



EXCELERATOR 2.1

Media Excelerator 1.0 for RealSystem Proxy 8 Startup Guide

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Contents

	About This Guide	7
1	Installing Media Exceleator for RealProxy 8	9
	Purchasing a RealProxy 8 License	9
	Installing the Activation License from Floppy Disk	10
	Installing the Activation License Using FTP	10
	Installing Media Exceleator Patches	11
	Downloading the Latest Patches	11
	Updating the Appliance's Backup System Image	12
	Backing Up Your License	12
2	Configuring and Starting RealProxy 8	15
	Configuring RealProxy 8	15
	Reconfiguring the RealProxy Configuration File	15
	Configuring RealProxy 8 as a Forward Proxy	16
	Configuring RealProxy 8 as a Transparent Proxy	16
	Configuring Hierarchical Proxies (Proxy Routing)	18
	Starting/Stopping RealProxy 8	18
	RealProxy Documentation	19

About This Guide

This guide provides instructions for installing and configuring the Volera[®] Media Excelsator[™] (v1.1) 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[™] 2.1, see the Volera Excelsator 2.1 Administration Guide.

For technical support for this and other Volera products, go to the Volera support web site (<http://www.volera.com/support>).

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

Installing Media Excelerator for RealProxy 8

Purchasing a RealProxy 8 License

To purchase a license, complete the following steps:

- 1** Browse to the Volera Website (<http://buy.volera.com>).
- 2** Locate the download area for RealProxy 8.
- 3** Complete the payment process.
- 4** When you are prompted to download the license files, do one of the following:
 - ◆ Save the license files to a blank, formatted floppy disk.
 - Or
 - ◆ Save the files on a hard drive.

Excelerator product licenses have LIC filename extensions.

IMPORTANT: If you use a floppy disk that was previously in an appliance's floppy drive, ensure that the disk does not contain an AUTOLOAD.NAS file.

An AUTOLOAD.NAS file causes the appliance's configuration settings to be automatically overwritten when the floppy disk containing the file is inserted in the appliance.

- 5** After purchasing a RealProxy 8 license, continue to the Thank You page.
- 6** Note the Download URL for future reference.

You will use this URL to install Media Excelerator in “Installing Media Excelerator Patches” on page 11.

NOTE: Volera also gives you the Download URL in a confirmation e-mail.

- 7** Install the license on the appliance using one of the following methods:
 - ◆ If you have direct access to the appliance, you can use a floppy disk and the command line interface to install the activation license. See the instructions in “Installing the Activation License from Floppy Disk” on page 10.
 - ◆ If you do not have direct access to the appliance, you can install the license using FTP. See the instructions in “Installing the Activation License Using FTP” on page 10.

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 9.

- 2** At the system prompt, enter:

```
importlicense floppy
```

- 3** Remove the diskette and restart the appliance.
- 4** Continue with “Installing Media Exceclerator Patches” on page 11.

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 Exceclerator 2.1 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 Exceclerator 2.1 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 affect.
- 6** Continue with Installing Media Exceleator Patches.

Installing Media Exceleator Patches

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

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 Exceleator 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 9.
- 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.

2

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\rmpoxy.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

By default, RealProxy 8 is configured to operate as a forward proxy.

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 Excelerator 2.1 Administration Guide.

Configuring RealProxy 8 as a Transparent Proxy

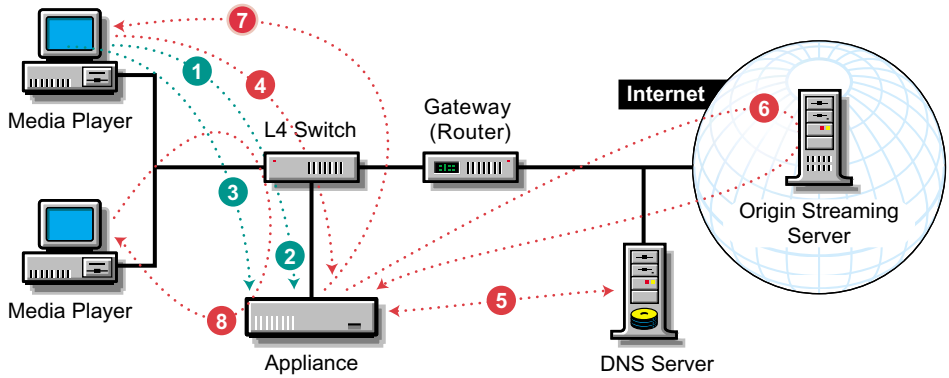
IMPORTANT: RealProxy must be stopped before configuring transparent proxy services. Once the proxy service has been configured, restart RealProxy.

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 Excelerator appliance. This can be done through an L4 switch, a WCCP-capable router, or in inline deployment of the Excelerator. Methods for doing this are described in detail in *Transparent/L4 RTSP Streaming Proxy* in the Volera Excelerator 2.1 Administration Guide. In order to utilize RealProxy 8 as a transparent proxy it is *necessary* to configure an RTSP Transparent proxy service.

RealProxy supports transparent proxy using RTSP redirect. 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 Excelerator RTSP transparent proxy service detects that this is a RealPlayer making a request for Real Media content. The Excelerator 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.

By default RealProxy is configured to use port 554 for RTSP. Unless a different RTSP port is configured, RealProxy will dynamically choose an available port where RealPlayers will be redirected. If an RTSP port other than 554 is configured for RealProxy, RealProxy will use that port for redirection. The appliance will redirect all Real Media requests to the alternate port number.

Because the RealProxy uses this redirect process, 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/Stopping 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 9.

To start RealProxy 8,

- 1 In the browser-based tool, click Cache > Streaming > Start RealProxy.

The command line syntax is: **SET realproxy enable=yes**

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.

To stop RealProxy 8,

- 1 In the browser-based management tool, click Cache > Streaming > Stop RealProxy.

The command line syntax is **SET realproxy enable=no**

RealProxy Documentation

To view the RealProxy 8 for Media Exceleator documentation, click the Help button in the Exceleator 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.

