



REALSYSTEM INTRANET ADMINISTRATOR

Getting Started Guide

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REALSYSTEM INTRANET ADMINISTRATOR GETTING STARTED GUIDE

Welcome to RealPlayer Intranet Administrator

This guide contains instructions on how to use RealNetworks® RealPlayer® Intranet Administrator to configure and deploy RealPlayer 8 Intranet clients throughout an enterprise. For more in-depth information, see the following resources:

- The *RealPlayer Intranet Administrator Guide* contains detailed information on the available features and capabilities of RealPlayer Intranet Administrator. To read the online guide, visit <http://service.real.com/help/library/guides/intranet/intranet.html>.
- 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 Intranet Administrator enables system administrators to perform centralized configuration, deployment, and maintenance of RealPlayer 8 Intranet clients throughout a company's internal network.

RealPlayer Intranet Administrator consists of the following components:

- The RealPlayer Intranet Administrator executable file
This is the main software component of RealPlayer Intranet Administrator. This file is called `ria.exe` in Windows and `ria` in UNIX.
- RealSystem® Administrator
This is a Web-based console with which you use Web pages to configure, build, deploy, and maintain RealPlayer 8 Intranet clients centrally throughout your enterprise. Using RealSystem Administrator, you can

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

- RealPlayer 8 Intranet components

You use these components to build installers for RealPlayer desktop deployments on Windows NT, Windows 95, Windows 98, Windows 2000, and Windows ME workstations.

Note that RealPlayer Intranet Administrator uses components and terms similar to those used by RealServer™, but the components in RealPlayer Intranet Administrator serve different functions. RealPlayer Intranet Administrator is not a streaming server. Rather, it is a product that enables administrators to deploy and configure RealPlayer 8 Intranet clients across corporate intranet environments from a single computer.

Starting RealPlayer Intranet Administrator

Use the following instructions to start RealPlayer Intranet Administrator in Windows and UNIX environments. You can run RealPlayer Intranet Administrator in Windows NT, Windows 2000, Sun Solaris version 2.6 for Ultra SPARC, Sun Solaris version 2.7 for Ultra SPARC, and Linux version 2.2.

Starting RealPlayer Intranet Administrator in Windows NT and Windows 2000

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

By default, the installation process installs RealPlayer Intranet Administrator as a service in Windows NT and Windows 2000 that automatically opens at startup. If you turned this option off during setup, you can manually start RealPlayer Intranet Administrator by using one of the following procedures.

- To start RealPlayer Intranet Administrator from the Start menu:

On the **Start** menu, point to **Programs**, point to **RealPlayer Intranet Administrator**, and then click **RealPlayer Intranet Administrator**. This starts the `ria.exe` program.

If this is the first time you have run RealPlayer Intranet Administrator, it now loads its default configuration file, `ria.cfg`.

- ▶ To start the RealPlayer Intranet Administrator from a command line:

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

```
Bin\ria ria.cfg
```

For instructions on starting RealPlayer Intranet Administrator as a service, see the online guide at

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

Starting RealPlayer Intranet Administrator in UNIX

The instructions in this section explain how to start RealPlayer Intranet Administrator in a UNIX environment.

- ▶ To start RealPlayer Intranet Administrator in UNIX:

From the main RealPlayer Intranet Administrator directory, type the following:

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

- ▶ To start RealPlayer Intranet Administrator in the background:

From the main RealPlayer Intranet Administrator directory, type the following:

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

Accessing RealSystem Administrator

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

You can access RealSystem Administrator from just about any browser on your network that supports Java and JavaScript. Specifically, the compatible browsers are Netscape Navigator versions 4.x and Microsoft Internet Explorer version 4.0 or later. For more information about browser compatibility, see <http://service.real.com/help/library/guides/intranet/readme.html>.

- ▶ To access RealSystem Administrator:
 1. Start RealPlayer Intranet Administrator. (See “Starting RealPlayer Intranet Administrator” 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 Intranet Administrator is installed.

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

You must enter the administrator port number for RealPlayer Intranet Administrator. If you are running RealServers in your enterprise, be aware that you cannot configure RealPlayer Intranet Administrator options from RealSystem Administrators connected to these RealServers. Instead, you must use the administrator port that connects RealSystem Administrator to RealPlayer Intranet Administrator.

Entering the following URL will start RealSystem Administrator if you type the URL in the browser on the same computer on which RealPlayer Intranet Administrator 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 will match the values you entered while setting up RealPlayer Intranet Administrator. Click **OK**.

The RealSystem Administrator window for RealPlayer Intranet Administrator appears.



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

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

Deploying Clients with RealPlayer Intranet Administrator

This section explains the steps involved in using RealPlayer Intranet Administrator to deploy RealPlayer 8 Intranet clients throughout your company's network. Deployment entails creating a configuration file, creating an installer that references the configuration file, and then distributing the installer for desktop deployment.

RealPlayer Intranet Administrator must already be running when you begin this procedure. For more information, see "Starting RealPlayer Intranet Administrator" on page 2.

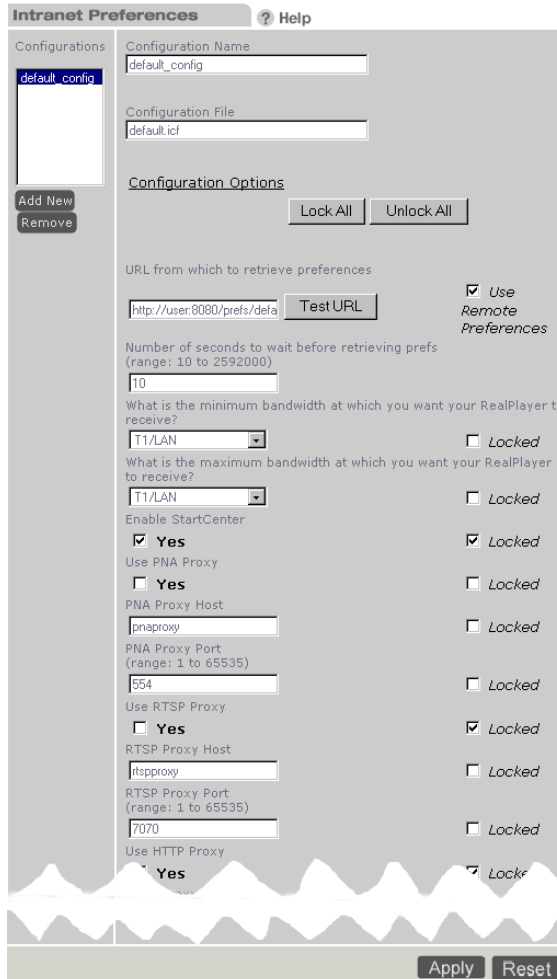
Creating a Configuration File

Use the following procedure to create a configuration file with the preferences you want deployed RealPlayer 8 Intranet clients to use.

► To create a configuration file:

1. To get to the administrative Web pages, open RealSystem Administrator. (See "Accessing RealSystem Administrator" on page 3.)

- To create a configuration file, click **Configure>Intranet Players>Preferences**. The following Web page appears.



- Click **Add New** to create a new configuration file.
- Enter a configuration name in the dialog box that appears, and then click **OK**.

The name you entered automatically appears in the **Configuration Name** and **Configuration File** boxes, and all the options under **Configuration Options** display their default settings.

5. Change the name in either the **Configuration Name** or **Configuration File** box, if necessary.

6. In the **URL from which to retrieve preferences** box, the default URL location appears. You can change this location if you want.

By default, RealPlayer Intranet Administrator creates a *mount point*, which is a short way of referring to the actual directory where the files are stored. This mount point, named /prefs/, corresponds to the RealPlayer Intranet Administrator\IntranetPlayer\prefs directory. All configuration files are automatically saved to this local directory. A corresponding HTTP delivery path facilitates Web access.

7. Select the **Use Remote Preferences** check box if you want RealPlayer clients to “poll,” or check, for configuration updates after the initial deployment. This setting forces RealPlayers to check the remote file in the location you just entered. It also prevents users from changing any value you specified and locked. If you do not select this option, RealPlayer 8 Intranet clients use the initial values saved in the installer, but you cannot update the file remotely.

If you select the **Use Remote Preferences** check box and you use the default location on the local computer where RealPlayer Intranet Administrator is installed, the configuration file is automatically placed in this location. If you want to store the configuration file in a different location on the local computer or on a remote Web server, you must physically move the configuration file to that location.

8. Make the necessary changes to the default options.

By default, the following settings are always saved to the configuration file:

- The number of seconds that RealPlayer clients wait before checking preferences
- The name displayed in the title bar in each RealPlayer
- Enabled or disabled electronic registration
- Enabled or disabled access to preferences
- Enabled or disabled access to online help

For all other options, you must click the corresponding **Locked** check box to save the setting to the configuration file. If you do not lock these options, they are not saved in the configuration file and RealPlayer 8 Intranet clients will use the standard preferences default values.

9. To save all options to the configuration file and prevent users from modifying them, click **Lock All**. To allow users to set their own preferences, click **Unlock All**.
10. Click **Apply** at the bottom of the window.
11. If you placed the configuration file in the default location, click the **Test URL** button near the top of the window to make sure that the configuration file is available.

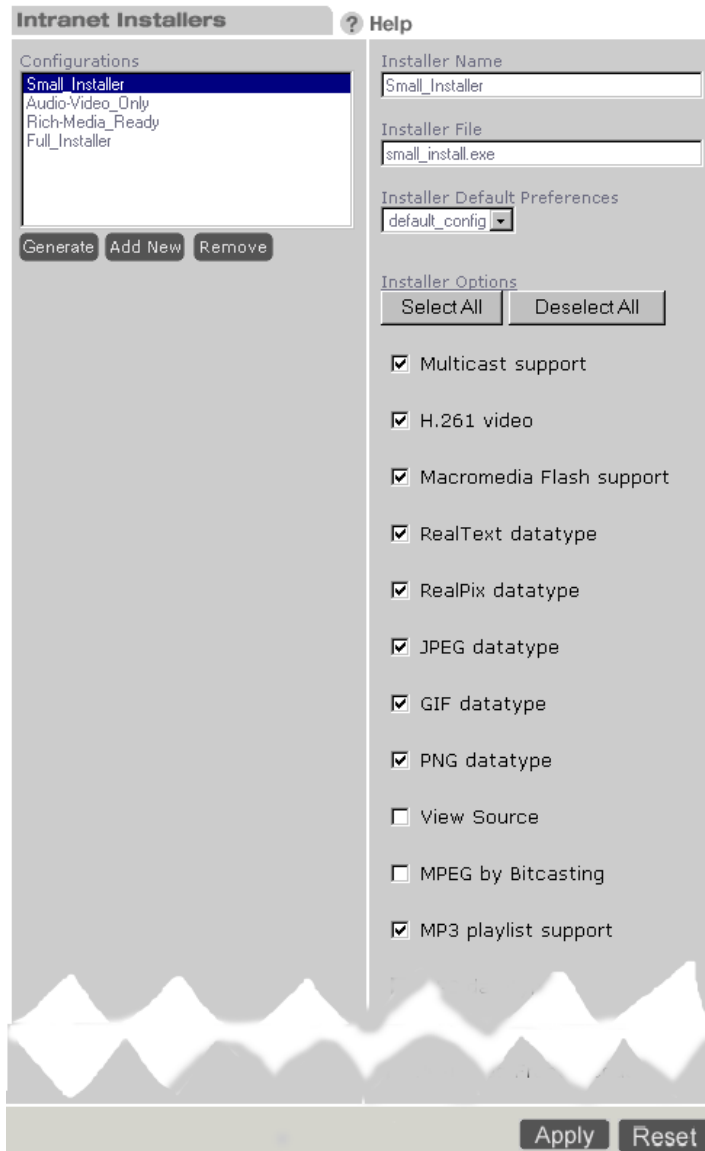
The **Test URL** button only works for configuration files saved in the default location.

Creating an Installer

After you create a configuration file, you need to create an installer, which is an executable file that references the configuration file and contains the necessary components for building RealPlayer 8 Intranet clients.

► To create an installer:

1. In RealPlayer Intranet Administrator, click **Configure>Intranet Players>Installers**. The following Web page appears.



2. Click **Add New** to create a new installer. Enter the name of the installer in the dialog box that appears, and then click **OK**. The name you entered appears automatically in the **Installer Name** and **Installer File** boxes.
3. Change the name in either the **Installer Name** or **Installer File** box, if necessary.

Installer files are assigned an executable (.exe) extension by default. RealPlayer Intranet Administrator will generate only installers that have this extension. If you change the extension and attempt to generate the installer, a warning message appears.

4. In the **Installer Default Preferences** box, select the appropriate configuration file.
5. Under **Installer Options**, do one of the following:
 - Select the datatype plug-ins that you want to include in RealPlayer clients.
 - Click **Select All** to include all of the installer options listed.
 - Click **Deselect All** to not include any of the options listed.

For additional information on creating installers, see the *RealPlayer Intranet Administrator Guide* at

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

6. Click **Apply** at the bottom of the window to save your current selections.
7. Close the Configuration Change Results window.
8. Click **Generate** to create the installer. By default, installers are saved to the /IntranetPlayer/installers subdirectory of the main RealPlayer Intranet Administrator directory.

A progress bar indicates the status of the installer-building process.
9. To create an installer for each configuration file, repeat steps 1 through 8.

Save each subsequent installer with a new (different) name, or move the previously created installer before building a new one with the same name. If you do not do this, the previously created installer is automatically overwritten.

You can make the installer available locally on the RealPlayer Intranet Administrator's HTTP port by creating a new mount point for the installers and then adding the mount point to the HTTP delivery path. For details, see the *RealPlayer Intranet Administrator Guide* at **<http://service.real.com/help/library/guides/intranet/intranet.html>**.

Installing RealPlayer 8 Intranet

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 manually uninstall any other versions of RealPlayer before they begin installing RealPlayer 8 Intranet. Otherwise, the installation process will warn them that they must remove any other versions of RealPlayer before they can continue. At this point, users can either cancel the installation or choose to continue. If they continue, the installation process removes any other versions of RealPlayer.

When RealPlayer 8 Intranet is first started on client computers, it uses the preferences file saved in the installer. If you selected the **Use Remote Preferences** check box when you created the configuration file, each subsequent time a RealPlayer client is started, it checks this file in the location you specified for configuration changes. If RealPlayer cannot read the configuration file, it uses the default settings that were set locally but continues to poll for new settings at regular intervals.

