



REALPLAYER ENTERPRISE MANAGER GETTING STARTED GUIDE

Revision Date: 26 February 2004

RealNetworks, Inc.
2601 Elliott Avenue, Suite 1000
Seattle, WA 98121
U.S.A.

<http://www.real.com>

<http://www.realn networks.com>

©2002, 2004 RealNetworks, Inc. All rights reserved.

Information in this document is subject to change without notice. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of RealNetworks, Inc.

Printed in the United States of America.

Helix, The Helix Logo, RBN, the Real "bubble" (logo), Real Broadcast Network, RealAudio, Real.com, RealJukebox, RealMedia, RealNetworks, RealPlayer, RealOne, RealPresenter, RealSlideshow, RealSystem, RealText, RealVideo, SureStream, and Surreal.FX Design are trademarks or registered trademarks of RealNetworks, Inc.

Other product and corporate names may be trademarks or registered trademarks of their respective companies.

CONTENTS

- WELCOME TO REALPLAYER ENTERPRISE MANAGER..... 1
- OVERVIEW 1
- STARTING REALPLAYER ENTERPRISE MANAGER 2
 - Windows NT and Windows 2000..... 2
 - UNIX 3
- ACCESSING REALPLAYER ENTERPRISE ADMINISTRATOR..... 3
- DEPLOYING CLIENTS 5
 - Creating Configuration Files..... 5
 - Editing an Existing Configuration File 8
 - Deleting a Configuration File..... 9
- HTTP DELIVERY..... 9
- IP BINDING 10
- MOUNT POINTS 11
- INSTALLING REALPLAYER ENTERPRISE 12

WELCOME TO REALPLAYER ENTERPRISE MANAGER

This guide contains instructions on how to use RealNetworks® RealPlayer® Enterprise Manager to configure and deploy RealPlayer Enterprises throughout an enterprise. For more in-depth information, see the following resources:

- The *RealPlayer Enterprise Manager Guide* contains detailed information on the available features and capabilities of RealPlayer Enterprise Manager. To read the online guide, visit:
<http://service.real.com/help/library/guides/rdm/rdmguide.htm>
- For help with any technical problems you encounter or any other product-related questions you might have, visit the Technical Support Web site at:
<http://service.real.com>
- For information on RealNetworks' privacy policy, visit:
<http://www.realnetworks.com/enterprise/privacy/software.html>

Overview

RealPlayer Enterprise Manager enables system administrators to perform centralized configuration, deployment, and maintenance of RealPlayer Enterprises throughout a company's internal network. RealPlayer Enterprise Manager consists of the following components:

- The RealPlayer Enterprise Manager executable file
This is the main software component of RealPlayer Enterprise Manager. This file is called `rdm.exe` in Windows and `rdm` in UNIX.
- RealPlayer Enterprise Administrator
This is a Web-based console you use to configure, build, deploy, and maintain RealPlayer Enterprises centrally throughout your enterprise. Using RealPlayer Enterprise Administrator, you can configure settings

either locally or remotely, because you can access the Web pages from almost any browser on your network.

- RealPlayer Enterprise components

You use these components to build installers for RealPlayer Enterprise deployments on Windows NT/95/98/ME/2000/XP workstations.

Note: RealPlayer Enterprise Manager uses components and terms similar to those used by Helix™ Server, but the components in RealPlayer Enterprise Manager serve different functions. RealPlayer Enterprise Manager is not a streaming server. Rather, it is a product that enables administrators to deploy and configure RealPlayer Enterprises across corporate intranet environments from a single computer.

Starting RealPlayer Enterprise Manager

Use the following instructions to start RealPlayer Enterprise Manager in Windows and UNIX environments. You can run RealPlayer Enterprise Manager in Windows NT, Windows 2000, Windows XP, Sun Solaris version 2.7 for Ultra SPARC, Sun Solaris version 2.8 for Ultra SPARC, and Linux version 2.2.

Windows NT and Windows 2000

You can start RealPlayer Enterprise Manager in either of these platforms from the Start menu or from a command line.

Note: By default, the installation process installs RealPlayer Enterprise Manager as a service in Windows NT, Windows 2000, and Windows XP. If you turned this option off during setup, you can manually start RealPlayer Enterprise Manager by using one of the following procedures.

Starting RealPlayer Enterprise Manager from the Start Menu

On the **Start** menu, choose **Programs** and **RealPlayer Enterprise Manager**. Then click **RealPlayer Enterprise Manager**. This starts the `rdm.exe` program. If this is the first time you have run RealPlayer Enterprise Manager, it now loads its default configuration file, `rdm.cfg`.

Starting RealPlayer Enterprise Manager from a Command Line

From the main RealPlayer Enterprise Manager directory, type the following at a command line and then press **Enter**:

```
Bin\rdm rdm.cfg
```

For More Information: For instructions on starting RealPlayer Enterprise Manager as a service, see the online guide at:
<http://service.real.com/help/library/guides/intranet/rdmguide.htm>

UNIX

The instructions in this section explain how to start RealPlayer Enterprise Manager in a UNIX environment.

Starting RealPlayer Enterprise Manager in UNIX

From the main RealPlayer Enterprise Manager directory, type the following:

```
Bin/ria rdm.cfg
```

Starting RealPlayer Enterprise Manager as a Background Process

From the main RealPlayer Enterprise Manager directory, type the following:

```
Bin/ria rdm.cfg &
```

Accessing RealPlayer Enterprise Administrator

When RealPlayer Enterprise Manager is running, you can use RealPlayer Enterprise Administrator to create configuration files and installers to deploy RealPlayer Enterprises. You can also use it to configure various options for RealPlayer Enterprise Manager.

You can access RealPlayer Enterprise Administrator from any browser on your network that supports Java and JavaScript. Compatible browsers are Netscape Navigator versions 4.x, 6.x and higher, and Microsoft Internet Explorer version 5.0 or later. For more information about browser compatibility, see:

<http://service.real.com/help/library/guides/rdm/readme.html>

If you are running RealPlayer Enterprise Manager in Windows NT, Windows 2000, or Windows XP, the installation process automatically creates a desktop icon that you can use to access RealPlayer Enterprise Administrator.

Otherwise, follow the next set of steps.

► To access RealPlayer Enterprise Administrator:

1. Start RealPlayer Enterprise Manager as described in “Starting RealPlayer Enterprise Manager” on page 2.

2. In any compatible browser, type the following address:

`http://address:AdminPort/admin/index.html`

where:

address is the IP address or host name of the computer on which RealPlayer Enterprise Manager is installed.

AdminPort is the port that RealPlayer Enterprise Administrator uses to connect to RealPlayer Enterprise Manager. During setup, you were asked to provide an administrator port number. Use that port number here.

Note: You must enter the administrator port number for RealPlayer Enterprise Manager. If you are running Helix Universal Server in your enterprise, be aware that you cannot configure RealPlayer Enterprise Manager options from RealPlayer Enterprise Administrators connected to these servers. Instead, you must use the administrator port that connects RealPlayer Enterprise Administrator to RealPlayer Enterprise Manager.

Entering the following URL will start RealPlayer Enterprise Administrator if you type the URL in the browser on the same computer on which RealPlayer Enterprise Manager is installed (be sure to substitute your port number for *AdminPort*):

`http://127.0.0.1:AdminPort/admin/index.html`

The following URL also works on the same computer:

`http://localhost:AdminPort/admin/index.html`

3. You will be prompted for your user name and password. These must match the values you entered while setting up RealPlayer Enterprise Manager.
4. Click **OK**. The RealPlayer Enterprise Administrator screen appears.

Tip: Set a bookmark at this location so that you can easily return here at any time.

Deploying Clients

This section explains the steps involved in using RealPlayer Enterprise Manager to deploy RealPlayer Enterprises throughout your company's network. Deployment entails creating a configuration file, creating an installer that refers to the configuration file, and then distributing the installer for desktop deployment.

Note: RealPlayer Enterprise Manager must already be running when you begin this procedure. For more information, see “Starting RealPlayer Enterprise Manager” on page 2.

Creating Configuration Files

Using RealPlayer Enterprise Manager, you create configuration files that determine the settings used by RealPlayer Enterprises deployed in your enterprise. You can create different configurations for different groups of users based on your company's requirements. RealPlayer Enterprise Manager also makes it possible for you to update configuration files remotely after deployment.

Creating a RealPlayer Enterprise Configuration File

Creating the configuration file is the first step in deploying RealPlayer Enterprises throughout a user group.

- ▶ To create a configuration file:
 1. Start RealPlayer Enterprise Administrator as described in “Starting RealPlayer Enterprise Manager” on page 2.
 2. In RealPlayer Enterprise Administrator, click **Player Management**>**Player Setup**.
 3. In Player Setup, click **Create a Preference Configuration**. The Web page **Player Creation: Preferences** appears.
 4. Name the configuration file by entering a new name in the **Configuration** box in the upper-left corner of the Web page.
 5. Set the preferences for the settings in your users' RealPlayer Enterprises. The Preference setting options form a column to the left within the preferences Web page. Click on the check box for each preference heading to open or close a drop-down list of preference options. Click on an option to open the preference fields.

You have two choices for setting the preference fields, **Value** and **Status**. Value fields require you to choose either Yes/No or set a numeric value. The Status field requires you to lock or unlock the user's ability to change a setting (default for status is unlocked). A green lock icon is unlocked. A red lock icon is locked. Work through the column of preferences, setting the configuration choices, until you have set the preferences you wish the deployed RealPlayer Enterprises to have.

For More Information: For details on each preference option, see "Understanding the Option," in *RealPlayer Enterprise Manager Guide*.

6. When you are satisfied with the preferences for the configuration file, click **Save Preferences**. The **Configuration Change Results** Web page appears.
7. Click **Close**. Note that you can modify the configuration file you have just created by clicking on **Edit a Preference Configuration**. This will return you to the **Player Creation: Preferences** Web page. You can also click on **Copy a Preference Configuration** to make a copy of any configuration file.
8. Set the **Remote Management Options**. The **URL where RealPlayer retrieves preference updates** box displays the default location where the configuration file will be stored. Select one of the following ways for RealPlayer Enterprise to retrieve preference updates:
 - Retrieval from the default location on the RealPlayer Enterprise Manager computer.

To deliver the configuration file using HTTP port setting and prefs delivery path on the RealPlayer Enterprise Manager computer, use the default location. RealPlayer Enterprises access the file on the RealPlayer Enterprise Manager computer and use these configuration settings.

Note that RealPlayer Enterprise Manager automatically creates a mount point named /prefs/ that corresponds to the RealPlayer Desktop Manager\IntranetPlayer\prefs directory. All configuration files are saved automatically to this local directory. The corresponding HTTP Delivery path appears in the **URL where RealPlayer retrieves preference updates** box to permit Web access.
 - Retrieval from an alternate location on the local RealPlayer Enterprise Manager computer or from a remote Web server.

Enter the location on the RealPlayer Enterprise Manager computer or on a remote Web server, and then physically move the configuration file to this location.

- Local retrieval from a configuration file distributed to each client.

Enter a local location (for example, C:\software\realplayer) where you plan to distribute the configuration file on each desktop. After you distribute the configuration file and installer, RealPlayer Enterprises will use this location to retrieve preferences. RealNetworks recommends using standard systems management software to distribute the configuration files before installing RealPlayer Enterprises on client desktop computers. This option reduces HTTP traffic on your network.

Warning! Distribute the file to the local desktops before installation. If you do not, RealPlayer Enterprises will not be able to find the configuration file and will use the default installation settings until the file is available.

Note: Use the local retrieval option only if you do not anticipate changing the player preferences after deployment.

9. Set the number of hours to wait before retrieving preference updates.

In the **Update Interval** box, enter the interval in hours at which you want RealPlayer Enterprise to check for preference updates. RealPlayer Enterprise polls the configuration file at startup and then at the interval set here, looking for any changes to the preference settings.

10. Set the **Installation Options**.

- a. Specify the location on the users' hard drive where the player will be installed. Under **Player Installation Modes**, select one of the following three options:
 - Standard - the user must interact with the installer
 - Minimal user interaction - a graph shows the progress of the installation and the user can abort the installation.
 - Silent - the user cannot interact with the installation.
- b. Choose whether you want a desktop shortcut to be added to the users' desktop.
- c. Choose whether you want a link to real.com to be added to the users' browser.

- d. Choose whether you want to add a RealPlayer Enterprise icon to the toolbar.
 - e. Choose whether you want to add a RealPlayer Enterprise icon to the top of the Windows Start menu.
11. Click **Apply** to save the preferences you have chosen.
 12. Click **Generate Player**. The **Configuration Change Results** page appears.
 13. Click **Close** or click **Reset** at the bottom of the page to clear the page and start over. The RealPlayer Enterprise that has been created will appear in a new subdirectory under C:\Program Files\Real\RealPlayer Enterprise Manager\IntranetPlayer\Installers.

Editing an Existing Configuration File

After you have created a configuration file, you can modify the options if necessary. If you have not yet built and deployed an installer, the modified options will be reflected in the new installers created with the updated configuration file.

After the initial deployment, RealPlayer Enterprises read the new configuration file at the next restart and at each polling interval (as set with the **Number of seconds to wait before retrieving prefs** option). If you set a local retrieval option, you must regenerate a new installer and work with the users to reinstall RealPlayer Enterprises, or use your systems management software to deliver a copy of the configuration file to the local directory you specified.

► To edit an existing configuration file:

1. Start RealPlayer Enterprise Administrator as described in “Starting RealPlayer Enterprise Manager” on page 2.
2. In RealPlayer Enterprise Administrator, click **Player Management**>**Player Setup**.
3. In the **Player Preferences** box, highlight the configuration file that you wish to edit.
4. Click **Edit a Preference Configuration**.
5. In the left column, select the configuration settings that you wish to edit. The right side of the page now displays the selected configuration and its settings.
6. Change the value and status settings of the options that you wish to edit.

7. Click **Save Preferences** to save the changes to the file, or click **Reset Preferences** to discard the changes you made.
8. Click **Restart Server** to apply the changes you made.

Deleting a Configuration File

You can delete an obsolete configuration file. Before you do this, however, you should confirm that any RealPlayer Enterprises that previously referenced the file are now referencing a different file.

- ▶ To delete a configuration file:
 1. Select **Player Setup>Player Setup**.
 2. In the **Player Preferences** box, highlight a configuration file that you wish to delete.
 3. Click the trash icon to remove the current configuration.

HTTP Delivery

RealPlayer Enterprise Manager can serve installers and configuration files by HTTP. The HTTP delivery paths indicate the mount points whose contents you can make available through HTTP. Each path variable gives the name of a virtual directory whose contents you can access through a browser. The default HTTP delivery paths serve the following purposes:

- **admin** accesses the RealPlayer Enterprise Administrator, which is served through HTTP.
- **update** provides access to the client components available for RealPlayer Enterprise updating. When a client tries to access content it does not recognize, it automatically checks the update directory for new components.
- **prefs** permits Web access to the contents in the `/prefs/` mount point. This mount point maps to the `IntranetPlayer/prefs` directory under the main RealPlayer Enterprise Manager directory. (Configuration files that you generate on the **Player Preferences** page are saved to this directory on the local computer.) The `/prefs` delivery path enables Web access to this content. Users can use the HTTP delivery path to retrieve configuration changes to RealPlayer Enterprise, and you can use it to view and verify the contents of a configuration file.

- components provides access to the individual components available through automatic updating (autoupgrade).

For the installer to access a Web site, you must create a new HTTP delivery path that maps to a mount point for installers.

► **To create a new HTTP delivery path for installers:**

1. Create a mount point that maps to the /IntranetPlayer/installers subdirectory of the RealPlayer Enterprise Manager directory.

For More Information: See the procedure in “Mount Points” on page 11”.

2. In RealPlayer Enterprise Administrator, click **Server Setup>HTTP Delivery**. The **HTTP Deliver Web** page appears.
3. Under the **Paths** box, click the “+” icon to add a new path. A default directory name, Path1, appears in the list of paths and in the **Edit Path** box.
4. Change the name to match the name of the installer mount point. This example uses /install.
5. Click **Apply** to save the changes.
6. Click **Close** in the **Configuration Change Results** window. The files in the installer directory are now available through browsers using the following address:

`http://address:HTTPPort/install/filename.exe`

where:

- *address* is the IP address or host name of the computer on which RealPlayer Enterprise Manager is installed.
- *HTTPPort* is the port on which HTTP listens for requests.
- *install* is the name of the HTTP delivery path you created. It is the same as the name of the mount point but does not have a forward slash (/) at the end.
- *filename* is the name of the installer.

IP Binding

When RealPlayer Enterprise Manager starts, it uses the IP address assigned to the computer's host name. You can configure RealPlayer Enterprise Manager

to always use specific IP addresses by setting up the IP Binding list. Within this list, you cite individual addresses to use, or you can bind to all of the IP addresses available on the RealPlayer Enterprise Manager computer.

► **To reserve IP addresses for RealPlayer Enterprise Manager:**

1. In RealPlayer Enterprise Administrator, click **Server Setup>IP Binding**.
2. Click the “+” icon to add a new IP address. A generic address, 0.0.0.0, appears in the **Edit IP Address** box.
3. In the **Edit IP Address** box, type the IP address that you want RealPlayer Enterprise Manager to use. To capture all addresses for RealPlayer Enterprise Manager's use, add the IP address of 0.0.0.0 and delete any other addresses. RealPlayer Enterprise Manager will automatically bind to all addresses and to localhost (127.0.0.1).

Tip: Binding to all addresses by using 0.0.0.0 is recommended for most administrators.

Note: If you type a specific address, RealPlayer Enterprise Manager will bind to the specified address only; it will not bind to localhost.

4. Click **Apply**.
5. When prompted to restart RealPlayer Enterprise Administrator, click **OK**, and then click **Close**.

Mount Points

A *mount point* is a short way of referring to the actual directory where a given file or set of files is stored. Every mount point begins and ends with a forward slash.

RealPlayer Enterprise Manager uses one mount point to store the configuration files used by RealPlayer Enterprises. By default, this mount point is named /prefs/. It corresponds to the local IntranetPlayer/prefs subdirectory in the RealPlayer Enterprise Manager directory. An HTTP delivery path named /prefs references this mount point and permits Web access to files in this directory. You can create a similar scenario for the installers by creating an additional mount point and adding an HTTP delivery path.

The default location for the /prefs/ mount point on Windows is C:\Program Files\Real\RealPlayer Enterprise Manager\IntranetPlayer\prefs. On UNIX, you

must specify the main RealPlayer Enterprise Manager directory. An IntranetPlayer/prefs subdirectory is created automatically under this directory.

► **To create a mount point for installers:**

1. In RealPlayer Enterprise Administrator, click **Server Setup>Mount Points**. The **Mount Points** page appears.
2. Click the “+” icon to add a new mount point. A generic mount point name appears in the **Edit Description** box. Edit this name to one of your choosing. Note that you cannot use a period (.) in this box.
3. Type the new mount point designation in the **Mount Point** box. This new designation must be unique, and it must begin and end with a forward slash (/).
4. Identify the location of the local /IntranetPlayer/installers directory by typing the full path for the install directory in the **Base Path** box.

Tip: If you are not sure what the base path is, check the base path for the /prefs/ mount point. Use the same path, but substitute “installers” for “prefs.” Do not include the quotation marks.

5. Click **Apply**.
6. In the message box that prompts you to restart the server, click **OK** to restart RealPlayer Enterprise Manager and apply the changes.
7. Click **Close**.

Installing RealPlayer Enterprise

After you create an installer, notify users of its location on the network. Or, distribute the installer by using standard systems management software.

RealNetworks recommends that users always uninstall any other versions of RealPlayer before they begin installing RealPlayer Enterprise. RealNetworks has provided an uninstall program, `rmuninst.exe`, to help administrators easily uninstall RealPlayer Enterprise automatically. If previous RealPlayer Enterprises are not removed, the installation process will warn the user to remove other versions of RealPlayer Enterprise before continuing. At this point, users can either cancel the installation or choose to continue. If they continue, the installation process removes the previous versions.

When RealPlayer Enterprise first starts on client computers, it uses the preferences file saved in the installer, and it checks the configuration file in the location you specified for configuration changes. If the client cannot read the configuration file, it uses the default settings that were set locally but continues to poll for new settings when the client is started, and at regular intervals.

