

Server Appliance Quick Start Guide

KB Encoder/Transcoder 5.9



The KB Encoder/Transcoder rack-mountable server appliance features redundant power supplies, RAID configurations, and support for up to four 1080p video input channels. The KB Encoder/Transcoder Server is ideal for enterprise-grade internet streaming and fits within your existing enterprise infrastructure. This *Quick Start Guide* summarizes the basic steps required to set up and connect the KB server appliance.

Safety Guidelines

Use the following guidelines when unsafe conditions exist or when potentially hazardous voltages are present:

- Always use caution and common sense.
- To reduce the risk of electrical shock, do not operate equipment with the cover removed.
- Repairs must be performed by qualified service personnel only.

Improper handling and/or installation practices of sensitive equipment may VOID the warranty.

⚠ Caution

When handling components, or when setting switch options, always use an antistatic wrist strap connected to a grounded equipment frame or chassis. *If a wrist strap is not available, periodically touch an unpainted metal surface on the equipment.* Never use a conductive tool, such as a screwdriver or a paper clip, to set switches.

Waste Electrical and Electronic Equipment (WEEE) Disposal



In accordance with the European Union (EU) WEEE Directive, Haivision products that fall within the scope of the WEEE, are labeled with the above symbol, and customers are encouraged to responsibly recycle their equipment at the time of disposal. Haivision also offers its customers the option of returning Haivision equipment to facilitate its environmentally sound disposal.

For more information, please visit our website at: <https://www.haivision.com/environment>.

Setting up the KB Appliance


To connect the server:

1. Open the box, verify the contents, and visually inspect the items for any shipping damage. If necessary, contact Haivision for return instructions.
2. Unpack the box and position the hardware on a stable work surface. Optionally, mount the device in a server rack.

⚠ Caution

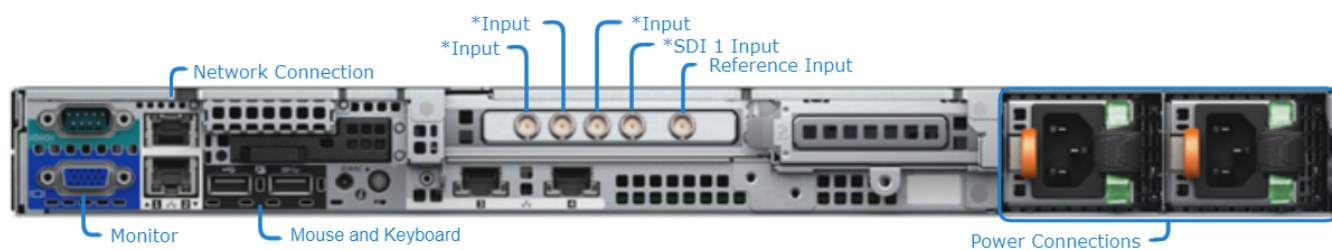
When mounting in a server rack, refer to your rack vendor’s documentation as well as the included rack mount instructions in the rail kit provided with your system. Improper rack mounting could cause serious harm to equipment and/or people near the rack. Please be sure to properly and securely mount your hardware.

Ensure that the final location has proper airflow. Do not block or impede airflow to the vents.

3. On the device:
 - Connect to your network using an Ethernet cable. For most configurations, use the port labeled Gb1 or NICO.
 - For initial setup purposes, attach a mouse, keyboard, and monitor to the available USB and VGA ports.
 - If necessary, connect any cables to the available I/O ports as shown in the following diagram(s).
 - Attach the power cord to the power receptacle.
4. On the front of the device, press the  button to power it on. The power LED lights.

[S-KB-1](#) [S-KB-2](#) [S-KB-4](#) [S-KB-4K](#)

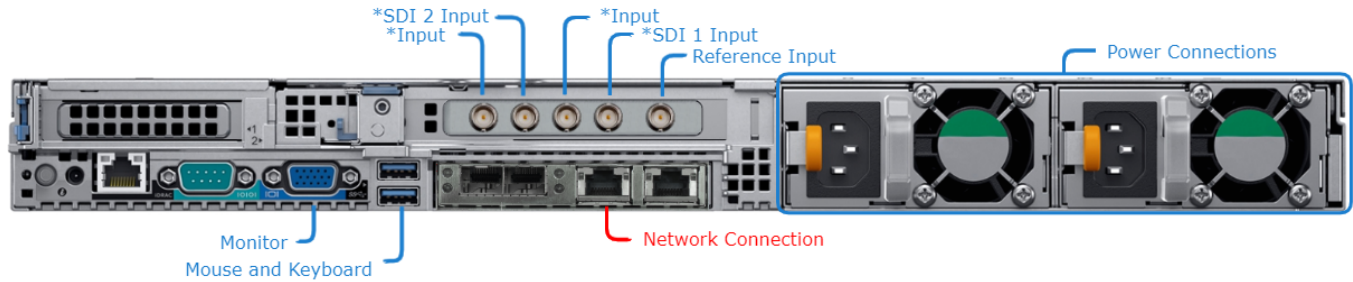
S-KB-1 appliance (rear):



* NOTE: You can use any of the SDI input ports for capture; however, the number of concurrent channels is limited by the system and license you purchased.

S-KB-1 S-KB-2 S-KB-4 S-KB-4K

S-KB-2 appliance (rear):

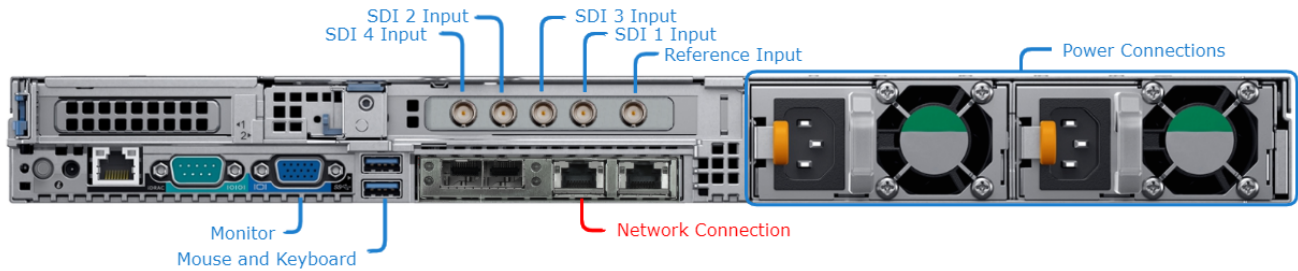


* NOTE: You can use any of the SDI input ports for capture; however, the number of concurrent channels is limited by the system and license you purchased.

S-KB-1 S-KB-2 S-KB-4 S-KB-4K

S-KB-4 appliance (rear):

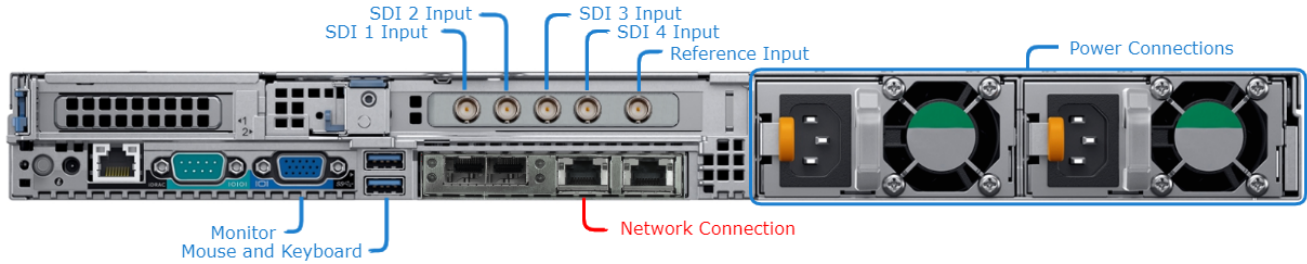
⚠ Note
Ensure the network connection is correct as highlighted in the following figure.



S-KB-1 S-KB-2 S-KB-4 S-KB-4K

S-KB-4K appliance (rear):

⚠ Note
Ensure the network connection is correct as highlighted in the following figure.



Obtaining the Assigned IP Address

Note

The appliance comes with pre-configured network settings. Refer to the *Important Notice* document for the login credentials and factory settings.

Standard Configuration **Managed Services Configuration**

Note

After first boot, the device is configured for a static IP address as defined in the *Important Notice*. Prior to accessing the main Web interface, you must configure the device with a valid IP address and gateway to work in your environment. The following section takes you through the steps to update your network settings using the Console UI.

Standard Configuration Managed Services Configuration

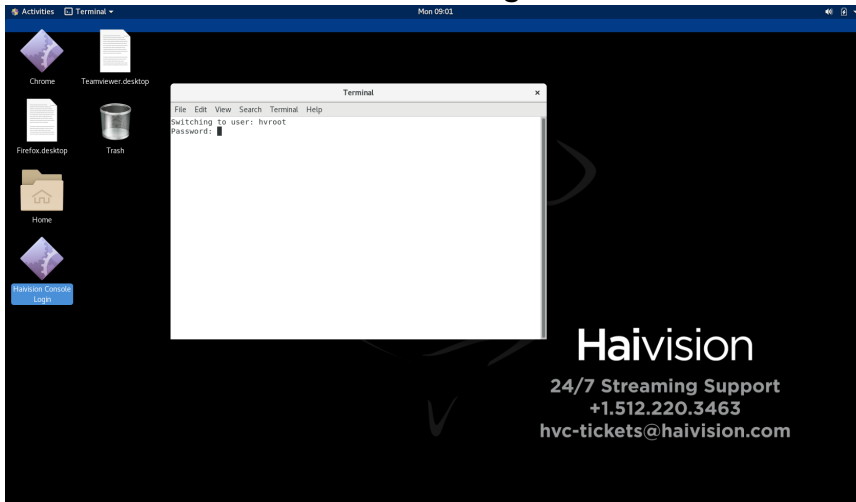
Note

Administrator privileges are required to access the Console UI and obtain the assigned IP address.

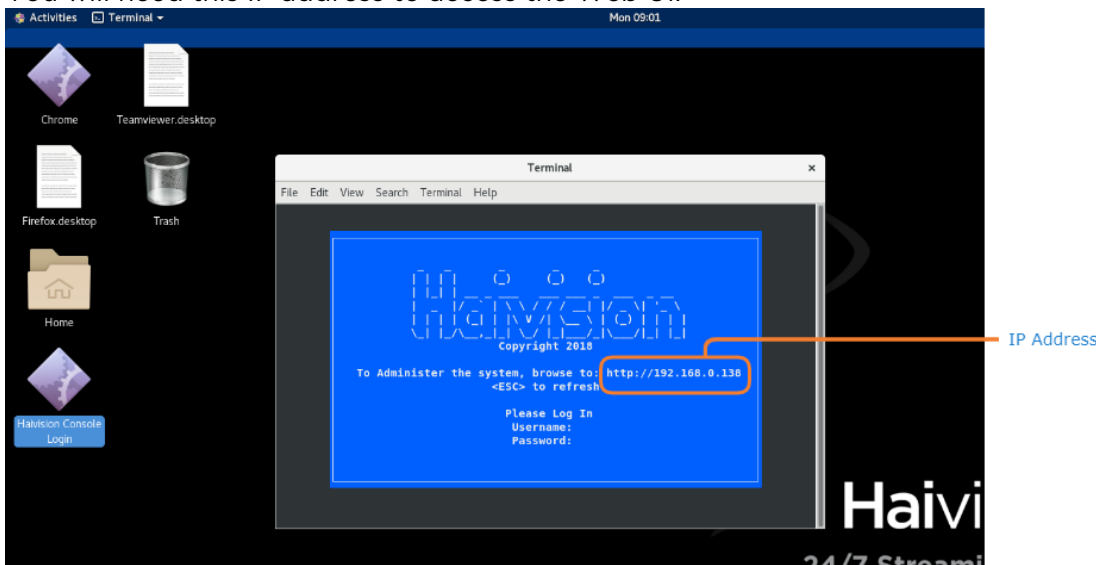
To obtain the IP address for appliances with the Managed Services option:

1. Attach a keyboard, mouse, and monitor to the appliance.
2. Push the power button on the front of the appliance (the power LED will light).
3. At the Desktop login screen, enter your username and password. See the *Important Notice* document for the factory-set credentials.

4. Double click the **Haivision Console Login** icon.



5. At the prompt, enter the `hvroot` password. See the *Important Notice* document for the factory-set credentials.
6. When the Console UI login window appears, make note of the assigned IP address (see below). You will need this IP address to access the Web UI.



Connecting to the Console UI

To connect to the Console UI directly, make sure a USB keyboard and a monitor are connected to the KB appliance (see [Setting up the KB Appliance](#)). If you purchased the Managed Services package with the Desktop option, connect a mouse to the appliance as well.

Standard Configuration Managed Services Configuration

Note

Accessing the Console UI requires administrator privileges and password.

To access the Console UI:

1. Either connect a keyboard and monitor to the appliance, if applicable, and boot the appliance. Or, initiate a secure shell (SSH) connection to the IP address of the server using an SSH client (for example, PuTTY).
2. Log in using the `hvrroot` username and password. Refer to the *Important Notice* document that accompanied your device for the default `hvrroot` password.

[Standard Configuration](#) [Managed Services Configuration](#)

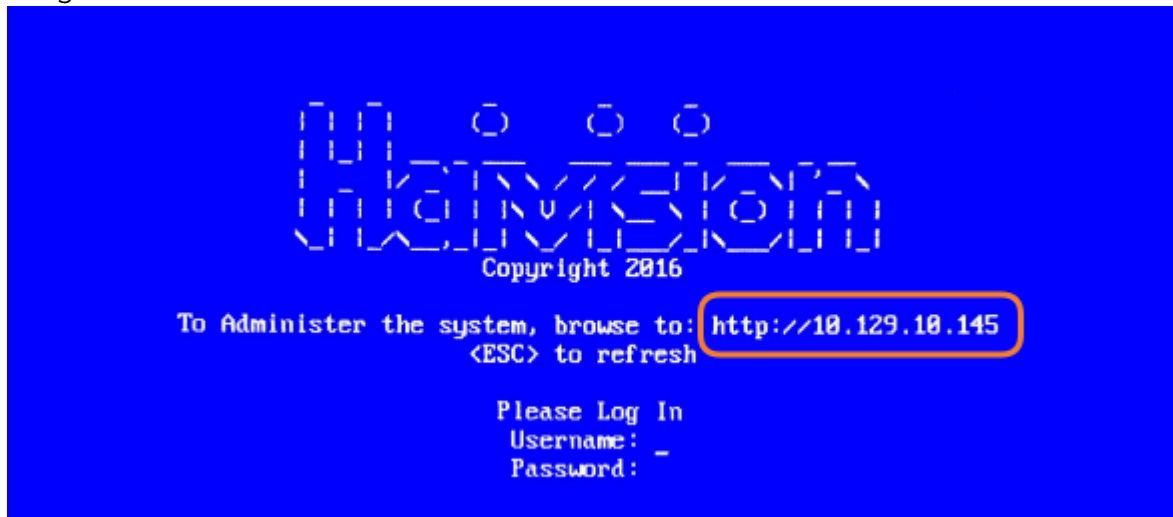
If you opted for the Managed Services option, follow the instructions in the previous section to connect to the Console UI. Log in using the `hvrroot` username and password. Refer to the *Important Notice* document that accompanied your device for the default password.

See the [Using the Console UI with Haivision Hardware](#) for more details on various tasks you can perform with the Console UI.

Changing the Network Settings

To change the network settings of the device:

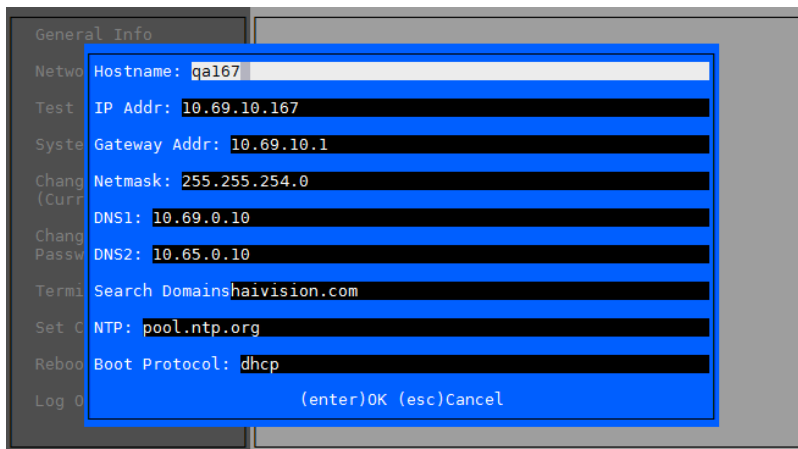
1. Once the Console UI welcome screen appears on the attached monitor, locate the IP Address assigned to the device as noted on the welcome screen.



2. Log in to the Console UI using the credentials provided in the *Important Notice*.
3. In the navigation sidebar, use the `↑↓` (up and down arrow) keys to highlight **Network Settings**, and then press the **Enter** key.
4. Using the `↓` (down arrow) to step through all the Network Settings, change the Hostname, IP Address, Gateway Address, Boot Protocol (DHCP or static), and any other settings as necessary.

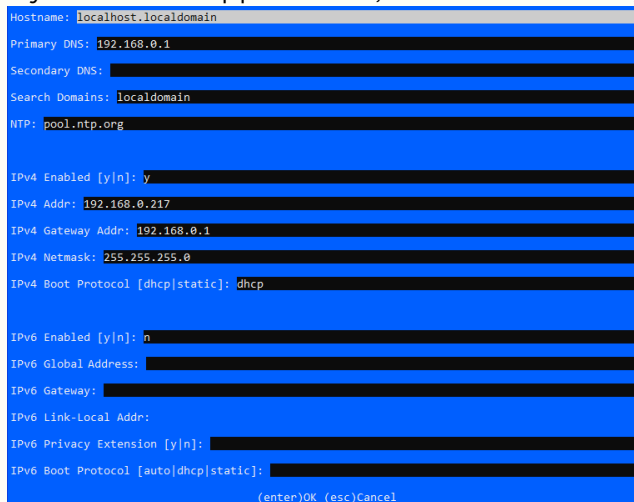
Note

- In the Boot Protocol textbox you must type 'dhcp' or 'static'.
- Depending on your SSH client settings, the console window might not display all the available settings. For instance, "Boot Protocol" may not be visible if your screen height is not large enough.



Note

If your device supports IPv6, the network settings page contains both IPv4 and IPv6 settings:



5. Press the **Enter** key to save your changes and return to the main screen.

Note

After pressing Enter, it takes a few seconds for the settings to be saved. The system may seem unresponsive during this time.

6. Select **Log Out** and then press the **Enter** key to exit the Console UI.

Accessing the KB Web Interface

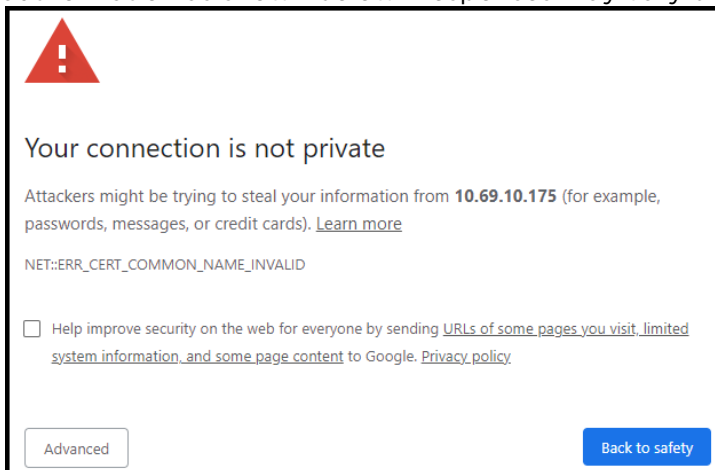
You can access the KB web interface from a remote system or, if you purchased the Desktop UI option, locally on the server.

[Remote KB Access](#) [Local KB Access](#)

To access the device's Web interface:

1. On another computer connected to the same network, open a Web browser.
2. Enter the device's assigned IP address. For example, if the IP Address is 10.5.1.4, enter a URL of https://10.5.1.4.
3. When a browser accesses the website, it requests a security certificate to confirm that the site is trusted.

The device ships with a self-signed SSL certificate key set which works with any configured server hostname. However, Web browsers do not consider self-signed certificates to be trusted, because they are not signed by a Certificate Authority. Consequently, when accessing the website with a self-signed certificate, users see a security warning and are prompted for authorization as shown below. Responses may vary depending upon the browser used.



Important

Before proceeding or adding an exception for the site, check with your administrator on the correct response.

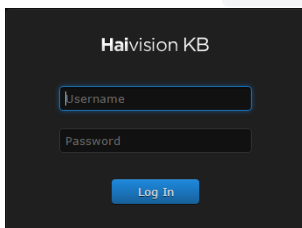
4. Sign in using one of the credentials provided on the *Important Notice* included with your device.

[Remote KB Access](#) [Local KB Access](#)

If your server includes the Desktop UI, you can open a browser in the UI to view the KB web interface. To access KB locally on the server:

1. Ensure a keyboard, mouse, and monitor are connected to the appliance and the appliance is powered on.
2. After the system fully boots, log in to the desktop using the credentials provided in the *Important Notice* document.

- Open a browser and it automatically connects to the web interface URL. If not, use `localhost` for the URL.
- Log in using the `haiadmin` credentials provided in the *Important Notice* document.



Refer to the *User's Guide* for step-by-step information for using the KB web interface. All information is available online at the [Haivision InfoCenter](#).

Related Topics

- [Obtaining the Assigned IP Address](#)
- [Changing Account Passwords](#) in the User's Guide
- [Supplying KB with a TLS/SSL Security Certificate](#) in the User's Guide

Obtaining Documentation

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Getting Help

General Support	<p>North America (Toll-Free) 1 (877) 224-5445</p> <p>International 1 (514) 334-5445</p> <p><i>and choose from the following:</i> Sales - 1, Cloud Services - 3, Support - 4</p>
Managed Services	U.S. and International 1 (512) 220-3463
Fax	1 (514) 334-0088
Support Portal	https://support.haivision.com
Product Information	info@haivision.com