



## **Volicon 9.0 Deployment / Upgrade Guide**

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## Overview

This document describes the general site preparations required for deployment or upgrade of the Volicon family of servers. All items below must be accounted for prior to any work in order to guarantee functionality.

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## Supported Browsers

The following browsers are supported by Volicon for use with the 9.0 software:

- Mac:
  - Safari (HTML5)
- PC:
  - Internet Explorer 64-bit v11 (ActiveX)
  - Chrome (HTML5)
  - Firefox (HTML5)

For HTML5 browsers, no additional software is needed on the Client Machine. For Internet Explorer, please see the "[9.0 64-bit Player](#)" section for additional information.

***\*\*Please note post upgrade it is necessary to clear the cache on Client Machines before the Volicon system can be used.\*\****

## 9.0 64-bit Player:

Upon the first login to the Volicon 9.0 software via Internet Explorer the user will be prompted to download a new player. This is vital to the functionality of the system and must be done. If there are any IT restrictions that would prohibit this, the player file can be requested from your Volicon Support Engineer so that it can be pushed out prior to the Volicon installation/upgrade.

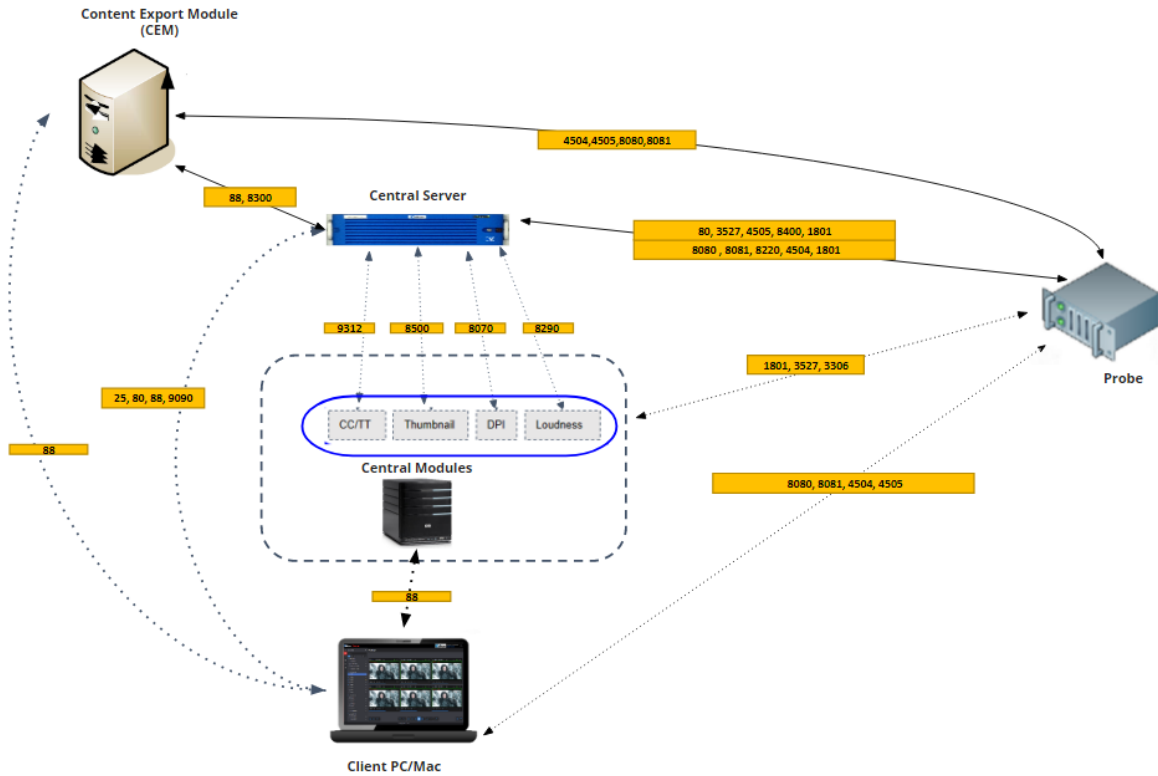
***\*\*For all Client Machines using Internet Explorer, the Volicon 9.0 software requires IE64 and a 64-bit OS in order to function. If the Volicon 32-bit player is installed, complete functionality of the system cannot be guaranteed as this version is no longer supported.\*\****

## Exporting

Exporting is supported natively with Internet Explorer but for the HTML5 player, it is necessary to have the Content Export Module for this functionality. This will require a dedicated server (either physical or virtual). If heavy exporting is expected (either large files or a large quantity), multiple CEM servers are recommended to prevent export delays.

## Firewall Exceptions

If this is a new installation, all of the ports outlined below will need to be opened to ensure your Volicon system works properly. If upgrading an existing system, please note that the 9.0 software uses new services that will require additional ports to be opened and that many existing services now use different ports.



\*Central Modules may be housed on same machine as Central Server

\*All protocols are in TCP

Central Server		
Service	Incoming	Outgoing
Access to Probe's Listener Service		8220
Web Server Port (if using SSL)		8080
MSMQ	1801, 3527	
SMTP		25
Volicon Live Streamer Port	4505	4505
Volicon Streamer Port	4504	4504
MediaHub	8080	8080
MediaHub	8081	8081
Web Socket	9090	9090
Thumbnails	8500	8500
Sphinx	9312	9312
DPI Indexing	8070	8070
HTTP	80	80
Loudness Indexing	8290	8290

Probe		
Service	Incoming	Outgoing
Listener Service	8220	
Media Hub	8080	
Volicon Live Streamer Port	4505	4505
Volicon Streamer Port	4504	4504
MediaHub	8080	8080
MediaHub	8081	8081
Updater	8400	8400
MSMQ		1801, 3527
MySQL		3306
HTTP	80	80

Content Export Module		
Service	Incoming	Outgoing
Volicon Live Streamer Port	4505	4505
Volicon Streamer Port	4504	4504
MediaHub	8080	8080
MediaHub	8081	8081
CEM Port	8300	8300
CEM Port	88	88

Client		
Service	Incoming	Outgoing
Access to Streamer	4504	4504
Access to Live Streamer	4505	4505
MediaHub	8080	8080
MediaHub	8081	8081
SMTP	25	
Web Socket	9090	9090
HTTP	80	80
CEM	88	88
Nginx	88	88

Central Module											
Closed Captioning			DPI Indexing			Thumbnails			Loudness Indexing		
Service	Incoming	Outgoing	Service	Incoming	Outgoing	Service	Incoming	Outgoing	Service	Incoming	Outgoing
Sphinx	9312	9312	DPI Indexing	8070	8070	Thumbnails	8500	8500	Loudness Indexing	8290	8290
MSMQ	1801, 3527	1801, 3527	MSMQ	1801, 3527	1801, 3527	Nginx	88	88	MySQL	3306	3306
						MSMQ	1801, 3527	1801, 3527			

## Physical Deployment

### Equipment

The following is required for each Server deployment:

- Compatible rack hardware (screws)
- USB based Monitor, keyboard and mouse, ideally “dedicated” for the server control or a dedicated or a Keyboard Video display Mouse (KVM) wired position
- 2 AC outlets per Volicon Server
- Ethernet connection with one static IP address assigned per Observer Probe
- Temporary connectivity (internet, VPN, etc) is needed only during the time of initial configuration to allow recent security updates to be applied or remote support capabilities
- If necessary, the IP address of the SNMP Management server to send Volicon traps
- If necessary, the IP address, a user name and login credentials for the local SMTP server to send email alerts for Volicon traps
- The physical dimensions of the servers if unique to each customer. Please ensure there is designated space in a 19” rack and for the total number of RUs needed please contact your Volicon Sales Rep or Support Engineer.

### Physical Video Connections

- The means of video delivery is unique per deployment and the wiring falls to the customer to facilitate. Please ensure that this wiring is in place prior to initiating configuration with your Volicon Support Engineer and if you have any questions on this please contact them for a copy of the quoted system.

## Anti-Virus

The following Anti-Virus recommendations are so that any AV (Anti-Virus) software does not interfere with the performance or reliability of the Observer system, and its logging/capturing processes.

- Please ensure that any “On Access” scanning processes or schedules are turned off.
  - On access processes locks files that are being accessed and are scanned for potential viruses. Our Observer system generates huge data files that contain Audio/Video. The On Access scans prohibit the encoding processes from accessing the files in a timely manner, causing potential instability in the capturing of the data.
- Set Schedules for AV updates and system scans to low traffic times.
  - Some updates from AV may require server restarts, so it is recommended that this be during a time that someone can monitor the system to ensure proper restart of the system.
  - AV updates demands system resources, and takes them away from the Observer software. By design AV processes take presidency over processes.
- Please exclude the following folders from any scans:
  - C:\video\
  - C:\Program Files\MariaDB 10.0
  - C:\program files\Volicon\

## Windows Updates

Volicon delivers a system that arrives implemented with the latest Windows updates. When an update is performed incorrectly, a system delay could occur. If you wish to install any updates of your own, please coordinate this with the Volicon Support team.

## Active Directory Integration

If this module was purchased, please ensure that the following has been setup/provided to Volicon.

- The web server machine must be added to domain.
- Provide Volicon with the IP or Fully Qualified Domain Name of AD server (FQDN is more flexible and preferred)
- Provide Volicon with a simple user with non-expiring password for testing
- Client IE browsers should see the web server as Intranet or Trusted machine.
- Create X number of groups with specific permissions on the LDAP solution.
- Provide the list of Group names to the Volicon support personnel

## Contact us

Web: <http://www.volicon.com/volicon-support/> • Email: [support@volicon.com](mailto:support@volicon.com)

Telephone: Customer Support is available Monday through Friday

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