

Government Operations
Monday, February 1, 2021 @ 1:00 PM
Chambers

AGENDA

1:00 PM Call Meeting to Order

Approval of Minutes

Board of Supervisors:

County Administrator:

County Attorney:

Information Technology:

Personnel:

Resolutions:

1. This is my title that shows on the agenda

Other Committee Business

Preferred Agenda

Next Meeting:

Adjourn



AGENDA

PLANNING AND ZONING BOARD/LOCAL PLANNING AGENCY

Regular Meeting 2021-00

January 2, 2021 - 1:00 AM

City Hall Council Chambers

CALL TO ORDER:

PLEDGE OF ALLEGIANCE:

ROLL CALL:

ADOPTION OF MINUTES:

ANNOUNCEMENTS:

NEW BUSINESS:

OTHER BUSINESS:

ADJOURNMENT:



www.granicus.com

ENCODER INSTALLATION GUIDE:
(AMAX DIGITAL AND ANALOG, DELL DIGITAL AND ANALOG)

Product Family: GovMeetings

Date: 3/31/20

Created by:

Aaron Levin, Director of Professional Services

Peter Acquaviva

Stephen Sanchez

Stephanie Umpierre

Revision Number:

1.3

This page has been intentionally left blank.

Contents

1. HARDWARE THIS INSTALLATION GUIDE COVERS	5
2. WHAT TO EXPECT ON AN OPPORTUNITY	5
3. CREATING A MEDIA MANAGER SITE (REQUIRED FOR NEW CLIENTS):.....	5
4. HOW TO ORDER AN ENCODER.....	6
5. GADS CONFIGURATION AND APP SETTINGS.....	8
6. PHYSICAL INSTALLATION	14
7. GRANICUS SOFTWARE INSTALLATION (not all cases).....	15
8. LIVEMANAGER INSTALLATION	16
9. VALIDATION/TESTING	17
10. OTHER IMPORTANT INFORMATION.....	23
11. TROUBLESHOOTING.....	24

This page has been intentionally left blank.

1. HARDWARE THIS INSTALLATION GUIDE COVERS

Amax Digital Encoders, AMAX Analog Encoders, Dell Digital Encoders and Dell Analog Encoders order acceptance, installation, configuration, and troubleshooting.

2. WHAT TO EXPECT ON AN OPPORTUNITY

Here is an example of a Salesforce Opportunity for an Encoder (and some other stuff): <https://granicus.my.salesforce.com/0064600000D3g0fAAB>

- Review Chatter to see if there is any valuable information.
- You can find the opportunity owner here. That is the person that created the opp.
- Click on Products (Standard Price Book) to review what was purchased and what the client might already have from us. Notice the existing asset column. Billing type and other details can be found here too.
- We deploy based upon the SKUs (software/hardware purchased). Nothing more and nothing less.
- Opportunities are usually named with the city or county, then the state, then the acronyms for what was purchased but can be named something totally crazy too.
- Here is an example of a pretty good one: Killeen, TX - AddOn - Killeen TX_GT_SDI_9_18
- You can find a link to the opportunity in Open Air on the properties tab of the project.

3. CREATING A MEDIA MANAGER SITE (REQUIRED FOR NEW CLIENTS):

You should create a site and build out GADS for your device when or before you order your hardware. If you are working with a new client, you will have to create a MediaManager site for them here first using Sysmon: <https://sysmon.granicus.com/Default.aspx>

Click on Site Deployment, propose a site name for the client and have them agree to it, enter in their site name in the first field. This is going to be x.granicus.com. Enter the site type field with "client," then enter in a display name and jurisdiction name. These are usually the same. For Killeen, TX you will probably just enter "Killeen, TX." Next enter jurisdiction type which is usually city or county, then state and time zone. Enter the number of Encoders you will be deploying (this will create blank entries in MediaManager for you, and final check the Advanced Search Box, and press save.

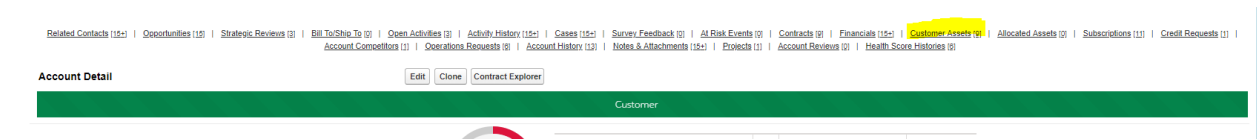
Your MediaManager site you just created should be available to use immediately.

4. HOW TO ORDER AN ENCODER

Encoders are usually ordered right after the kick off call. The information needed to order the Encoder using the steps below are usually obtained during the kick off call.

On this example Salesforce opportunity

<https://granicus.my.salesforce.com/0064600000D3g0fAAB> you will see a link for Account Name towards the top but underneath any Chatter that might be present. Click on that link and it will take you to the client's main account page. On the client's main account page, you should see a link towards the top titled "Customer Assets." Click on that link. Then click on show more if you see that button.



You are now looking at a list of assets in various status'. You should have an asset for an Encoder that looks like the line I highlight below. Your status should be Signed, Not Delivered instead of Hardware. Do not use the software or other SKUs.

Customer Assets									
New Customer Asset									
Action	Asset #	Product	Asset Status	Quantity	Decommission Effective Date	Contract	Annual Recurring Revenue	Term End Date	# Allocated Assets
Edit	A-027581	Unified Encoder Server	Hardware	1.00					0
Edit	A-028609	Granicus Encoding Appliance Hardware - SDI (AMAX) (GT)	Hardware	1.00				9/25/2019	0
Edit	A-028609	Government Transparency Suite	Signed, Not Delivered	1.00		00018213	USD 8,352.00	9/25/2019	0
Edit	A-028610	Open Platform Suite	Signed, Not Delivered	1.00		00018213	USD 0.00	9/25/2019	0
Edit	A-028611	Granicus Encoding Appliance Software (GT)	Signed, Not Delivered	1.00		00018213	USD 2,400.00	9/25/2019	0
Edit	A-015417	Granicus Streaming Solution	Decommissioned	1.00	9/25/2018	00008613	USD 5,760.00	3/31/2019	0
Edit	A-015418	Granicus Encoding Appliance Hardware (Managed)	Decommissioned	1.00	9/25/2018	00008613	USD 1,200.00	3/31/2019	0
Edit	A-015321	Legistar 5.0 On-Prem Upgrade To Legistar 5.0 Hosted	Active	1.00		00018023	USD 660.00	11/22/2019	0
Edit	A-018534	Legistar Agenda Management System	Active	1.00		00018023	USD 4,264.00	11/22/2019	0

If you click on the Encoder asset number you should be presented with the asset details and it will contain an New Order/RMA button like the one included in the screenshot below.

Decommission Reason

Decommission Reason (CSC)

Allocated Assets 0

Customer Support & Professional Services

Purchase Date

Warranty Length

Warranty Start Date

Warranty End Date

Warranty Protection #

Media Manager Friendly Name

Client Windows Login

Client Windows Password (Encrypted)

Granicus Windows Login

Granicus Windows Password (Encrypted)

Public IP1 Domain

Default Gateway

Subnet Mask

NIC1 IP

NIC2 IP

Serial Number

Service Tag/Serial Number

Machine Name

Hardware Purchased Type

Manufacturer

Hardware Model

Server Name

Server OS

Operating System Version

(PA)Virtual or Physical

(CU)Encoder Type

(SU)Display Card Type

Encoder Version

Streaming

Notes

Notes

System Information

Created By Amy Crag 9/25/2019 9:20 AM

Asset Count 1

Ultimate Parent Id 0014600000z75x

Last Modified By Thas Lagan 9/13/2019 10:48 AM

Customer Asset History

Date

User

Action

12/20/2018 9:02 AM

Thas Lagan

Changed Asset Status from Signed, Not Delivered to Hardware.

9/25/2019 9:20 AM

Amy Crag

Changed Asset # to A-028609.

Created.

At Risk Events

New At Risk Event

No records to display

Shipping Requests

New Order/RMA

Action

Request ID

Opportunity Record

Expected Arrival Date

Shipping Purpose

Request Type

Shipping Method

Status

Date Shipped to Client

1 Edit Del

2018/12/19 - 0339

Kileen_TX - AddOn - Kileen_TX - GT - SDI - 9 - 18

Vendor to Client (Drop Ship)

Ground

In Production

Allocated Assets

New Allocated Asset

No records to display

Back To Top

Always show me fewer ▲ / ▼ more records per related list

Click on the New Order/RMA button and you will be presented with the following page with required fields highlighted:

The screenshot shows the 'Shipping Request Edit' form with the following sections and highlighted fields:

- Information:**
 - Opportunity Record: [Highlighted]
 - Customer Asset: A-0289006 [Highlighted]
 - Asset Name: Granicus Encoding Applica [Highlighted]
 - Account: Killeen, TX [Highlighted]
 - Client Contact: [Highlighted]
 - AMAX Order Successful? []
 - Owner: Aaron Levin [Highlighted]
 - Status: Pending [Highlighted]
 - Request Type: [None] [Highlighted]
 - Shipping Method: Ground [Highlighted]
 - Asset Manufacturer: [None] [Highlighted]
 - Include Return Label? [None] [Highlighted]
- Shipping Information:**
 - Shipping Address 1: [Highlighted]
 - Shipping Address 2: [Highlighted]
 - Shipping Address 3: [Highlighted]
 - Shipping City: [Highlighted]
 - Shipping State: [None] [Highlighted]
 - Shipping Zip Code: [Highlighted]
 - Shipping Country: USA [Highlighted]
 - Tracking Number: []
 - Shipping Address Preview: []
- Manufacturer Detail:**
 - Machine Name: [Highlighted]
 - Server Type: Analog [Highlighted]
 - Server OS: [Highlighted]
 - MediaManager Site: client.granicus.com [Highlighted]
 - Server Timezone: [None] [Highlighted]
 - NIC 1 IP: [Highlighted]
 - NIC 2 IP: DHCP [Highlighted]
 - New Order Notes: [Highlighted]
 - RMA IMEX Case Number: []
 - IMEX RMA Notes: []
 - DNS 1: [Highlighted]
 - DNS 2: [Highlighted]
 - Granicus Engineer Email: [Highlighted]
 - Network Mask: [Highlighted]
 - Gateway: [Highlighted]
- General Notes:**
 - General Notes: [Highlighted]
- Tracking:**
 - Date Submitted: [] (7/15/2012)
 - Date In Production/Purchased: [] (7/15/2012 3:13 PM)
 - Date Picked Up By Deployment: [] (7/15/2012 3:13 PM)
 - Date Configured: [] (7/15/2012 3:13 PM)
 - Date Shipped to Client: [] (7/15/2012 3:13 PM)
 - Date Completed Date: [] (7/15/2012)
 - Date RMA Completed: [] (7/15/2012)

Buttons at the bottom: Save, Save & New, Cancel.

Copy and paste DHCP into the networking fields marked: NIC1 IP, NIC 2 IP, DNS 1, DNS 2, Network Mask, and Gateway. Configuring the Encoder with DHCP IP settings will enable the Encoder to connect to the client's network, even if their network is configured strangely or poorly. Once you have saved the configuration, go back and change the status to submitted and press save only after double checking the information you have saved.

Granicus Finance will receive your order electronically. They will send an email to the vendor confirming receipt. The vendor will reply confirming receipt. The vendor should then send out a tracking number for the device (happens about half the time). If you order from AMAX, you can check their website to see if the tracking information has been posted (https://webstatus.amax.com//granicus/shipping_detail_gri3.asp)

Username: gri3amax

PW: gri@amax

Most Encoders are sent directly to the client so this is the last step before it is received by the client.

5. GADS CONFIGURATION AND APP SETTINGS

GADS stands for Granicus Application Deployment System. This system is used to install the software that runs on our hardware.

You can access GADS here (VPN required if remote): <https://deploy.granicus.com/deployment/>

Here is a screenshot of what GADS looks like after logging in. All those links are client “sites.”

[illegible]

New Client Checklist:

1. Add the site you just created above to clients by clicking on the "+Add" at the top. The page will look like this:

New Site	
Site Name	*
Jurisdiction Name	*
MediaManager Site URL	clientname.granicus.com
Build Group	Granicus Global ▼
Meeting Server Primary Port	6969
System Monitoring	Yes ▼
Automated GADS Client	Yes ▼
Meeting Server	Yes ▼
Outcast Encoder Service (U-Verse)	No ▼
Live Manager	Yes ▼
Indexing or MinutesMaker	Minutes Maker ▼
Motion Action List (separated by commas; only used for versions 3.5.11 and below)	enter recess, amend, approve, continue, enter closed session, adjourn, free form, postpone, table
Voting System	No ▼
Public Display	No ▼
Mobile Encoder	No ▼
Media Vault	No ▼
Stream Replicator	No ▼
Active Directory Integration	No ▼
Partner Channel Enabled	No ▼
Avast	Yes ▼
Remote Support	Yes ▼

2. Site Name is the same as the Media Manager site URL. Enter this here.
 3. Enter the full name of the jurisdiction. Example Killeen, TX.
 4. MediaManager site URL should be the MediaManager site URL.
 5. Build Group should be "Granicus Global (Oct 2007)". Failure to select this will cause all kinds of issues.
 6. Meeting Server port defaults to 6969. Leave this.
 7. System Monitoring – Leave the default
 8. Automated GADS client – Leave the default
 9. Meeting Server – Leave the default
 10. Outcast Encoder Service (Uverse) – Leave the default.
 11. Live Manager – Leave the default.
 12. Indexing or Minutes Maker – Select Minutes Maker
 13. Motion action list – Leave the default
 14. Voting System – Leave the default unless you do have VoteCast.
 15. Public Display – Leave the default of No.
 16. Portable Encoder – Leave the default of No.
 17. Media Vault – "No", unless you are also installing a Performance Accelerator.
 18. Stream Replicator – "No", unless you are also installing a Performance Accelerator.
 19. Active Directory – Leave the default
 20. Partner Channel Enabled – Leave the default
 21. Avast – Leave the default
 22. Remote Support – Leave the default.
- Click on Save.

These settings can be changed at any point in the future.

Add a Host

1. Right click on the blue folder. Click "Add Host".
2. When you add a host, it will ask you for the Host Name. The prefix of their *.granicus.com URL. Add the suffix of 01enc or 02enc. Example: killeen01enc
 - a. Do not include any special characters such as hyphens carried over from a hyphenated township (ex: Winston-Salem)
3. Click on "Save"
4. Right click on the host (manila folder) you just created and then click on "Add Meeting Server"

You should see this:

beverlyhills.granicus.com, beverlyhills03enc, Add Meeting Server

Notes	
Version	3.1.0.7 ▼
Server Name	*
Server Internal IP Address	*
Web Service Port	85
Meeting Server Drive Letter	C
Friendly Name (version 3.5+ only)	Default Room
Display Finalize Meeting Animation (version 3.5+ only)	No ▼
Default Rollcall Status (version 3.1.0.x only)	Present ▼
Default Voting Status? (version 3.1.0.x only)	Yes ▼
Archive Recycle Bin Retention (Seconds) (version 3.1.0.x only)	1209600
Note Text for Pause Feature (version 3.1.0.x only)	Meeting Paused
Note Text for Resume Meeting Feature (version 3.1.0.x only)	Meeting Resumed
Broadcast 24/7 (version 3.5.3+ only)	No ▼
Flash Encoder (version 3.5.3+ only)	No ▼
Osprey Type is SDI (version 3.5.3+ only)	No ▼
Standard Osprey Type	Unspecified ▼
Video Input Type	Composite1 ▼
Enable Proxy Settings (version 3.5.3+ only)	No ▼
Demo Mode (version 3.5.4+ only)	No ▼
Enable HTML sanitizing? (No will allow HTML formatting in agenda items to be preserved. Version 3.6.1+ only.)	Yes ▼
Mobile Encoder? (Version 3.6.16+ only.)	No ▼

Meeting Server

1. Notes Section – Put anything here that you feel is relevant. Your name and date is fine.
2. Version of Meeting Server. Always select the latest version. (At the bottom)
3. Server Name – The name given to the hardware. (ex: beverlyhills03enc or killeen01enc)
4. Server Internal IP Address: This is the server's internal IP address that the client should be providing. If you have remote access to the machine, you can also open a command prompt and type in "ipconfig" to find the internal IP of that machine.

5. Web Service Port – Leave the default if this is a new client. If this is an existing client – keep the same port number.
 6. Meeting Server Drive – Always leave the default
 7. Friendly Name – This is the name that shows up in Internet Explorer when you go to launch LiveManager. Usually a common name that describes the meeting room itself.
 8. The next seven things you will leave default.
 9. Broadcast 24X7 – Select Yes. This allows you to test signal without setting up a Test meeting. You can turn this off after testing from the Encoder settings in MeMa.
 10. Flash Encoder – Select Yes.
 11. If Osprey Type is not SDI – No. Select Balanced or Unbalanced Audio and the Video Connection Type.
 12. If Osprey Type is SDI – Yes. Leave the default for the next two items.
 13. Everything else in this list, you keep as default.
 14. Click on "Save"
 15. Right click on the host (manila folder) again and choose Automated GADS Client.
- The page should look like this:

beverlyhills.granicus.com, beverlyhills03enc, Add Automated GADS Client

Automated GADS Client Drive Letter	C
Notes	
Version	2.1.1.29588 ▼

Auto GADS

1. Leave the default drive letter.
2. Enter notes if you like
3. Select the most recent build.
4. Click "Save"
5. Then Right click on the host name and select "LiveManager 2010"

You should see this page:

beverlyhills.granicus.com, beverlyhills03enc, Add Live Manager 2010

Notes	
Version	3.5.9.31328 ▼
Meeting Servers	BHTV10 Media Center BHTV35 Live beverlyhills02enc
Install Drive Letter	C

Live Manager 2010 (**must** be done last for install to work properly)

1. Enter notes if you like
2. Select the latest version. This version must match the same version as Meeting Server.
3. Select the Encoder you are setting up. Some clients want access to all Encoders from one LiveManager and would select all Encoders, for example.
4. Install Drive Letter – Leave the default.
5. Save
6. Now click on the blue folder and click on "Build" in the upper right, **NOT** "Save"

Details on App Settings

1. Log into client MediaManager site
2. Click on Apps in the upper right
3. Go down to Ops Tools
4. Then select App Settings
5. Most of these settings will stay as they are, except for click on the Flowplayer button at the bottom.
6. This should add an app setting: "flowplayer" should now have a value of "1"
7. Confirm "hlssecure" has a value "1"
8. If an App Setting needs to be turned on or off, fill in the app setting's name at the button and enter a value of "0" for off and "1" for on then and press "Update". You should not have to do this frequently. Advanced usage only.

The Encoder will now begin to download packages. You can verify this is occurring by logging onto the Encoder device and checking <C:\gads\packages>. There will be 4 items in this folder when everything is complete. It usually takes 10 minutes or so.

Adding the Encoder to Meeting Manager

After logging in to the Meeting Manager site, Go to Admin, then go to Encoders, then click on the Encoder and click on edit. You should see this screen, populated with some default information:

Basic Encoder Properties for encoder1 Encoder (G2206_002)

Encoder Name:	encoder1
Short Name:	encoder1
Stream Type:	Pull Encoder (Standard)
Content Type:	Meeting
External Hostname/IP:	127.0.0.1
Internal Hostname/IP:	127.0.0.1
Broadcast Port:	8080
Control Port:	80
☐ 24/7 Broadcasting (Always On)	
☒ Enable Monitoring	
Player Template:	Default Player
Time Limit (in minutes):	0

[Save](#)

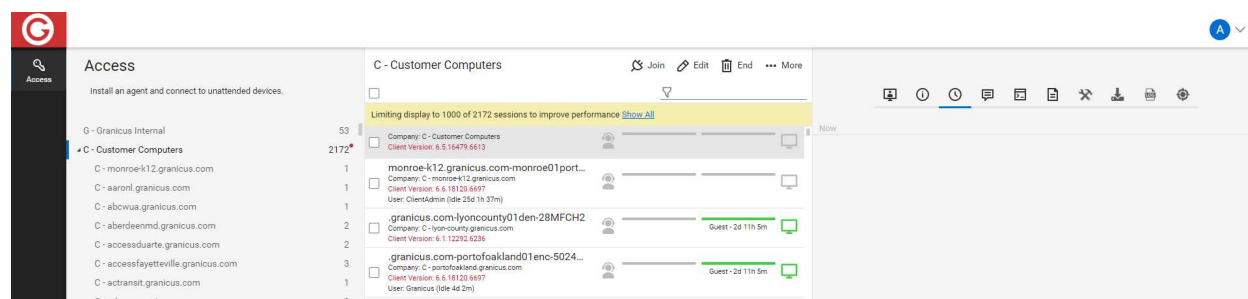
1. Change the name from Encoder1 to the name of your Encoder. You can set this value to whatever you want.
2. Change the short name from Encoder1 to the name of your Encoder killeen01enc or beverlyhills03enc, for example. *This must match the host name of the Encoder in GADS.*
3. Stream type – leave the default.
4. Content type – leave the default.
5. External IP Address – From the Encoder, open Chrome and search for "IP Address". This is the devices External IP. Enter this address in MeMa.
6. Internal IP Address must match what was entered in GADS. You can copy it from GADS or run the ipconfig Command Line on the Encoder. This will be IPv4 in most cases.
7. Broadcast port should be 1935.
8. Control Port should be 80 or 85, matching what was put in GADS. Put 80 if this client already has an Encoder on this port.
9. 24X7 Broadcasting – Yes (after you complete testing, you can turn of 24X7 Broadcasting in GADS.
10. Enable Monitoring – Leave default.
11. Player Template – Leave default.
 - a. If this client has HD, change the default to the HD template.
 - b. To create an HD template, go to admin, then templates. Then click on default player and hit copy. Then select your default player copy, then edit that new entry. Template name, enter HD Player. Click on Save, then go to the designer tab and under Player Size click on Custom. Input 640 x 360 for the player size and hit save settings at the bottom. Now that the player is built, you can select the new HD player from the Player Template dropdown and click save.
12. Time Limit – Leave default "0"
13. Click on "Save"
14. On the Distribution tab. Make sure the Granicus Cloud is both in Distribution and Push to Server selected.
15. Click on "Save"

Your initial Encoder configurations are now complete!

6. PHYSICAL INSTALLATION

The day of Physical Installation should be scheduled on the kick off call for best results – manage your Project by keeping the client accountable and on track by giving them deadlines. The client should receive their Encoder prior to this day. On this day, the client will be physically installing the Encoder they received. This is usually the day you get remote access to the machine. RemoteSupport comes pre-installed and configured (most of the time) on the Granicus Encoder by our vendors (AMAX, Dell) and should be ready to connect to once the Encoder has been racked, powered on, and connected to the internet. ScreenConnect is used for remote access and you can access it here: <https://remotesupport.granicusops.com/>

Here is a screenshot:



Navigate to the Encoder you're looking for and click "Join". Most newer machines will be in the CW10 folder. If needed, log in using the default Encoder password. If you are unable to connect, check with the client to make sure the setup (physical and network config.) has been completed properly.

If the Screen Connect software has not been installed on this Encoder, you may work with the client over the phone or a GoToMeeting to control their screen and get the software downloaded. It can be downloaded at this link (from the Encoder):

<https://supporttools.granicus.com/Secure/RemoteSupport/FindSiteManual.exe>

You will need to log in to this Secure resource site using your Granicus SSO credentials (without @granicus.com).

7. GRANICUS SOFTWARE INSTALLATION (not all cases)

Once the Encoder is physically installed (racked, powered on, and connected to the internet) it should start downloading software packages via the AutoGADS service. At this point in the process, you have already built the software packages that will to be deployed to the Encoder (see Section 4). AutoGADS connects to our deployment server to download and install our software. Unless you specify another port, this will be using port 7777. You can confirm that your machine is able to reach this server by opening a Command Prompt and telnetting to the GADS server. The exact command used is: `telnet deploy.granicus.com 7777`

When successful, you should get a blinking cursor. If you get anything else, this is a problem.

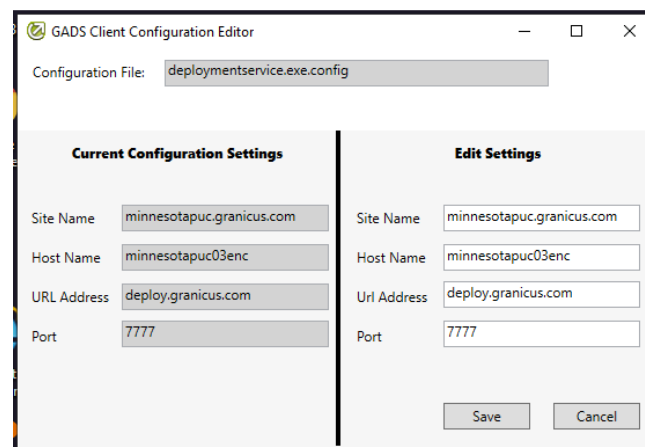
In some cases, you will need to install and/or configure the Automated GADS utility. Once you have connected to the Encoder, navigate to <http://supporttools.granicus.com/Secure> in a browser. You'll need to log in using your Granicus SSO (without @granicus.com). Go to the Deployment folder and there you should see AutomatedGadsSetup.msi.

Here is a direct link:

<https://supporttools.granicus.com/Secure/Deployment/AutomatedGadsSetup.msi>

After downloading install the application. After installed, it will prompt you for some information that is specific to this Encoder.

Here is a screenshot of how to add or change device details in AutoGADS:



You will need to enter your client specific MediaManager Site in space one, the hostname of your Encoder is space 2, always put deploy.granicus.com in space 3 and the port should always be 7777.

Packages download to <C:\gads\packages>. A normal Encoder should have between 4 and 6 folders. They include:

AutomatedGADSCient_(version) 2.75 MB

Avast_(Version) 4.91 MB

DebugView 662 KB

LiveManager2010_(Version) 14.9MB,

MeetingServer_(Version) 64.6 MB

RemoteSupport_(Version) 898 KB.

These applications should install automatically and when complete (no longer than 2 hours) the Encoder should have the following services running (use Services utility to verify):

 Granicus Automated GADS Client	Running	Automatic	Local System
 Granicus Configuration Service	Running	Automatic	Local System
 Granicus Meeting Document Synchronization Service	Running	Automatic (D...	Local System
 Granicus Meeting Server v3.5	Running	Automatic (D...	Local System

The Granicus applications themselves, as well as any archived meeting data, will install to <C:\Program Files\Granicus>

Encoders with 24X7 Streaming enabled should already have the Adobe Flash Media Live Encoder task running. To verify, right click on the taskbar, Click on Task Manager. Click on "More details" if needed. Check Background processes section for it: Adobe Flash Media Live Encoder, if running, should be the first on this list.

Non-24X7 Encoders will only have Flash Media Live Encoder listed as a Background process when a meeting is in progress.

You can use LiveManager to start a meeting for testing purposes (you may need to create a test meeting in MediaManager first).

8. LIVEMANAGER INSTALLATION

Granicus recommends that LiveManager is installed on one or more computers and the Encoder. Usually there is a laptop or desktop available for the Clerk or Admin in the meeting room. Although you can install LiveManager on as many computers as the client desires, only one user at a time is recommended by Granicus.

Once the LiveManager software is installed on the Granicus Encoder you'll need to "install" the User Interface for LiveManager. The User Interface for LiveManager is **only** accessible from Internet Explorer and **only** while on the client's network. Begin installing the LiveManager User Interface by navigating to the following web address(es):

<http://<Encoder internal IP>/LiveManager/LiveManager.aspx>

OR

<http://<Encoder internal IP>:85/LiveManager/LiveManager.aspx> (Only if you have configured GADS for port 85)

When you successfully get to this address, you should see an options button. Click on options. On this first page, you should see where you can create a desktop shortcut and a Start Menu Shortcut. Please click on both of these. You do not need to press save. Close this window/browser and you should see a LiveManager Shortcut on the desktop.

On the Encoder, and only on the Encoder, you can also navigate to <C:\Program Files\Granicus\LiveManager> and there is an app link. You can pin this to the Task Bar for easy access.

Right click on the icon and change the default app setting to use Internet Explorer. Internet Explorer is required to launch LiveManager.

****This process can be repeated for other machines on the network****

Once LiveManager is installed, open the program. You'll know you are successful when you see the Gold Folder in the upper left corner of the program. If you get a grey folder, it usually means there is an IP Address mismatch in the configuration, or you're not navigating to LiveManager over the right port.

****LiveManager is used to start and stop meetings and to time stamp items during the meeting, record notes, record votes, take roll call, etc.****

9. VALIDATION/TESTING

Are Services Running?

Confirm that the correct services are running. You should see Granicus Automated Deployment Service, Granicus Meeting Server in a running state by checking Services.msc on the Encoder.

Correct Process Running?

24X7 Enabled Encoders should have the Flash Media Live Encoder (FMLE) Process running all the time. Non 24X7 Encoders should see the Flash Media Live Encoder (FMLE) Process running when a meeting is recording only

Confirm it is connecting to our cloud (or PA in some cases)

On the Encoder, navigate to <C:\Program Files\Granicus\Meeting Server v3.5\EncoderLogs>. Open the most recent and go to this section that is towards the top.

```
Fri Jul 12 2019 17:53:21 : Renaming existing file from C:\Program Files\Granicus\Granicus Meeting Server v3.5\EncoderLogs\fla
Fri Jul 12 2019 17:53:21 :
Video Settings :-
    Device       : Osprey-825e SDI-A Video Device 1
    Format        : H.264
    Input Size    : 1280x720
    Output Size   : 1280x720;
    Bit rate      : 2000 Kbps;
    Frame Rate    : 25.00 fps
    Crop          : Disabled
    Timecode      : Disabled
    Deinterlace   : Disabled

Audio Settings :-
    Device       : SDI Input A-1 (Osprey-825e 1)
    Format        : Mp3 Stereo
    Sample Rate   : 44100 Hz
    Bit rate      : 96 Kbps
    Volume        : 75 %

Stream to Flash Media Server :-
    FMS URL       : rtmp://207.7.154.61/minnesotapuc
    Backup URL    :
    Stream Name   : G1287_004

Fri Jul 12 2019 17:53:21 : Selected video input device: Osprey-825e SDI-A Video Device 1
Fri Jul 12 2019 17:53:21 : Selected audio input device: SDI Input A-1 (Osprey-825e 1)
Fri Jul 12 2019 17:53:21 : Error: Device Timecode not supported : The selected video device or the timecode dll provided for
Fri Jul 12 2019 17:53:22 : Primary - Connected to FMS/3,5,7,7009
Fri Jul 12 2019 17:53:22 : Primary - Network Command: onFCPublish
Fri Jul 12 2019 17:53:22 : Primary - Stream[G1287_004] Status: Success
Fri Jul 12 2019 17:53:22 : Primary - Stream[G1287_004] Status: NetStream.Publish.Start
```

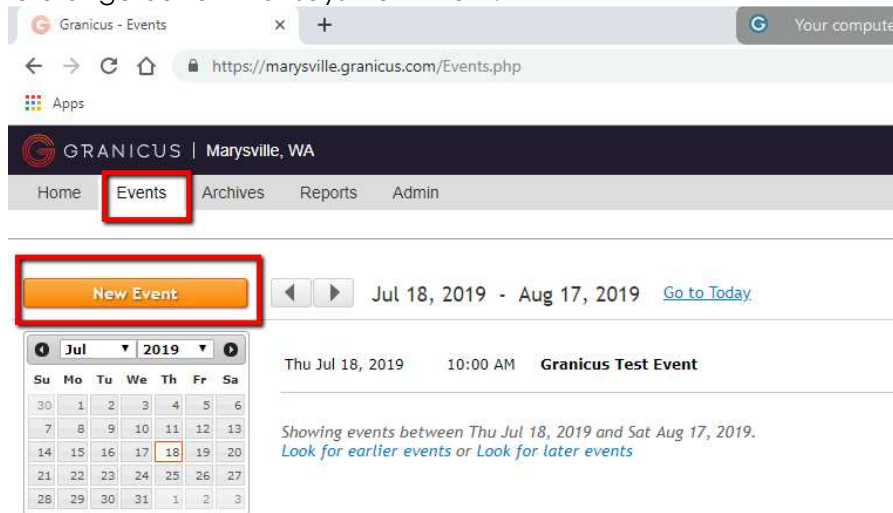
The Stream to Flash Media Server should be one of the Granicus IP Addresses if there is no performance accelerator installed. If there is a Performance Accelerator the IP Address will likely be a local one like 192.168.1.230.

Notice the video selection, the timecode error and then the successful connection. The log above represents an example of a good log showing connectivity.

At this point, you can test the video streaming from MeMa externally or internally.

Test Video Streaming

1. Login to the client's MediaManager site.
2. Once logged in navigate to the events tab.
3. Click on the orange button that says New Event.



4. Title this new event Granicus Test Event, or something similar.
5. Make sure the event time and date is in the future.
6. Fill in the required information: Name, Date, Time, Duration, Media Options, Encoder, Templates, Archive Folder (Training), and Archive Status.
7. Hit the "Save" button at the bottom of the page.
8. It is probably best to schedule this event for one week from today. If you use a past date or time, you might not see this event in MediaManager and therefore can't test with it.

New Event

Name: Granicus Test Event

Date & Time: 07/18/2019 at 02:00 PM

Duration: 00:30:00

Recurrence: Does not repeat (occurs only once) [Edit](#)

[Add Description](#) [Add Keywords](#) [Add Location](#) [Add Foreign ID](#)

Media Options: ☐ Automatically start recording
☒ Broadcast event
☒ Record event
☐ Show on Upcoming Events

Encoder: marysville01denc

Player Template: No Template (Use Encoder Settings)

Agenda Template: No Template (Use System Defaults)

Archive Folder (after upload): Training

Archive Status : ☐ Pending
☐ Public
☒ Not Public

Views Available:

Test View

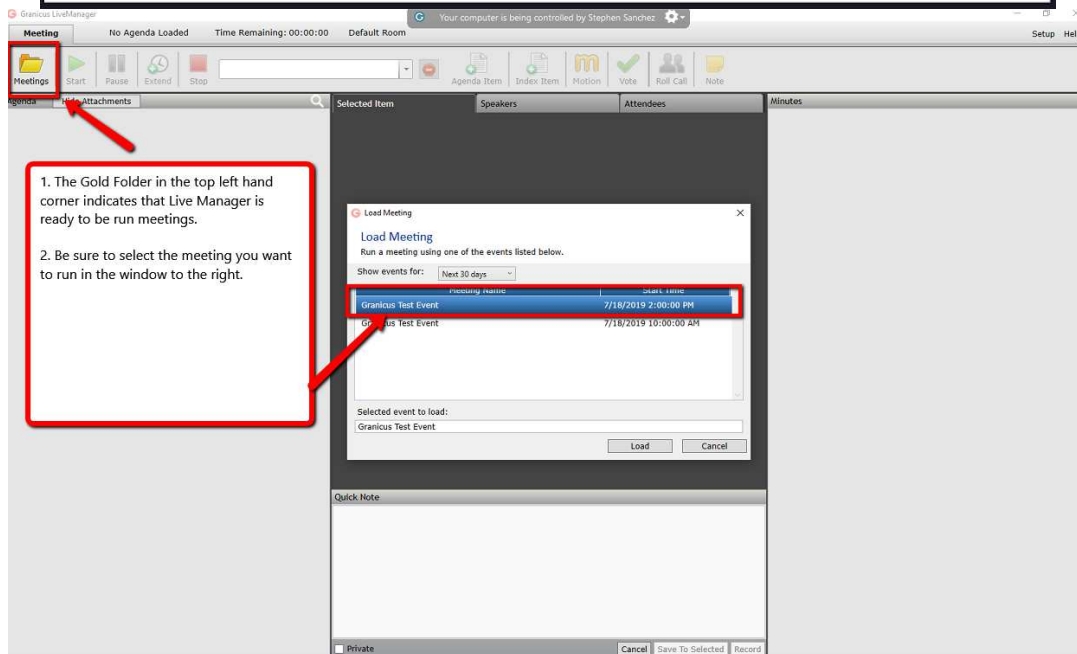
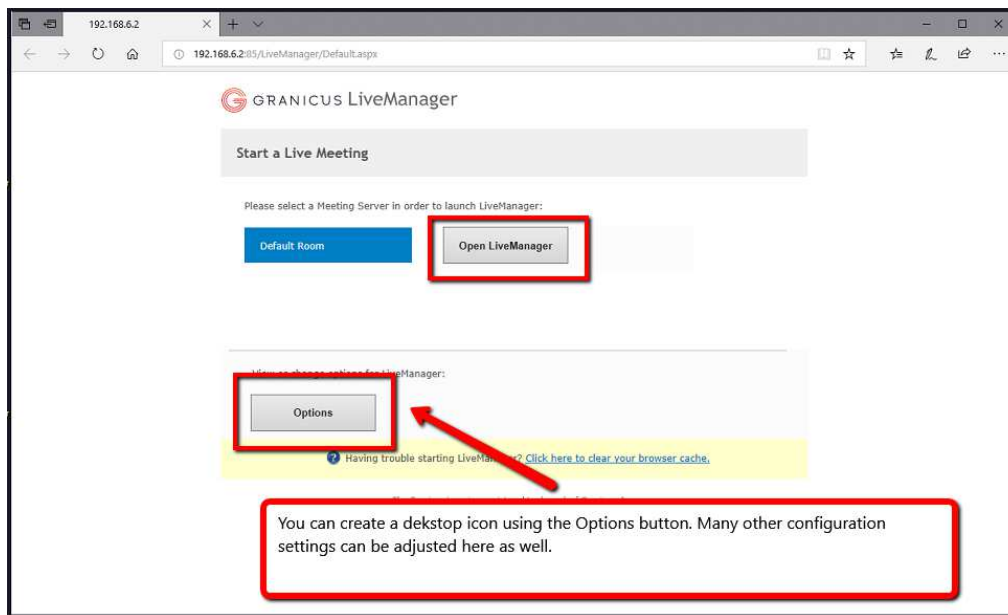
Views Assigned:

➡ ➡

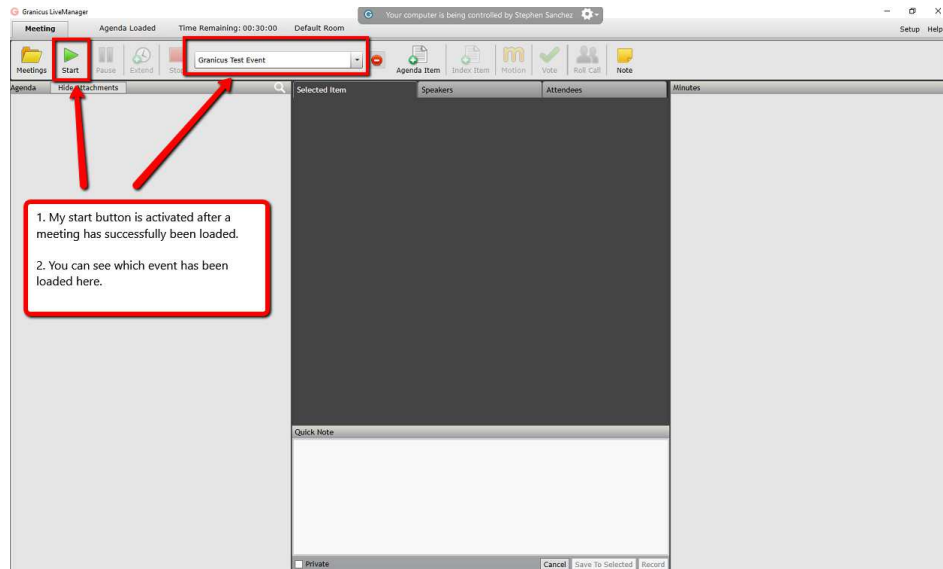
⬅ ⬅

9. Next, launch LiveManager from the shortcut on the Encoder desktop.
10. Click on the gold folder, and select your test event.

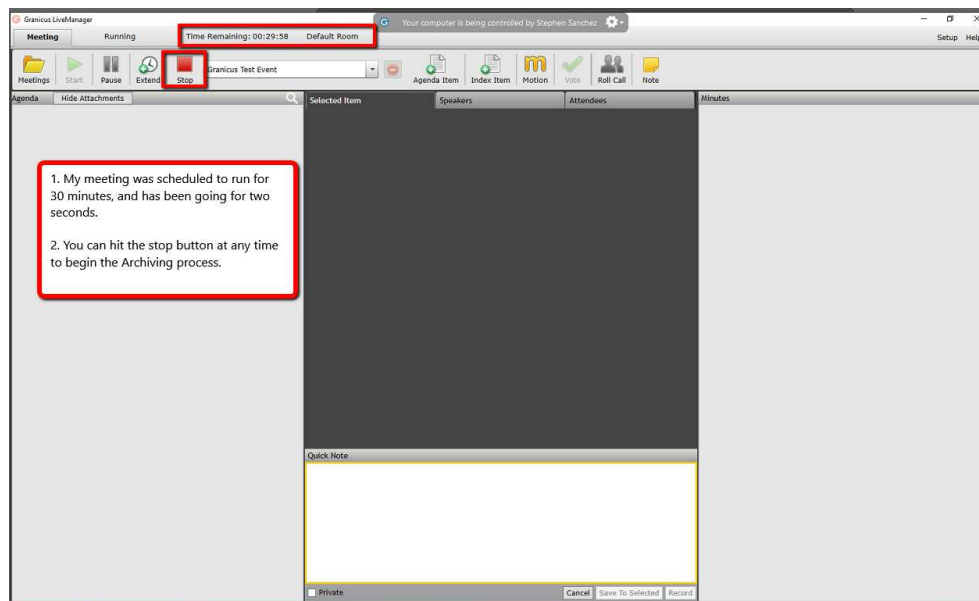
19



11. Click on the "Start" button that looks more like a play button.



12. You should see the timer in the top center start to count down. This means you are running(streaming/recording) the event.

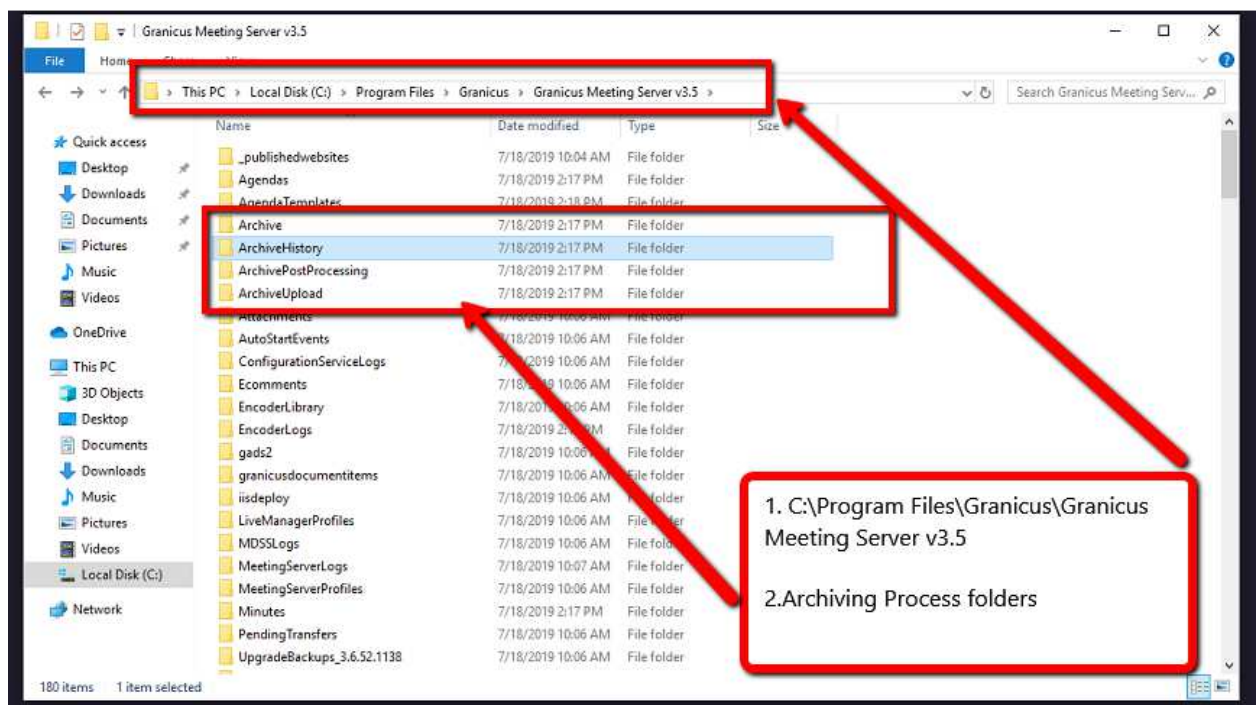


13. Next, confirm you can watch the live stream internally (from the Encoder and externally from your machine). The audio should be clear and at an acceptable volume. The video should be clear and acceptable viewing quality.

- Clarity and quality of the video should be relative to the GADS quality setting. For example, 720p should be high definition and clearer than Medium Widescreen.
- If audio or video is not present, check with the client and make sure their connections have been made and the lens cap is off the camera. If you see vertical color bars, that means you ARE streaming properly but there is no signal input in the back of the Encoder (things aren't plugged in)

Test Archive Functionality

1. Once you've run your Live Stream test for an appropriate amount of time (~5 minutes) press the "Stop" button in LiveManager.
2. Confirm that you want the meeting finalized and ended.
3. Once you've clicked through these prompts the meeting will begin to run through the Archiving process.
4. The Encoder is responsible for several processes including, but not limited to; compressing the video file in preparation for upload.
5. You can track the progress of the video upload by accessing the Encoder the meeting was run on.
6. Navigate to File Explorer, open <C:\Program Files\Granicus\Granicus Meeting Server v3.5>
7. The Archive will follow this file path throughout the upload process: Archive > ArchivePost Processing > ArchiveHistory > ArchiveUpload.
8. You'll also want to track this archiving process from Media Manager.



GRANICUS | Marysville, WA

STEPHEN SANCHEZ APPS HELP CENTER

Home Events Archives Reports Admin

Archive Folders: City Council, Public Works, **Training**, Recycle Bin

Training Contents (2 clips at 30.2 MB)

Name	Length	Status	Date
Granicus Test Event	5 min 7 sec	Not Public	2019-07-18
Granicus Test Event	21 sec	Not Public	2019-07-18

My Event successfully uploaded and is available to view from MediaManager.

1. The event uploaded into the Training folder which I had designated.
2. The event uploaded in a "Not Public" status which I also designated. Citizens don't need to see test meetings/videos.
3. I've confirmed that the archive plays by double clicking the Archive entry, the video player to the right opened up afterwards.

Granicus Test Event - Jul 18th, 2019 - Google Chrome

Not secure | marysville.granicus.com/MediaPlayer.php?clip_id=3

City of Marysville WASHINGTON

Osprey-260e #1 Composite
PCIe=1.0
s/n=MM18131512

Document Viewer

Granicus Test Event

10. OTHER IMPORTANT INFORMATION

Please enable Flow Player for all clients (if not enabled already)

Flow of data from the A/V System > to the Osprey Capture Card > to Flash Media Live Encoder:

A digital signal or analog signal is connected to the Osprey Capture Card in the Encoder. This card takes that signal and sends it to Flash Media Live Encoder Software that simultaneously creates a digital stream-able format for the web that gets sent to the Granicus Cloud and creates a local temp files on the Encoder. After the live event has been stopped, the Encoder will post process the local temp files and create a single H.264 Encoded MP4 file. This MP4 file is sent to the Granicus cloud or viewers to watch at any point later and is kept on the Encoder 7-10 days.

Unless the client has a Performance Accelerator, the Granicus Cloud is delivering both the live feed and Archived videos to viewers.

Data rates:

Data rates differ based upon your quality settings in GADS. These settings (or the ability to change them) are only available to Granicus employees. Clients can have all data rates except for 720p unless they are paying for HD streaming. HD streaming is sold by individual Encoder. If a client has multiple Encoders, they can choose to have just one streaming in HD, two streaming in HD, all but one, or any combination desired.

Here is the chart that describes the quality settings available with their data rates. Granicus recommends that clients have dedicated internet connections or bandwidth available that are at least 2X as fast as the data rate.

New MeetingServer 3.6.8 (H.264) Encoding Profiles (Live Stream)

Last modified 14:37, 23 Nov 2015 | [Revision history](#)

This topic is INTERNAL ONLY and should not be distributed outside of the company.

The table below describes the required bandwidth and source for using 480p, widescreen medium, widescreen low, low, medium, and high:

Encoding Quality	Dimensions		Combined Bitrate	Video Bitrate	Audio Bitrate	Sample Rate
Profile	Width	Height	kbps	kbps	kbps	Hz
Low	320	240	350	350	96	44100
Medium	480	360	696	600	96	44100
High	640	480	1096	1000	96	44100
Widescreen (Low)	480	288	516	420	96	44100
Widescreen (Medium)	640	360	816	720	96	44100
480p	720	480	1096	1000	96	44100
720p	1280	720	2096	2000	96	44100

11. TROUBLESHOOTING

- Getting an HLJS Lite Error instead of a camera feed
 - If you do not have 24X7 Streaming enabled, remember to start a meeting first!
 - Confirm FMLE is running. If it is not running, restart Meeting Server services.
 - If it still does not launch FMLE, uninstall and reinstall the Meeting Server Package.
 - Double check App Settings in Ops Tools and confirm hlssecure, flowplayer, and video_anywhere are all set to "1".
- FMLE is not running or crashes in Task Manager
 - First step is to make sure that the machine can connect to the destination server.
 - Use a telnet command to make sure there is a connection with the Granicus Cloud or, if applicable, the Performance Accelerator.
 - Work with client to make sure proper ports are open.
 - The second possibility is that the Osprey card driver is corrupt or missing
 - Navigate on the Encoder to Osprey's website to download the Osprey capture card driver.
(<https://www.ospreyvideo.com/index.php/downloads/drivers>)
 - Be sure to download the correct driver (usually 825e in 64-bit) and run the installer. You will need to reboot the Encoder to complete the installation, so make sure you have the login information (if client has changed it from the default).
 - In either of these cases, you may need to push a new GADS build after this is complete in order for the issue to be resolved. If there is a PA, you may need to push a new GADS build to it as well.
- Color Bars present in the Stream/Archive instead of camera feed
 - Color Bars will display on a Live Stream when a video signal is not received by the Encoder.
 - If the A/V system **is not** physically connected to the Encoder, then this is expected.
 - If the A/V system **is** connected to the Encoder, then this is not expected – there could be a faulty Converter or wire termination somewhere that's causing this.

- It is also possible that the GADS configuration does not match the client video source input. Please update GADS and push out new software to the Encoder.
- Audio is coming out of only one speaker or side
 - Client might only have one channel connected. Encoders required both a left and right channel connected on analog Encoders.
 - Check to confirm both are connected properly. If client only has one audio channel then an audio splitter can be used and the same channel would go to both the left and right inputs.
 - If this is an SDI Encoder, there are no audio inputs (audio is embedded on the SDI cable), so the terminations into the client's converter or perhaps from the audio source itself are not seated properly.
- The archive that gets created after the event is not uploading
 - Restart the meeting services process from Services.msc
 - Check to make sure you can telnet on port 80,85, and 443 to the archive server IP address listed in Media Manager under Admin, Servers, interfaces, archive server, click on edit, and find the first IP address listed.
 - Command line prompts:
Telnet <archive server IP address> 80
Telnet <archive server IP address> 85
Telnet <archive server IP address> 443

You should get a blinking cursor for successful connection. If you get anything else, there is an issue.
 - In some cases the video will not play.
You may need to edit the Encoder and go to the Distribution tab and press Save and go to the Archive tab, select each archive folder, and press Save.

Please see another team member, manager, or director if you have double checked all your configurations and have spent 30 minutes or more trying to troubleshoot without success.