

# Novell Volera Media Excelerator

1.2

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REALSYSTEM PROXY 8 STARTUP GUIDE



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Volera Media Excelsior 1.2 for RealSystem Proxy 8 Startup Guide

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# Contents

	<b>About This Guide</b>	<b>7</b>
<b>1</b>	<b>Issues and Caveats</b>	<b>9</b>
	Real Origin IP Address Must Be Specified . . . . .	9
	Command Line Allows Setting Invalid RTSP Ports. . . . .	9
<b>2</b>	<b>Installing Media Excelerator for RealProxy 8</b>	<b>11</b>
	Purchasing a RealProxy 8 License . . . . .	11
	Installing the Activation License from Floppy Disk . . . . .	11
	Installing the Activation License Using FTP . . . . .	11
	Installing Media Excelerator Patches . . . . .	12
	Downloading the Latest Patches . . . . .	12
	Updating the Appliance's Backup System Image . . . . .	12
	Backing Up Your License. . . . .	12
<b>3</b>	<b>Configuring and Starting RealProxy 8</b>	<b>15</b>
	Configuring RealProxy 8 . . . . .	15
	Reconfiguring the RealProxy Configuration File . . . . .	15
	Configuring RealProxy 8 as a Forward Proxy . . . . .	15
	Configuring RealProxy 8 as a Transparent Proxy . . . . .	16
	Configuring Hierarchical Proxies (Proxy Routing) . . . . .	17
	Starting RealProxy 8 . . . . .	18
	RealProxy Documentation . . . . .	19



# About This Guide

This guide provides instructions for installing and configuring the Volera® Media Excelsator™ (v1.2) for RealProxy 8.

This product is Certified RealSystem® Powered by RealNetworks. This ensures that this Media Excelsator product delivers a quality of experience to the user that is commensurate with the experience of being connected directly to a RealSystem® Server. Because Media Excelsator for RealProxy 8 is certified by RealNetworks, the user can be assured of both consistent and high quality.

For information about Volera Excelsator™ 2.3, see the *Volera Excelsator 2.3 Administration Guide*.

For technical support for this and other Volera products, go to the [Volera product Web pages on Novell.com \(http://support.novell.com/volera\)](http://support.novell.com/volera).

NOTE: The term *appliance* as used in this guide refers to both appliances from Volera partners as well as Volera-approved hardware, including server-class machines.





# 1

## Issues and Caveats

The following sections contain issues and caveats that apply to Media Excelsator for RealProxy 8.

### Real Origin IP Address Must Be Specified

When you create a Real reverse proxy service, you must specify an origin server IP address for the service.

If you fail to do this, you will not be able to restart the device without the system hanging. The only remedy available when this occurs is to reimage the cache device.

### Command Line Allows Setting Invalid RTSP Ports

The command line interface doesn't prevent you from using the same RTSP port setting for both Real and QuickTime services. This is, however, an invalid configuration.

For more information, see [Port Considerations](#) in the *Volera Excelsator 2.3 Release Notes*.



# 2 Installing Media Excelerator for RealProxy 8

## Purchasing a RealProxy 8 License

If you have not received the appropriate license file(s), please contact Volera Customer Service at 1-800-858-4000 in the U.S.A. or 1-800-4686-5372 internationally.

## Installing the Activation License from Floppy Disk

Complete the following steps:

- 1 Insert the floppy disk containing the license files that you purchased and downloaded in the appliance's floppy disk drive.  
For more information, see [“Purchasing a RealProxy 8 License” on page 11.](#)
- 2 At the system prompt, enter:  

```
importlicense floppy
```
- 3 Remove the diskette and restart the appliance.
- 4 Continue with [“Installing Media Excelerator Patches” on page 12.](#)

## Installing the Activation License Using FTP

If you have not used an FTP connection to manage your appliance, you should review the information in the [FTP Services](#) chapter in the [Volera Excelerator 2.3 Administration Guide](#).

Complete the following steps:

- 1 Launch your FTP application and enter an appliance IP address that is enabled for FTP access.  
For help with enabling FTP access, see [Setting Up Appliance FTP Services](#) in the [Volera Excelerator 2.3 Administration Guide](#).
- 2 Log into the appliance using the Config username.
- 3 If you have set a Config username password, enter it when prompted. Otherwise, press Enter.
- 4 FTP the license files from your workstation to the default directory on the appliance.
- 5 Enter `importlicense` at the command line.  
The licenses will be imported. You must restart the appliance for the changes to take effect.
- 6 Continue with [Installing Media Excelerator Patches](#).

# Installing Media Excelerator Patches

Complete the steps in the following sections for each appliance on which you are installing Media Excelerator.

## Downloading the Latest Patches

IMPORTANT: Volera provides URLs to the latest product patches with each license purchased. The URLs must be applied in the order listed in the Thank You page and in the confirmation e-mail.

You must always install all product patches before configuring and using an Excelerator product.

Complete the following steps:

- 1 In the browser-based tool, click System > Upgrade and check Enable Download.
- 2 In the Install from URL field, type the first Download URL received on the Thank You page and in the confirmation e-mail.

For more information, see [“Purchasing a RealProxy 8 License” on page 11](#).

- 3 Double check the URL to ensure you typed it correctly.
- 4 Click the Download Time drop-down list and select the time you want the download to occur.
- 5 Check Enable Install.
- 6 Click Install Time drop-down list and select the time you want the upgrade installed.
- 7 Click Apply.

The upgrade process always restarts the appliance, temporarily disconnecting the browser-based tool.

- 8 After the appliance restarts, reconnect to the appliance using the browser-based management tool and repeat this process for any other URLs received on the Thank You page and in the confirmation e-mail.
- 9 After all product patches have been applied, continue with [Updating the Appliance’s Backup System Image](#).

## Updating the Appliance’s Backup System Image

You should update the appliance’s clone image as soon as possible after completing an upgrade.

- 1 Reconnect to the appliance using the browser-based management tool.
- 2 Click System > Actions > Update Clone > Update Clone.

This prevents the system from being overwritten by an earlier version.

## Backing Up Your License

After downloading the RealProxy 8 license, you should save a backup copy.

Complete the following steps:

- 1 Insert a blank, formatted floppy disk in the appliance’s diskette drive.
- 2 At the system prompt, enter the following command:

```
exportlicense floppy
```

### 3 Remove the diskette.

The **exportlicense** command will move the license to the default FTP directory with a .lcx extension. You can also use the FTP Put command to move the license into the default directory. To remove licenses completely, enter **get license ?** at the Excelerator appliance command line to list all the currently installed licenses. Then enter **remove license = [name of license]**. The message will appear: "Success. License has been removed. You must restart to reload licenses."

If you are adding an EXALL license that is higher in memory than your current license, then you must delete your smaller license. If you are using a tier upgrade license do not remove the EXALL license.

IMPORTANT: The tier upgrade licenses are additive and should not be removed.



# 3

## Configuring and Starting RealProxy 8

### Configuring RealProxy 8

In the Excelerator browser-based management tool,

- 1 Click Cache > Streaming then click the RealProxy Configuration button.
- 2 In the RealProxy Administrator tool, click Configure > General Setup to view and configure your RealProxy's basic settings.

For more information on configuring RealProxy, see the RealProxy Administration Guide. This can be viewed by clicking Help > Documentation in the RealSystem Administrator tool.

**IMPORTANT:** If your browser is being proxied by the appliance on which you are configuring Real Proxy 8, you will get a 504 Gateway Timed Out error when trying to launch the RealProxy Configuration screen. You will need to turn off the proxy in your browser to launch the configuration screen.

### Reconfiguring the RealProxy Configuration File

Except in rare cases, all configuration parameters for RealProxy 8 can be modified using the RealSystem Administrator tool. If the configuration file must be edited, the following steps can be followed.

**IMPORTANT:** The configuration file for RealProxy is RMPROXY.CFG, not RMSERVER.CFG as stated in the RealProxy documentation.

Since users do not have access to the directory where the RealProxy 8 config file is located, they can edit the config file as follows:

- 1 Insert a floppy disk into drive A.
- 2 Enter **export floppy** at the command line to export the NAS file.
- 3 Edit the NAS file.

See Editing the Configuration File in the RealProxy Administration Guide. At the bottom of the NAS file is the line "restore begin \system\rmproxy.cfg" followed by the RealProxy configuration settings. The last line is "restore end." All the settings between these commands will be used to create a new RMPROXY.CFG file.

- 4 Once the file has been reconfigured, enter **import floppy** at the command line.

### Configuring RealProxy 8 as a Forward Proxy

RealProxy 8 acts as a forward proxy when you have set the Real service type to Forward and enabled the service.

Individual players must be configured to use the proxy while running in forward proxy mode. For more information on configuring players see Chapter 5, *Connecting Clients to RealProxy* in the

RealProxy Administration Guide. For more information on forward proxies for streaming media, see [Streaming Media Overview](#) and [Overview of Forward Streaming Proxy](#) in the [Volera Excelsator 2.3 Administration Guide](#).

## Configuring RealProxy 8 as a Transparent Proxy

IMPORTANT: RealProxy must be stopped before configuring transparent proxy services. Once the proxy service has been configured, restart RealProxy.

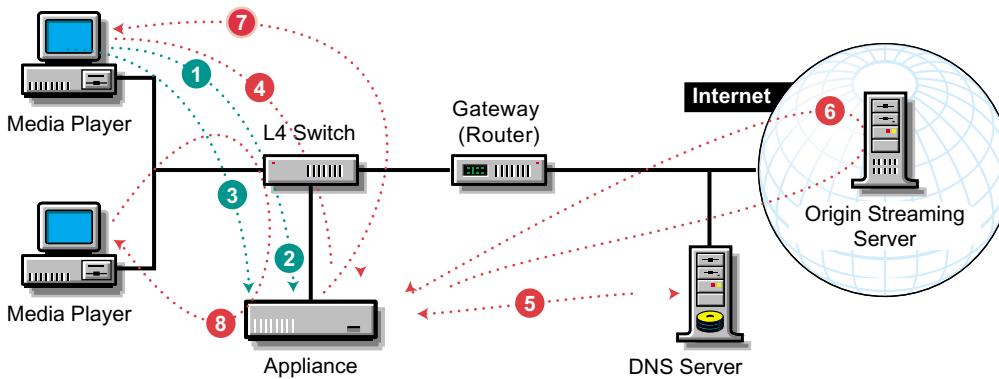
Transparent proxy enables the network administrator to force all RealPlayer clients on the network to go through the RealProxy. This is the best way to obtain large bandwidth savings through the RealProxy caching capabilities.

Transparent proxy works by redirecting traffic for the RTSP port (554) to the Excelsator appliance. This can be done through an L4 switch, a WCCP-capable router, or in inline deployment of the Excelsator. Methods for doing this are described in detail in [Transparent/L4 RTSP Streaming Proxy](#) in the [Volera Excelsator 2.3 Administration Guide](#). In order to utilize RealProxy 8 as a transparent proxy it is *necessary* to configure an RTSP Transparent proxy service.

QuickTime transparent and RealProxy services can be configured at the same time. Typically the QT transparent service is configured for port 554, the standard RTSP port. If the RealPlayer sends requests to the standard RTSP port (554), the QT transparent service will redirect the request to the RealProxy service. [Figure 1 on page 17](#) shows an example of how the redirect process works if an L4 switch is being used.



Figure 1



- 1 A player requests a stream from an origin streaming server.
- 2 The L4 switch detects that the request is on port 554 and redirects it to the appliance.
- 3 The Excelsior RTSP transparent proxy service detects that this is a RealPlayer making a request for Real Media content. The Excelsior sends an RTSP redirect message, which instructs the player to connect to the RealProxy on a different port than 554 for this request instead of the origin server.
- 4 The player sends a new request to the RealProxy on the new port.
- 5 The service obtains the numeric IP address of the origin streaming server from DNS.
- 6 The service begins to fill the stream from the origin streaming server.
- 7 The service transmits the stream in real time to the player.
- 8 The transparent streaming proxy service handles subsequent requests for the same stream from cache.

RealProxy uses the port configured with the Real service. RealProxy cannot be configured to use the same port as any other streaming service of a different type. If a QuickTime transparent service is configured for port 554 (default for RTSP) and Real services are also configured an enabled (on a different port) and the RealMedia clients send requests to port 554, QuickTime will redirect the requests to the RealProxy, using the port RealProxy is configured with.

Because the Real Media request can be redirected, the appliance should be given a publicly routable IP address. If the appliance has multiple interfaces which are configured with IP addresses, the appliance will choose one of these interfaces to use for RealProxy redirects.

If you wish to limit the pool of addresses which may be chosen for RealProxy redirects, you may do this by using the IP Binding feature in the RealProxy 8. The IP Binding feature is configured through the RealSystem Administrator tool. This will prevent redirects from going to undesirable IP addresses, such as non-public addresses or IP addresses assigned to interfaces which are not currently attached to the network.

## Configuring Hierarchical Proxies (Proxy Routing)

For general information on setting up hierarchical proxies, refer to Chapter 10 *Proxy Routing* in the RealProxy Administration Guide.

If there is a transparent service configured for a parent proxy, you must configure an RTSP port other than 554 for parent proxy. The Parent RTSP port parameter in all routing rules referencing this parent proxy must be set with the same port number. Proxies do not support redirection.

IMPORTANT: Never configure the origin server as the parent in a routing rule. This can cause unpredictable results.

## Starting RealProxy 8

You must have a licence installed on your appliance prior to starting RealProxy 8. For more information, see [“Purchasing a RealProxy 8 License” on page 11](#).

RealProxy requires at least one service to be configured in order for RealProxy to start. Real services need to be configured at the command line. At least one service needs to be enabled in order for RealProxy to run. These services will only configure RealProxy for the RTSP protocol. Other services are configured through the RP configuration screen. The command line syntax to configure Real services is:

```
add realservice name_of_service
set realservice name_of_service type = forward | transparent |
    accelerator
set realservice name_of_service enable = yes | no
set realservice name_of_service port = 554
```

If you are configuring an accelerator service type, the command line syntax would also include:

```
set realservice name_of_service dnsname = DNS_name_of_Real_service
add realservice name_of_service originaddress =
    DNS_name_of_target_origin_server / IP_address_of_target_origin_server
set realservice name_of_service originport =
    port_number_of_target_origin_server
```

To remove or clear a service, use the following syntax:

```
remove realservice name_of_service originaddress =
    DNS_name_or_IP_address_of_target_origin_server
clear realservice name_of_service originaddress
```

Then Apply the changes.

To configure your RealPlayer to use the RealProxy add-on, see Chapter 5, *Connecting Clients to RealProxy* in the RealProxy Administration Guide.

If you are not able to access RealProxy through the browser-based management tool or RealProxy 8 will not start, the configuration for RealProxy may be invalid. If there is a syntax error or invalid configurative statements, RealProxy 8 will not start. In this case you must manually repair the config file. See [“Reconfiguring the RealProxy Configuration File” on page 15](#) for further information on editing the RealProxy 8 configuration file. For more information on RealProxy 8 configuration and file syntax, see Appendix A: *Configuration File Syntax* and Appendix B: *Configuration File Contents* in the RealProxy Administration Guide.

If the appliance you are configuring for Real is the same appliance you are using for your browser’s proxy, you will get a 504 Gateway Timed Out error when trying to launch the RealProxy Configuration screen. You will need to turn off the proxy for your browser in order to launch the Real Configuration screen.

# RealProxy Documentation

To view the RealProxy 8 for Media Excelerator documentation, click the Help button in the Excelerator browser-based management tool. To view the RealProxy Administration Guide, click Cache > Streaming then click the RealProxy Configuration button. Click Help > Documentation in the RealSystem Administrator.

