Global Knowledge

**CCHD Environment**

**AMX Software**

|  |  |  |  |
| --- | --- | --- | --- |
| Revision | Submitted Date | Author | Comments |
| 1.0 | 12/03/2013 | P Gorman | Initial Release |
| 1.1 | 01/11/2013 | P Gorman | Central Masters Added |
| 1.2 | 09/05/2013 | P Gorman | New Server Information/Credentials added. German sites removed. Cisco C40 AMX Logon Credentials added. |

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## 1 RMS Server Access

RMS Server Details

|  |  |
| --- | --- |
| Server URI | amxrms1.training.globalknowledge.net |

RMS Web Client Credentials

|  |  |
| --- | --- |
| RMS Admin Username | RMS\_Admin |
| RMS Admin Password | z1U=sVdp |

RMS Windows Credentials

|  |  |
| --- | --- |
| Domain\Username | EU01-T-SRV-010\GK\_Viju\_Support |
| Password | r3V=vKZxWFnGd |

FTP File Transfer Access

|  |  |
| --- | --- |
| Citrix Web Access | ftp.globalknowledge.net |
| Username | Viju\_Support |
| Password | o3B28uY1(WLh |

Citrix Remote Desktop Access (External Access)

|  |  |
| --- | --- |
| Citrix Web Access | <https://go.globalknowledge.net/lp/Viju> |
| Username | Viju\_Support |
| Password | AAH654%s.. |

AMX Master Credentials (Gateways and Mobile Devices Only)

|  |  |
| --- | --- |
| Username | **admin** |
| Password | **ya73iW7dB7Ed6g5l** |

CISCO C40 Credentials for AMX Connectivity

|  |  |
| --- | --- |
| Username | **AMX** |
| Password | **986TjL362Toz** |

Gaining External Access to the RMS Server

* From a web browser go to <https://go.globalknowledge.net/lp/Viju>
* Enter the username and password as shown above (Citrix Remote Desktop)
* If you are using it for the first time it will download a Citrix RDP client, follow all the installation instructions.
* Click on the RDP\_EU01-T-SRV-010 icon from the blue screen.
* Once the Citrix Client has loaded you will be prompted for RMS Windows Credentials. Enter the credentials as above.
* Accept any Certificate warnings.

## 2 AMX Information

CCHD Room AMX Processors (NI-2100)

|  |  |  |  |
| --- | --- | --- | --- |
| **Room** | **AMX System Number** | **IP Address** | **URI** |
| London - Brunswick | 1 | 10.44.84.15 |  |
| Copenhagen – Room: Stockholm | 2 | 10.46.43.15 |  |
| Leeds Room 3 | 3 | 10.44.116.15 |  |
| Dublin | 4 | 10.35.43.15 |  |
| Leeds Room 4 | 5 | 10.44.115.143 |  |
| London - Kensington | 6 | 10.44.83.143 |  |
| Wokingham – Monza | 7 | 10.44.43.15 |  |
| Stockholm – Room: New York | 8 | 10.45.43.15 |  |
| Oslo Room 2 | 9 | 10.47.43.15 |  |
| Mechelen - Picasso | 11 | 10.32.52.15 |  |
| Nieuwegein - Steve Jobs | 12 | 10.31.52.15 |  |
| EU01 Master GW1  (Gateway 1) | 101 | 10.255.62.22 | amxgw1.training.globalknowledge.net |
| EU04 Master GW2  (Gateway 2) | 102 | 10.253.33.22 | amxgw2.training.globalknowledge.net |
|  |  |  |  |

IP Address for the Touch Panels

|  |  |
| --- | --- |
| **Room** | **IP Address** |
| London - Brunswick | 10.44.84.16 |
| Copenhagen – Room: Stockholm | 10.46.43.16 |
| Leeds Room 3 | 10.44.116.16 |
| Dublin | 10.35.43.16 |
| Leeds Room 4 | 10.44.115.144 |
| London - Kensington | 10.44.83.144 |
| Wokingham – Monza | 10.44.43.16 |
| Stockholm – Room: New York | 10.45.43.16 |
| Oslo Room 2 | 10.47.43.16 |
| Mechelen - Picasso | 10.32.52.16 |
| Nieuwegein - Steve Jobs | 10.31.52.15 |

Other IP Information

|  |  |
| --- | --- |
| Subnet Mask: | **Obtained By DHCP** |
| IP Gatway Address: | **Obtained By DHCP** |

Touch Panels Login

|  |  |
| --- | --- |
| Software Master PIN | **7988** |
| Setup Pages | **1988** |
| Admin Pin | **Determined by client** |

**Mobile Units (NI-700)**

|  |  |  |
| --- | --- | --- |
| **Room** | **AMX System Number** | **IP Address** |
| Mobile Unit 1 | 31 | DHCP |
| Mobile Unit 2 | 32 | DHCP |
| Mobile Unit 3 | 33 | DHCP |
| Mobile Unit 4 | 34 | DHCP |
| Mobile Unit 5 | 35 | DHCP |

Networking / Failover

All CCHD Rooms and Mobile Units AMX Controllers and linked together via EU01 (NI-2100). The EU01 and EU04 gateways are located in DMZ so they can be accessed from the Internet allowing the mobile units to connect from any location outside the Global Knowledge training environment. EU01 is added into the URL Table of all the AMX Controllers. This is done when the AMX first boots up by the AMX CCHD Software.

In the event that EU01 (Gateway 1) fails. EU04 (Gateway 2) will become the primary gateway. This is done automatically by the AMX software. The AMX controllers will automatically try to return to EU01 (Gateway 1) once EU01 is visible to the controllers.

**EU01 and EU04 Gateways must not be added manually to the URL Table via Netlinx studio.**

**URL Table must be managed by the Touch panel in the settings pages of CCHD Software.**

**Do not add any URL entries to the Table unless you are sure that there will be no network loops.**