Setting IVC-32 card properties

General
Default ports used by the Eclipse HX system are 6001 for IP Panel communications, 42001 for EHX communications and 1300 for the matrix event log. Ports 42001 and 1300 are used by the UDP protocol.
Ports 42001 and 1300 are not user adjustable.
Port 6001 is user adjustable.
Eclipse HX system administrators are advised to check with network administrators or IT that these default ports may be used without causing a conflict with any other application on the network.
Each IVC-32 card requires a static IP address. It is recommended that these addresses are issued by IT or the Network Administrator to avoid conflicts with any other system on the network and are not part of the DHCP dynamically assigned range.

TCP/UDP Port
Sets the TCP/UDPport number to be used by the IVC-32 card when communicating over IP. This parameter should not normally be changed from the default value unless all the IP devices are also updated to use the new port number. If this is not done the IP devices cannot communicate with the IVC-32 card.
Eclipse HX system administrators are advised to check with network administrators or IT that the default port may be used without causing a conflict with any other application on the network.
If the IP port number is changed ports 42001 and 1300 should not be used as these ports are already used by EHX. The Eclipse HX system administrator should check with the network administrator or IT to obtain a port number to use.

IP address
This is the static IP address of the IVC-32 card, assigned by IT or the Network Administrator. This is used by IP devices to communicate with the matrix via the IVC-32 card.
Note: It is important to ensure that the IVC-32 card IP address does not clash with any other IP address on the network (another device is using the same IP address). If there is an IP address clash the IVC-32 card may repeatedly lose the connection with IP devices. If the IVC-32 card IP address clashes it may also cause the IVC-32 card to reset.
It is recommended that the IVC-32 is given a static IP address. The V-Series panels, Concert clients and Agent-IC Mobile Client IP addresses should be assigned by a DHCP server.

Subnet mask
This is the subnet mask used by the IVC-32 card to define the address range the card can access. Typically, this is assigned by IT or the Network Administrator.

Default gateway

This is the address of the gateway (router) to be used to communicate with external devices such as IP panels and Concert clients over a wider IP network. This address is optional but if used must fall within the address range defined by the subnet mask.

External IP address

If the Matrix is operating behind a firewall, then port address forwarding can be used to expose a LAN-connected device to the outside world. Typically, this is assigned by IT or the Network Administrator.

This IP address must be manually entered on IP panels to communicate directly with the IVC-32 card. This address must be a unique address on the internet. It is not affected by the subnet mask.

External TCP/UDP port

This is the TCP/UDP port used when communicating directly with the IVC-32 card using the External IP address. The default port number is 6001 and this should not be changed unless the default port number on all external devices is also changed to the new port number.

For additional documentation visit the Clear-Com Solutions Finder at
www.clearcom.com/support/clear-com-solution-finder

To contact Clear-Com Technical Support
support@clearcom.com
510.337.6637