

Polycom® Global Management System™

Frequently Asked Technical Questions

Does Global Management System interoperate with other video conferencing systems?

Global Management System manages Polycom ViewStation®, ViewStation FX, ViewStation EX, VSX™ 7000, iPower™ and ViaVideo® II conferencing systems.

Provided the other manufacturer's video endpoint model has a Web embedded server, Global Management System can manage the unit.

Can I access Global Management System remotely? Specifically, if I am a Telecom administrator and I want to manage my network from home, can I do that?

Yes. Since Global Management System is Web-based, management of your video network is possible from outside of the LAN, provided the Global Management System server is located inside the company network and its name or address be accessible from outside the LAN.

What if I am a part of a large organization and I have a small home office that is not connected on the organization's network. How can I keep up-to-date with my organization's address book?

Global Directory is designed to run on Windows® 2000 and 2003. A small/home office user with one or two ViewStations can run Global Directory on a PC on the local network. The Global Directory supports the exporting of databases. The Global Directory database can be emailed to the small/home office and the user can import the organization's database to a local, single-user Global Directory.

What if my organization uses systems from other manufacturers? How are they added to the address book?

The Global Directory server allows for manual address book entries, which enables non-Polycom systems to be added.

Can a user dial an E.164 number using the Global Directory?

Yes, Global Management System supports E.164 dialing using the Global Directory. Dialing through the Global Directory is now similar to dialing a phone using a seven-digit number or an extension.



Is LDAP supported?

Yes, Global Management System is LDAP compliant for enterprise directory applications.

How do I send remote alerts to my cell phone?

Nearly all cell phones are email addressable. Just enter the email address for your cell phone to receive the alert message from Global Management System. For example, 4085551111@cell-phone.com.

What SNMP traps are supported directly?

- Low battery on remote
- Call starting
- Call ending
- Unit powered on
- ISDN line problem



Connect. Any Way You Want.

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Can Global Management System use my current SQL database instead of MSDE?

No. MSDE and Access are the only supported databases.

Which ports need to be open for use with Global Management System?

Firewall ports required for operating Global Management System are:

- 21 (FTP)
- 23 (Telnet)
- 80 (HTTP) (Bi-directional)
- 3601 (Bi Directional) For Address Book
- 389 LDAP

There are no listening ports needed for Global Management System, port 80 would handle that type of traffic for Global Management System.

Does Global Management System manage the SoundStation VTX 1000™?

Yes, Global Management System can manage the SoundStation VTX 1000 including SoftUpdate.

Is it possible to send a remote alert for a single device?

Yes, this is possible. Administrators can create multiple profiles to define different remote alerts. Profiles can include alerts for a single device, selected groups of devices or by device types. Administrators can create as many profiles as needed and profiles of remote alerts can be sent to a single or multiple administrators.

Can I export Network Status information to a CSV format so I can edit the data in Microsoft® Excel®?

Yes.

Do my devices automatically register to Global Management System?

Yes, devices that are currently registered to a Global Address Book will automatically register to Global Management System.

What is the recommended PC/server requirement?

Global Management System is a Web-based application that is accessed using Microsoft® Internet Explorer 6.0 or higher. The server must meet the following requirements:

Server Requirements

- 650 MHz Intel® Pentium® III or compatible
- 256 MB RAM
- At least 300 MB free hard-drive space
- Microsoft Active Directory (if using the LDAP directory services option)
- Internet Explorer 6.0 with Service Pack 1

Server Operating System

- Windows® 2000 Server with Service Pack 3
- Windows 2000 Advanced Server with Service Pack 3 Microsoft Internet Information Services 4.0 or higher
- Windows Server 2003 Microsoft Internet Information Services 6.0 or higher

Client Console Requirements

- Windows 2000 (Professional or Server) or Windows 98
- Windows Server 2003
- Internet Explorer 5.0 or higher
- Windows XP

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