	
<input type="checkbox"/> vBrick Live Template	Edit
<input type="checkbox"/> VBrick VoD Template	Edit
<input type="checkbox"/> Windows Media Single On Demand Only	Edit
<input type="checkbox"/> Windows Media Stacked On Demand Only	Edit

Delete selected

**+ Add template**

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Fill and select in the fields for the VBrick Live template configuration:

Name Name to identify the Vbrick Live Template.  
 Choose how you want to make Check the 'Viewable in the Content Server web interface' option only.

any recordings made with this template available and edit your options below:

Outputs to view in the Content Server web interface > Outputs to view in the Content Server web interface

Outputs to view in the Content Server web interface > On demand

Outputs to view in the Content Server web interface > On demand media server configuration settings

Outputs to view in the Content Server web interface > Live Stream

Select one of your choice according to your recording and streaming needs.

Formats: Select 'MPEG-4 for Flash' format (Required as Vbrick will only work with it) Optional to choose additional format type(s) as long as 'MPEG-4 for Flash' format is selected too. Sizes: Select one of your choice according to your recording and streaming needs.

MPEG-4 for Flash will be automatically selected and the Windows Media Center and MPEG-4 for QuickTime will be grayed out when you select the 'MPEG-4 for Flash' format above. 'Optimize for motion' checkbox is optional.

Enable Live Stream. Format: Confirm MPEG-4 for Flash is selected. Sizes: Choose one of your choice. Re-transcode realtime movies: Optional. Media server configuration: Confirm your media server configuration for Vbrick is selected.

Click on the 'Save' button to save configuration.

### Edit template

Save Return

Template added.

#### Template

Name vBrick Live 2 Template

Choose how you want to make any recordings made with this template available and edit your options below:

- Viewable in the Content Server web interface Choose options
- Downloadable for portable devices (Pod and Zune)
- Downloadable for general purpose
- Distributed to Media Experience Engine 3500, vBrick, Show and Share, Podcast Producer or iTunes U

#### Outputs to view in the Content Server web interface

Outputs to view in the Content Server web interface

Switching, Joined, Stacked, Picture in picture, Force 16:9

#### On demand

Formats: Windows Media, MPEG-4 for QuickTime, MPEG-4 for Flash (selected)

Sizes (choose up to 2): Audio only, Small, Medium, Large

Maximum target bit rates (kbps): Small: 250, Medium: 800, Large: Maximum

#### On demand media server configuration settings

Windows Media: Local IS Web Server

MPEG-4 for QuickTime: Local IS Web Server

MPEG-4 for Flash: Local IS Web Server (selected)

Optimize for motion: [checkbox]

Live stream

Format: MPEG-4 for Flash

Size: Large

Re-transcode realtime movies: [checkbox]

Live media server configuration settings

Media server configuration: vBrick Live

#### Summary

Outputs to view in the Content Server web interface: Live stream - Single video MPEG-4 for Flash Large, 1 - On demand - Single video MPEG-4 for Flash Large

Outputs to download for portable devices: No outputs

Outputs to download for general purpose: No outputs

Outputs for distribution to Media Experience Engine 3500, Show and Share, vBrick, Podcast Producer or iTunes U: No outputs

Save Return

Template added.

1c Add Recording Alias to use with VBrick Live streaming:

System Administrator (CHRRUIZ-TC572\Administrator) Log out  
Select language

**CHRRUIZ TCS 7.2 for vBrick**

View Recordings Management

---

Diagnostics Recordings Recording setup Configuration Help

**Recording aliases**

<input type="checkbox"/>	Name <small>▲</small>	H.323 ID	E.164 alias	SIP address (URI)	Owner
<input type="checkbox"/>	Default OnDemand only <small>Edit</small>	82OnDemand42A34B5A			CHRRUIZ-TC572\Administrator
<input type="checkbox"/>	vBrick Live Rec Alias <small>Edit</small>	8277	8766	vbrick.live	CHRRUIZ-TC572\Administrator
<input type="checkbox"/>	VBrick VoD Rec Alias <small>Edit</small>	8299	8788	vbrick.vod	dme

Delete selected

**+ Add recording alias**

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Fill and select in the fields for the VBrick Live recording alias configuration:

Recording alias

Name': Name to identify the Vbrick Recording alias. 'Personal recording alias owner': Choose the user that will have editing permissions for this recordings.

Dialing Properties

According to the dial plan in your video network. Enter the H.323 and/or SIP dialing information.

Recording settings

In template, please select the Vbrick Live Template created in 1b. All other settings in this section can be left in default or customized according to your needs.

Default recording information

Can be left blank or customized according to your needs.

Default recording permissions

Can left the default settings or customized them as necessary.

Click on the 'Save' button to save configuration.

System Administrator (CHRRUIZ-TC572Administrator) Log out  
Select language

CHRRUIZ TCS 7.2 for vBrick

View Recordings Management

Diagnostics Recordings Recording setup Configuration Help

### Add recording alias

Save Return

**Recording alias**

Name  ⓘ

Recording alias type  Personal ⓘ  System ⓘ

Personal recording alias owner  ⓘ

**Dialing properties**

Enter at least one of the following:

H.323 ID  ⓘ

E.164 alias  ⓘ

SIP address (URI)  ⓘ

SIP display name  ⓘ

**Recording settings**

Template  Edit or Add ⓘ

Template outputs  
Live stream  
- Switching MPEG-4 for Flash Large  
On demand  
- Switching MPEG-4 for Flash Large (Live transcoded)

Call configuration  Edit or Add ⓘ

Show countdown before recording  ⓘ

Email is disabled in Site Settings so it is not possible to receive email when a recording has been created using this recording alias.

**Default recording information**

Name  ⓘ

Description  ⓘ

Speaker  ⓘ

Location  ⓘ

Copyright  ⓘ

Keywords  ⓘ

Category  Edit or Add ⓘ

**Default recording permissions**

Who can view this recording ⓘ

Automatically publish finished recordings ⓘ

Allow access to all authenticated users ⓘ

Allow access to only these authenticated groups and users: ⓘ

Add groups or users by entering all or part of the name or display name.  
[Check access list](#)

Password (optional)  ⓘ

Who can edit this recording ⓘ

These groups and users can edit the recording:

Add groups or users by entering all or part of the name or display name.  
[Check access list](#)

Save Return

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If configuring Live Streaming (Webcast) Integration only, you are done. You can skip the following steps all the way to our 'Verify' section so you can begin testing this integration. If you are configuring VoD (Video on Demand) too, please follow to the next steps.

## 2. VBrick VoD (Video on Demand) integration.

## 2a. Add VBrick VoD server configuration.

In TCS web interface go to Management > Recording setup > Media server configurations and click on the '+ Add VBrick VoD server configuration' link:

CHRRUIZ TCS 7.2 for vBrick

System Administrator (CHRRUIZ-TCS72Administrator) Log out Select language

View Recordings Management

Diagnostics Recordings Recording setup Configuration Help

### Media server configurations

Description	Server type	Server address
<input type="checkbox"/> Local IIS Web Server Edit	Web Server	(local)
<input type="checkbox"/> vBrick Live Edit	VBrick Live Server	10.88.246.108
<input type="checkbox"/> vBrick Live 2 Edit	VBrick Live Server	vbrickdme.chrruiz.lab
<input type="checkbox"/> vBrick VoD Edit	VBrick VoD Server	10.88.246.108

Delete selected

- + Add Windows Media streaming server configuration
- + Add QuickTime or Darwin streaming server configuration
- + Add Wowza Media Server for Flash configuration
- + Add VBrick Live Server Configuration
- + Add VBrick VoD server configuration**
- + Add Cisco Video Streamer configuration
- + Add Media Experience Engine 3500 server configuration
- + Add Show and Share server configuration
- + Add Podcast Producer server configuration
- + Add iTunes U server configuration

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There are two options to configure the VoD media server: You can configure it to connect via FTP or FTPS (Secure FTP using SSL).

### FTP configuration.

- To configure it to use FTP, fill in the fields for the Media server configuration like below:

Name	Name to identify the Vbrick VoD media server
Server address	IP or FQDN of Vbrick DME
File Transfer Protocol	Choose FTP
Command Port	Field disabled when FTP is chosen
User name	Admin user for Vbrick DME server. Default is 'admin'
Password	Password for the admin user in Vbrick DME server. Default is 'admin'
Password confirm	Confirm password set in the previous field.

Before saving the configuration you can use 'Test FTP' button to confirm you reach the server and that admin credentials are correct, if you get a green checkmark with the message: 'FTP test successful to server YourDMEServer:21' then you are good to save the media server configuration:

System Administrator (CHRRUIZ-TCS72Administrator) Log out  
Select language

CHRRUIZ TCS 7.2 for vBrick

View Recordings Management

Diagnostics Recordings Recording setup Configuration Help

**Media server configuration: VBrick server**

Save Return

Media server configuration added.  
FTP test successful to server vbrickdme.chrruiz.lab:21.

Server settings

Name VBrick VoD 2  
Server address vbrickdme.chrruiz.lab

FTP/FTPS settings

File Transfer Protocol  FTP  FTPS  
Command Port  
User name admin  
Password  
Password confirm

Test FTP  
FTP test successful to server vbrickdme.chrruiz.lab:21.

Save Return

Media server configuration added.  
FTP test successful to server vbrickdme.chrruiz.lab:21.

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### FTPS Configuration:

- To configure it to use FTPS (Secure FTP using SSL), fill in the fields for the Media server configuration like below, please note that this option is available only in TCS s7.2 and up:
 

Name	Name to identify the Vbrick VoD media server
Server address	IP or FQDN of Vbrick DME
File Transfer Protocol	Choose FTPS
Command Port	This needs to match with the 'FTP Command Port' configured in Vbrick DME web interface: System Configuration > Ports.
User name	Admin user for Vbrick DME server. Default is 'admin'
Password	Password for the admin user in Vbrick DME server. Default is 'admin'
Password confirm	Confirm password set in the previous field.

Before saving the configuration you can use 'Test FTPS' button to confirm you reach the server and that admin credentials are correct, if you get a green checkmark with the message: 'FTPS test successful to server YourDMEServer:YourCommandPortNumber' then you are good to save the media server configuration:

System Administrator (CHRRUIZ-TCS72Administrator) Log out  
Select language

CHRRUIZ TCS 7.2 for vBrick

View Recordings Management

Diagnostics Recordings Recording setup Configuration Help

### Media server configuration: VBrick server

Save Save as Return

Media server configuration updated.  
 FTPS test successful to server vbrickdme.chrruiz.lab:35.

Server settings

Name vBrick VoD FTPS \* i

Server address vbrickdme.chrruiz.lab \* i

FTP/FTPS settings

File Transfer Protocol  FTP  FTPS i

Command Port 35 i

User name admin i

Password \*\*\*\*\* i

Password confirm \*\*\*\*\*

Test FTPS

FTPS test successful to server vbrickdme.chrruiz.lab:35.

Save Save as Return

Media server configuration updated.  
 FTPS test successful to server vbrickdme.chrruiz.lab:35.

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**Note:** In order for FTPS to work VBrick DME server has to have FTPS enabled, command port configured different from default 21 and SSL certificate uploaded.

Enable FTPS in VBrick DME using the web interface under System Configuration > Security:

Configuration Menu

- Home
- System Configuration
  - General
  - Network
  - Ports
  - Security
  - SSL Certificate
  - Streaming
  - Caching
  - SNMP
  - SAN/iSCSI Setup
  - Manage Configuration
    - Activate Feature
    - Rev Interface
  - Input Configuration
  - Output Configuration
  - User Configuration
  - SAP Configuration
  - Logging
  - Monitor and Logs
  - Maintenance
  - Diagnostics
    - Log Out
    - Help

vbrickdme.chrruiz.lab

### System Configuration --> Security

External VAdmin HTTPS Only ▼

SSH Shell  Enabled

External FTP Server  Enabled

External FTP Server Mode **FTPS TLS Forced ▼**

SNMP Server  Enabled

SNMP Server Mode SNMPv1, SNMPv2, and SNMPv3 ▼

RTMP Server  Enabled

RTMP Announce Receiver  Enabled

Flash Server Authentication  Enabled

Use HTTPs to Browser  Enabled

Cache Manager Utility  Enabled

Apply Revert Default

Specify a different port for FTPS to work under System Configuration > Ports:

Configuration Menu

- Home
- System Configuration
  - General
  - Network
  - Ports
  - Security
  - SSL Certificate
  - Streaming
  - Caching
  - SNMP
  - SAN/iSCSI Setup
  - Manage Configuration
  - Activate Feature
  - Rev Interface
- Input Configuration
- Output Configuration
- User Configuration
- SAP Configuration
- Logging
- Monitor and Logs
- Maintenance
- Diagnostics
- Log Out
- Help

**VBRICK** DME **VAdmin** admin vbrickdme.chrruiz.lab

### System Configuration --> Ports

RTSP Server Port	554
RTMP Server Port	1935
RTMPS Server Port	4443
Multi-Protocol Server RTSP port	5544
VAdmin Server Port	8181
Secure VAdmin Server Port	8383
Conversion Input Port Start	64879
HTTP Server Port	80
HTTPS Server Port	443
HTTP Streaming Tunneling Port	8080
HTTP Caching ICP Port (starting port of 8 consecutive ports)	3130
SIP Port	5060
FTP Data Port	20
FTP Command Port	35

Apply Revert Default

Upload a SSL certificate to the VBrick server under System Configuration > SSL Certificates, for detailed information on how to upload and sign your certificate, please refer to VBrick documentation: [VBrick Admin Guide](#).

Configuration Menu

- Home
- System Configuration
  - General
  - Network
  - Ports
  - Security
  - SSL Certificate
  - Streaming
  - Caching
  - SNMP
  - SAN/iSCSI Setup
  - Manage Configuration
    - Activate Feature
    - Rev Interface
- Input Configuration
- Output Configuration
- User Configuration
- SAP Configuration
- Logging
- Monitor and Logs
- Maintenance
- Diagnostics
  - Log Out
  - Help

**VBRICK** DME **VBAAdmin** admin vbrickdme.chrruiz.lab

## System Configuration --> SSL Certificates

**Currently Installed Certificates**

Certificate:  
Data:  
Version: 3 (0x2)  
Serial Number:  
2c:00:00:00:18:64:de:6e:f0:1d:88:0b:58:00:00:00:00:00:18

**Create a Certificate Request**

This section will help you create a CSR (Certificate Signing Request). A CSR is a block of encoded data generated by your web server that contains all the necessary information about your domain and organization. It will be encrypted by a Private Key that will be automatically created. Please review your internal security procedures and necessary field contents before beginning this process.

Country: Mexico  
State (or Province): CDMX  
City: BJ  
Company or (Organization): Mex TP  
Department: TAC  
Fully Qualified Domain Name: vbrickdme.chrruiz.lab  
Contact Email Address: vbrick@chrruiz.lab

Generate Certificate Request to use with CA OR Generate and Install a Self-Signed CERT

```
-----BEGIN CERTIFICATE REQUEST-----
MIIC0TCCAbkCAQAwYsxCzAJBgNVBAYTAk1YMQ0wCwYDVQQIDARDRE1YMQSwCQYD
VQQHDAJCSjEPMA0GA1UECgwGTWV4IFRQMwYwCgYDVQQLDANUQUUxHjAcBgNVBAMH
FXZlcm1ja2RtZS5jaHJyYXJ1eW16LmV4YjEhMB8GCSqGSIb3DQEJARYSdmJyaWMr
QGN0cnJ1aXoubGFiMII0IjANBgkqhkiG9w0BAQEFAAOCAQ8AMIIBChKCAQEAstJt53rC
SzaQVHaTBUnyur78IBG2pvDXj2I++G7fp4XsgjUiQ03CayvLMrH+isXiShK3oLQv
TOJH9q9GHYurziimYQu00Fcp+zpQ5JpyeHJxFlqG97a7+q/NUBP1NaVsDu0ZpzJ9
yMaHJTIGFitUNJ3cC9sLM0saq9Fk2JQEDilx0RhpStyixHQE/Gzi24rHapMR4ZDU
```

Once you click "Generate Certificate Request to use with CA" above, a copy of your encoded CSR will be generated. Do not modify the text. Copy and use this signed CSR (including the textual header and footer) to purchase a certificate at a CA (Certification Authority). Please choose a well-known CA to ensure that fielded browsers will have their root certificates installed. Please review the installed certificates in your target browsers and OSes.

**Install a New Certificate**

If you have recently received a certificate from your CA, please paste the PEM based contents (including the header and footer) into the text box below. Do not edit any of the text.

PEM Includes Key  Enabled

Verify and Install New Certificate

Note: This server will first attempt to verify your certificate. Only valid certificates will be installed. Please review the installed certificates, at the top of this page, after every new install.

2b. Add Template to use with VBrick VoD:

In TCS web interface go to Management > Recording setup > Templates and click on the '+ Add template' link:

System Administrator (CHRRUIZ-TCS72Administrator) Log out  
Select language

**CHRRUIZ TCS 7.2 for vBrick**

View Recordings Management

---

Diagnostics Recordings Recording setup Configuration Help

**Templates**

<input type="checkbox"/>	Name
<input type="checkbox"/>	VBrick Live 2 Template <a href="#">Edit</a>
<input type="checkbox"/>	VBrick Live Template <a href="#">Edit</a>
<input type="checkbox"/>	VBrick VoD FTP Template <a href="#">Edit</a>
<input type="checkbox"/>	Windows Media Single On Demand Only <a href="#">Edit</a>
<input type="checkbox"/>	Windows Media Stacked On Demand Only <a href="#">Edit</a>

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Fill and select in the fields for the VBrick Live template configuration:

**Name**

Choose how you want to make any recordings made with this template available and edit your options below:

Outputs for distribution to Media Experience Engine 3500, Show and Share, VBrick, Podcast Producer or iTunes U

Name to identify the Vbrick VoD Template.

Check the 'Distributed to Media Experience Engine 3500, VBrick, S and Share, Podcast Producer or iTunes U' option only.

For the outputs select one of your choice according to your recording and streaming needs, then select the Vbrick checkbox, choose the 'Media server configuration' created for Vbrick VoD in the previous Select a size for the streaming.

Click on the 'Save' button to save configuration.

## Edit template

  Template added.

## Template

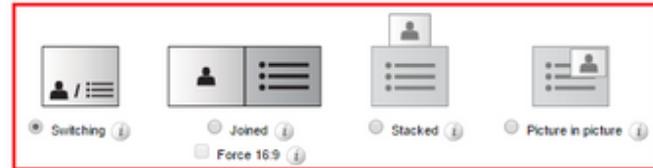
Name  

Choose how you want to make any recordings made with this template available and edit your options below:

- Viewable in the Content Server web interface
- Downloadable for portable devices (iPod and Zune)
- Downloadable for general purpose
- Distributed to Media Experience Engine 3500, VBrick, Show and Share, Podcast Producer or iTunes U  Choose options

## Outputs for distribution to Media Experience Engine 3500, Show and Share, VBrick, Podcast Producer or iTunes U

Outputs for distribution to Media Experience Engine 3500, Show and Share, VBrick, Podcast Producer or iTunes U

 Media Experience Engine 3500 Media server configuration   VBrick Media server configuration  Size   The SAM Account Name will be written into the media file and shared to VBrick system Show and Share Media server configuration  Size   Podcast Producer Media server configuration   iTunes Media server configuration  Size  Add audio only output  

## Summary

Outputs to view in the Content Server web interface 

No outputs

Outputs to download for portable devices 

No outputs

Outputs to download for general purpose 

No outputs

Outputs for distribution to Media Experience Engine 3500, Show and Share, VBrick, Podcast Producer or iTunes U 

1 - VBrick - Single video MPEG-4 for Flash Large

  Template added.

## 2c. Add Recording Alias to use with VBrick VoD:

System Administrator (CHRRUIZ-TC572Administrator) Log out  
Select language

CHRRUIZ TCS 7.2 for VBrick

View Recordings Management

---

Diagnostics Recordings Recording setup Configuration Help

**Recording aliases**

<input type="checkbox"/>	Name <small>▲</small>	H.323 ID	E.164 alias	SIP address (URI)	Owner
<input type="checkbox"/>	Default OnDemand only <small>Edit</small>	82OnDemand42A34B5A			CHRRUIZ-TC572Administrator
<input type="checkbox"/>	VBrick Live 2 Rec Alias <small>Edit</small>	8211	8722	vbrick.live2	CHRRUIZ-TC572Administrator
<input type="checkbox"/>	VBrick Live Rec Alias <small>Edit</small>	8277	8766	vbrick.live	CHRRUIZ-TC572Administrator
<input type="checkbox"/>	VBrick VoD FTP Rec Alias <small>Edit</small>	8299	8788	vbrick.vodftp	dme

Delete selected

+ Add recording alias

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Fill and select in the fields for the VBrick VoD recording alias configuration:

- Recording alias                      Name': Name to identify the Vbrick VoD Recording alias. 'Personal recording alias owner': The user selected here needs to match exactly with a user that exists in VBrick Rev server.
- Dialing Properties                  According to the dial plan in your video network. Enter the H.323 and/or SIP dialing information.
- Recording settings                  In template, please select the Vbrick VoD Template created in 2b. All other settings in this section can be left in default or customized according to your needs.
- Default recording information      Can be left blank or customized according to your needs.
- Default recording permissions      Can left the default settings or customized them as necessary.

**Note:** If the user chosen as the Personal recording alias owner does not match exactly with a user with all 'Media' assigned roles that exists in VBrick Rev Server, the VoD integration will not work. This user will be the uploader of the video to Rev and needs to be recognized by it.

Please refer to the Troubleshoot section of this document for detailed information on how to: Create a user in TCS that matches an existing user in Rev and/or how to create a user in Rev that matches exactly our user selected in TCS.

Click on the 'Save' button to save configuration.

System Administrator (CHRRUIZ-TCS72Administrator) Log out  
Select language

CHRRUIZ TCS 7.2 for VBrick

View Recordings Management

Diagnostics Recordings Recording setup Configuration Help

### Edit recording alias

Save Return  
Recording alias added.

Recording alias

Name VBrick VoD FTPS Rec Alias

Description alias type Personal Personal Custom

Personal recording alias owner Rev User (revuser)

Dialing properties

Enter at least one of the following:

H.323 ID 8233

E.164 alias 8744

SIP address (URI) vbrick.vod@ps

SIP display name VBrick VoD FTPS

Recording settings

Template VBrick VoD FTPS Template Edit or Add

Template outputs Distribution  
- VBrick Switching MPEG-4 for Flash Large

Call configuration System Call Configuration Edit or Add

Show countdown before recording

Email is disabled in Site Settings so it is not possible to receive email when a recording has been created using this recording alias.

Default recording information

Name VBrick VoD FTPS Channel

Description

Speaker

Location

Copyright

Keywords

Category General Edit or Add

Default recording permissions

Who can view this recording

Automatically publish finished recordings

Allow access to all authenticated users

Allow access to only these authenticated groups and users:

Add groups or users by entering all or part of the name or display name.  
Check access list

Password (optional)

Who can edit this recording

These groups and users can edit the recording:  
revuser

Add groups or users by entering all or part of the name or display name.  
Check access list

Save Return  
Recording alias added.

If all these settings have been configured please proceed to the 'Verify' section of this document.

## Verify

Use this section in order to confirm that your configuration works properly.

**VBrick Live Streaming:** To verify this is working correctly, please verify the following:

When connecting a call to the Live Streaming Recording SIP or H.323 alias in TCS, you should see the recording taking place in TCS web interface in the 'View Recordings' tab:

System Administrator (CHRRUIZ-TCS72Administrator) Log out Select language

View Recordings Management CHRRUIZ TCS 7.2 for VBrick

All recordings

6 recordings.

Sort by: Newest | Oldest

VBrick Live 2 Channel  
May 1 2017 - 11:33:27 AM

VBrick VoD Rec Alias  
21 Apr 17 8:25 PM  
Apr 21 2017 - 8:25:10 PM  
1 hour and 56 minutes

vBrick Live Rec Alias  
21 Apr 17 6:50 PM  
Apr 21 2017 - 6:50:56 PM  
22 minutes

vBrick Live recording alias 20 Apr 17 7:53 AM  
Apr 20 2017 - 7:53:54 AM  
24 minutes

vBrick Live recording alias 19 Apr 17 9:25 PM  
Apr 19 2017 - 9:25:03 PM  
26 minutes

VBrick VoD 19 Apr 17 8:00 PM  
Apr 19 2017 - 8:00:58 PM  
25 minutes

In the VBrick DME server web interface go to Monitor and Logs > Multi-Protocol Connections, if the streaming is going successfully from TCS to DME, you should see all the details of the stream in there:

Configuration Menu

BRICK DME VAdmin admin vbrickdme.chrruiz.lab

Monitor --> Multi-Protocol Connections

all entries Page Refresh Interval: Never

Connected Multi-Protocol Streams Mon, 1. May 2017 11:38:20

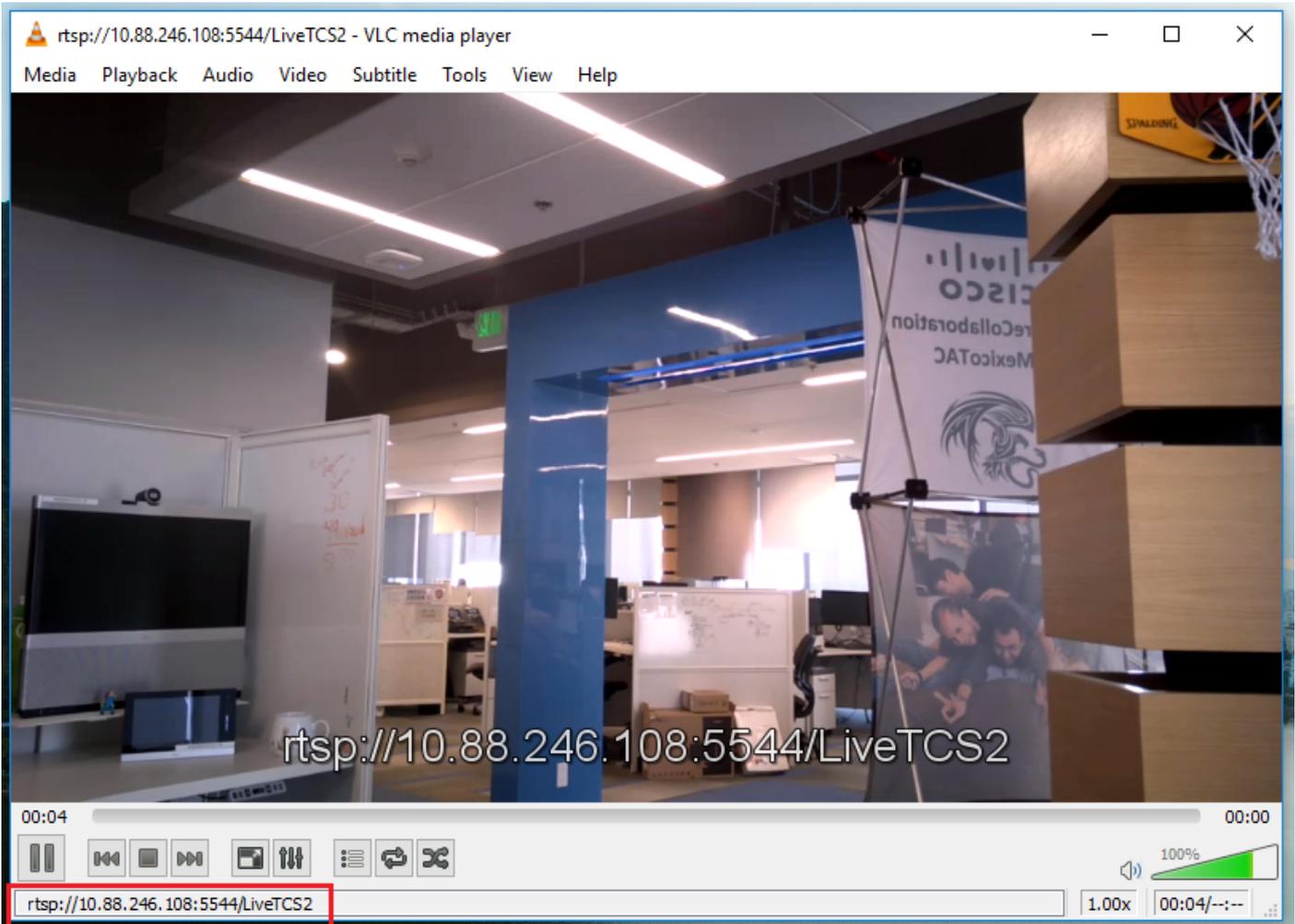
Stream Type	IP Address	Port	Packets/Segments Sent	Packets/Segments Lost	Time Connected	Connected To
In RTP Active	10.88.246.185	5544	32318	0	4 min 50 sec	LiveTCS2

rtsp://10.88.246.108:5544/LiveTCS2 || rtsp://10.88.246.108:5544/ts/LiveTCS2 || rtmp://10.88.246.108:1935/live/LiveTCS2

- Home
- System Configuration
- Input Configuration
- Output Configuration
- User Configuration
- SAP Configuration
- Logging
- Monitor and Logs
  - System Usage
  - Multi-Protocol Connections
    - RTP Connections
    - Relay Status
  - Access History
  - Error Log
  - Upgrade Log
  - User Login Log
  - Upload Log
- Maintenance
- Diagnostics
  - Log Out
  - Help

Use any streamer player like VLC Player to catch the stream and test audio and video work

properly using the rtsp or rtmp links seen in VBrick web interface Monitor and Logs >Multi-Protocol Connections.



If any of these steps are not showing the correct behavior, please refer to the "Troubleshoot" section of this document to see possible causes and actions to correct them.

**VBrick VoD:** To verify this is working correctly, please verify the following:

After the recording has finished, go to TCS web interface and go to the 'Management' tab and verify the recording has finished transcoding, it is only after the recording has been transcoded entirely that it will begin to be uploaded to VBrick Rev server:

System Administrator (CHRRUIZ-TCS72Administrator) Log out  
Select language

CHRRUIZ TCS 7.2 for VBrick

View Recordings Management

Diagnostics Recordings Recording setup Configuration Help

### Server overview

[Return](#)

**Content Server status**

Server mode: Online ⓘ

---

Content Engine status: ✔ ⓘ

Current calls:  ⓘ

---

Transcode Engine 1 status: ✔ ⓘ

Transcode Engine 2 status: ✔ ⓘ

Transcode Engine 3 status: ✔ ⓘ

Currently transcoding: ↕ ⓘ

**Transcoding job list**

- VBrick VoD FTPS Channel Edit | Manage outputs  
(Switching MPEG-4 for Flash Large for VBrick)

**Content Server information**

IP Address: 10.88.246.185 ⓘ

Device serial number: 42A34B5A ⓘ

Software version: Cisco TelePresence Content Server v7.2 Build 4349 ⓘ

Installed option keys:  
2 Live Broadcast (115361L2-1-2949D57D) ⓘ  
5 Recorded Calls (115361RS-1-94822240) ⓘ

**Server disk space**

Path ⓘ	Total disk space ⓘ	Free disk space ⓘ	Percentage free ⓘ
C	49.9 GB	27.1 GB	<div style="width: 54%;"><div style="width: 54%;"></div></div> 54%
E	149 GB	145 GB	<div style="width: 97%;"><div style="width: 97%;"></div></div> 97%

**Database location**

Database data source: Local Content Server ⓘ

Database name: TCSDBv3 ⓘ

**Media storage location**

To change the current media storage location, log in to the Content Server via remote desktop and run the TCS Wizard.

Media storage location: Local Content Server ⓘ

**Software option**

Add option key:  [Add option key](#) ⓘ

Restart service: [Restart service](#) ⓘ

[Return](#)

Cisco TelePresence Content Server v7.2 Build 4349

After the transcode job finishes in TCS, go to the VBrick DME server web interface and go to Monitor and Logs > Upload Log, if the upload goes smoothly you will see messages confirming the video ingest and upload have successfully completed to the Rev server:

Configuration Menu

- Home
- System Configuration
- Input Configuration
- Output Configuration
- User Configuration
- SAP Configuration
- Logging
- Monitor and Logs
  - System Usage
  - Multi-Protocol Connections
  - RTP Connections
  - Relay Status
  - Access History
  - Error Log
  - Upgrade Log
  - User Login Log
  - Upload Log
- Maintenance
- Diagnostics
  - Log Out
  - Help

**VRBRICK** DME **VBAAdmin** admin vbrickdme.chrruiz.lab

### Monitor --> Upload Log

```

05/01/17 12:16:30, .tcs_ingest/O149365887100-09108911fl.mp4, Detected new or changed file
05/01/17 12:16:30, .tcs_ingest/O149365887100-09108911fl.mp4, Starting Rev upload
05/01/17 12:16:31, .tcs_ingest/O149365887100-09108911fl.mp4, Uploading to
https://cisco.rev.vbrick.com/api/uploads/videos/
05/01/17 12:16:37, .tcs_ingest/O149365887100-09108911fl.mp4, File Ingested Successfully.
05/01/17 12:16:41, .tcs_ingest/O149365887100-09108911fl.mp4, Detected new or changed file
05/01/17 12:16:41, .tcs_ingest/O149365887100-09108911fl.json, Detected new or changed file
05/01/17 12:16:41, .tcs_ingest/O149365887100-09108911fl.mp4, Deleted
05/01/17 12:16:41, .tcs_ingest/O149365887100-09108911fl.json, Deleted
05/01/17 12:32:31, .tcs_ingest/ftptest.txt, Detected new or changed file
05/01/17 12:32:31, .tcs_ingest/ftptest.txt, Deleted
05/01/17 12:34:01, .tcs_ingest/O149365993100-62346885fl.mp4, Detected new or changed file
05/01/17 12:34:01, .tcs_ingest/O149365993100-62346885fl.mp4, Starting Rev upload
05/01/17 12:34:01, .tcs_ingest/O149365993100-62346885fl.mp4, Uploading to
https://cisco.rev.vbrick.com/api/uploads/videos/
05/01/17 12:34:05, .tcs_ingest/O149365993100-62346885fl.mp4, File Ingested Successfully.
05/01/17 12:34:11, .tcs_ingest/O149365993100-62346885fl.mp4, Detected new or changed file
05/01/17 12:34:11, .tcs_ingest/O149365993100-62346885fl.json, Detected new or changed file
05/01/17 12:34:11, .tcs_ingest/O149365993100-62346885fl.mp4, Deleted
05/01/17 12:34:11, .tcs_ingest/O149365993100-62346885fl.json, Deleted
05/01/17 12:44:31, .tcs_ingest/ftptest.txt, Detected new or changed file
05/01/17 12:44:31, .tcs_ingest/ftptest.txt, Deleted
05/01/17 12:48:01, .tcs_ingest/O149366075700-77361541fl.mp4, Detected new or changed file
05/01/17 12:48:01, .tcs_ingest/O149366075700-77361541fl.mp4, Starting Rev upload
05/01/17 12:48:02, .tcs_ingest/O149366075700-77361541fl.mp4, Uploading to
https://cisco.rev.vbrick.com/api/uploads/videos/
05/01/17 12:48:07, .tcs_ingest/O149366075700-77361541fl.mp4, File Ingested Successfully.
05/01/17 12:48:12, .tcs_ingest/O149366075700-77361541fl.mp4, Detected new or changed file
05/01/17 12:48:12, .tcs_ingest/O149366075700-77361541fl.json, Detected new or changed file
05/01/17 12:48:12, .tcs_ingest/O149366075700-77361541fl.mp4, Deleted
05/01/17 12:48:12, .tcs_ingest/O149366075700-77361541fl.json, Deleted

```

Reset Upload Log

After that go to the VBrick Rev server web interface to verify your video has uploaded correctly and that it plays correctly, remember that the video will show as inactive until it is activated for viewing.

rev Media Events Search Media

All Videos

5 Videos

 <p><b>VBrick VoD FTPS Channel</b> ★★★★★ Rev User May 1, 2017</p>	 <p><b>VBrick VoD FTP Channel</b> ★★★★★ dme user May 1, 2017</p>	 <p><b>Live Streaming from TCS</b> ★★★★★ Christian Ruiz Apr 21, 2017</p>	 <p><b>Live Streaming from CMS</b> ★★★★★ Christian Ruiz Apr 21, 2017</p>
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If any of these steps are not showing the correct behavior, please refer to the Troubleshoot section of this document to see possible causes and actions to correct them.

## Troubleshoot

Packet captures from TCS and DME will help you in most of the issues related to communication.

TCS: Use Wireshark or similar in the Windows Server where TCS is installed to retrieve packet captures.

DME: Use the web interface in the Diagnostics > Trace Capture, press the 'Start capture' button. Press the 'Stop capture' button to stop the tracing. Press the 'Download trace file' to download the packet capture.

The screenshot shows the VBrick DME web interface. The top navigation bar includes the VBRICK logo, 'DME', 'VAdmin admin', and the URL 'vbrickdme.chrruiz.lab'. The left sidebar contains a 'Configuration Menu' with options like Home, System Configuration, Input Configuration, Output Configuration, User Configuration, SAP Configuration, Logging, Monitor and Logs, Maintenance, Diagnostics (with sub-items Ping Test, Trace Capture, Traceroute Test), Log Out, and Help. The main content area is titled 'Diagnostics --> Trace Capture'. It features a 'Page Refresh Interval' dropdown set to 'Never'. Below this, there are fields for 'Interface to capture from:' (set to 'eth0'), 'Capture file size(Mb):' (set to '50'), and 'Status:'. There are three buttons: 'Start Capture', 'Download Trace File' (with a dropdown menu showing 'eth0.pcap'), and 'Delete Trace File'.

**Verify ports** are configured correctly.

VBrick DME ports used for streaming and FTP(S) can be checked and configured in the DME server web interface under System Configuration > Ports:

The screenshot shows the VBrick DME web interface for 'System Configuration --> Ports'. The top navigation bar is the same as in the previous screenshot. The left sidebar is also the same, but the 'Ports' option under 'Network' is selected. The main content area lists various ports with their corresponding values in input fields. Two rows are highlighted with red boxes: 'Multi-Protocol Server RTSP port' with value 5544 and 'FTP Command Port' with value 35. At the bottom right, there are three buttons: 'Apply', 'Revert', and 'Default'.

RTSP Server Port	554
RTMP Server Port	1935
RTMPS Server Port	4443
Multi-Protocol Server RTSP port	5544
VAdmin Server Port	8181
Secure VAdmin Server Port	8383
Conversion Input Port Start	64879
HTTP Server Port	80
HTTPS Server Port	443
HTTP Streaming Tunneling Port	8080
HTTP Caching ICP Port (starting port of 8 consecutive ports)	3130
SIP Port	5060
FTP Data Port	20
FTP Command Port	35

## **TCS Live Streaming to VBrick most common issues:**

### Media Server configuration issues:

Error message: "Failed to connect to server".

Cause: Wrong RTSP port.

Solution: Please check the 'Multi-Protocol Server RTSP port' configured in System Configuration > Ports in VBrick DME web interface is the same.

Error message: 'Authentication failed on RTSP announce to server'.

Cause: wrong username and/or password.

Solution: Please check the 'Stream Input Authentication User Name' in User Configuration --> Stream Input Authentication in VBrick DME web interface is the same.

### Can't see the streaming from TCS in the DME web interface Logs >Multi-Protocol Connections:

Cause:Communication issues between TCS and DME.

Solution:

In TCS: Verify the recording is showing as active in the 'Recordings tab' (Red circle showing it is recording) Verify all TCS services are running correctly.

In DME: Verify in the web interface that the RTSP and RTMP services are showing True.

**Configuration Menu**

- Home
- System Configuration
- Input Configuration
- Output Configuration
- User Configuration
- SAP Configuration
- Logging
- Monitor and Logs
- Maintenance
- Diagnostics
- Log Out
- Help

**VBrick Distributed Media Engine (VBDME) Status**

Status: Started Mon, 1. May 2017 13:53:59

Current Time On Server: Mon, 1. May 2017 16:05:57

Up Time: 2 hrs 11 min 58 sec

Application Code Revision: 3.15.0 rhel7 04/12/2017 08:02 AM Build(147)

RTMP Server Version: 3.15.0 Build 0009

OS Registration Number: OVA

RTP CPU Load: 0.07%

RTMP CPU Load: 0.07%

Total CPU Load: 2.20%

Current # of Connections: 1

Current Throughput: 1.39 Mbps

Multi Protocol Connections Count: 1

Multi Protocol Max Count: 100

RTP Connections Count: 0

RTP Connections Max Count: 100

Disk Usage System: Used: 1650 MB (32%), Available: 3551 MB (68%)

Disk Usage Content: Used: 25342 MB (25%), Available: 76975 MB (75%)

Disk Health: System:  
Content:

iSCSI Usage: iSCSI Disabled

Disable Server

Tms-Zzz.Mx.Lab / 10.88.246.108  
3.15.0 RHEL7 04/12/2017 08:02 AM Build(147)  
Server On for 2 hrs 12 min 22 Sec  
RTMP: True RTSP: True

**Server is Running**  
Status: Normal

MPS 1 of 100  
CPU: 0.17%

RTP 0 of 100  
CPU: 0.07%

832 MB  
used of 28527 MB  
Normal

2.60 %  
Total CPU  
Normal

973.26 Kbps  
Throughput  
Normal

Countdown 00:50 to Refresh  
True True

If previous steps are ok then we have a communication issue between TCS and DME and it maybe an issue related to the network or a failure in one of the servers, take packet captures from TCS and DME to narrow down the issue, filter by their respective IP addresses. Verify communication is happening. i.e. TCS packet capture shows TCS sending packets to DME and DME packet capture shows no packets being received from TCS. In this example you will want to check if something in the network is blocking or preventing this communication to happen or if there is a major DME server failure. If you are not very familiar with packet captures, open a TAC case and provide both packet captures so an engineer can assist you in identifying the communication issue between TCS and DME.

Can't catch the Live streaming from a streaming player:

Verify the rtsp link is shown in the VBrick web interface under Monitor and Logs > Multi-Protocol Connections and not only the rtmp. If it is not showing follow the steps mentioned in "Can't see the streaming from TCS in the DME web interface Logs > Multi-Protocol Connections".

If TCS Live streaming details and links are shown in VBrick DME web interface under Monitor and Logs > Multi-Protocol Connections, then a deeper look needs to be taken on the network and VBrick DME server. Please open a case with VBrick support.

### TCS VoD with VBrick most common issues:

Media server configuration issues:

Error message: "Failed to connect to FTP(S) server".

Cause: Wrong FTP(S) port.

Solution: Please check the 'FTP Command Port' number configured in 'System Configuration > Ports' in VBrick DME web interface is the same.

Error message: "User 'youruser' failed to log in to FTP(S) server..."

Cause: Wrong username and/or password.

Solution: Please check that your DME admin user and/or password are correct. If this credentials have been lost please contact VBrick support.

Not able to upload VoD from TCS to Rev Server,

Error message: "UploaderUserDoesNotExist UploaderUserDoesNotExist = { UserDoesNotExist = Unable to upload video. Please ensure that video is associated to a valid user..."

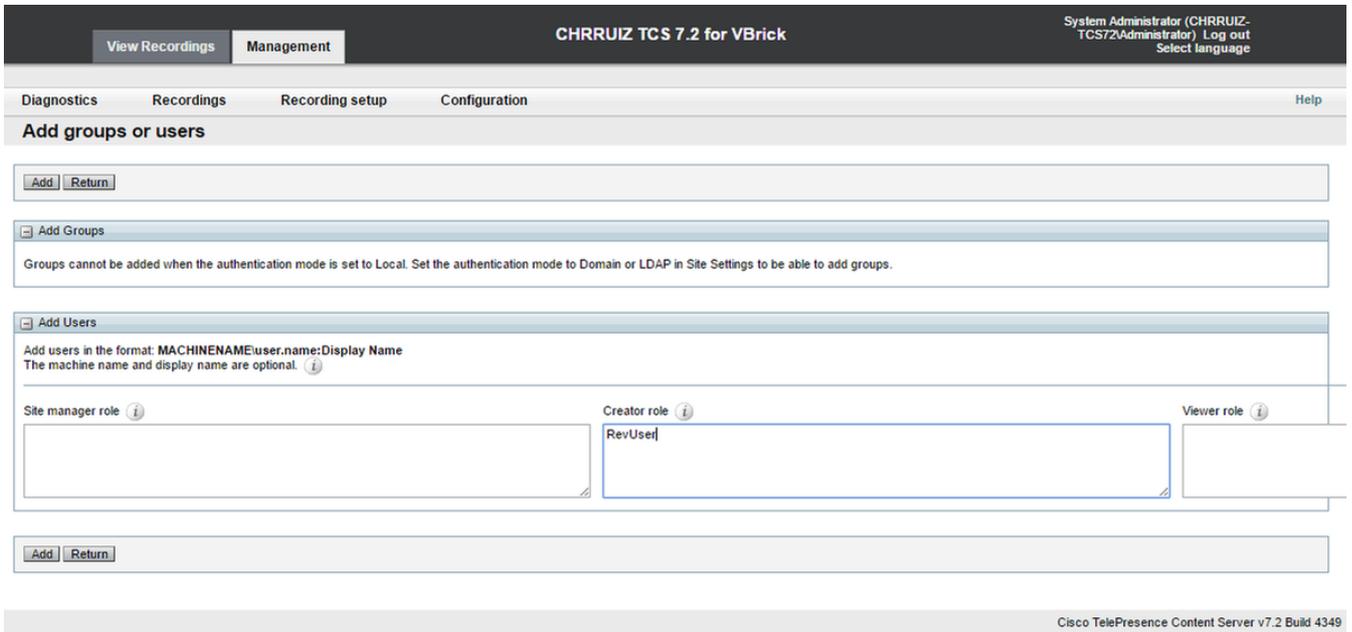
```
04/20/17 14:21:04, .tcs_ingest/0149271454700-30674761f1.mp4, Starting Rev upload
04/20/17 14:21:05, .tcs_ingest/0149263473800-58284370f1.mp4, UploaderUserDoesNotExist
UploaderUserDoesNotExist = { UserDoesNotExist = Unable to upload video. Please ensure that video
is associated to a valid user., Uploader = Administrator, accountId = 30dcd82e-ae13-4aae-b0a6-
fd8d0ed3b805 }
04/20/17 14:21:05, .tcs_ingest/0149263452400-34534979f1.mp4, UploaderUserDoesNotExist
UploaderUserDoesNotExist = { UserDoesNotExist = Unable to upload video. Please ensure that video
is associated to a valid user., Uploader = Administrator, accountId = 30dcd82e-ae13-4aae-b0a6-
fd8d0ed3b805 }
```

Cause: User configured as 'Personal recording alias owner' in the VBrick VoD recording alias in TCS does not match with a user that exists in VBrick Rev server.

Solution: Please create a user in TCS that matches a user with 'Media' rights in Rev server or create a user in Rev with 'Media' rights that matches TCS user configured as the 'Personal recording alias owner' in the recording alias for VBrick VoD.

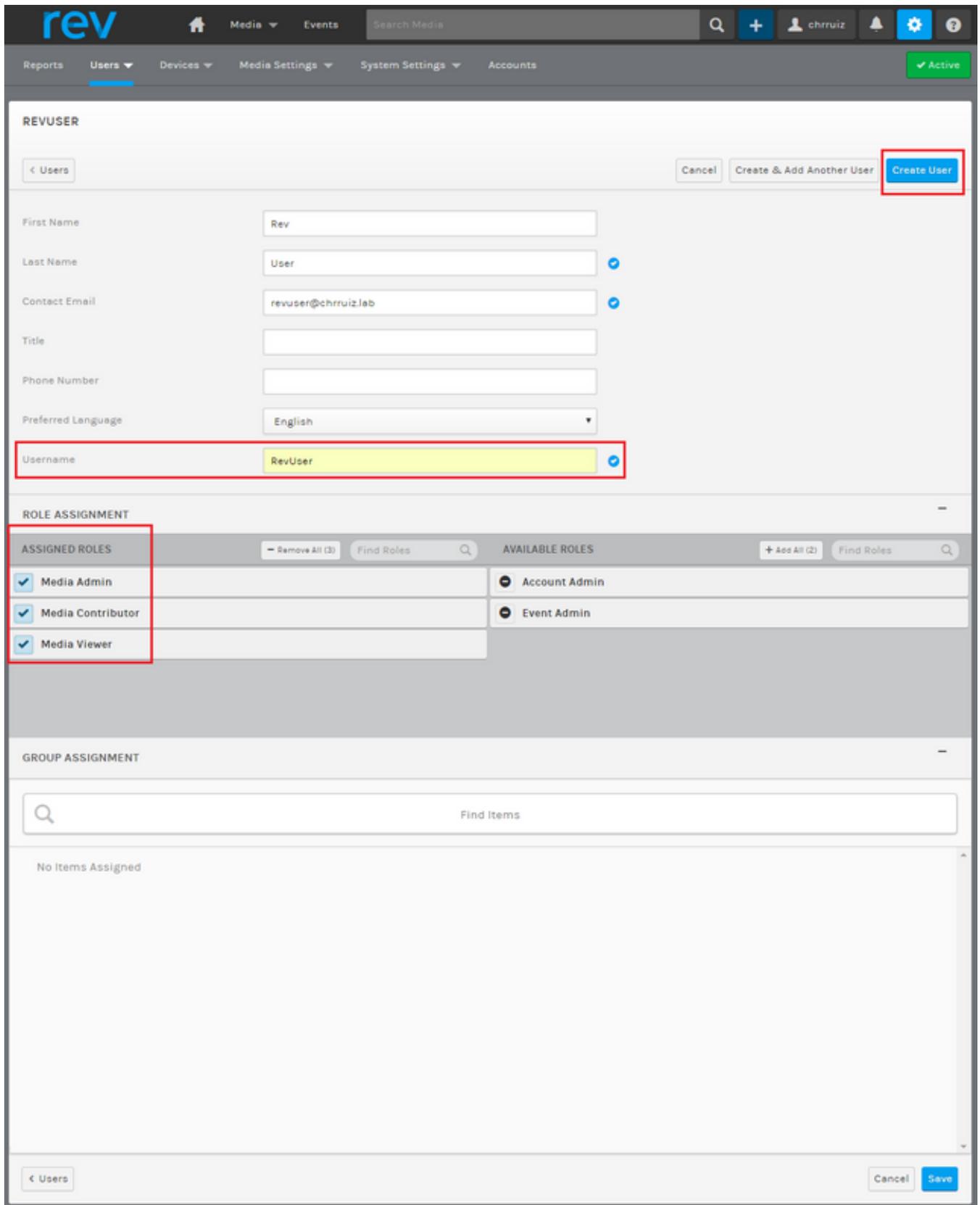
How to create a user in TCS web interface:

Go to Configuration > Groups and users, in the 'Add users' section write down the username under the 'Creator role' window, remember this username needs to match the username in Rev server. Click the 'Add' button at the bottom of the page. The user will be created and will be available to chose from the drop down list in the 'Personal recording alias owner' configuration.



## How to create a user in VBrick Rev:

Creating a user in the Rev Server web interface: Go to Settings > Users > Users and click on the '+ Add User' button. Please verify that the username matches with the username in TCS (it is not case sensitive). Also, please check that the user has all the 'Media' roles assigned. Click the 'Create User' button to create the user. Please remember user will not be active until it hits the activation link after it is created.



Issues playing the video on VBrick Rev:

Error message: "Unable to process video" on VBrick Rev server web interface when trying to play the TCS VoD recording.

Solution: Please contact VBrick support for further troubleshooting as this may be related to the Rev services hosted in the cloud.