

Helix Support Guide

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Support

Announcements

Agent support is no longer available for Helix products

Last updated: Mon, 04 Jan 2016 20:42:47 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/207149136-Agent-support-is-no-longer-available-for-Helix-products>)

RealNetworks has discontinued licensing and support for the Helix Media Delivery Platform suite of products.

Please consult this knowledge base for answers to your questions related to Helix products.

In some cases, agent support may be available for your product from another company, as noted in [this article \(/hc/en-us/articles/202388499\)](#).

Helix Media Library (HML) Support

Last updated: Tue, 08 Sep 2015 06:13:53 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/205201755-Helix-Media-Library-HML-Support>)

Helix Media Library customers can get support or purchase Helix Media Library and renew support from StreamingLTD.

[StreamingLTD](#)

E-Mail: enquiries@streaming.co.uk (<mailto:enquiries@streaming.co.uk>)

HML Support: support@streaming.co.uk (<mailto:support@streaming.co.uk>)

Phone: +44(0)8456 470 570

Web: <http://www.streaming.co.uk> (<http://www.streaming.co.uk/>)

Helix Broadcaster Support

Last updated: Fri, 28 Aug 2015 22:42:18 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/204543929-Helix-Broadcaster-Support>)

Helix Broadcaster customers can get support or purchase Gearbox products from DVEO.

DVEO

E-Mail: info@dveo.com (<mailto:info@dveo.com>)

Helix Broadcaster Support: tsupport@dveo.com (<mailto:tsupport@dveo.com>)

Phone: +1.858.613.1818

Web: www.dveo.com (<http://www.dveo.com/>)

Helix Support Terms and Conditions

Last updated: Fri, 08 Jan 2016 00:09:34 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203078255-Helix-Support-Terms-and-Conditions>)

The latest Helix Terms and Conditions can be downloaded here:

[Support Terms](http://www.realnetworks.com/uploadedFiles/Support/helix-support/Helix-Support-Services-SLA.pdf) (<http://www.realnetworks.com/uploadedFiles/Support/helix-support/Helix-Support-Services-SLA.pdf>)

RealNetworks has discontinued licensing the Helix Media Delivery Platform suite of products.

Last updated: Mon, 04 Jan 2016 20:42:19 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202388499-RealNetworks-has-discontinued-licensing-the-Helix-Media-Delivery-Platform-suite-of-products->)

RealNetworks has arranged for comparable products and support to be purchased from the following suppliers:

Helix Broadcaster customers can get support or purchase Gearbox products from DVEO.

DVEO

E-Mail: info@dveo.com (<mailto:info@dveo.com>)

Helix Broadcaster Support: tsupport@dveo.com (<mailto:tsupport@dveo.com>)

Phone: +1.858.613.1818

Web: www.dveo.com (<http://www.dveo.com/>)

Helix Media Library customers can get support or purchase Helix Media Library and renew support from StreamingLTD.

StreamingLTD

E-Mail: enquiries@streaming.co.uk (<mailto:enquiries@streaming.co.uk>)

HML Support: support@streaming.co.uk (<mailto:support@streaming.co.uk>)

Phone: +44(0)8456 470 570

Web: <http://www.streaming.co.uk> (<http://www.streaming.co.uk/>)

Helix Webcaster customers can purchase the Webcaster product from Intermedia Solutions.

Intermedia Solutions

E-Mail: info@intermedia-solutions.net (<mailto:info@intermedia-solutions.net>)

Phone: +1 562.999.2741

Web: <http://www.intermedia-solutions.net/> (<http://www.intermedia-solutions.net/>)

The Helix Universal Server, Helix Producer and Helix Enterprise Player are no longer available for license from any supplier.

You may continue to use your licensed product as long as you like, however, agent support services are no longer available.

End User License Agreements

Last updated: Tue, 08 Sep 2015 06:14:49 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203078325-End-User-License-Agreements>)

End User License Agreements for the Helix Media Delivery Platform can be downloaded from

<http://www.realnetworks.com/products-services/helix-eulas.aspx>

(<http://www.realnetworks.com/products-services/helix-eulas.aspx>)

Helix Server - Content Delivery

What are the default Helix Server client URL's?

Last updated: Thu, 13 Aug 2015 06:26:30 GMT | [Online Version](#)

<https://helixsupport.zendesk.com/hc/en-us/articles/203079025-What-are-the-default-Helix-Server-client-URL-s->)

These are the most common URLs constructs for Helix Server DEFAULT installation. The URL construct varies according to the mount points setup in the server. More details and information can be found in the Administrator Tool Help section Content and Links > Media Player Link Examples.

Helix Server Administration URL

http://server_address:adminport/admin/index.html

Video on Demand (VOD) by device type

Windows Media Player

http://server_address/asxgen/file.wmv

mms://server_address/file.wmv

RealPlayer

http://server_address/ramgen/file.rm

rtsp://server_address/file.rm

QuickTime

rtsp://server_address/file.mov

Android

rtsp://server_address/file.mp4

BlackBerry

rtsp://server_address/file.3gp

iPhone/iPad/iOS

http://server_address/m3ugen/iPhone-src/file.mp4

http://server_address/m3ugen/iPhone-src/file.3gp

Flash (Embedded)

rtmp://server_address/flash/file.mp4

rtmp://server_address/flash/file.flv

Streaming LIVE Video by device and Encoder type

Helix Producer Encoder

RealPlayer

http://server_address/broadcast/live.rm

rtsp://server_address/broadcast/live.rm

QuickTime

rtsp://server_address/broadcast/live.mov

Android

rtsp://server_address/broadcastlive.mp4

BlackBerry

rtsp://server_address/broadcast/live.3gp

iOS

http://server_address/m3ugen/broadcast/live.mp4http://server_address/m3ugen/broadcast/live.3gp

RTP Encoder, such as Quicktime Broadcaster

RealPlayer

http://server_address/rtpencoder/live.rm

rtsp://server_address/rtpencoder/live.rm

QuickTime

rtsp://server_address/rtpencoder/live.mov

Android

rtsp://server_address/rtpencoder/live.mp4

BlackBerry

rtsp://server_address/rtpencoder/live.3gp

iOS

http://server_address/m3ugen/rtpencoder/iPhone-src/live.mp4

Flash Media Live Encoder (FMS):

Embedded

rtmp://server_address/rtmplive/live/live.flv

rtmp://server_address/rtmplive/live/live.mp4

RealPlayer

rtsp://server_address/rtsplive/rtmplive/live/live.mp4

rtsp://server_address/rtsplive/rtmplive/live/live.flv

iOS

http://server_address/m3ugen/rtmplive/live/live.mp4

QuickTime

rtsp://server_address/rtsplive/rtmplive/live/live.mp4

Android

rtsp://server_address/rtsplive/rtmplive/live/live.mp4

BlackBerry

rtsp://server_address/rtsplive/rtmplive/live/live.mp4

Unicast vs Multicast URL's

If the unicast feed URL looks like this:

rtsp://server_name/broadcast/live.mp4

Then the Scalable Multicast feed looks like this:

http://server_name/scalable/live.mp4.sdp (http://server_name/scalable/live.mp4.sdp)

If the unicast feed URL looks like this:

rtsp://server_name/rtpencoder/live.sdp

Then the Scalable Multicast feed looks like this:

http://server_name/scalable/live.sdp.sdp (http://server_name/scalable/live.sdp.sdp)

For Push Splitting:

<rtsp://receiver.example.com/broadcast/LosAngeles/broadcast/Sydney/broadcast/Japan/broadcast/news/live.mp4>

In this example, the Japan transmitter is the originating transmitter, just as in the preceding examples. The stream travels from this transmitter to the Sydney transmitter, then to the LosAngeles transmitter, before arriving at the receiver. Note that the URL components reflect the exact order in which the stream travels through the chain.

If you only have a transmitter and a receiver, and you have 'Relay Live Broadcast' set to 'Yes' on the transmitter, you can form your URL to the Receiver only:

<rtsp://receiver.example.com/broadcast/live.mp4>

For Pull Splitting:

<rtsp://receiver.example.com/broadcast/split/transmitter.example.com:2030/broadcast/news/live.mp4>

You can also use URL aliasing to shorten long pull splitting addresses.

On the receiver that handles this broadcast request, you could define the following alias to mask the relay and transmitter addresses:

URL component:

<relay.example.com:2030/broadcast/transmitter.example.com:2030/broadcast/news/>

Alias:

[pull/](#)

Your published URL would then look like this:

<rtsp://receiver.example.com/broadcast/split/pull/live.mp4>

Why isn't my HLS Multirate stream switching bitrates?

Last updated: Wed, 12 Aug 2015 15:57:00 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/204845945-Why-isn-t-my-HLS-Multirate-stream-switching-bitrates->)

We have discovered an issue with Helix Server v15.2.1 where it mistakes a multirate file for a multitrack file. See KB article for more detailed information:

[Helix Server see multirate as multitrack \(/hc/en-us/articles/204175409-Helix-Server-v15-2-1-mistakes-HLS-Multirate-file-for-HLS-Multitrack-file\)](#)

Suggested workarounds:

1) Create your content with matching language tag metadata

2) Disable the Multitrack feature in Helix Server v15.2.1:

- Stop your Helix Server service
- Make a backup copy of your rmserver.cfg file
- Edit your rmserver.cfg file:
 1. Find the section labeled: `<List Name="MPEG2_Transport_Stream">`
 2. Find the variable `<Var MultiTrackEnable="1"/>`
 3. Change `<Var MultiTrackEnable="1"/>` to `<Var MultiTrackEnable="0"/>`
 4. Save your rmserver.cfg file
- Restart your Helix Server

Helix Server startup errors: Why won't my Helix Server start up?

Last updated: Wed, 02 Sep 2015 16:02:03 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/204647119-Helix-Server-startup-errors-Why-won-t-my-Helix-Server-start-up->)

The first thing to do next is to determine the reason for the startup error. If you are running Helix Server on a Windows server:

Start the Helix Server manually on the DOS prompt and capture any error messages.

- 1) Open DOS or Terminal prompt
- 2) Navigate to the directory where Helix Server is installed
- 3) Run the manual start command: `.\Bin\rmsserver.exe rmsserver.cfg` OR `./Bin/rmsserver rmsserver.cfg`
- 4) Watch the **startup messages** on the screen. Are there any error messages? What are they and/or what is the last message displayed?

License Key or Machine ID errors:

<https://helixsupport.zendesk.com/hc/en-us/articles/204167969-Helix-Server-or-Helix-Producer-will-not-start-up-license-key-machine-ID-error-> (/hc/en-us/articles/204167969-Helix-Server-or-Helix-Producer-will-not-start-up-license-key-machine-ID-error-)

Startup hang at 'Creating Server Space...'

<https://helixsupport.zendesk.com/hc/en-us/articles/202727469-Microsoft-updates-can-cause-Helix-Server-v15-2-1-start-up-to-hang-in-Windows-2012> (/hc/en-us/articles/202727469-Microsoft-updates-can-cause-Helix-Server-v15-2-1-start-up-to-hang-in-Windows-2012)

Could not listen on :port error message:

<https://helixsupport.zendesk.com/hc/en-us/articles/202509029--Why-does-the-Error-Could-not-listen-on-PORT-error-message-appear-when-starting-Helix-Server-> (/hc/en-us/articles/202509029--Why-does-the-Error-Could-not-listen-on-PORT-error-message-appear-when-starting-Helix-Server-)

dev/poll error (Linux):

<https://helixsupport.zendesk.com/hc/en-us/articles/202509009-Why-is-Helix-Server-reporting-dev-poll-error-on-startup>- (/hc/en-us/articles/202509009-Why-is-Helix-Server-reporting-dev-poll-error-on-startup)-

Helix Server v15.2.1 fails to archive live .rm feeds

Last updated: Mon, 07 Mar 2016 17:24:27 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/204510365-Helix-Server-v15-2-1-fails-to-archive-live-rm-feeds>)

There is an issue with Helix Server v15.2.1, on all platforms, where the live archiving feature fails to write an archive for live real media feeds. Live single rate h.264/aac feeds work as expected.

The workaround for this issue is to create two outputs for your live feed on your Helix Producer; one live feed to your Helix Server, and one file output saved to your encoder's hard drive. Once your live event has completed, transfer the saved file to a Helix Server mount point.

HLS Playback error: Why can't my HLS player open my Helix Server HLS feed?

Last updated: Wed, 12 Aug 2015 17:22:00 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/204175529-HLS-Playback-error-Why-can-t-my-HLS-player-open-my-Helix-Server-HLS-feed->)

We have discovered an issue with Helix Server v15.2.1 where it mistakes a multirate file for a multitrack file. Furthermore, client support for HLS Multitrack is extremely limited. See the following KB articles for more detailed information:

[Server sees multirate file as multitrack \(/hc/en-us/articles/204175409-Helix-Server-v15-2-1-mistakes-HLS-Multirate-file-for-HLS-Multitrack-file\)](#)

[Multitrack supported for iOS 7 only \(/hc/en-us/articles/204845825-Helix-Server-v15-2-1-streams-HLS-Multitrack-for-iOS-7-x-only\)](#)

Suggested workarounds:

1) Create your content with matching language tag metadata

2) Disable the Multitrack feature in Helix Server v15.2.1:

- Stop your Helix Server service
- Make a backup copy of your rmserver.cfg file
- Edit your rmserver.cfg file:
 1. Find the section labeled: `<List Name="MPEG2_Transport_Stream">`
 2. Find the variable `<Var MultiTrackEnable="1"/>`
 3. Change `<Var MultiTrackEnable="1"/>` to `<Var MultiTrackEnable="0"/>`
 4. Save your rmserver.cfg file
- Restart your Helix Server

Helix Server v15.2.1 mistakes HLS Multirate file for HLS Multitrack file

Last updated: Tue, 08 Sep 2015 06:15:05 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/204175409-Helix-Server-v15-2-1-mistakes-HLS-Multirate-file-for-HLS-Multitrack-file>)

We have discovered an issue where Helix Server v15.2.1 renders an HLS multitrack playlist instead of an HLS multirate playlist under certain conditions.

If your multirate file contains meta data for language tags AND the language tags differs between tracks, then the playlist is rendered as a multitrack playlist instead of a multirate playlist.

For example, if the video track has a language tag of 'unknown', and your audio track has a language tag of 'English', then Helix Server will produce a multitrack HLS playlist.

Suggested workarounds:

1) Create your content with matching language tag metadata

2) Disable the Multitrack feature in Helix Server v15.2.1:

- Stop your Helix Server service
- Make a backup copy of your rmserver.cfg file
- Edit your rmserver.cfg file:
 1. Find the section labeled: `<List Name="MPEG2_Transport_Stream">`
 2. Find the variable `<Var MultiTrackEnable="1"/>`
 3. Change `<Var MultiTrackEnable="1"/>` to `<Var MultiTrackEnable="0"/>`
 4. Save your rmserver.cfg file
- Restart your Helix Server

Helix Server or Helix Producer will not start up (license key/ machine ID error)

Last updated: Tue, 08 Sep 2015 06:16:54 GMT | [Online Version](#)

<https://helixsupport.zendesk.com/hc/en-us/articles/204167969-Helix-Server-or-Helix-Producer-will-not-start-up-license-key-machine-ID-error->

If your Helix Server or Helix Producer will not start up due to license key errors, or machine ID changes, you will need to replace your license key that is not tied to your hardware.

This article explains how to replace your current license keys with the attached non-node locked license keys.

1) Extract the attached .zip file and select the license key file that matches the version of your Helix Server or Helix Producer installed version.

2) Make sure your software is not running. For Helix Server (on Windows) and Helix Media Library, go to your Services panel and stop the Helix Mobile service and/or the HML Service.

3) Remove your old license(s) Below are the default locations for Helix license keys. If you installed your software into a custom location/directory, then look for the license directory in your custom location.

Helix Server license default location (Windows):

C:\Program Files\Real\Helix Server\License

Helix Producer license default location:

C:\Program Files (x86)\Helix\Helix Mobile Producer 14\licenses

4) Place your new license keys into the appropriate license directory noted above for your product. Be sure to use the appropriate license key version to match the version of software you are running. Check the last entry (bottom of file) in your startup.log if you do not know your current version number)

5) Start your software via your preferred method. For Windows, you can start the corresponding service or restart your OS.

What version of Open SSL does Helix Server use?

Last updated: Mon, 07 Mar 2016 17:24:27 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/204242255-What-version-of-Open-SSL-does-Helix-Server-use->)

Helix Server v15.2.1 uses Open SSL version 1.0.0m

Helix Server does not use the version of Open SSL that you have installed on your operating system. The Open SSL functionality is compiled into the Helix Server code. You can update your Open SSL on your operating system and it will not affect your Helix Server and the version of Open SSL it uses.

Helix Server does not work with Java 8 and later client versions

Last updated: Mon, 07 Sep 2015 20:16:12 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203437125-Helix-Server-does-not-work-with-Java-8-and-later-client-versions>)

The permanent work around is to access your Helix Admin Tool, Server Monitor via a client machine with Java 7 or earlier installed. Because Helix Server is end-of-lifed, this issue will not be resolved.

An alternate way to look at your Helix Server performance would be to parse your rss logs, found in Logs/rss directory, with a third party log parsing tool.

IE10 causes incompatibility issues when accessing the Helix Admin page via an IP address.

Last updated: Wed, 12 Nov 2014 05:28:39 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203168675-IE10-causes-incompatibility-issues-when-accessing-the-Helix-Admin-page-via-an-IP-address->)

Helix Server Admin GUI shows empty values in fields on most options when using Internet Explorer 10 browser.

When accessing the Admin GUI using Internet Explorer 10 browser on the same box using the local loopback IP (<http://127.0.0.1:adminport/admin/index.html>) or the server's actual IP (192.168.XXX.XXX:adminport/admin/index.html), the GUI will appear but the fields will display blank forms or missing default details.

When accessing the Admin GUI using the hostname of the box (Helix-test:adminport/admin/index.html), all works as expected sometimes. Or the GUI will appear but the fields can be blank.

This prevents remote or local admin to the Helix Server via the admin pages.

Work Around:

Use Internet Explorer 10 in compatibility mode.

Or install other browsers, like Fire Fox or Chrome to open the admin page.

How to send live flash stream from Flash Media Live Encoder to Helix Server

Last updated: Tue, 18 Aug 2015 05:53:29 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203168055-How-to-send-live-flash-stream-from-Flash-Media-Live-Encoder-to-Helix-Server>)

With the Flash Media Live Encoder, you will need to add a virtual mount point/path for the live stream.

For example:

FMS URL: `rtmp://helixserver_ip_address_or_DNS/live/`

rather than just

`rtmp://helixserver_ip_address_or_DNS/`

The URL to access the stream via a Flash player would then be:

rtmp://helixserver_ip_address_or_DNS/rtmplive/live/livestreamname

How do I customize my Differentiated Services from ToS to DSCP?

Last updated: Fri, 08 Jan 2016 00:11:38 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203148145-How-do-I-customize-my-Differentiated-Services-from-ToS-to-DSCP->)

Here is how the rmserver.cfg file looks when setting DiffServ

```
<List Name="DiffServ">
<Var Media="0"/>
<Var Control="0"/>
</List>
```

This is written out the first time you set it to something other than default, otherwise it doesn't exist in the cfg file. The above sample is back to default so we can see the base configuration.

So, to translate from ToS to DSCP, you have to figure out the binary representation of your levels, ie. CS4 for streaming and AF31 for control. The binary for CS4 is 100000 and for AF31 is 011010.

To convert using Admin Tool Gui, then look at the links below and see what ToS represents.

CS4 100 000 = Flash Override (100) , + Normal Delay (0), + Normal Throughput(0), + Normal Delivery(0)

AF31 011 010 = Flash(011), + Normal Delay(0), + High Throughput(1), + Normal Delivery(0)

OR

Use a binary calculator and figure out what the 6 bit representation of 100 000 (+ 2 extra bits 00) would be in decimal (8 bit number total). For CS4, 128 = 100 000 00. Therefore, <Var Media="0"/> would be changed to <Var Media="128"/>

http://en.wikipedia.org/wiki/Differentiated_services

(http://en.wikipedia.org/wiki/Differentiated_services)

<http://bogpeople.com/networking/dscp.shtml> (<http://bogpeople.com/networking/dscp.shtml>)

Why are RAMGEN and/or ASXGEN not working outside of the network?

Last updated: Mon, 20 Jul 2015 20:33:33 GMT | [Online Version](#)

<https://helixsupport.zendesk.com/hc/en-us/articles/203148065-Why-are-RAMGEN-and-or-ASXGEN-not-working-outside-of-the-network->

The purpose of RAMGEN, ASXGEN and SDPGEN is to allow for an initial request to be made over HTTP. When used in an environment that has both a internal and an external IP address, the external hostname/IP needs to be specified in the rmserver.cfg file for the Helix Server. The process can be done in one of two ways.

1. For ramgen:

Add the HostName variable to the Ram File Generator section, nested within the RAMGEN function contained in the rmserver.cfg file:

```
<List Name="RAM File Generator">
<Var ShortName="pn-ramgen"/>
<Var MountPoint="/ramgen"/>
<Var HostName="helixserver.example.com (http://helixserver.example.com)"/>
</List>
```

Then simply repeat this step for SDP File Generator section if needed for sdpngen use.

2. For asxgen:

Add this line to the bottom of the rmserver.cfg file.

```
<Var HostName="helixserver.example.com (http://helixserver.example.com)"/>
```

3. Restart your Helix Server for changes to make effect.

URL's to stream your media will be similar to the following:

```
http://helixserver.example.com/ramgen/realvideo10.rm?usehostname
(http://helixserver.example.com/ramgen/realvideo10.rm?usehostname)
http://helixserver.example.com/ramgen/realvideo10.rm
(http://helixserver.example.com/ramgen/realvideo10.rm)
http://helixserver.example.com/asxgen/Desertrace.wmv?usehostname
(http://helixserver.example.com/asxgen/Desertrace.wmv?usehostname)
http://helixserver.example.com/asxgen/Desertrace.wmv
(http://helixserver.example.com/asxgen/Desertrace.wmv)
```

How do I customize my SSL Ciphers?

Last updated: Mon, 10 Nov 2014 19:03:00 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203147625-How-do-I-customize-my-SSL-Ciphers->)

You can manually change your SSL Ciphers within your rmserver.cfg file.

1) Look for the following section:

```
<!-- S S L / T L S -->
<List Name="SSL">
  <Var Ciphers="DEFAULT"/>
  <Var Key="/home/dean/server142-64/Certificates/key.pem"/>
  <Var Cert="/home/dean/server142-64/Certificates/cert.pem"/>
  <Var DisableSSLv2="False"/>
  <Var DisableSSLv3="False"/>
  <Var DisableTLSv1="False"/>
</List>
```

2) Change `<Var Ciphers="DEFAULT"/>` to the cipher level you desire using the alternate cipher string options as listed in the OpenSSL ciphers documentation:

<http://www.openssl.org/docs/apps/ciphers.html>

(<http://www.openssl.org/docs/apps/ciphers.html>)For instance, `<Var Ciphers="HIGH"/>`

Helix Server v15.2.1 streams HLS Multitrack for iOS 7.x only

Last updated: Fri, 08 Jan 2016 00:10:44 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/204845825-Helix-Server-v15-2-1-streams-HLS-Multitrack-for-iOS-7-x-only>)

We have discovered an issue where the v15.2.1 feature, HLS Multitrack, only functions with iOS v7 clients.

iOS earlier than v7 does not play the stream. iOS v8 and later plays the stream, however, it uses the first language track only and there is not an option to choose other tracks for the stream.

Desktop and Andriod clients do not play the stream as expected (playback error or no audio).

How do I deliver a live stream to the iPhone or iPad (HLS)?

Last updated: Thu, 10 Sep 2015 15:34:37 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203078805-How-do-I-deliver-a-live-stream-to-the-iPhone-or-iPad-HLS->)

How do I deliver a live stream to the iPhone or iPad?

The following instructions use the predefined HLS and live streaming mount points. If you are using customized mount points, please refer to your Helix Server inline guide for additional details.

This topic will be covered in four sections:

1. Configuring your Helix Server
2. Configuring your Helix Producer/encoder
3. Verifying and testing your live stream
4. Troubleshooting

1. Configuring your Helix Server for HLS/iPhone Streaming

A. Enable Media Segmentation

1) Log on to your Helix Administrator

http://helixserveraddress:admin_port/admin/index.html, and click on Media Delivery menu, HLS Setup menu. For Helix Server v14.x this configuration page can be found under the Content Management menu, Media Segmentation menu.

The screenshot shows the Helix Administrator web interface. The top navigation bar includes the Helix logo, the text 'Administrator', and links for 'Monitor | Samples | License | I'. Below this, a green bar indicates 'Active Server: 172.22.100.232'. On the left is a sidebar menu with categories like 'Server Setup', 'Media Delivery', 'DRM', 'Broadcasting', 'Broadcast Distribution', 'Content Management', 'Security', and 'Logging & Monitoring'. The 'Media Delivery' section is expanded, showing 'HLS Setup' as the active page. The main content area is titled 'MEDIA DELIVERY' and contains a descriptive paragraph about HLS. Below this is the 'HLS Setup' configuration form, which includes fields for 'Enable Segmentation' (set to Yes), 'Server Hostname' (172.22.100.232), 'Send Playlists by HTTPS' (No), 'Send Encryption Key files via HTTPS' (Yes), a list of 'Source Paths' (including /broadcast/, /mptslive/, /rtmplive/, /rtppencoder/, and /segsrc/), and options for 'Edit Source Path', 'Enable Source Path', 'Purge Segments On Server Start', and 'Destination MountPoint' (set to /Segments/). A 'HELP' link is visible in the top right of the configuration area.

Configuring your Helix Server for iPhone Streaming

A. Enable Media Segmentation

1) Log on to your Helix Administrator

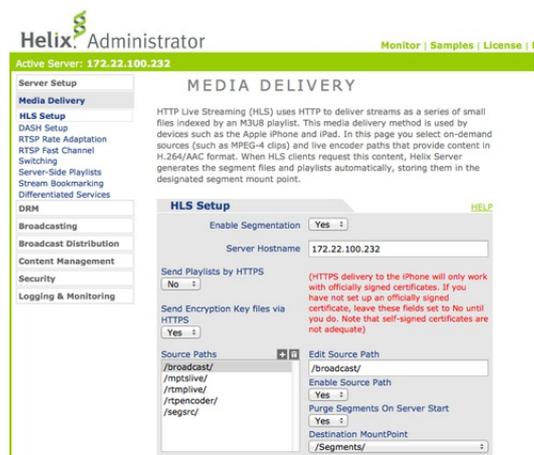
http://helixserveraddress:admin_port/admin/index.html, and click on Content Management menu, then Media Segmentation. For Helix Server v15.x this configuration page can be found under the Media Delivery Menu, HLS Setup.



([http://s3.amazonaws.com/satisfaction-](http://s3.amazonaws.com/satisfaction-production/s3_images/444973/Picture_3.png)

[production/s3_images/444973/Picture_3.png](http://s3.amazonaws.com/satisfaction-production/s3_images/444973/Picture_3.png))

Fig. 1 - Helix Server v14.x



(https://d2r1vs3d9006ap.cloudfront.net/s3_images/916029/ScreenShot2013-06-21at9.33.25AM.png?1371832538)

Fig. 2 - Helix Server v15.x

2) Enable Segmentation dropdown box, choose 'Yes'

3) Server Hostname: Enter your server IP address or DNS name

4) Enable your live stream source path, i.e. /broadcast/ or /rtmplive/

Note: Custom mount points for VOD delivery will need to be added as a source path and enabled.

5) Click Apply at the bottom of the page

The Source Paths and Mount Point Descriptions will be predefined for you. If you are not using the Helix Server predefined segsrc (or iPhone-src for v14.x), broadcast, or rtppencoder mount points, these sections will need to be modified.

B. Configure Authentication settings

- 1) Click on the Security Menu, then Authentication.
- 2) Under the green User Management label, click 'Add User to Realm'
- 3) Enter the username and password you would like to use to authenticate your encoder to the Helix Server. Click OK.

C. Configure Broadcasting settings

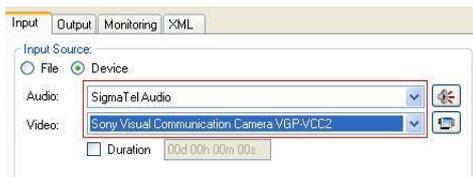
You may *skip this step* if you are using Helix Mobile Producer AND the Helix Push Server broadcast method. See the section on Configuring Helix Mobile Producer.

- 1) Click on the Broadcasting menu, then QT & RTP Encoding
- 2) Enable SDP Directory Scan: set to 'Yes'
- 3) Click Apply
- 4) Restart your Helix Server for the changes to take affect.

2. Configuring your Helix Producer/Helix Mobile Producer to deliver a live iPhone compatible stream.

Note: RealProducer or RealProducer Plus do not deliver iPhone compatible streams.

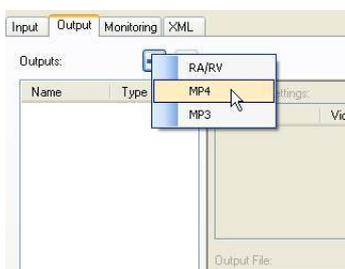
A. Input Tab



(http://s3.amazonaws.com/satisfaction-production/s3_images/444941/image002-2.jpg)

- 1) Input Source: select 'Device'
- 2) Audio: and Video: from the drop down boxes, select your input sources

B. Output Tab

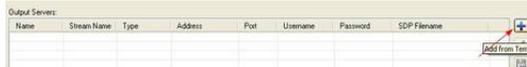


(http://s3.amazonaws.com/satisfaction-production/s3_images/444943/image003.jpg)

1) Outputs: click on the blue plus button above the outputs section and select an output mode, MP4 or 3GPP R6.

2) Encoding Settings: predefined outputs will be populated for you. If there is more than one line listed in the Encoding Settings box, select one and hit the red X button. Confirm removing the encoding entry.

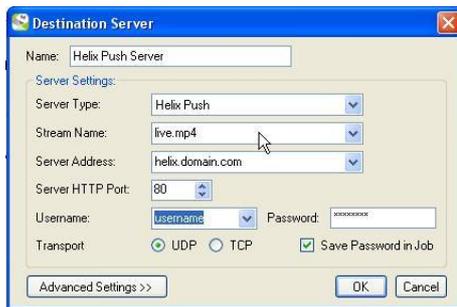
a. For testing purposes you can keep this predefined encoding setting - confirm that the Video Codec is H.264 and the Audio Codec is AAC+ or AAC. You can later edit the settings details, see the 'How to change your broadcast settings' section below.



(http://s3.amazonaws.com/satisfaction-production/s3_images/444945/image005.jpg)

3) Output Servers: click on the blue plus button to the right of the Output Servers section. Choose your broadcast method - either 'Helix Push Server' OR 'RTP Push Server' and click the 'Add to Job' button.

Note: Using Helix Server's predefined broadcast mount point, otherwise known as Helix Push Server, is the simplest and fastest broadcast method to set up.



(http://s3.amazonaws.com/satisfaction-production/s3_images/444949/image006-1.jpg)

a. Helix Push Server: Double-click or select and click the pencil button to edit the settings to point to your Helix Server

1. Server Type: Helix Push
2. Stream Name: change the 'STREAMNAME' marker to the appropriate stream name, such as live.mp4 or live.3gp
3. Server Address: change the 'SERVER_ADDR' marker to your Helix Server IP address or DNS name.
4. ServerHTTP Port: change this only if you have customized your Helix Server HTTP port
5. Username: and Password: enter the appropriate username and password. For testing purposes, you can use your Helix Administrator Tool username and password.
6. Click OK, and repeat your password when prompted

b. OR RTP Push Server: Double-click or select and click the pencil button to edit the settings to point to your Helix Server

1. Server Type: RTP Push
2. Stream Name: this option is greyed out for RTP Push
3. Server Address: change the 'SERVER_ADDR' marker to your Helix Server IP address or DNS

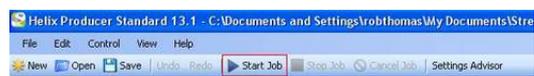
name.

4. Server Port: the default ports used are 50002 to 50050

5. DSP Filename: the default file name is live.sdp. Click the disk icon to set up the location of where your .sdp file will be saved. Make note of its location as you will need to copy this file to your Helix Server.

6. Click OK

4) Start your live feed into your capture card.



(http://s3.amazonaws.com/satisfaction-production/s3_images/444953/image007.jpg)

5) Start your live broadcast to Helix Server. This will create your SDP file in the location you specified if you are using the RTP Push broadcast method.

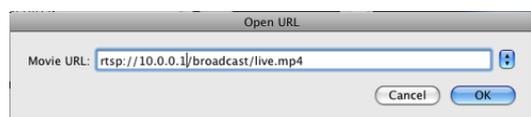
6) *Skip this step* if you are using Helix Push Server broadcast method. Copy your live.sdp file to the Content/rtpencodersdp directory of Helix Server. If possible you can save your SDP file directly to your server if you have the appropriate folder shared in Windows. Linux and Solaris will need to use SMB. If you cannot save the SDP file directly to your shared folder from Windows you will need to use another method such as FTP or SCP to get your sdp file into the correct directory.

3. Verify and test your Live Stream

A. Log on to your Helix Administrator

http://helixserveraddress:admin_port/admin/index.html and click on Logging & Monitoring menu, then Server Monitor, then the Connections tab to verify that the stream is being received by Helix Server. You should see an entry with your encoder IP address, type encoder, and the filename of your live stream.

B. Open an RTP player, such as Quicktime Player, VLC Player, or RealPlayer.



(http://s3.amazonaws.com/satisfaction-production/s3_images/444959/Picture_12.png)

1) Open file/location to your URL. It will be similar to the following URL's.

Helix Push Server method:

`rtsp://helix_server_address/broadcast/live.mp4`

RTP Push method:

`rtsp://helix_server_address/rtpencoder/live.sdp`

2). Connect your iPhone via Safari using the following URL:

Helix Push Server method:

[http:// helix_server_address/m3ugen/broadcast/live.mp4](http://helix_server_address/m3ugen/broadcast/live.mp4)

RTP Push method:

[http:// helix_server_address/m3ugen/rtpencoder/live.sdp](http://helix_server_address/m3ugen/rtpencoder/live.sdp)

4. TROUBLESHOOTING

1. Verify that the Helix Server is segmenting your live stream. Look in your Helix Server Content\Segments directory. A new directory of either 'broadcast' (for Helix Push Server) or 'rtpencoder' (for RTP Push) should be present. Within the appropriate directory, you will see a .m3u8 file created. If it is not you need to wait about 30 seconds. Each of the three .ts files are 10 seconds in length and there needs to be three before a playlist will be generated.

2. If you are still having problems, please make sure that port 554 is open on your firewall and your NAT is properly configured. You can also test this by accessing any static rtsp content. Try preinstalled content using VLC Player:
rtsp://helix_server_address/segsrc/filename.mp4 (check actual file name, as this may change with different versions of Helix Server)

3. If you cannot view your RTP stream please make sure that your sdp file reflects the IP address of the transmitter. Some applications may create the SDP file to stream to localhost (127.0.0.1). This is always the case with Apple's Quicktime Broadcaster for the Macintosh.

4. If you still cannot view the stream ensure that both the audio and video bitrates are expressed in the sdp file. Some encoders will not include both pieces of information.

5. If you do NOT have SDP directory scan enabled then neither the HLS playlist nor the segmented .ts files will be generated until the first player connects. If a quicktime player is the first to connect there will be no real lag in the live feed for Quicktime. If it is an iPhone connecting first there will be 30 seconds of lag while the three .ts files are created for the iPhone. It is highly recommended that you enable SDP directory scan.

6. There will be no lag when you connect to your live stream using Quicktime. If an iPhone connects within the first 30 seconds of your broadcast there will be up to 30 seconds of lag while the three .ts files are created for the iPhone.

7. If you can view the stream with QT or VLC Player, and your server is segmenting the files, check to see that your iPhone has access to your server network. One easy way to do this is to launch Safari on your iPhone and access your Admin tool, http://serveraddress:admin_port/admin... (http://serveraddressadmin_port). If you are not able to load the Admin web page, your iPhone does not have access to your server's network

Microsoft updates can cause Helix Server v15.2.1 start up to hang in Windows 2012

Last updated: Sat, 15 Aug 2015 20:57:05 GMT | [Online Version](#)

<https://helixsupport.zendesk.com/hc/en-us/articles/202727469-Microsoft-updates-can-cause-Helix-Server-v15-2-1-start-up-to-hang-in-Windows-2012>)

Running Microsoft updates can sometimes cause a hang on Helix Server startup. When performing a manual startup via the Terminal, you may see the startup process hang at

'Creating Server Space...'

Known Systems Affected: Windows 2012 with Helix Server v15.2.1

Suggested Fix:

- 1) Uninstalling the Microsoft update that caused the startup hang
- 2) Restart OS
- 3) Reinstall the Microsoft update
- 4) Restart OS
- 5) Waiting additional time before initializing the Helix Server startup after system reboot

Warning: This issue can also re-occur after new Microsoft Updates are applied. Check the functionality of your Helix Server after every Microsoft OS Update.

Note: This can happen regardless of when the Microsoft Updates are applied in relation to when Helix Server was installed. We have seen this issue even when Helix Server is installed months after the Microsoft Updates were applied.

Why can't I see the Helix Admin Server Monitor tool?

Last updated: Fri, 11 Sep 2015 08:49:36 GMT | [Online Version](#)

<https://helixsupport.zendesk.com/hc/en-us/articles/202727029-Why-can-t-I-see-the-Helix-Admin-Server-Monitor-tool->)

The issue is related to the way Java works for security reasons and the fix is relatively simple to implement. Here are a few steps to perform to ensure security compatibility with Helix Server:

- 1) Check the version of Java you are running on your client machine. Make sure you are running Java 7 or earlier. **Java 8 is not compatible with the Helix Server Monitor tool.****
- 2) Open the Java console, by clicking on the start button on windows and typing in java in the**

search box. Then select Configure Java.

Once the Java Control panels opens, select the Security tab. Slide the Security Level to Medium, then click on Edit Site List.

On the site list add the URL for the monitor of your Helix Server >>>

http://server_ip:port/admin/mongraph.... (http://server_ip:port)

save, close, and restart your browser and the monitor.

3) Run the Server Monitor tool on Helix Server or Helix Broadcaster and accept and remember all prompts, including entering the administrator password. Remember the monitor on Helix Server runs on port 9090 by default, so you must make sure this port is not blocked from your pc.

How do I configure Helix Server to work with NAT?

Last updated: Sat, 25 Jul 2015 12:48:21 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202509039-How-do-I-configure-Helix-Server-to-work-with-NAT->)

When a server connects to the Internet without having an external, routable IP address, it is necessary to map certain ports from the server or firewall that performs network address translation on the network. This lets the server receive inbound data requests from the client.

Because Helix Server can serve several different kinds of data, you will need to map one port for each kind of request that you want the Helix Server to respond to from the external network.

Ports you may need to map include:

554 - RTSP requests

This is the most important port for delivering both Real Media and Quicktime video as it is the most common type of inbound data request for the Helix Server. Metafile requests and RTSP protocol URLs that have been entered directly into the RealPlayer will both default to this port unless another port is specified in the request. This port also needs to be open if you are using RAMGEN.

1935 - RTMP requests

If you plan on using the streaming Flash capability of Helix Server you need to open this port.

80 - HTTP/Ramgen requests

The Helix Server listens to port 80 for all HTTP content. This includes any HTML pages that the Helix Server can deliver or any RealMedia content that is linked from a Web page using the Ramgen method. If you are using Ramgen links to connect to a Helix Server behind NAT then you will need to make several other changes as well. Modify the rmserver.cfg file directly by adding

the following line to the bottom of the file:

443 - HTTPS requests.

Secure HTTP-based communication between Helix Server and web browsers, as well as media players behind firewalls that necessitate secure HTTP cloaking. Nonsecure HTTP requests directed toward this port are ignored.

1755 - MMS requests

While Microsoft deprecated the use of MMS for Windows Media Player 11 it is still required to have this port open for streaming Windows Media to either Windows Media Player or a Silverlight embedded player.

9090 - Java monitor port

The Helix Administrator's graphical Java monitor has it's own port separate from the rest of the administration tool. If you want full monitor access then map this port as well.

Random - Admin port

This is used to access Helix Administrator. A typical URL will appear as follows:

`http:// server_ip_or_address:admin_port/admin/index.html`

Random - Secure Administration port

This is used to securely access Helix Administrator. A typical URL will appear as follows:

`https:// server_ip_or_address:secure_admin_port/admin/index.html`

If you are using Helix Mobile Server you also need the following ports open:

8008 - HTTP or HTTPS listen port for channel control.

8009 - HTTP or HTTPS listen port for requests to modify playlist sessions.

8010 - HTTP or HTTPS listen port for requests to add or delete playlists.

Connections to the Helix Administrator

The admin port is the randomly assigned or designated port number for accessing the administration tool. To access the administration functions of your Helix Server from outside your local area network, you will need to map this port.

All ports are listed here by their default value except for the Helix Administrator and the Secure Administrator ports which are randomly assigned. If you have modified your port values within the administration tool, then you will also need to adjust the mapped port values.

If you do not know what your current ports are or are having difficulty connecting to Helix Administrator, please review your `rmserver.cfg` file located in the base install directory of Helix Server. Always make sure to have a backup of this file in case it is edited incorrectly and causes server instability or prevents access to content.

Why does the Error "Could not listen on :PORT" error message appear when starting Helix Server?

Last updated: Wed, 26 Aug 2015 07:13:14 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202509029--Why-does-the-Error-Could-not-listen-on-PORT-error-message-appear-when-starting-Helix-Server->)

Error messages of this nature most commonly occur because of a port conflict or IP binding issue. Adhering to option one or two (below) should correct this behavior, and keep that error message from appearing again. In some cases Helix Server is already running when an attempt is made to start it again. When that happens there will be a conflict on port 554 and all other ports the server uses. Make sure you are only running one instance of Helix Server.

Option 1: (Checking IP Binding)

1. Launch Helix Server's web based administrator
2. Click on Server Setup > IP Binding

Bind Helix Server to 0.0.0.0 in situations where the server is expected to respond to a set of NICs. If the desire is to have Helix Server respond to only one of the NICs, then bind the server to that card's specific IP address.

If the server is not starting:

1. Open your `rmserver.cfg` file with a text editor
2. Locate `.` If this does not exist in your `rmserver.cfg` file, then this is not your issue, continue to Option 2.
3. Change *to the correct IP address or to 0.0.0.0 to listen to all IP addresses on your system. Setting the address to 0.0.0.0 will allow your server to startup if this is your core problem.*

Option 2: (Port Conflict)

Helix Server uses the following port values by default:

HTTP: 80

RTSP: 554

MMS: 1755

(Note: Other ports are used, but these are the most common source for a conflict.)

Systems that have both a web server and Helix Server installed simultaneously may experience a conflict on port 80. Windows Media Servers that reside on the same system as Helix Server may experience a conflict on port 1755.

Altering the `rmserver.cfg` files port assignment will correct this behavior, and make it possible for Helix Server to successfully start.

1. Open your `rmserver.cfg` file with a text editor
2. Locate `<!-- P O R T S -->`
3. Change the port number you are having a conflict with based on the error message during

your startup attempt. Could not listen on :80, would require a change to to something like OR changing port 80 on the conflicting software application (apache, IIS,etc) to port 8080 and leaving Helix Server listening to port 80.

Configuration Example: (Ports)

```
<!-- PORTS -->
```

Why is Helix Server reporting /dev/poll error on startup?

Last updated: Tue, 08 Sep 2015 06:18:22 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/202509009-Why-is-Helix-Server-reporting-dev-poll-error-on-startup->)

The /dev/poll error is most commonly seen on Sun Solaris 10 due to the fact that the server tests up to 65536 max open fds at startup and on Solaris by default 65536 is the max open fd limit per shell. Please keep in mind that Solaris 10 is only supported on Helix Server v11.1.3 to v15.1.0.

The number of fds requested via the ioctl() call (for /dev/poll) is greater than max open fds (OPEN_MAX == 65536).

Solution 1:

```
/etc/system
```

```
*----- start change -----
```

```
* hard limit of max open fds. this needs to be greater than the helix server's limit which is 65536  
(216) set rlim_fd_max=100000
```

```
* soft limit of max open fds
```

```
* this change is not required, because u can use 'ulimit -n ' to set the
```

```
* limit per shell
```

```
set rlim_fd_cur=100000
```

```
*----- end change -----
```

and use limit or ulimit to set the max open fds in ur shell (to less than the hard limit):

```
$ ulimit -n 65536
```

Solution 2:

If the above issue is not resolving the issue it is possible to have Helix Server bypass this check by running the following parameter when starting the server:

```
Bin/rmsserver rmsserver.cfg --ndp &
```

This should allow Helix Server to startup properly and put the service in the background.

ERROR EXAMPLE:

```
Invalid argument/dev/poll ioctl DP_POLL failed/dev/poll ioctl DP_POLL failed
: : Invalid argumentInvalid argument
Invalid argument/dev/poll ioctl DP_POLL failed
/dev/poll ioctl DP_POLL failed:
Invalid argument: /dev/poll ioctl DP_POLL failed
: Invalid argument/dev/poll ioctl DP_POLL failed/dev/poll ioctl DP_POLL failed/dev/poll ioctl
DP_POLL failed: Invalid argument: :
```

How to set up SLTA for Cisco music on hold

Last updated: Fri, 24 Jul 2015 19:59:55 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/202508089-How-to-set-up-SLTA-for-Cisco-music-on-hold>)

If you are using Helix Server as a Cisco Music on Hold (MoH) replacement or supplement this article will help provide you with detailed instructions on how to configure Helix Server to delivery your content.

Note: The Cisco system requires either u-law or a-law depending upon your region. Simply having a generic WAV file is insufficient for compatibility reasons.

<http://en.wikipedia.org/wiki/G.711> (<http://en.wikipedia.org/wiki/G.711>)

1) Create a playlist in the location of your choice. Inside of it there must be absolute paths:

Sample playlist.txt file :

```
F:\moh\playlist\01 Audio Track.wav
F:\moh\playlist\02 Audio Track-3.wav
F:\moh\playlist\05 Audio Track-13.wav
F:\moh\playlist\05 Audio Track-15.wav
```

You can have as many files in there as you would like but they all need to have the same properties. Were this video with audio the width, height, frames per second, and video codec settings would have to be the same. The audio channels, frequency, bitrate and codec also need to be the same.

This is what is in the directory:

```
C:\Program Files\Real\Helix Universal Media Server\Bin>dir f:\moh\playlist\
Volume in drive C is Win7
```

Volume Serial Number is CCE7-F0CE

Directory of F:\moh\playlist

```
03/26/2014 11:47 AM <DIR> .
03/26/2014 11:47 AM <DIR> ..
05/15/2011 02:22 PM      18,635,328 01 Audio Track.wav
12/18/2011 05:31 PM      11,469,592 02 Audio Track-3.wav
06/08/2011 09:50 PM           64 05 Audio Track-13.wav
06/08/2011 09:51 PM      11,876,928 05 Audio Track-15.wav
03/26/2014 11:48 AM          182 playlist.txt
          5 File(s)  41,982,094 bytes
          2 Dir(s)  497,841,332,224 bytes free
```

The command line options are as follows:

```
slta server HTTP_port username password stream clip|playlist [-options]
```

2) Go into where Helix Server is installed and head into the Bin directory:

```
C:\Program Files\Real\Helix Universal Media Server\Bin>slta.bat 127.0.0.1 80 admin admin
wavelive F:\moh\playlist\playlist.txt
SLTA.EXE - Live Broadcast Simulation Utility
```

Executing SLTA with

```
host=127.0.0.1, port=80, userid=admin, password=admin,
live_file=wavelive, playlist_file=F:\moh\playlist\playlist.txt
```

SLTA Copyright(c) RealNetworks, Inc. 1995-2013, All rights reserved.

```
Transmitting file://F:\moh\playlist\01 (file://C:%5CUsers%5Ckevin%5Cplaylist%5C01) Audio
Track.wav... (26-Mar-2014 11:49:05)
```

```
0---1---2---3---4---5---6---7---8---9---10
```

```
*****
```

3) The URL to listen to that is as follows:

```
rtsp://server_name_or_IP_address/broadcast/wavelive.wav
```

Note that the Cisco MoH system requires a file extension. If the file extension is not included in the name of the live feed then the .wav extension will be added and the Cisco system will fail to connect.

4) Ensure that the SLTA feed is being received by Helix Server by opening up Server Monitor.

In the "Connections" tab you should see a line that says:

```
wavelive.wav
```

5) If you do not see that in Server Monitor then you will need to ensure that you are using the correct username and password for Helix Server as SLTA needs to be able to log into the server to deliver the broadcast.

6) If you cannot access Helix Administrator open up Services in Windows and ensure that the Helix Server service is running. If it stops and then starts please open up a command prompt as the local administrator and change directories into where Helix Server is installed.

Example:

```
cd \Program Files\Real\Helix Universal Media Server
```

In that directory type in the following:

```
\Bin\rmsserver.exe rmsserver.cfg
```

If the command prompt does not reappear then that means that Helix Server is running. If the command prompt reappears and you can type a new command then Helix Server is not able to start. Several things can cause this:

A) Your license key is invalid. A message will be displayed showing that.

B) You have something else on the operating system preventing Helix Server from running you will need to contact your system administrator for assistance to clear up any port conflicts.

How do I replace my license key?

Last updated: Wed, 26 Aug 2015 09:36:46 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202507629-How-do-I-replace-my-license-key->)

This article explains how to replace your current license keys.

1) Extract the attached .zip file and select the license key file that matches the version of your Helix Server or Helix Producer installed version.

2) Make sure your software is not running. For Helix Server (on Windows) and Helix Media Library, go to your Services panel and stop the Helix Mobile service and/or the HML Service.

3) Remove your old license(s) Below are the default locations for Helix license keys. If you installed your software into a custom location/directory, then look for the license directory in your custom location.

Helix Server license default location (Windows):

```
C:\Program Files\Real\Helix Server\License
```

Helix Producer license default location:

C:\Program Files (x86)\Helix\Helix Mobile Producer 14\licenses

4) Place your new license keys into the appropriate license directory noted above for your product.

5) Start your software via your preferred method. For Windows, you can start the corresponding service or restart your OS.

How do I host a Flash Player on Helix Server?

Last updated: Thu, 23 Jul 2015 00:07:21 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202507579-How-do-I-host-a-Flash-Player-on-Helix-Server->)

A Flash client can be hosted on Helix Server in an http deliverable mount point.

1) Create a sub directory for your Flash player \flashplayer\ in the predefined player folder C:\Program Files\Real\Helix Server\Content\clients or your own custom folder anywhere on the server.

It is preferable to use the predefined clients folder. Doing so will allow you to skip steps 3 and 4.

2) Transfer your downloaded player files into your flashplayer or predefined clients folder

3) Create mount point for your flashplayer directory. Skip this step if using the predefined clients folder.

Log into Helix Administrator and click Server Setup>Mount Points.

Click the plus button to create a new Mount Point

Edit Description: Flash Player

Mount Point: /player/

Mount Point Search Order: 1

Base Path: C:\\Program Files\Real\Helix Server\flash\flashplayer

Allow File Creation: No

Allow File Deletion: No

Base Path Location: Local

Cacheable by Caching Subscribers: Yes

Click Apply and restart your Helix Server for changes to take effect.

4) Make your player mount point http deliverable. Skip this step if using the predefined clients folder.

Log into Helix Administrator and click Server Setup>HTTP Delivery

Click the plus button to create a new Path. The path needs to be the same as the previously created Mount Point.

Edit Path: /player/

Click Apply

5) Open your Flash client from a web browser - this may vary widely between flash clients. Some may have a predefined landing page, some may have a wizard setup page, some may expect you to build your own page:

`http:// serveraddress:http_port/player/filepath/player_html_page.html`

`http:// serveraddress:http_port/clients/filepath/player_html_page.html`

6) Follow the instructions that come with your flash player client software, customize and configure your player to connect to your Helix Server on-demand flash content.

How to setup a ramdisk (Linux) for HLS Streaming

Last updated: Thu, 17 Sep 2015 16:55:41 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202507519-How-to-setup-a-ramdisk-Linux-for-HLS-Streaming>)

Use a ramdisk to improve Apple HLS streams! (Linux)

Symptoms:

- Apple HLS streams from a Helix Server look quirky, suffer interruptions etc.

Surrounding findings:

- Media Segmentation is enabled on Helix Server for many live and/or SLTA streams.
- Inbound load from encoders or SLTA is high, 100 Mbps and above.
- RSS logs show nonzero value for "Broadcast Core: Dropped packets" (e.g. Broadcast Core: 12345 Dropped Packets, 0 Client Overflows)
- RTSP streams of the same programmes look fine
- Quirks are in the TS files themselves. E.g. concatenate a set of associated .ts files like this: `cat *.ts > full.ts`. The new file, full.ts, should be a video you can play fine e.g. on Quicktime. If this file shows the same quirks you see when playing back from Helix Server, then this solution may be relevant for your case.
- the network suffers no packet loss
- No box has an overused CPU or CPU core (`top -H`)
- RAM on all boxes is sufficient (`vmstat 5`, check si and so values, should be zero).

In this situation it is likely that the HDD cannot keep up with the Helix Server's demand on writing TS files. As a result, Helix Server drops video packets which then are missing in the TS files. RTSP is not affected as RTSP streams are not written to a file system.

Solution:

Use a ramdisk to write TS files on. This can be done on Linux using tmpfs or a real ramdisk. The easiest way is to use tmpfs, like this:

```
# mkdir /tmpcontent
# mount -t tmpfs -o size=4G tmpfs /tmpcontent
```

Then, reconfigure Helix Server to use /tmpcontent/ as the destination path for the /iPhone/ mount point, or whichever mount point you use to store TS files.

The faster performance of the ramdisk will ensure that the TS files are clean and HLS clients get good streams.

Note: please make sure that the ramdisk is initialized after each machine reboot before the Helix Server is started. To do this on Linux, add the following line to the file /etc/fstab

```
tmpfs          /tmpcontent    tmpfs size=4G      0 0
```

Adjust the size parameter to your needs. Also, please consider extension of physical RAM as the ramdisk will likely need 4 GB RAM or more. Please make sure to talk to the administrator of the system so he is aware and ok with this change.

The calculation of the ramdisk size is:

*Ramdisk size in Bytes = Inbound load in Mbps * 200 seconds / 8 bits per Byte*

How do I set up a live Windows Media Push encode in the Helix Server?

Last updated: Mon, 10 Nov 2014 19:15:19 GMT | [Online Version](#)

<https://helixsupport.zendesk.com/hc/en-us/articles/202478519-How-do-I-set-up-a-live-Windows-Media-Push-encode-in-the-Helix-Server->

=====

Support for Windows Media Push encoding was added in version 9.04 of the Helix Server. If you are running an earlier version, you will need to upgrade to access this functionality.

To get a Windows Media Encoder 9 push stream working:

1. In the Helix Server, create a user for the "SecureWMEncoder" authentication realm. Your Administrative username and password for Helix Server will not work.
2. Check the "Push Encoding Port" under "Broadcasting/Windows Media Encoding" in the Helix Administrator. Note the Port and Mount point (default: 7077 & wmtencoder/).

3. Start Windows Media Encoder 9 and select "Broadcast a live event," then click "Next."
4. Select your capture device in the Wizard," then click "Next."
5. Choose "Push to a Windows Media server," then click "Next."
6. On the "Server and Publishing Point" page: - enter servername as: helixserver:port (e.g. 192.168.10.1:7077) - enter publishing point as: mount-point/filename (e.g. wmtencoder/test.wmv). The publishing point will NOT have a leading forward slash. It will be as such:
wmtencoder/live.wmv
7. Next, enter encoding settings and click "Finish."

You will be prompted for Username/password, which you should enter as set under step 1. If entered correctly, the encoder will now start to encode. The configuration wizard in WME doesn't not always work well in all situations, you may need to click the 'properties' button and double-check the Sources and Output tabs.

8. Go to the Helix Administrator's Server Monitor and you should see the encoder feed connected. You can stream the file using RTSP, MMS or /asxgen/ URL (e.g. <http://serverip/asxgen/wmtencoder/test.wmv> (<http://serverip/asxgen/wmtencoder/test.wmv>)) depending on the version of player you are using.

How do I disable SSLv3?

Last updated: Tue, 02 Dec 2014 19:13:48 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202478259-How-do-I-disable-SSLv3->)

By default SSLv3 is enabled. To disable SSLv3

- 1) Make a backup copy of your rmserver.cfg file
- 2) Open your rmserver.cfg file and locate the following section:

```
<!-- S S L / T L S -->
<List Name="SSL">
  <Var Ciphers="DEFAULT"/>
  <Var Key="/home/dean/server142-64/Certificates/key.pem"/>
  <Var Cert="/home/dean/server142-64/Certificates/cert.pem"/>
  <Var DisableSSLv2="False"/>
  <Var DisableSSLv3="False"/>
  <Var DisableTLSv1="False"/>
</List>
```

- 3) Edit (or Add if the section does not exist) the section, setting the values to 'False' or 'True' as needed.

- 4) Restart Helix Server

What firewall ports do I need to open to have full functionality out of Helix Server?

Last updated: Mon, 27 Jul 2015 18:05:31 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/202388819-What-firewall-ports-do-I-need-to-open-to-have-full-functionality-out-of-Helix-Server->)

To get full functionality out of Helix Server while maintaining security, please allow your firewalls to accept connections based on the criteria below.

Not all business requirements will require the opening of all ports listed.

More information on working with firewalls is available in the Firewalls section of the Helix Integration Guide, and through the 'Help' link in the Helix Administrator Tool.

Default Listen Ports for Media Player Requests

listen on 554 TCP Control channel for RTSP requests. Data channel also, if TCP was requested. This affects RealMedia, Quicktime, MP4 and mobile phone content.

listen on 1935 TCP RTMP requests. This affects streaming of Flash content.

listen on 80 TCP HTTP requests, as well as RTSP, MMS and RTMPT cloaked through HTTP. All

media can be affected by this port.

listen on 443 TCP for HTTPS requests as well as RTMPS which is RTMP over HTTPS.

listen on 1755 TCP or UDP TCP control channel for MMS requests.

Data channel also, if TCP was requested. UDP resend requests by MMS. This affects all Windows Media and Silverlight delivery.

listen on 6970-32000 UDP Data channel for RealNetworks and RTP-based media players.

listen on 34445-34459 UDP RDT/RTP client replies for UDP resends, etc.

listen on 1024-5000 UDP Data channel for MMS media players.

listen on 1-65000 Multicast MMS multicast.

Exclusive to Helix Mobile Server:

listen on 8008 for channel control.

listen on 8009 for requests to modify playlist sessions.

listen on 8010 for requests to add or delete playlists.

Default Data Ports on Media Players

send to 6970-32000 UDP Packet delivery for RealNetworks media players.

send to 1024-65535 UDP Packet delivery for RTP-based media players.

send to 1024-5000 UDP Packet delivery for MMS media players.

send to 1-65000 Multicast Packet delivery for MMS multicast.

Default Transmitter and Receiver Ports

transmitter listen on 2030 TCP or UDP Monitor pull splitting requests from downstream receivers.

receiver send to 2030 TCP or UDP Issue pull-splitting requests to upstream transmitters.

transmitter send to 30001-30020 TCP or UDP Push data to receivers.

receiver listen on 30001-30020 TCP or UDP Receive push requests and data.

Default Ports Used with Helix Proxy

listen on 554 TCP Control channel for RTSP requests from Helix Proxy version 9 and later.

listen on 3030 TCP or UDP Data and control channel for pull-splitting requests from RealSystem Proxy version 8 and earlier.

listen on 7802, 7878 TCP Cache requests from RealSystem Proxy version 8 and earlier.

send to 6970-32000 UDP Proxy data channel.

Default Ports for Live Stream Encoders

listen on 4040 TCP Control channel for RealProducer version 6 and 6.1 connections. Data channel

also, if TCP is used as the data transport.

listen on 6970-32000 UDP Data channel for RealProducer 6 and 6.1.

listen on 50001-50050 TCP or UDP Media packet reception from RealProducer in account-based transmitter mode.

listen on 80 TCP Negotiate transmitter settings for RealProducer in account-based transmitter mode. HTTP connection for pull broadcasting with Windows Media Encoder. HTTP connection for push broadcasting with Windows Media Encoder.

Default Ports for Administrative Tools and Content Subscribers

listen on admin port (random) TCP Helix Administrator requests.

listen on 9090 TCP Server Monitor data.

listen on 554 TCP Media distribution requests.

Listen on 8008 TCP for Channel Control.

Listen on 8009 TCP for the Playlist Control Port.

Listen on 8010 TCP for the File System Control Port.

How do I upgrade Helix Server?

Last updated: Thu, 03 Sep 2015 16:34:02 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202388789-How-do-I-upgrade-Helix-Server->)

To upgrade Helix Server you will need to do a 'clean' install of the latest version of the Helix Server into a new directory. Do not install over a previous version or re-use your server configuration files.

Steps:

1. Take note of your current Helix Server Configuration:

a) Launch your Administrator Tool

`http://[helix server address]:[admin port]/admin/index.html`

or execute the desktop short cut on your running Helix Server

b) Document your current ports. Server Setup > Ports

c) Document custom mount points. Server Setup > Mount Points

Default mount points are:

CapExProfilesRNCache Local File System

RealSystem Content*

RealSystem Secure Content
Segment Library
Segmentation VOD Source Content

* Note: Document (screen shot) the mount point and base path for your RealSystem Content mount point as this sometimes gets customized.

d) Document IP Bindings. Server Setup > IP Bindings

One easy way to do the above checklist is to open your Administrator Tool and take screen shots of your current configuration options.

2. Make backup copy of rmserver.cfg file, and save to another location. This backup copy can be used in case you want to roll back to the previous version of Helix Server after the clean install.

a) The rmserver.cfg file is located in the install directory for Helix Server.

Windows example install directory: C:\Program Files\Real\Helix Universal Server\

Linux example install directory: /opt/Helix Universal Server/

b) Look in rmserver.cfg for any reference to

Var HostName or

Var ContentMarker

Copy exact syntax of these lines if they exist, otherwise go to next step if it is not being used.

3. Stop the Helix Server from running.

Windows: Stop the Helix Server service

Linux: pkill rmserver or kill -9 command (ps -A to find rmserver processes)

4. Rename the current Helix Server directory to another name (i.e. Helix Server-old)

5. Uninstall Helix Server.

Windows: Run Uninstall from Programs and Features Control Panel

Linux: Simply delete the Helix Server folder or skip this step

6. Clean out the renamed Helix Server directory.

Linux: You may skip this step if you are leaving the old Helix Server folder in place, but do not over install the new or re-installed version into this same folder.

7. Install the new version to the same directory the old version was installed to (i.e. Helix Server)

Windows: Helix Server will automatically create a Helix Server folder. Step 4 is extremely important so that you do not wind up over installing Helix Server instead of a clean install.

Linux: Create a new folder for the install location before starting the installer. Install into your newly created folder.

a) Follow the on screen prompts

b) During the install process, use the same ports taken from the old Helix Server install.

8. Start Helix Server from new install location.

Windows: Start the Helix Server service (You will also have a desktop shortcut, this is a manual start of Helix Server and not the service. You can not run the service and a manual start simultaneously)

Linux: Navigate to the Helix Server install directory. Execute: `./Bin/rmservice rmservice.cfg &`

IMPORTANT: Before making any custom changes to your new install, test the basic functionality of your server. Launch your Administration Tool, and click the 'Samples' link in the upper right hand corner of the Admin page.

See sample link in step #1, or double-click your desktop shortcut to the Administrator

9. Once you have confirmed the basic operation of Helix Server, **re-configure via the Helix Administrator Tool** based on the documented configuration in steps 1 and 2.

Helix Producer - Content Creation

How to Convert .rm to .mp4 File Format

Last updated: Wed, 02 Sep 2015 09:33:58 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203825925-How-to-Convert-rm-to-mp4-File-Format>)

Using producer professional version 14 or newer, it is possible to convert files from the RealMedia format to the .mp4 file format. Essentially, you can manually form the command line arguments or build a job file that you call from the command line to process the conversion.

Direct Method, single file command line execution:

```
producer -i file.rm -ot mp4 -o file.mp4 -dt
```

Job File Method, single file sommand line execution:

```
producer -j jobfilename.rpjf
```

Job File Method, mulitple file conversions (batch) command line execution:

The following command runs all job files that begin with the word movies

```
producer -j movies*.rpjf
```

The next example runs all job files stored in a specific directory

```
producer -j c:\producer\media\jobs\
```

Job File Method, example job file:

Below please find a sample job file. Job files should be saved with an .rpjf extension.

On it you will see we are calling an “.rm” file and the output is set to to an “.mp4” type. (xmen.rm gets converted to xmen_Output1.mp4)

The “Audiences” section determines the output quality and format and refers to an .rpad file in your producer's audiences folder.

See the inline Helix Producer documentation section Command Line: Job File Options: Job File Creation for more options on how to create job files, including batch job file creation.

```
<?xml version="1.0" encoding="utf-8"?>
<Job xmlns="http://ns.real.com/tools/job.3.0" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance" xsi:schemaLocation="http://ns.real.com/tools/job.3.0 job.3.0.xsd"
EnableTwoPass="true">
<ParInputs>
<Input xsi:type="AVFileInput" Filename="xmen.rm"></Input>
</ParInputs>
<ParOutputs>
<Output OutputType="mp4" Name="Output 1" DisableAudio="false" DisableVideo="false">
<Destinations>
<Destination Name="Output File 1" xsi:type="FileDestination" Filename="C:\test\xmen_Output
1.mp4" DestinationRollTime="0" DestinationRollSize="0" EnableHintTracks="true"
EnableProgressiveDownload="true"></Destination>
</Destinations>
<Audiences>
<Audience Name="300k H.264">
<Streams>
<Stream xsi:type="VideoStream" CodecName="h264" Profile="High" Level="auto"
RateControlMethod="CBR" EncodingComplexity="high" Quality="60" MaxVideoBufferTime="1"
MaxFramerate="30" MaxKeyFrameInterval="5" OutputWidth="0" OutputHeight="0"
ResizeQuality="high" AvgBitrate="252000" MaxBitrate="252000"></Stream>
<Stream xsi:type="AudioStream" CodecName="aac+" AvgBitrate="48000" Channels="2"
Samplerate="0"></Stream>
</Streams>
```

</Audience>
</Audiences>
</Output>
</ParOutputs>
</Job

The SDP files created with my encoder are not functional with Helix Server. How do I get a live RTP/SDP feed to work with Helix Server?

Last updated: Tue, 18 Aug 2015 03:51:22 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/203168275-The-SDP-files-created-with-my-encoder-are-not-functional-with-Helix-Server-How-do-I-get-a-live-RTP-SDP-feed-to-work-with-Helix-Server->)

SDP Requirements:

This table provides an explanation of the parameter and example of use.
For the purpose of illustrating this example use the following settings:

Helix Server ip address = 172.23.105.237

Encoder ip address = 172.23.147.138

Video Codec: H.264

Width: 720

Height: 480

FPS: 23.970

Bitrate 1214Kbps

Profile: Baseline

Video port: 5000

Audio Codec: AAC+

Bitrate: 64Kbps

Audio Frequency or Sample Rate: 44,100Hz

Audio Channels: 2 Audio ports: 5002

=====

Session Level

Parameter: v

Example:v=0

Explanation:Version number

Parameter: o

Example:o=- 1323097501 1323097509 IN IP4 o=- 1323097501 1323097509 IN IP4 10.74.202.239

Explanation:Origin Address: The IP Address in this field should be the Encoder's address. Leave

all the numbers the same as created by your encoder, only make sure your encoders' IP address is correct

Parameter: c

Example:c=IN IP4 172.23.105.237/5000

Explanation:Connection line. The IP Address in this field should be the Helix Server's unicast address or Multicast Address followed by TTL. In this example we use the unicast address. The IP address starts after IP4, and the 5000 is the video port. In your SDP file, you will match the IP address of the Helix server and the port will be the same as your encoder settings.

Media Level - AUDIO

Parameter: m

Example:m=audio 5002 RTP/AVP 97

Explanation:Media Line for audio. It should contain media type (audio/video), RTP port number and RTP Dynamic payload number. The number 5002 is the audio port same as the encoder

Parameter: b

Example:b=AS:128

Explanation:Bandwidth line for audio; bandwidth in Kbps.

Parameter: a

Example:a=rtpmap:97 MPEG4-GENERIC/90000/2

Explanation:rtpmap line : Payload number should match "m" line, Mime-Type, Samples Per Second and number of channels should be present.

Parameter: a

Example:a=fmtp:97 streamtype=5;profile-level-id=1;mode=AAC-hbr;sizelength=13;indexlength=3;indexdeltalength=3;bitrate=128000;config=1210

Explanation:fmtp line: Payload number should match "m" line. Should contain Decoder specific information as shown in example.

Parameter: a

Example:a=control:trackID=1

Explanation:Control line : Track number

Media Level - VIDEO

Parameter: m

Example:m=video 5000 RTP/AVP 96

Explanation:Media Line for Video. It should contain media type (audio/video), RTP port number and RTP Dyanamic paylaod number.

Parameter: b

Example:b=AS:2000

Explanation:Bandwidth line, bandwidth in Kbps.

Parameter: a

Example:a=rtpmap:96 H264/90000

Explanation:rtpmap line : Payload number should match "m" line, Mime-Type, Samples Per Second and number of channels should be present.

Parameter: a

Example:a=cliprect:0, 0, 720, 480

Explanation:Resolution - Height & Width

Parameter: a

Example:a=control:trackID=2

Explanation:Control line : Track number

=====

Sample SDP File from Helix Producer. The SDP file from Helix Mobile Producer, provides not only all Mandatory information but multiple optional fields.

```
v=0
o=- 984000 984000 IN IP4 172.23.147.138
s=.
i=
c=IN IP4 172.23.105.237
t=0 0
a=StreamCount:integer;2
a=LiveStream:integer;1
a=Title:string;". "
a=range:npt=0-
m=video 5000 RTP/AVP 96
b=AS:1273
b=TIAS:1214000
b=RS:75875
a=maxprate:112.241124
a=range:npt=0-
a=length:npt=0
a=rtpmap:96 H264/90000
a=fmtp:96 profile-level-id=42801E; packetization-mode=1; sprop-parameter-sets=Z0KAHpZSgWh7IA==,aMkJUg==
a=framesize:96 720-480
m=audio 5002 RTP/AVP 97
b=AS:65
b=TIAS:64000
b=RS:4000
a=maxprate:0.976563
a=range:npt=0-
a=length:npt=0
a=rtpmap:97 MP4A-LATM/22050/2
a=fmtp:97 object=2; cpresent=0; profile-level-id=15; config=400027203FC0; SBR-enabled=1
```

Why is my encoded video output not showing or appearing upside-down?

Last updated: Wed, 12 Nov 2014 03:28:18 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203168255-Why-is-my-encoded-video-output-not-showing-or-appearing-upside-down->)

To playback a media file does not imply that all required codecs are installed in order to transcode the file. It is recommend to install the full codec based on the input file. These can be found many ways, but one easy example is to search for K-Lite Codec pack and download this package as it is free. Another useful pack is the MPEG Decoder and Streaming pack by Elecard.

After installing these packages it is best to try and decode the video again.

Video that appears upside-down in Producer's output video window is frequently caused when the input video source was created using an unsupported video codec. To resolve this behavior, it is necessary that the original source file be re-created in an input format supported by the Producer.

The following is the complete list of Input Formats supported by the Producer. Please verify that the input source file is in a supported format.

Uncompressed Input Formats:

You can use the following file formats as input sources on any operating system that runs Producer. Using these formats does not require installing other audio and video software:

- Uncompressed QuickTime 3,4,and 5 (.mov)
- WAV audio files (.wav)
- Uncompressed AVI (.avi)

Formats Requiring DirectX:

You can use the following file formats as inputs on Windows if you have DirectX 6 or higher installed. Some formats require DirectX 8:

- Compressed AVI (.avi)
- AIFF (.aif, .aifc, .aiff)
- MPEG (.mpg, .mpeg, .m1v, .mp3, .mpa, .mpe, .mpv2, .m3u)
- QuickTime 2 (.mov, .qt)

For the latest version of DirectX, please go to <http://www.microsoft.com> (<http://www.microsoft.com>).

Formats requiring QuickTime:

The following file formats can be used as sources on Windows if the latest version of QuickTime is installed:

- AU (.au, .snd, .ulw)
- Sound Designer II (.sd2)

- DV (.dif, .dv)
- QuickTime Flattened Movie (.mov, .qt)
- MPEG (.mpg, .mpeg, .m1v, .mp3, .mpa, .mpe, .mpv2, .m3u)

Input Color Formats:

The following color formats are supported for video captures:

- YUV12.This format is also known as I420.It is the native color format used by RealVideo codecs.Using I420 as input improves performance by removing the need to convert the color format before encoding.
- RGB 15,16,24,32.
- BGR 15,16,24,32.This is the Macintosh version of RGB.
- The following Windows YUV Formats:YUY2,YV12,YVU9,YVYU,CYUV, IYUV,UYNV,UYVY,V422,YUNV.
- The following Macintosh YUV Formats:2VUY,YUVS,YVYU,YUVU, YVU9,YUV2,V210.

To re-create the source file:

- 1) If the input source file is from a DVD input source, then downloading the latest MPEG codecs would help. A recommendation is to either try Elecard's MPEG-2 Decoder Pack (<http://www.elecard.com> (<http://www.elecard.com>)) and/or update your DVD-ROM software to ensure the latest MPEG and DirectX codecs are installed locally.
- 2) If the input source came from a video editing tool such as, Adobe Premiere, Terran Media Cleaner, or Apple Quicktime Pro, re-export the input file in an uncompressed format, such as uncompressed AVI. If compression is necessary due to output file size and limited disk space, we recommend using the Microsoft Video 1 codec.
- 3) After the input file is re-created in a supported format, attempt the encoding process again with Producer.

How to create job files for Helix Producer v14.x

Last updated: Wed, 12 Nov 2014 03:20:50 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203168125-How-to-create-job-files-for-Helix-Producer-v14-x>)

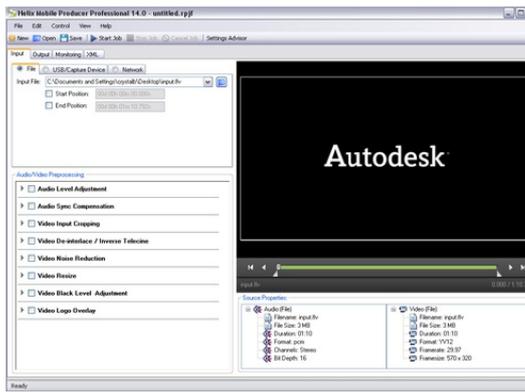
The instructions below are on how to create your own job files for use with the Command Line Interface or the GUI.

Job files allow you to use your own 'default' settings in Producer GUI or, use the Command Line Interface batch processing feature.

Creating Job Files:

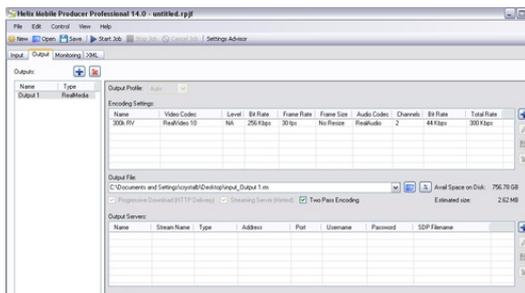
- 1) Open the GUI Producer software. On a standard install, you will have a shortcut on your desktop, or, run `producergui.exe` in the directory where you have Producer installed.

2) Specify your input options. This example shows a file input.



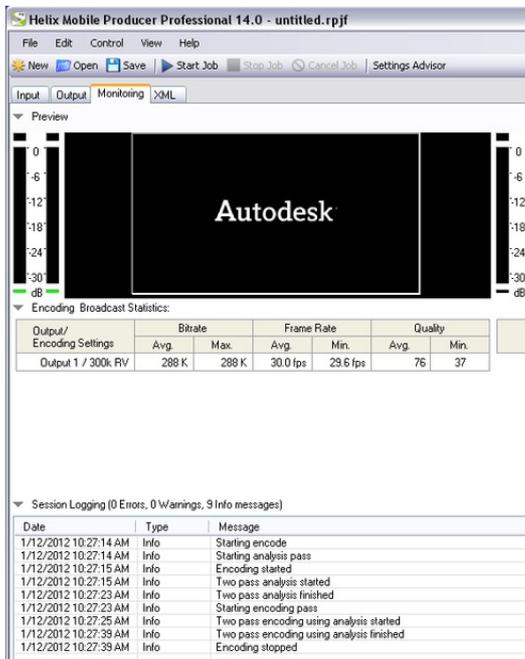
(https://s3.amazonaws.com/satisfaction-production/s3_images/675411/input.PNG)

3) Specify your output options.



(https://s3.amazonaws.com/satisfaction-production/s3_images/675413/output.PNG)

4) Run the encode. Click the Start Job button and view the Monitoring Tab to test for any errors.

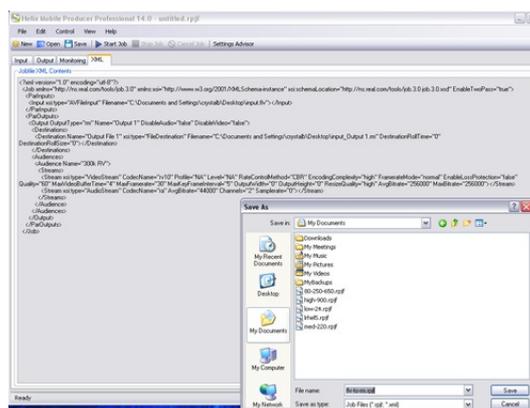


(https://s3.amazonaws.com/satisfaction-production/s3_images/675415/monitoring.PNG)

5) Test your new media file. Is it the quality you want? Does it stream as expected? If not, change your configurations for Output and run step 4 again. If everything looks good, proceed to step 6.

6) Save your jobfile. Click the Save button. Choose a file name that makes sense to you for future

use. FYI- the XML tab will show you the code for your jobfile.



(https://s3.amazonaws.com/satisfaction-production/s3_images/675419/save-job.PNG)

You now have a jobfile that you can load up when you start Producer, or that you can use with the Command Line Interface (CLI). For more information on the CLI, see your Producer user guide/getting started guide.

How to configure IP ingest stream to Helix Producer 14.1 or later

Last updated: Tue, 08 Sep 2015 06:19:05 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202776559-How-to-configure-IP-ingest-stream-to-Helix-Producer-14-1-or-later>)

You can give producer a URL for an RTSP stream and it will encode it.

Also supported is TS ingest, from sources like MPEG-2 encoders or a streaming server delivering MPEG-4 content. For more details, refer to the built-in help and search for `inputs>network>MPTS` or `RTSP`.

Here is a brief step by step on how to use the RTSP job file.

1. Decide which IP stream you want to use.

In this example we are going to use this stream:

```
rtsp://realdemo.rbn.com/demos/hrmc/mtv_01.3gp
```

2. Create a job file using the example file at the end of this explanation to create an RTSP input job file. Make sure the `ParInputs` tag looks like the example below:

```
<ParInputs>
```

```
<Input xsi:type="NetworkRTSPInput"URL="rtsp://realdemo.rbn.com/demos/hrmc/mtv_01.3gp"
```

```
RTSPConnectionTimeout="10" MediaConnectionTimeout="10"></Input> </ParInputs>
```

3. Make sure you setup a destination output.

In this example we are doing a Helix Push to a local Helix server. The server IP is 192.168.2.5, but you can also use a domain name as long as it is reachable by the producer. Since you are doing a Helix PUSH you also need a username, password and port. See example:

```
<Destinations>
<Destination Name="Helix Push Server" Streamname="mtv_01.3gp"
xsi:type="HelixPushServer" Address="192.168.2.5" HTTPPort="80"
Username="helixserverusername" Password="helixserverpassword"
SavePassword="true" Transport="udp" ReconnectInterval="30"
StatisticsUpdateInterval="30" AcceptResends="true" FECPercent="0"
FECOffset="1"></Destination>
</Destinations>
```

4. Open a command line and type all in one line:

```
producer -j C:\fullpath\filename.rpjf
```

Where fullpath is the path where the job file is saved and filename is the actual job file name. In this case:

```
producer -j C:\Users\miguel\Documents\ProducerJOBS\ipingestRTSP_input.rpjf
```

If you set all parameters correctly, then it will show up in the Helix Server Monitor tool and you can then play with realplayer by connecting to the URL:

```
rtsp://serveraddress/broadcast/mtv_01.3gp
```

Here are the job files for producer for RTSP and TS:

To create this job files, just use an editor like notepad and create a text file. Then change the extension .txt to .rpjf

You can name the job file with any name you like.

Sample RTSP job file:

```
====include text below this line - don't include this line =====
<?xml version="1.0" encoding="utf-8"?>
<Job xmlns="http://ns.real.com/tools/job.3.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://ns.real.com/tools/job.3.0 job.3.0.xsd"
EnableTwoPass="false">
```

```

<ParInputs>
<Input xsi:type="NetworkRTSPInput"
URL="rtsp://rtspserver.real.com/live/live.mp4" RTSPConnectionTimeout="10"
MediaConnectionTimeout="10"></Input>
</ParInputs>
<ParOutputs>
<Output OutputType="rm" Name="Output 1" DisableAudio="false"
DisableVideo="false">
<Destinations>
<Destination Name="Helix Push Server" Streamname="liveIP.rm"
xsi:type="HelixPushServer" Address="helixserver.real.com" HTTPPort="80"
Username="user" Password="pass" SavePassword="true" Transport="udp"
ReconnectInterval="30" StatisticsUpdateInterval="30" AcceptResends="true"
FECPercent="0" FECOffset="1"></Destination>
</Destinations>
<Audiences>
<Audience Name="300k RV">
<Streams>
<Stream xsi:type="VideoStream" CodecName="rv10" Profile="NA" Level="NA"
RateControlMethod="CBR" EncodingComplexity="high" FramerateMode="normal"
EnableLossProtection="false" Quality="60" MaxVideoBufferTime="4"
MaxFramerate="30" MaxKeyFrameInterval="5" OutputWidth="0" OutputHeight="0"
ResizeQuality="high" AvgBitrate="256000" MaxBitrate="256000"></Stream>
<Stream xsi:type="AudioStream" CodecName="ra" AvgBitrate="44000" Channels="2"
Samplerate="0"></Stream>
</Streams>
</Audience>
</Audiences>
</Output>
</ParOutputs>
</Job>

```

==== End - don't include this line =====

Sample MPTS job file:

====Include text below this line - don't include this line =====

```

<?xml version="1.0" encoding="utf-8"?>
<Job xmlns="http://ns.real.com/tools/job.3.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://ns.real.com/tools/job.3.0 job.3.0.xsd"
EnableTwoPass="false">
<ParInputs>
<Input xsi:type="NetworkMPTSInput" ListenAddress="0.0.0.0" Port="1234"
ProgramID="0" AudioID="" VideoID="" MediaConnectionTimeout="10"
NoMediaTimeout="1:0:0"></Input>
</ParInputs>

```

```
<ParOutputs>
<Output OutputType="rm" Name="Output 1" DisableAudio="false"
DisableVideo="false">
<Destinations>
<Destination Name="Output File 1" xsi:type="FileDestination"
Filename="rv10_240p_256k_24fps_cook_44k_IP.rm" DestinationRollTime="0"
DestinationRollSize="0">
</Destination>
<Destination Name="Helix Push Server" Streamname="liveIP.rm"
xsi:type="HelixPushServer" Address="helixserver.real.com" HTTPPort="80"
Username="user" Password="pass" SavePassword="true" Transport="udp"
ReconnectInterval="30" StatisticsUpdateInterval="30" AcceptResends="true"
FECPercent="0" FECOffset="1"></Destination>
</Destinations>
<Audiences>
<Audience Name="300k RV">
<Streams>
<Stream xsi:type="VideoStream" CodecName="rv10" Profile="NA" Level="NA"
RateControlMethod="CBR" EncodingComplexity="high" FramerateMode="normal"
EnableLossProtection="false" Quality="60" MaxVideoBufferTime="4"
MaxFramerate="30" MaxKeyFrameInterval="5" OutputWidth="0" OutputHeight="0"
ResizeQuality="high" AvgBitrate="256000" MaxBitrate="256000"></Stream>
<Stream xsi:type="AudioStream" CodecName="ra" AvgBitrate="44000" Channels="2"
Samplerate="0"></Stream>
</Streams>
</Audience>
</Audiences>
</Output>
</ParOutputs>
</Job>
```

====End - don't include this line ====

Hardware considerations for best encoding performance.

Last updated: Fri, 28 Aug 2015 22:42:36 GMT | [Online Version](https://helixsupport.zendesk.com/hc/en-us/articles/202508079-Hardware-considerations-for-best-encoding-performance-)
(<https://helixsupport.zendesk.com/hc/en-us/articles/202508079-Hardware-considerations-for-best-encoding-performance->)

Never have any core go over 70% usage as there will be spikes in the usage that your CPU monitor will not show. When that happens frames will be dropped from the encoder per the H.264 specification.

Here are several things to consider when troubleshooting encoding performance and quality:

- 1) The CPU has to both decode the incoming stream and encode the outgoing stream.
- 2) The Core 2 series of CPUs have their memory controller off of the CPU. In the newer Core i3, i5, and i7 models they have their memory controller on the CPU which results in much higher memory performance.
- 3) The Core 2 series of CPUs uses DDR2 dual channel RAM. The newer CPUs from Intel use DDR3 dual channel RAM.
- 3) Use low latency RAM for your encoding. Using either ECC or Registered RAM will increase latency by one clock cycle.

A general recommendation for a desktop system would be to purchase a Core-i7 3770K CPU with DDR3 1600Mhz Dual Channel RAM. Have timing at either 7-7-7-21 or 8-8-8-24. Make sure to have 8GB of RAM and ensure that the RAM is in one 4x2 or 2x4 set.

What are some best practices for encoding content?

Last updated: Thu, 30 Jul 2015 23:32:32 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/202507929-What-are-some-best-practices-for-encoding-content->)

Encoding best practices overview H.264 live and Video On Demand (VOD).

Terminology:

An I-frame is a keyframe. Use an IDR I-frame instead of a normal I-frame. Most encoders have this by default.

A P-frame is a frame based upon what was in the previous frame

A B-frame is a frame that can look forward to upcoming frames and grab data from them.

HLS is HTTP Live Streaming from Apple for the iPhone.

- 1) Adaptive streaming helps with better quality regardless of the connection.
- 2) Keyframes every ten seconds helps with higher quality at lower bitrates. You have a "bit budget" use it wisely. The downside is live streaming has a longer wait time. A bit budget is how many bits per second you have and where you want those bits to go. Keyframes use more bits than other frames. Having too many keyframes can reduce the quality of the overall encode. This can be compensated with by using a higher bitrate.
- 3) Mark every keyframe (i-frame) as IDR (Instantaneous Decode/Refresh) frame. Problems with flash and iPhone if it isn't.
- 4) Know your keyframes. Flash likes keyframes every three to 10 seconds. Use Two Pass VBR in

most cases. If your video bitrate is too high it may choke your server, network and player.

5) B-frames are in Context-Adaptive Binary Arithmetic Coding (CABAC) and needs to consideration when creating content for desktop players. B-frames should not be used for live broadcasts as they increase latency.

6) Using shorter I-frame intervals allows for a person to join a live feed faster and better error recovery. Longer I-frame intervals allow for better quality at the same bitrate. See also bit budget as mentioned above.

7) Make sure that your I-frame interval matches your HLS chunk size. You want to have your I-frame be the first frame in every segment.

8) Adobe flash downsamples audio to 44.1K.

9) Constant Bitrate vs. Variable Bitrate (2 pass encoding). Use CBR for HLS chunking so that all time based chunks are about the same size. Recommended chunking for HLS is from two to eight seconds although typical setups are at 10 seconds (for higher quality video).

10) People are more perceptive about audio than video quality. Have good audio when possible.

11) Try to preprocess your video using a Motion Compensated Temporal Filter. This removes subtle noise from the video and allows one to lower bitrates by 10-12% at the same quality. This is a great option for low bitrate delivery and saving bandwidth because bandwidth is rarely free.

12) Try to preprocess your video with a deblocking filter. This is standard for H.264 and H.263 video.

13) When you are streaming video try to put yourself in the viewer's chair. What is going to be the most important to them?

14) Networks will always be limited. What is the bandwidth of your audience? You can settle for acceptable mediocrity in most cases.

15) Knowing your player, container, codec and server will help you to deliver a higher quality service.

16) Audio is the most important part of delivering low bitrate content. 32Kbps is the absolute minimum you should use. 64bit is ideal. Going up to 196Kbps is overkill. Newer codecs such as Dolby Pulse and HE-AAC v2 should be used when possible. Always quality check the audio the way that the user will.

17) It is always a challenge to balance quality vs. speed (Baseline, Normal and HQ settings for H.264 for example). Entropy encoding or CABAC requires considerably more effort to encode and decode. CABAC is not supported in Constrained Baseline Profile (CBP), Baseline Profile (BP) or Extended Profile (XP). THose use CAVLC (Context Adaptive Variable Length Coding). Most mobile phones do not support CABAC and if they do work with CABAC their batteries will drain faster.

18) Always consider baseline profile even as devices evolve (reduces processor power).

19) Devices are good at upscaling content and is almost transparent. They typically use hardware upscaling which can result in lower bitrates and similar perceived quality. The tradeoff is a softer image.

20) Remember that when you are doing a live stream you have only one chance to get it right.

21) Use a digital source such as SDI or HDMI (sans HDCP) and fallback to analog component, composite or S-Video only if necessary. As mentioned above, preprocess your data to achieve the highest quality. Temporal frame rate, spatial scaling (resolution), contrast, edge enhancement, noise reduction and border cleanup should be used when appropriate.

22) Use Multicast whenever possible. Unicast is the fallback when Multicast is not possible.

23) Turn on Forward Error Correction (FEC).

<http://www.youtube.com/watch?v=CtrlGsD9Xow>

This appears to be an industry standard and is not vendor specific.

24) Optimizing bitrate formula:

Source of this information:

<http://www.streaminglearningcenter.com/articles/choosing-your-streaming-resolution-and-data-rate.html>

Width of the video * Height of the video * Frames Per Second of the video == pixels per second
pixels per second / 1024 == Kilo pixels per second

Kilo pixels per second * (.067 ~ .150) = Kilo bits per second.

If you have a video with little motion you may want to try starting around the .067 multiplier. If you have a lot of high action you will want to start around the .15 multiplier.

As you can see, by reducing the frames per second you can reduce the optimal bitrate for your video. Reducing the width and height may also be necessary and most players can upsize the video with minimal issues.

Best practice dictates that you use an even divisor of the original frame rate for your output files. If you have a 60fps video then 30, 20 15 and 10 frames per second are all good options.

For example, we have a 640x480 video at 60fps

$640 * 480 * 60\text{fps} == 18,432,000$ pixels per second

$18,432,000 / 1024 = 18,000$ Kpps

$18,000 * .067 == 1,206\text{Kbps}$ (Very little change from frame to frame)

$18,000 * .1 == 1,800\text{Kbps}$ (Moderate amount of change from frame to frame)

$18,000 * .15 == 2,700\text{Kbps}$ (Very high change from frame to frame)

That is a rather high bitrate. Let's halve the framerate

$640 * 480 * 30\text{fps} == 9,216,000$ pixels per second

$9,216,000 / 1024 = 9,000$ pixels per second

$9,000 * .067 == 603\text{Kbps}$

$9,000 * .1 == 900\text{Kbps}$

$9,000 * .15 == 1,350\text{Kbps}$

You can also halve the size of the video (to CIF in this case)

$320 * 240 * 30\text{fps} = 2,304,000$

$2,304,000 / 1024 == 2,250$

$2,250 * .067 == 150\text{Kbps}$

$2,250 * .1 == 225\text{Kbps}$

$2,250 * .15 == 337\text{Kbps}$

How to use Helix Mobile Producer encoders with Wowza Media Server

Last updated: Tue, 08 Sep 2015 06:20:10 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202389239-How-to-use-Helix-Mobile-Producer-encoders-with-Wowza-Media-Server>)

Helix Mobile Encoder RTP-based encoder can integrate with Wowza Media Server® 3.6 for live and VOD streams.

This tutorial provides the basic steps for sending a live stream from the Helix Mobile Producer to Wowza Media Server® 3.6.

Step-by-step instructions for using the HMP encoder with Wowza Media Server. (Flash Player version 9.0.115.0 or greater is required.)

1. Download and install Wowza Media Server.

2. Create a new Wowza Media Server application for live streaming (may already exist if examples installed):

- Create the folder [install-dir]/applications/rtplive. (may already exist)
- Create the folder [install-dir]/conf/rtplive
- Copy the file [install-dir]/conf/Application.xml into this new folder [install-dir]/conf/rtplive.

3. Edit the newly copied Application.xml and make the following changes:

- Change Streams/StreamType from default to rtp-live.
- Change RTP/AVSyncMethod from senderreport to systemclock. Startup Wowza Media Server.

4. Start Helix Producer.

Configure the video/audio settings, rtp push to generate an SDP file, and start streaming:

Generate sdp, and save the SDP file to the Wowza Media Server [install-dir]/content folder with

the file name live.sdp or whatever-name.sdp.

5. Play back the stream.

- double-click [install-dir]/examples/LiveVideoStreaming/FlashRTMPPlayer/player.html (Wowza Media Server 3.5)
or
- [install-dir]/examples/LiveVideoStreaming/client/live.html (Wowza Media Server 3.1.2 or earlier), set Server to rtmp://[wowza-ip-address]/rtplive and Stream to live.sdp, and then click the Connect or Play button.

Helix Enterprise Player - Content Playback

Where can I find support for RealPlayer 16, RealPlayer Cloud, or RealTimes?

Last updated: Wed, 21 Oct 2015 16:21:30 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/205948366-Where-can-I-find-support-for-RealPlayer-16-RealPlayer-Cloud-or-RealTimes->)

RealPlayer 16, RealPlayer Cloud, and RealTimes are not a part of the Helix Streaming Media Delivery Platform.

For more information or support on these products, please visit <http://customer.real.com>

How do I uninstall Real Player Enterprise v2.0-2.1.9?

Last updated: Thu, 02 Jul 2015 15:15:00 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/203168775-How-do-I-uninstall-Real-Player-Enterprise-v2-0-2-1-9->)

There are two basic approaches to a full uninstall of RPE. The script based approach which requires prep work, and the Uninstaller/CCleaner approach which can be used at any time.

Script based uninstall:

A full script based uninstall of Real Player Enterprise starts with a clean install of the software

and knowing what components are added/changed in your system during the install.

1) Clean install of RealPlayer Enterprise

a) In a clean environment that is not on a doimain install RegMon, now known as Process Monitor:

<http://technet.microsoft.com/en-us/sysinternals/bb896645>

b) Run RPE installer as administrator. Have the Process Monitor watch the installation for files and registry entries being added.

c) Deconstruct what it has installed and create one registry file that will remove those that were added and one script file that will remove any files added. The Install logs will be located in the following location:

C:\Program Files\Common Files\Real\Update_OB\RealPlayer-log.txt

2) How to fully uninstall Real Player Enterprise 2.x

a) Run the RPE Uninstaller as administrator.

b) Run CCleaner to see what was left behind.

c) Compare that with what Process Monitor provided.

d) Modify scripts you created in step 1c as appropriate.

e) Test procedure on another clean PC. If successful deploy on a domain machines. If not revisit the above procedure.

Non script uninstall:

A) Run the RPE Uninstaller as administrator.

B) Remove the RPE install directory if it still exists. This removes any lingering files there.

C) Run CCleaner to do temp file cleanup.

D) Run CCleaner against the registry twice.

Note that the most common problem when installing on a machine on a domain are the domain rules themselves. If you can install on a clean PC (step 1a above) but cannot install on your domain you should revisit your domain rules.

If you require your installation to be an MSI file instead of an EXE please consult the following page:

<http://msdn.microsoft.com/en-us/library/aa370408%28v=vs.85%29.aspx>

How do I stop the ability to download content via RealPlayer or RealPlayer Enterprise?

Last updated: Mon, 12 Jan 2015 19:20:26 GMT | [Online Version](#)

<https://helixsupport.zendesk.com/hc/en-us/articles/203168305-How-do-I-stop-the-ability-to-download-content-via-RealPlayer-or-RealPlayer-Enterprise->

There is a variable Helix Server side that will disable the downloading of RealMedia streams via RealPlayer when playing media via Helix Server.

This configuration only applies to Real Media playing on Real Player only.

1. Using any text editor, open the Helix Server configuration file (rmserver.cfg). This file resides in the Helix Server main installation directory.

2. Search for the list entries of on-demand mount points. These are located within the <FSMount> list, and use the short name pn-local. For example:

```
<List Name="FSMount">
<List Name="RealSystem Content">
<Var ShortName="pn-local"/>
<Var MountPoint="/" />
...additional variables...
</List>
...other mount points...
</FSMount>
```

Tip: To see the names of all on-demand mount points, click Server Setup>Mount Points in Helix Administrator.

3. For each on-demand mount point for which you want to enable the content marker, add the variable ContentMarker with a value of 1. For example:

```
<List Name="RealSystem Content"> <Var ShortName="pn-local"/> <Var MountPoint="/" /> <Var
BasePath="/home/user/Content"/> <Var MountPointSearchOrder="1"/> <Var
UseContentDistribution="1"/> <Var ContentMarker="1"/> </List>
```

Note: You do not need to add this variable to mount points for Helix Administrator or the caching file system.

4. To set the content marker for live broadcasts in which Helix Server acts as a receiver, search for the broadcast receiver lists. These are located under the top-level list named BroadcastReceiver:

```
<List Name="BroadcastReceiver">
<List Name="Receivers">
<List Name="Transmitter_Name">
<Var OriginSpec="japan.example.com"/>
<Var PortRange="30000-30050"/>
...additional variables...
</List>
```

```
</List>
</List>
```

5. The Receivers list defines the various transmitters for which this Helix Server acts as a receiver. For each transmitter for which you want to enable the content marker, add the variable ContentMarker with a value of 1. For example:

```
<List Name="BroadcastReceiver">
<List Name="Receivers">
<List Name="TransmitterName">
<Var OriginSpec="japan.example.com"/>
<Var PortRange="30000-30050"/>
...additional variables...
<Var ContentMarker="1"/>
</List>
</List>
</List>
```

Tip: To find the names of all transmitters, click Broadcast Distribution>Receiver in Helix Administrator.

6. Save and close the Helix Server configuration file.

7. Restart Helix Server.

Why do I get 'This player is not configured to play the datatype you requested' error?

Last updated: Wed, 12 Nov 2014 05:20:54 GMT | [Online Version](#)

<https://helixsupport.zendesk.com/hc/en-us/articles/202508639-Why-do-I-get-This-player-is-not-configured-to-play-the-datatype-you-requested-error->)

If you receive the error message above when using RealPlayer Enterprise and are using Helix Broadcaster to deliver an MPEG-TS feed to Helix Server or are using an RTMP encoder please make sure that you have a file extension for your live feed name.

Examples that you may have problems with:

```
rtsp://server_name/rtsplive/mptslive/rpelive
```

```
rtsp://server_name/rtsplive/rtmplive/rpelive
```

If that error message appears then you will need to change your live feed to look like this:

```
rtsp://server_name/rtsplive/mptslive/rpelive.mp4
```

```
rtsp://server_name/rtsplive/rtmplive/rpelive.mp4
```

Why can't I playback .mp4 content with RealPlayer Enterprise?

Last updated: Wed, 02 Sep 2015 03:10:58 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/202507809-Why-can-t-I-playback-mp4-content-with-RealPlayer-Enterprise->)

Not all versions of RealPlayer Enterprise, or Helix Enterprise Player, are licensed to playback media types other than RealMedia.

You can check to see which version of the Enterprise Player you have by going to the 'About' information screen of the player. If your player identifies as 'Universal' in the title, then it is licensed to playback .mp4 media.

Documentation

Product Manuals and Release Notes

RealPlayer Enterprise/Helix Enterprise Player Guide and Release Notes

Last updated: Fri, 28 Aug 2015 22:45:16 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203920545-RealPlayer-Enterprise-Helix-Enterprise-Player-Guide-and-Release-Notes>)

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Helix Producer Release Notes

Last updated: Thu, 16 Jul 2015 17:58:10 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203920395-Helix-Producer-Release-Notes>)

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Helix Server Release Notes

Last updated: Fri, 28 Aug 2015 21:31:05 GMT | [Online Version](#)

(<https://helixsupport.zendesk.com/hc/en-us/articles/203920365-Helix-Server-Release-Notes>)
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Helix Security Manager Guide and Release Notes

Last updated: Wed, 26 Aug 2015 16:19:39 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/203192889-Helix-Security-Manager-Guide-and-Release-Notes>)
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Helix Producer Documentation

Last updated: Thu, 16 Jul 2015 17:55:42 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/203131645-Helix-Producer-Documentation>)

Documentation is available for Helix Producer products via the Helix Producer 'Help' menu.

Helix Webcaster Quick Start Guide

Last updated: Wed, 26 Aug 2015 16:19:30 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/202633539-Helix-Webcaster-Quick-Start-Guide>)
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Helix Server Documentation

Last updated: Tue, 08 Sep 2015 06:13:33 GMT | [Online Version](#)
(<https://helixsupport.zendesk.com/hc/en-us/articles/202456819-Helix-Server-Documentation>)

Documentation for Helix Server products is available within the Helix Administrator Tool, 'Help' link at the top of the window, or the 'Help' links within the configuration pages.

You can also access the documentation directly by pulling up the installed HTML pages with your server web browser. The documentation pages are installed locally in your main Helix Server installation directory, then

