



Volicon 9.2 Deployment / Upgrade Guide

Email: support@volicon.com
Phone: 781-221-7400 -- option 5 – option 3



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.

- [Supported Browsers](#)
- [9.2 64-bit Player](#)
- [Exporting](#)
- [Firewall Exceptions](#)
- [Physical Deployment](#)
- [Anti-Virus](#)
- [Windows Updates](#)
- [Active Directory Integration](#)*(If the module has been purchased)

Supported Browsers

The following browsers are supported by Volicon for use with the 9.2 software:

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

For HTML5 browsers, no additional software is needed on the Client Machine. For Internet Explorer, please see the "[9.2 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.*****

9.2 64-bit Player:

Upon the first login to the Volicon 9.2 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 9.2 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.*****

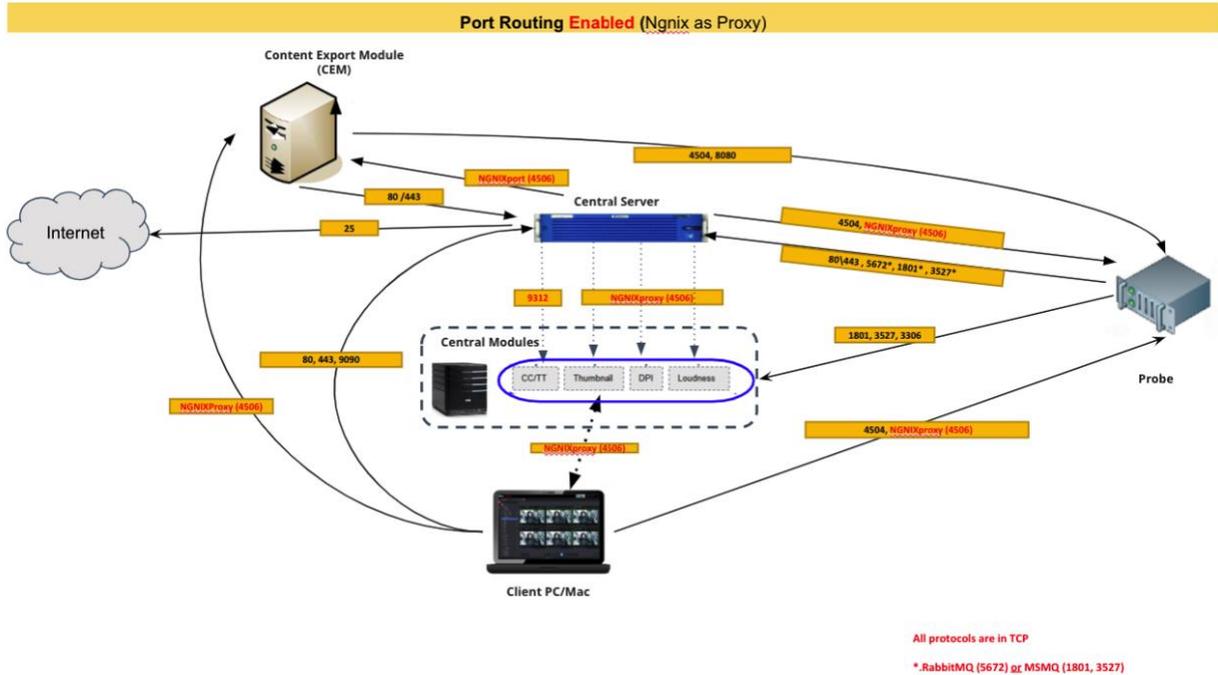
Exporting

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.

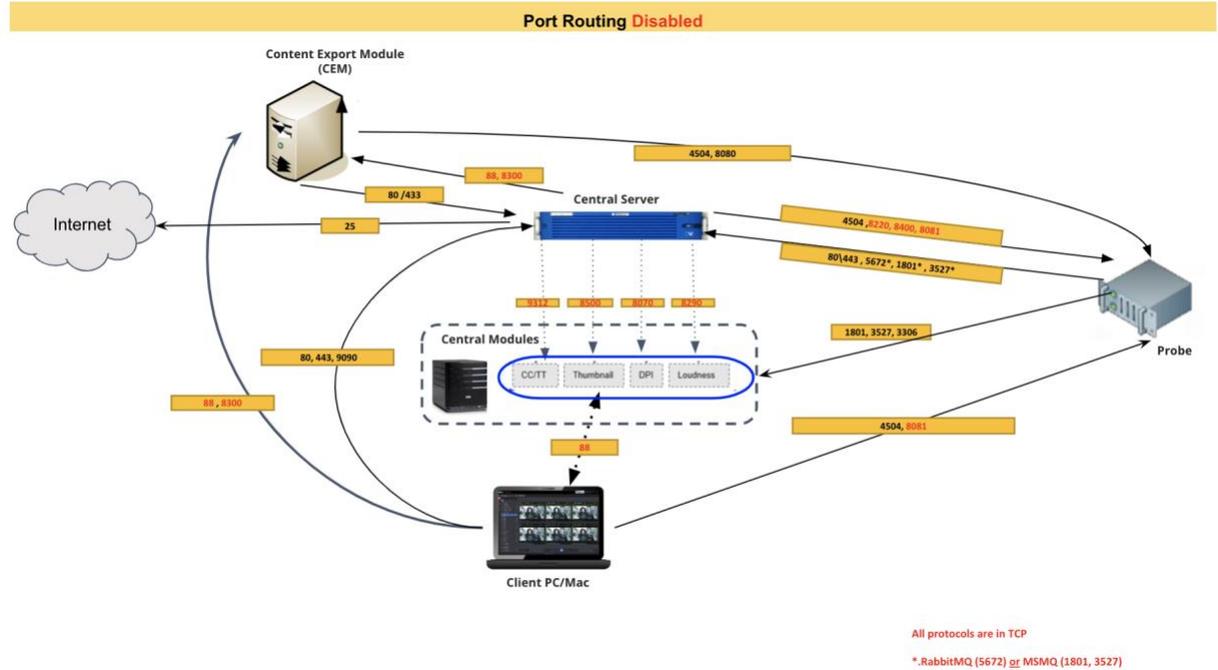
Firewall Exceptions

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 9.2 software uses new services that will require additional ports to be opened and that many existing services now use different ports. In the event that Nginx cannot be used as a proxy, please refer to Appendix B.

Appendix A: Port Routing Diagram with Nginx



Appendix B: Port Routing Diagram without Nginx



Firewall Exceptions

Appendix C: List of Required Ports

Central Server			Probe			Content Export Module			Client		
Service	Incoming	Outgoing	Service	Incoming	Outgoing	Service	Incoming	Outgoing	Service	Incoming	Outgoing
MSMQ \ RabbitMQ	[1801, 3527] \ 5672		Volicon Streamer Port	450		Volicon Streamer Port		4504	Access to Streamer		4504
HTTPS	443		MediaHub	8080		MediaHub		8080	Web Socket		9090
HTTP	80		MSMQ \ RabbitMQ		[1801, 3527] \ 5672	HTTP\ HTTPS		80\443	HTTP\ HTTPS		80\443
Web Socket	9090		MySql		3306	NgixProxy	4506		Ngix	88	88
SMTP		25	HTTP\ HTTPS		80\443				NgixProxy		4506
Volicon Streamer Port		4504	NgixProxy	4506							
Ngix											
NgixProxy	4506	4506									

Central Module											
Closed Captioning			DPI Indexing			Loudness			Thumbnails		
Service	Incoming	Outgoing	Service	Incoming	Outgoing	Service	Incoming	Outgoing	Service	Incoming	Outgoing
Sphinx	9312		NgixProxy	4506		NgixProxy	4506		NgixProxy	4506	
MSMQ	1801, 3527		MSMQ	1801, 3527		MSMQ	1801, 3527		Ngix	88	88
									MSMQ	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\
 - C:\Program Files\MariaDB 10.2
 - C:\Program Files\Redis
 - C:\Program Files\SQLyog
 - C:\Program Files\Mongodb

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

Telephone: Customer Support is available Monday through Friday

US: +1 781-221-7400 Option 5 • 8am to 5pm EDT

Please visit mip.volicon.com: Password: volicon99

Specifications subject to change without notice. Copyright © 2018 Volicon, Inc. Volicon Observer, Volicon Observer Professional, Volicon Observer Enterprise, and Volicon Observer Media Intelligence Platform are trademarks of Volicon, Inc. All other trademarks are property of their respective owners. Volicon is a Verizon Digital Media Services company.