LifeSize® Multipoint Extension™

LifeSize® Multipoint Extension™ Administrator Guide

NOTICE

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ABOUT THIS MANUAL

The LifeSize Multipoint Extension Server Administrator Guide provides information for Administrators about LifeSize Multipoint Extension configuration and the web user interface. It includes detailed procedures for performing Administrator-related tasks.

RELATED DOCUMENTATION

The LifeSize Multipoint Extension documentation set is available on the product CD-ROM. The manuals are in PDF format.

Note   You require Adobe Acrobat Reader version 5.0 or later to open the PDF files. You can download Acrobat Reader free of charge from www.adobe.com.

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INTRODUCING LIFESIZE MULTIPOINT EXTENSION

LifeSize Multipoint Extension is an application for establishing and participating in video conferences using desktops or laptops. LifeSize Multipoint Extension consists of the LifeSize Multipoint Extension Server and LifeSize Multipoint Extension Clients, as shown in Figure 1-1.

Figure 1-1 *Basic LifeSize Multipoint Extension Deployment*

Working in conjunction with a LifeSize Multipoint, a Media and Video Processor, and a LifeSize Gatekeeper, LifeSize Multipoint Extension enables video conference participants to communicate in a multiparty conference

regardless of the device: a high end room conferencing system, a laptop from a branch or a teleworker's personal computer. Table 1-1 describes LifeSize Multipoint Extension specifications.

Table 1-1   *LifeSize Multipoint Extension Features*

Specification	Description
Client Connectivity Modes	■ Live connection (audio, video, data, chat) for interactive participants ■ Data-only connection with moderation capabilities, optional call back ■ Streaming mode for non-interactive participants
Recording and Playback (Optional)	■ Records audio, video, data and annotations ■ Auto posted for easy web access ■ PIN protected for access security ■ Permit anyone to record or restrict users* by administrator
Data Collaboration	■ H.239 based data collaboration built into the client ■ Room system-compatible data collaboration format (H.263+ XGA) ■ Data shared from a room system visible in all other rooms and on desktops ■ Data shared from a desktop visible on all other desktops and in rooms ■ Share the entire screen or specific applications ■ Text chat with emoticons for desktop users
Client Computer Requirements	■ Operating System (OS): Windows® 2003, Windows® XP, Windows® Vista™, Mac® OS X** ■ Browsers: Internet Explorer® 6, 7 or 8, Firefox® 2 or 3, Safari™ 3.1 (used for streaming on Mac OS X operating systems)
Server Operating System	Windows® 2003

Table 1-1 *LifeSize Multipoint Extension Features (continued)*

Specification	Description
OS Language Supported for the LifeSize Multipoint Extension server	English

*When working in conjunction with iVIEW Suite.

** You can install and use LifeSize Multipoint Extension Conference Client on computers using the Microsoft Windows and Mac operating systems (OS). For the Mac OS LifeSize Multipoint Extension supports limited functionality allowing users to watch webcasts and recordings but not to participate in live meetings.

Table 1-2 describes LifeSize Multipoint Extension features.

Table 1-2 *LifeSize Multipoint Extension Features*

Feature	Description
Meeting Types	■ Un-moderated meetings—Anyone can control the meeting ■ Moderated meetings—Moderator PIN required to control the meeting ■ Personal virtual rooms
Built-In NAT and Firewall Traversal	■ Traverses local and remote firewall to ensure connectivity ■ Automatically handles local and remote NAT private networks ■ Automatic detection of optimal media path: UDP, TCP or tunneled TCP
Built-In Streaming	■ Built-in streaming server supports 'watch-only' participants ■ Simultaneous streaming of audio, video and data

Table 1-2   *LifeSize Multipoint Extension Features (continued)*

Feature	Description
Scheduling and Reservation	■ Outlook plug-in for easy meeting scheduling ■ Web-based meeting scheduling from any browser* ■ Ports can be reserved assuring availability for critical meetings* ■ Lotus Notes-based scheduling
Security	■ SRTP encryption to ensure the privacy of media and signaling between LifeSize Multipoint Extension Clients ■ Waiting room capability – Meeting will not start until moderator joins* ■ Pre-defined virtual rooms – Optional mode where only pre-defined virtual rooms can be used for meetings* ■ The Callback feature can be optionally disabled to avoid misuse
Recording Meetings	■ Recording meetings ■ Editing recorded meeting attributes ■ Managing recordings (moderators only) ■ Watching recorded meetings ■ Auto-recording scheduled via iVIEW Suite
User Controls	■ Mute/unmute ■ Enable/disable video camera ■ Turn on/off local self view ■ Choose your video layout (active speaker or continuous presence) ■ Have the system call my voice or video number (callback) ■ View consolidated conference roster (desktops and rooms) ■ Request permission to speak when muted

Table 1-2   *LifeSize Multipoint Extension Features (continued)*

Feature	Description
Moderator Controls	■ Acquire moderator rights (may require moderator PIN) ■ Lock meeting ■ Terminate meeting ■ Invite any room system or phone (dial-out) ■ Start/stop streaming ■ Start/stop recording ■ Mute, unmute and disconnect any participant ■ DTMF keypad ■ Grant permission to speak
Layout Selection	■ Mixed ■ Side-by-side video and data ■ Stacked ■ Full screen video or data
Client Interface Languages	■ Chinese (Simplified) ■ Chinese (Traditional) ■ English (US) ■ French ■ German ■ Italian ■ Japanese ■ Korean ■ Portuguese ■ Russian ■ Spanish (international)

* When working in conjunction with iVIEW Suite.

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CONFIGURING LIFESIZE MULTIPOINT EXTENSION FOR ADMINISTRATORS

ACCESSING THE ADMINISTRATION INTERFACE

☞ **Procedure**

1 Open the Internet browser.

2 Enter the following URL:

http://<host>[:<port>]/multipointextension/admin

where <host> is the location of your corporate LifeSize Multipoint Extension Server.

3 On the Administration page, enter your user name and password.

4 Click **Sign In**.

The default user name and password are both "admin".

VIEWING SERVER STATUS AND PORT RESOURCE USAGE

The LifeSize Multipoint Extension Status tab displays status information about the LifeSize Multipoint Extension Server and other servers with which it interacts:

■ Gatekeeper—A LifeSize Gatekeeper Server.

■ Streaming—The Darwin Streaming Server. This information appears only if the LifeSize Multipoint Extension Server is configured to manage streaming.

■ LifeSize Multipoint or iVIEW Suite—An optional server used to moderate the LifeSize Multipoint Extension meetings. If no server is configured to moderate LifeSize Multipoint Extension meetings, no link appears on this tab.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Status** in the sidebar.

2 Click the **LifeSize Multipoint Extension Server** tab.

3 Click the link showing the IP address of a server to display the settings for that server.

Note The indicator next to each link shows whether or not the connection to the target server or registration with the Gatekeeper is successful. When the indicator is red, a tooltip containing error details is available. Click the red indicator to view further error information.

Related Topics

HOW TO CONFIGURE LIFESIZE MULTIPOINT EXTENSION SERVER SETTINGS

CONFIGURING SETTINGS FOR SINGLE/MULTIPLE-NIC DEPLOYMENTS

The LifeSize Multipoint Extension Server can have multiple Network Interface Cards (NICs). Depending on the deployment and network configuration, you may want to control which NIC is used for various server communications.

For example, in secure multiple NIC deployments you can use a NIC configured behind the firewall to communicate with various servers, while using another NIC for LifeSize Multipoint Extension Clients to connect to. In this case you must configure the LifeSize Multipoint Extension network interface address to

represent the NIC behind the firewall, and then in the Public Address field enter a DNS name which resolves to the NIC outside the firewall and is accessible both inside and outside the corporate network.

For single NIC deployments, the network interface address represents the LifeSize Multipoint Extension Server IP address that clients use to connect to LifeSize Multipoint Extension. In single NIC deployments with both internal and external clients, this value represents an external, statically-mapped LifeSize Multipoint Extension Server IP address.

LifeSize Multipoint Extension Clients can connect to the LifeSize Multipoint Extension Server either by an IP or a DNS name. If a DNS name is not specified in the Public Address field, the LifeSize Multipoint Extension network interface address is used. However, in many deployments the LifeSize Multipoint Extension Server network interface address is not accessible to clients outside the intranet, due to NAT or firewall restrictions. Therefore, it is recommended that you specify the Public Address, which must be a DNS name resolving to the correct LifeSize Multipoint Extension Server IP address both inside and outside the corporate network.

CONFIGURING LIFESIZE MULTIPOINT EXTENSION SERVER NETWORK INTERFACE

The LifeSize Multipoint Extension Server communicates with the following types of servers in the deployment:

- LifeSize Multipoint and LifeSize Gatekeeper—For media and call setup.
- iVIEW Suite or LifeSize Multipoint—For moderation and meeting control.
- Darwin Streaming Server—For media and control.

Before You Begin

- Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Settings** in the sidebar.
2 Click the **Server** tab.

3   From the LifeSize Multipoint Extension Network Interface list,
     choose the IP address that the LifeSize Multipoint Extension
     Server must use to communicate with various servers.

Note   The indicator next to the Address field shows whether connection to
the LifeSize Multipoint Extension Server is successful or not. When the
indicator is red, a tooltip containing error details is displayed.

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4   For secure multiple NIC deployments, enter a DNS name in
     the Public Address field.
5   Click the **Client** tab.
6   Click **OK** or **Apply**.

CONFIGURING GATEKEEPER IP ADDRESS

LifeSize Multipoint Extension is designed to work with either a single LifeSize
Multipoint, or with iVIEW Suite which manages multiple LifeSize Multipoints.
If iVIEW Suite is configured to moderate LifeSize Multipoint Extension
meetings, use the IP address of a gatekeeper managed by iVIEW Suite. If
iVIEW Suite manages more than one gatekeeper, use the IP address of a
gatekeeper assigned to the same iVIEW Suite zone as LifeSize Multipoint
Extension.

If a single LifeSize Multipoint is configured to moderate LifeSize Multipoint
Extension meetings, use the IP address of the same gatekeeper to which the
LifeSize Multipoint is registered. If no server is configured to moderate LifeSize
Multipoint Extension meetings, use the IP address of a gatekeeper configured
for the LifeSize Multipoint Extension deployment.

Before You Begin

■   Navigate to the LifeSize Multipoint Extension Administration
     web user interface.

☞   **Procedure**

1   Click **Settings** in the sidebar.
2   Click the **Server** tab.

3   Enter the required address in the Gatekeeper IP Address field.

Note   The indicator next to the Address field shows whether registration to the Gatekeeper is successful. When the indicator is red, a tooltip containing error details is displayed.

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4   Click **OK** or **Apply**.

Related Topics

■   Configuring Meeting Access Instructions on page 21

CONFIGURING CLIENT-RELATED SETTINGS

During this procedure you choose the video quality:

■   Standard Definition

This option limits LifeSize Multipoint Extension Clients to a connection of standard definition at the maximum call rate you specify. If you define a service on the LifeSize Multipoint that enables H.323 endpoints to use a higher bandwidth rate or high definition, LifeSize Multipoint Extension calls using this service are transcoded down to the lower rate at standard definition (CIF resolution) for the LifeSize Multipoint Extension Client. If you select a LifeSize Multipoint service with a bandwidth rate lower than the value set in the Maximum Call Rate list, then the latter is used for the standard definition call to the LifeSize Multipoint Extension Client.

Note   LifeSize Multipoint is preconfigured with a service specific for LifeSize Multipoint Extension. The description of this default service is Desktop Video and the prefix is 85.

■   High Definition

This option allows LifeSize Multipoint Extension Clients to connect to a conference in high definition mode. If you select this option, you must select a maximum call rate of at least 1 MB and a minimum video rate of 768 Kbps to enable the

conference to continue in 720 p high definition mode for all clients. The LifeSize Multipoint Extension Client sends up to 512 Kbps of 480 p and receives the maximum call rate or rate of the service selected (the lower value of the two) of 720 p. If you select a lower maximum call rate you can force the high definition service to send 480 p to all clients at the lower bandwidth. If you select a lower minimum video rate you can enable a 720 p service to decrease to 480 p if bandwidth limitations during the conference require it.

When in high definition mode and connected to a high definition service, LifeSize Multipoint Extension limits fast update requests so that it does not request more than one keyframe within 30 seconds. This allows to avoid degradation of the video quality or frame rate to all the connected endpoints.

If a LifeSize Multipoint Extension connects to a standard definition service, then the standard definition quality is used during a LifeSize Multipoint Extension conference.

You can also configure the maximum transmission unit (MTU) size the LifeSize Multipoint Extension Client uses for communicating with LifeSize Multipoint Extension. The default value is 1360. This setting should match the setting on the LifeSize Multipoint used and your network setting to avoid fragmentation.

Before You Begin

■   Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞   **Procedure**

1   Click **Settings** in the sidebar.

2   Click the **Client** tab.

3   To configure settings for standard definition:

   a   From the Maximum Video Quality list, choose **Standard Definition**.

   b   From the Maximum Call Rate list, choose a bandwidth rate.

Note   The default call rate value defined for the LifeSize Multipoint Extension service configured on the LifeSize Multipoint is 384 Kbps.

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4   To configure settings for high definition:

   a   From the Maximum Video Quality list, choose **High Definition**.

      The Minimum Video Bandwidth list is automatically updated to display 512 Kbps as the lowest available value.

   b   From the Minimum Video Bandwidth list, choose a bandwidth rate.

Note   LifeSize Multipoint Extension does not flow control calls below the minimum video bandwidth rate. If this value is set to 512, LifeSize Multipoint Extension negotiates a call down to 512 Kbps, which changes the video sent by LifeSize Multipoint from 720 p to 480 p.

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   c   From the Maximum Call Rate list, choose a bandwidth rate.

5   In the Maximum MTU Size field, enter a value.

6   Click **OK** or **Apply**.

HOW TO CONFIGURE MEETING CONTROL SETTINGS

■   Configuring Server Type on page 15

■   Configuring LifeSize Multipoint Server Settings on page 15

■   Configuring iVIEW Suite Server Settings on page 16

CONFIGURING SERVER TYPE

Configure the type of server according to the following recommendations:

■ For a simple deployment including a single LifeSize Multipoint, configure the LifeSize Multipoint.

■ For deployments containing LifeSize Multipoint Extension with multiple LifeSize Multipoints but without iVIEW Suite, you can connect to multiple LifeSize Multipoints but you do not have moderation control. Without iVIEW Suite, the LifeSize Multipoints do not cascade LifeSize Multipoints into virtual meetings.

■ For more complex deployments, select the iVIEW Suite.

Note When you configure LifeSize Multipoint Extension to work with iVIEW Suite, participants can access their own virtual room settings via the Virtual Room button in the Preferences screen on the LifeSize Multipoint Extension entry page.

Related Topics

■ Configuring Settings for Single/Multiple-NIC Deployments on page 9.

■ Configuring LifeSize Multipoint Server Settings on page 15

■ Configuring iVIEW Suite Server Settings on page 16

CONFIGURING LIFESIZE MULTIPOINT SERVER SETTINGS

This section describes how to configure a LifeSize Multipoint to moderate your LifeSize Multipoint Extension meetings.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Meeting Control** in the sidebar.

2 From the server type list, choose Multipoint.

3 Enter the LifeSize Multipoint IP address.

Note The indicator next to the Address field shows whether or not the connection to the target server is successful.

4   Enter a user name and password for accessing the LifeSize
     Multipoint Administration web user interface.

5   Re-enter the password in the Confirm field.

Note   The default user name is "admin". By default, there is no password.

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6   From the LifeSize Multipoint Extension Network Interface list,
     choose the IP address that the LifeSize Multipoint Extension
     Server.

     The LifeSize Multipoint Extension Server uses this IP address
     for LifeSize Multipoint Server communications.

7   If necessary, click **Enable Raise Hand feature in LifeSize
     Multipoint Extension meetings**.

Note   For deployments with multiple LifeSize Multipoint Extension Servers,
it is recommended that you clear this check box. A moderator using one
LifeSize Multipoint Extension Server cannot see a request made by a
participant using another LifeSize Multipoint Extension Server.

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8   Click **OK** or **Apply**.

**CONFIGURING IVIEW
SUITE SERVER
SETTINGS**

The source H.323 ID is used only for advanced routing with iVIEW Suite.
iVIEW Suite contains a corresponding field and uses the source H.323 ID to
identify clients from a particular LifeSize Multipoint Extension Server, and then
route clients to the appropriate LifeSize Multipoint.

Before You Begin

■   Navigate to the LifeSize Multipoint Extension Administration
     web user interface.

☞   **Procedure**

1   Click **Meeting Control**.

2   From the server type list, choose **iVIEW Suite**.

3   Enter the address of the iVIEW Suite server.

Note   When using Single Sign-On (SSO) with the iVIEW Suite, it is recommended to enter the local server name rather than the DNS name or IP address. For example, if the DNS name is <server1.company.com>, configure this setting to <server1>.

4   Enter the HTTP port of the iVIEW Suite server.

The default HTTP port is 8080.

5   Enter the source H.323 ID of the LifeSize Multipoint Extension.

6   From the LifeSize Multipoint Extension Network Interface list, choose the IP address. The LifeSize Multipoint Extension Server uses this IP address for iVIEW Suite Server communications.

7   If necessary, click **Enable Raise Hand feature in LifeSize Multipoint Extension meetings**.

Note   For deployments with multiple LifeSize Multipoint Extension Servers, it is recommended that you clear this check box. A moderator using one LifeSize Multipoint Extension Server cannot see a request made by a participant using another LifeSize Multipoint Extension Server.

8   Click **OK** or **Apply**.

Note   The indicator next to the Address field shows whether or not the connection to the target server is successful.

DEFINING SECURITY SETTINGS

This section describes how to define access control to the LifeSize Multipoint Extension Administration web user interface and to enable sRTP media encryption between LifeSize Multipoint Extension Clients and the LifeSize Multipoint Extension Server.

Encrypting media (audio, video, presentation) between LifeSize Multipoint Extension Server and the LifeSize Multipoint Extension Client may be used, for example, in a corporate deployment where the LifeSize Multipoint Extension Server is used to bring in people from outside your network. Since this option only enables secure encryption of the media, you need also to secure web portal. Choosing the **Allow Users to have LifeSize Multipoint Extension call them back** option enables the video device callback option on the LifeSize Multipoint Extension user entry page. When users select **Use my computer for presentation only** on connecting to a meeting, the **Callback my video device number** option becomes available. The **Callback my video device number** provides the option to call back the H.323 device when the users connect, so that users can connect in the "data only" mode to a meeting from their computers and automatically connect their H.323 devices at the same time.

Note   In the "data only" mode users can see the participant list, moderate, chat, and show or view presentations. Users can view or send neither audio nor video.

The H.323 device can be disconnected automatically when users disconnect their computers from the call.

Related Topics

■   N/A Deployment Guide

Before You Begin

■   Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞   **Procedure**

1   Click **Settings** in the sidebar.
2   Click the **Security** tab.
3   Locate the **Access Control** area.
4   Enter the administrator login information in the relevant fields.

5   Locate the **Security** area.

6   If necessary, click **Encrypt Media (between Desktop and Server)**.

7   If necessary, click **Allow Users to have LifeSize Multipoint Extension call them back**.

Note   This option is available only after you define a meeting control server for LifeSize Multipoint Extension.

8   Click **OK** or **Apply**.

CONFIGURING MEETING FEATURES

This section describes how to configure meeting features including the Desktop Sharing and Chat options and Push to Talk option as well as displaying an additional panel.

When the Desktop Sharing option is enabled, the LifeSize Multipoint Extension participants can present applications and share their desktops with other participants. You can optionally allow only moderators to share their desktops. When desktop sharing is not enabled, the video display layout in the LifeSize Multipoint Extension Client changes to display the local video in a small frame and the remote video in a large frame. The Present and PIP buttons are unavailable and participants cannot change this layout.

Configure the Push to Talk option to define how participants use the microphone button in the LifeSize Multipoint Extension Live Meeting Console:

■   Allow users to join a meeting with their microphone on—The microphone is on and the audio output is sent when participants enter a meeting. The participants must click the microphone button to mute themselves.

■   Force users to join a meeting with their microphone off—The microphone is off and the audio output is not sent when participants enter a meeting. The participants must click the microphone button to unmute themselves.

■   Force users to hold down their microphone button while speaking—Participants must click and hold down the microphone button to activate their microphones and to send their audio output.

You can enable the custom panel option to display an additional custom panel in the LifeSize Multipoint Extension Live Meeting Console. The custom panel docking location is preconfigured and cannot be changed; meeting participants can move the panel after undocking it.

The URL parameters are passed to the custom URL as follows:

?meetingid=NNN&nickname=XXX, where NNN is the ID of the meeting that the user is connected to, and XXX is the nickname of the connected user.

You can also use the custom panel URL to specify additional URL parameters. You must use the URL-encoding for the additional URL parameters. For example, if the custom panel URL is "http://www.mycustompanel.com/myservlet?arg1" and the LifeSize Multipoint Extension entry page or conference room is launched with the additional argument "?CUSTOM=arg2%26arg3% 3D123", the custom panel opens to the URL "http://www.mycustompanel.com/myservlet? arg1&arg2&arg3=123".

Before You Begin

- Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Settings** in the sidebar.

2 Click the **Meeting Features** tab.

3   Define the Enable Desktop Sharing and Enable Chat options as desired.

Note   For deployments with multiple LifeSize Multipoint Extension Servers, it is recommended that you do not enable the chat option. A participant using one LifeSize Multipoint Extension Server cannot join the chat started by a participant using another LifeSize Multipoint Extension Server.

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4   Define the additional custom panel option as desired:

a   Click the **Display an additional panel in the conference room** check box to enable the option.

b   Enter the URL in the field.

5   Define the Push to Talk option as desired.

6   Click **OK** or **Apply**.

CONFIGURING MEETING ACCESS INSTRUCTIONS

This section describes how to view the default instructions for joining a meeting that the LifeSize Multipoint Extension server Outlook add-on sends to invitees, and how to modify the contents of these e-mail invitations.

While modifying the contents of e-mail invitations, you can define the link for connecting to a LifeSize Multipoint Extension meeting. If you have multiple LifeSize Multipoint Extension Servers and want participants to know about them, insert link information for each of them into each LifeSize Multipoint Extension e-mail configuration. For example, if you have one LifeSize Multipoint Extension in Europe, one in Asia, and another in the US, you could place the following information in your e-mail:

"From Europe, connect to
http://europe.server.com/multipointextension?ID=1234

From Asia, connect to http://asia.server.com/multipointextension?ID=1234

From the US, connect to http://us.server.com/multipointextension?ID=1234."

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Settings** in the sidebar.

2 Click the Invitations tab.

The default instructions for accessing the meeting from a desktop, phone or video conferencing device appear in the screen.

3 In the Desktop Access section:

❑ Click **Meeting URL** to insert a link to the meeting.

❑ Click **Client Installation** to insert a link used to ensure that the LifeSize Multipoint Extension Client is installed and up-to-date.

Note The automatically inserted server address is the LifeSize Multipoint Extension Fully Qualified Domain Name specified during installation.

4 In the Phone Access area, click **E.164** to insert the required E.164 alias.

5 In the Video-Conference Device Access area, click **E.164** to insert the required E.164 alias.

6 Click **OK** or **Apply**.

HOW TO CONFIGURE STREAMING SERVER SETTINGS

This section describes how to configure Darwin Streaming Server settings. Streaming can be managed either by a single LifeSize Multipoint Extension Server or by multiple LifeSize Multipoint Extension Servers. If a single LifeSize Multipoint Extension Server is set to manage streaming, all other participants are directed to this server. If multiple LifeSize Multipoint Extension Servers are configured to manage streaming, they manage streaming independently.

To designate a single LifeSize Multipoint Extension Server to manage streaming, enable streaming on this LifeSize Multipoint Extension Server. In this case you must disable streaming on other LifeSize Multipoint Extension

Servers in the same deployment. However, you can configure those server to allow watching of webcasts from the LifeSize Multipoint Extension server on which streaming is enabled.

To enable multiple LifeSize Multipoint Extension Servers for managing streaming, enable streaming on each LifeSize Multipoint Extension Server in this deployment.

Note   When multiple LifeSize Multipoint Extension Servers manage streaming, streaming must be enabled or disabled on each individual LifeSize Multipoint Extension Server. For example, if streaming is enabled for a meeting or virtual room, a moderator cannot disable it, because each LifeSize Multipoint Extension Server manages streaming independently. If a moderator connected to one LifeSize Multipoint Extension Server disables streaming, the other LifeSize Multipoint Extension Server still continues to stream, unless it is disabled by its moderator as well.

Table 2-1 compares using single LifeSize Multipoint Extension Server to using multiple LifeSize Multipoint Extension Servers for streaming.

Table 2-1   *Comparison of Deployment Characteristics*

Characteristic	Single LifeSize Multipoint Extension Server enabled for streaming	Multiple LifeSize Multipoint Extension Servers enabled for streaming
HTTP performance	Slower HTTP performance over the Internet between dispersed sites and the designated LifeSize Multipoint Extension Server.	Faster HTTP performance within local sites.
Load on Streaming Server	Many streaming clients at different sites sharing the resources of a single streaming server.	Streaming clients at individual sites share a local streaming server.
LifeSize Multipoint Extension Server management	Single location for managing streaming.	Streaming must be enabled or disabled on each individual LifeSize Multipoint Extension Server.
Participant count	All participants connected to the central LifeSize Multipoint Extension Server are shown in the meeting display.	Only participants connected to a specific local LifeSize Multipoint Extension Server are shown.

- Configuring This LifeSize Multipoint Extension Server to Manage Streaming on page 24
- Configuring an Alternate LifeSize Multipoint Extension Server for Watching Webcasts on page 26

CONFIGURING THIS LIFESIZE MULTIPOINT EXTENSION SERVER TO MANAGE STREAMING

This section describes how to enable this LifeSize Multipoint Extension Server to manage streaming and to configure settings for this server.

The public address you define during this procedure performs a similar role to the public address defined for the LifeSize Multipoint Extension Server. If the Streaming Server resides behind a NAT, the clients may not resolve the Streaming Server IP address. In this case the clients use the public address to connect to the Streaming Server.

Before You Begin

■   Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞   **Procedure**

1   Click **Streaming** in the sidebar.

2   Click the **Connection** tab.

3   Choose **Enable Streaming** from the list.

4   Enter the IP address of the Darwin Streaming Server.

5   From the LifeSize Multipoint Extension Network Interface list, choose the IP address.

    The LifeSize Multipoint Extension Server uses this IP address for Darwin Streaming Server communications.

6   In the TCP Port field, enter a TCP streaming port.

    The default port is 7070.

Note   If you use a TCP port different from the default value of 7070, you must open this port on the firewall.

For more information about configuring a UDP connection, refer to the "Configuring Streaming or Playback using the UDP connection" section of the N/A Deployment Guide.

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7   In the Public Address field, enter a FQDN.

Note   It is recommended that you use a FQDN that clients can resolve.

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8   Click **OK** or **Apply**.

9   Click the **Settings** tab.

10   Define the size of the video used for streaming by choosing one of the options: Small (QCIF) or Medium (CIF).

11 From the Rate list, choose a value to define the bit rate for the streaming feed between LifeSize Multipoint and the LifeSize Multipoint Extension Server.

12 Click **OK** or **Apply**.

Note The indicator next to the Address field shows whether not registration to the Darwin Streaming Server is successful. When the indicator is red, a tooltip containing error details is displayed.

Related Topics

■ Configuring Settings for Single/Multiple-NIC Deployments on page 9

■ How to Configure LifeSize Multipoint Extension Server Settings on page 9

CONFIGURING AN ALTERNATE LIFESIZE MULTIPOINT EXTENSION SERVER FOR WATCHING WEBCASTS

This section describes how to configure the LifeSize Multipoint Extension Server to refer to an alternate LifeSize Multipoint Extension Server which is used for streaming in order to watch webcasts.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Streaming** in the sidebar.

2 Click the **Connection** tab.

3 Choose **Disable Streaming** from the list.

4 Check the **Allow watching of webcasts from an alternate LifeSize Multipoint Extension server** option.

5 In the Server URL field, enter the URL of the alternate LifeSize Multipoint Extension Server.

6 Click **OK** or **Apply**.

HOW TO CONFIGURE RECORDING SERVER SETTINGS

LifeSize Multipoint Extension allows users to record meetings and to view recorded meetings. A recording includes all media types: the audio, video and presentation. Servers used for recording meetings must have a recording license installed on them. LifeSize Multipoint Extension supports up to 10 simultaneous recordings.

VIEWING RECORDING SERVER STATUS

The Recording Status tab displays the following information:

- Recording Server—Displays the address of the LifeSize Multipoint Extension Recording Server.

- Recorder—Displays the connection status between the LifeSize Multipoint Extension Recording Server and the LifeSize Multipoint Extension Conference Server.

- Gatekeeper—Displays the address of the gatekeeper to which the Conference Server is registered. In the special case that the LifeSize Multipoint Extension Recording Server is installed separately from the LifeSize Multipoint Extension server and has its own Conference Server, the Conference Server must be registered to the same gatekeeper as the LifeSize Multipoint Extension server.

- NIC Address—Displays the NIC address used by the LifeSize Multipoint Extension Recording Server to communicate with the LifeSize Multipoint.

- Recordings Folder—Displays the location of the folder on the LifeSize Multipoint Extension Recording Server used for storing recordings.

- Remaining Disk Space—Shows how much space is remaining on the disk on which recordings are stored.

Note If the remaining disk space is less than the disk space allocated for recordings, a warning icon is displayed. Click the icon for details.

■ Disk Usage—Shows the amount of disk space used by all recordings. The maximum value is configured during installation.

Note To change the maximum disk space, run the installer on the LifeSize Multipoint Extension Recording Server in the modification mode.

■ Recordings in progress—Shows the number of recordings being recorded at the present moment. The maximum value appears as specified in the recording license installed for this LifeSize Multipoint Extension.

■ Completed recordings—Shows the total number of completed recordings available for watching.

■ Reconstructed recordings—Shows the number of reconstructed recordings.

Note LifeSize Multipoint Extension saves actual recordings and recording attributes in different folders. If a user restores only a recording without restoring its attributes, the recording appears as reconstructed. In this case you need to manually define recording attributes, such as the name and the owner PIN, to finalize reconstruction of a recording. Only after the reconstruction is completed the recording appears on Watch Recording page of the LifeSize Multipoint Extension portal. If recording attributes are not reconstructed, the yellow attention icon is displayed. Click the icon for more information.

■ Evaluation license—Displays information about an evaluation license if it is used.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Status** in the sidebar.

2 Click the **Recording Status** tab.

3 Click the link showing the IP address of the recording server to display the Recording Connection Settings page.

Note The indicator next to each link shows whether or not the connection to the target server or registration with the Gatekeeper is successful. When the indicator is red, a tooltip containing error details is available. Click the red indicator to view further error information.

CONFIGURING THE LIFESIZE MULTIPOINT EXTENSION RECORDING SERVER CONNECTION

This section describes how to configure LifeSize Multipoint Extension Recording Server settings. Recording can be managed either by a single LifeSize Multipoint Extension server or by multiple LifeSize Multipoint Extension servers.

If a single LifeSize Multipoint Extension server is set to manage recording, only participants connected through that LifeSize Multipoint Extension server can start or stop recording. In this case other LifeSize Multipoint Extension servers in the deployment can be configured to display the list of recordings from the LifeSize Multipoint Extension server configured to manage recording.

If multiple LifeSize Multipoint Extension servers are configured to manage recording, they manage recording independently causing each LifeSize Multipoint Extension portal to display its own list of recordings.

To designate a single LifeSize Multipoint Extension server to manage recording, enable recording on this LifeSize Multipoint Extension server. In this case you must disable recording on other LifeSize Multipoint Extension server in the same deployment, and enable them to allow playback of recordings from an alternate LifeSize Multipoint Extension server in order to display a list of recordings in the portal.

To enable multiple LifeSize Multipoint Extension server for managing recording, enable recording on each LifeSize Multipoint Extension server in this deployment.

CONFIGURING THIS LIFESIZE MULTIPOINT EXTENSION SERVER TO MANAGE RECORDING

The public address you define during this procedure performs a similar role to the public address defined for the LifeSize Multipoint Extension Server. If the LifeSize Multipoint Extension Recording Server resides behind a NAT, the clients may not resolve the LifeSize Multipoint Extension Recording Server IP address. In this case the clients use the public address to connect to the LifeSize Multipoint Extension Recording Server.

You can configure recording settings as well as manage recordings if you select this server to manage recording.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Recordings** in the sidebar.
2 Click the **Connection** tab.
3 From the list, choose **Enable recording**.
4 Enter the IP address of the Recording Server.
5 In the Public Address field, enter a FQDN.

Note It is recommended that you use a FQDN that clients can resolve.

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6 Enter the TCP port.

This port is used by clients to access the recording in case a UDP connection fails.

Note You must configure the TCP port on the Darwin Streaming Server and open this port on the firewall.

For more information about configuring a UDP connection, refer to the "Configuring Streaming or Playback using the UDP connection" section of the N/A Deployment Guide.

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7 From the LifeSize Multipoint Extension Network Interface list, choose the IP address.

The LifeSize Multipoint Extension Server uses this IP address for communications with Darwin Streaming Server and TCP Proxy.

8 Click **OK** or **Apply**.

Note   The indicator next to the Address field shows whether not registration to the Darwin Streaming Server is successful. When the indicator is red, a tooltip containing error details is displayed.

Related Topics

■ LifeSize Multipoint Extension Deployment Guide

CONFIGURING AN ALTERNATE LIFESIZE MULTIPOINT EXTENSION SERVER TO MANAGE RECORDING

If you select an alternate server to manage recording, you can configure neither recording settings nor manage recordings.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Recordings** in the sidebar.

2 Click the **Connection** tab.

3 From the list, choose **Enable recording**.

4 In the Server URL field, enter the URL of the alternate LifeSize Multipoint Extension Server.

5 Click **OK** or **Apply**.

CONFIGURING RECORDING PARAMETERS

During the configuration described in this section you define the recording policy by enabling the recording option for LifeSize Multipoint Extension users and by specifying the type of meetings the users can record.

If you disable recording for users, you do not need to choose a meeting type.

If iVIEW Suite is configured to moderate LifeSize Multipoint Extension Server meetings, both iVIEW Suite and LifeSize Multipoint Extension control recording. If the recording policy is differently configured on iVIEW Suite and LifeSize Multipoint Extension, the more restrictive settings overrule the less restrictive settings, creating a unified recording policy. For example, if the recording policy of LifeSize Multipoint Extension is configured to allow recording of any meeting, while the policy of iVIEW Suite is set to enable recording only for certain virtual rooms, recording of meetings in the specified virtual rooms will be allowed.

You also define the following parameters during this configuration:

■ Video size and Recording bit rate—These parameters are used to control the quality of recordings.

Note Setting the recording bit rate to a value lower than 256 Kbps can affect the quality and framerate of the H.239 Data in the live connection and streaming modes. We recommend that you set the recording bit rate to 384 Kbps.

■ Maximum Recording Duration—The value set for this parameter controls maximum allowed duration for any recording.

■ Send tone periodically during recording—This parameter defines the frequency of the tone played during a recording which serves to remind users that their meeting is being recorded.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Recordings** in the sidebar.
2 Click the **Settings** tab.
3 From the Video Size list, choose an option.
4 From the Recording bit rate list, choose a value.
5 Select the check box to enable recording for LifeSize Multipoint Extension users.

6   If you enabled recording for users, choose a meeting type:

 ❑   Any meeting

 ❑   Only moderated meetings—Users are allowed to
      record only meetings for which a moderator PIN is
      configured.

7   In the Maximum Storage Capacity field, enter a value.

8   In the Maximum Recording Duration field, enter a value.

9   From the Send tone periodically during recording list, choose
     an option.

10   Click **OK**.

Related Topics

■   Modifying the Disk Space and Storage Location for Recordings on
     page 33

**MODIFYING THE DISK
SPACE AND STORAGE
LOCATION FOR
RECORDINGS**

By default LifeSize Multipoint Extension stores recordings at a location defined
during LifeSize Multipoint Extension server installation, however, you can
modify this location if required.

During this procedure all recording services are stopped. After the new location
is defined, all new recordings are stored at it. You must manually transfer the
existing recordings into the new location. The recordings that are left in the
previous location do not appear on the Watch Recording page of the LifeSize
Multipoint Extension portal.

☞   **Procedure**

1   Insert the LifeSize Multipoint Extension server product
     CD-ROM and click the Modify LifeSize Multipoint Extension
     server button in the autorun application to access the LifeSize
     Multipoint Extension server installer.

2   In the Choose Setup Language screen, choose the installation
     language from the list, and click **Next**.

3   In the Welcome screen click **Next**.

4   In the License Agreement screen, choose I accept the terms in
     the license agreement, and click **Next**.

5   In the LifeSize Multipoint Extension Serial Key screen, enter your LifeSize Multipoint Extension server serial key acquired from LifeSize support, and then click **Next**.

6   In the LifeSize Multipoint Extension Network Configuration screen, click **Next**.

7   In the LifeSize Multipoint Extension Hostname Configuration screen, click **Next**.

   In the LifeSize Multipoint Extension Recording Configuration screen is displayed.

8   To modify the storage location, perform the following:

   a   Click **Change**.

   b   Navigate to a new location.

   c   Click **OK**.

9   To modify the maximum amount of disk space, enter new value in the field.

10   Click **Next**.

11   Click **Install**.

DISABLING AUTOMATIC RECORDING FEATURE

You can use the iVIEW Suite to automatically record either a virtual room or a scheduled meeting when the meeting begins. In this case LifeSize Multipoint Extension records the meeting unless one of the following problems interferes with recording:

■   There are not enough available recording ports on the LifeSize Multipoint Extension at the time when the meeting is scheduled

■   There is not enough disk space the disk on which recordings are stored

■   The maximum number of simultaneous recordings is reached

If the deployment in use comprises multiple LifeSize Multipoint Extension servers, automatic recording is performed on all LifeSize Multipoint Extension servers and several identical recordings are created. In this case it is advisable to allow one of the LifeSize Multipoint Extension servers to perform automatic recording, while disabling the automatic recording feature on the rest of the LifeSize Multipoint Extension servers in the deployment. The procedure in this section describes how to disable the automatic recording feature on a LifeSize Multipoint Extension server.

☞ **Procedure**

1 Stop the service "LifeSize Multipoint Extension - Apache Tomcat".

2 Modify the ctmx.ini file:

   a Using either the Microsoft Notepad or the Microsoft Wordpad application, open the following file:

      \<installDir\>\tomcat\webapps\\WEB-INF\data\ctmx.ini

      where \<installDir\> represents the actual installation directory.

   b Locate the section [meetingmgr].

   c Find the entry for autorecord and set the value to "false".

   d Save the file.

   e Close the application you used for editing the file.

3 Start the service "LifeSize Multipoint Extension - Apache Tomcat".

HOW TO MANAGE RECORDINGS

VIEWING RECORDING LIST

You can review the list of recordings made on this LifeSize Multipoint Extension using the Recordings tab. The following information is displayed:

- Meeting ID
- Name
- Start Time

- Duration

Note For meetings that are currently being recorded, the "In progress" indication is displayed.

- PIN-protected indicator

You can also access for the following additional information for a specific recording:

- Description
- Categories—Keywords associated with recordings.
- Recording URL

Before You Begin

- Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Recordings** in the sidebar.
2 Click the **Recordings** tab.
   The Recordings tab is displayed showing a list of recordings. By default all recordings are displayed.
3 To filter recordings, select a category from the Show list.
4 To sort recordings, click one of the columns:
   - Meeting ID
   - Name
   - Start Time
   - Duration

5   To search for a specific recording by an attribute:

□   Meeting ID—Click the **Meeting ID** column, enter the
    meeting ID in the Search field, and then click the
    Search button.

□   Meeting Name—Click any column except the
    Meeting ID column, enter the meeting name in the
    Search field, and then click the **Search** button.

6   To display additional information for a specific recording,
    click the **Information** icon. The Meeting Information window
    opens.

EDITING RECORDING ATTRIBUTES

You can assign an owner and an access PIN for recording protection. The access
PIN is optional and is used for watching a recording. In the list of recorded
meetings protected by an access PIN are marked by a key icon. The owner PIN
is used only for editing a recording.

You can define what part of a recorded meeting is played by setting offsets. In
this case while the playback of a recording changes, the duration of the
recording itself is not shortened. For example, to omit the first five minutes of a
recording, set the Start offset to 5 minutes.

Before You Begin

■   Navigate to the LifeSize Multipoint Extension Administration
    web user interface.

☞   **Procedure**

1   Click **Recording** in the sidebar.

2   Click the **Recordings** tab.

3   Locate the required recording in the list.

4   Click the **Edit** icon.

    The Edit Recording window is displayed.

5   To modify the recording name and description, enter new text
    in relevant fields.

6 To set offsets:

□ Pull sliders

Or

□ Edit values in the fields.

7 To modify categories for the recording, select a category in the relevant pane and click the **Transfer** button.

8 To set the owner PIN for the recording, enter the owner PIN.

9 To set the access PIN, enter the access PIN.

10 Click **OK**.

SETTING CATEGORIES FOR MULTIPLE RECORDINGS

You can set categories for multiple recordings at one time.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Recording** in the sidebar.

2 Click the **Recordings** tab.

3 In the recording list, click check boxes to select recordings.

4 Click **Categorize**.

The Categorize Recordings window opens.

5 To assign a category, which is not currently assigned to selected recordings:

a In the left pane, click the check box for this category.

b Click **Assign**.

6 To remove a category, which is currently assigned to selected recordings:

a In the right pane, click the check box for this category.

b Click **Remove**.

DELETING RECORDINGS

You can permanently remove a recording from LifeSize Multipoint Extension by deleting it from the recording list.

When you delete a recording which is in progress, the meeting participants are notified that the recording is stopped. The meeting moderator receives a notification that the recording is deleted by the administrator.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Recordings** in the sidebar.
2 Click the **Recordings** tab.
3 In the recording list, click the check box for recordings you wish to delete.
4 Click **Delete**.
5 Click **Yes** in the confirmation message.

STOPPING RECORDINGS IN PROGRESS

You can stop any recording which is in progress. When you stop a recording in progress, meeting participants are notified that the recording is stopped. The meeting moderator receives a notification that the recording is stopped by the administrator.

Before You Begin

■ Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞ **Procedure**

1 Click **Recording** in the sidebar.
2 Click the **Recordings** tab.
3 In the recording list, click the check box for recordings you wish to stop.

4   Click **Stop**.

5   Click **Yes** in the confirmation message.

RECORDING MEETINGS

You can record meetings using the LifeSize Multipoint Extension Administration web user interface.

Before You Begin

■   Verify that you have the ID of a meeting you wish to record.

■   Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞   **Procedure**

1   Click **Recording** in the sidebar.

2   Click the **Recordings** tab.

3   In the Start recording meeting ID field, enter ID.

4   Click **Record**.

The Start Recording window is displayed.

5   Enter recording name and description.

6   Assign categories as necessary.

7   To set the owner PIN for the recording:

a   Choose either the **Use the moderator PIN as the Owner PIN** or **Specify an Owner PIN** option.

b   Enter the owner PIN.

c   Enter the owner PIN in the Confirm field.

8   To set the meeting PIN:

a   Choose the **Use the meeting PIN as the Access PIN** or **Specify an Owner PIN** option.

b   Enter the access PIN.

c   Enter the access PIN in the Confirm field.

9   Click **Start Recording**.

The meeting appears in the list, and its duration is indicated as "In Progress".

MANAGING CATEGORIES

Apart from standard attributes like an ID, name, and duration, LifeSize Multipoint Extension provides a category—a special attribute that can help organizing and searching recordings. Both users and administrators can assign categories to recordings. Administrators manage categories by modifying a list of existing categories, while users can only select categories from this list to associated them with recordings.

If you rename an existing category, LifeSize Multipoint Extension automatically updates attributes for all recordings belonging to the modified category. Deleting a category does not cause LifeSize Multipoint Extension to delete recordings belonging to the deleted category.

Before You Begin

■   Navigate to the LifeSize Multipoint Extension Administration web user interface.

☞   **Procedure**

1   Click **Recording** in the sidebar.

2   Click the **Categories** tab.

3   To create a new category:

   a   In the Create a new category field, enter the name.

   b   Click **Create**.

         The new category appears in the list.

4   To edit an existing category:

   a   Click the **Edit** icon.

   b   Enter the new name for the category.

   c   Click **OK**.

5   To delete an existing category:

   a   Click the **Delete** icon.

   b   Click **Yes**.

HOW TO RESTORE RECORDINGS

LifeSize Multipoint Extension saves actual recordings and recording attributes in different folders. In order to restore a recording you need to restore both folders.

BACKING UP RECORDINGS

Perform the backup procedure described in this section on the LifeSize Multipoint Extension Recording Server. During the backup procedure you copy the xml file which contains the database of categories configured, the recordings folder containing recording attributes, and the folder containing actual recordings to a location outside the installation directory.

☞ **Procedure**

1 Navigate to the following directory: <installdir>\CSAgent\data.

2 Copy recorder_categories.xml file into a location outside the installation directory.

3 Copy the recordings folder into a location outside the installation directory.

4 Navigate to the folder where recordings are stored.

Note By default, the recordings are stored in the <installdir>\recordings, if not configured otherwise.

---

5 To check the location where recordings are stored:

a Access the LifeSize Multipoint Extension server Administration web interface.

b Click **Status** in the sidebar.

c Click the **Recording Status** tab.

The Recordings Folder information is displayed on the tab.

6 Copy that folder into a location outside the installation directory.

**RESTORING
RECORDINGS**

☞ **Procedure**

1   Stop the service "LifeSize Multipoint Extension - Apache Tomcat".

2   Stop the service "LifeSize Multipoint Extension- TCP Proxy".

3   Navigate to the following directory: <installdir>\csagent\data.

4   Replace recorder_categories.xml file with the backup file.

5   Replace the recordings folder with the backup folder.

Note Replacing the recordings folder with the backup folder erases any categories that are currently defined in LifeSize Multipoint Extension.

---

6   Navigate to the folder in which recordings are stored.

7   By default, this will be <installdir>\recordings, but this can be changed.

Note By default, the recordings are stored in the <installdir>\recordings, if not configured otherwise.

---

8   To check the location where recordings are stored:

  a   Access the LifeSize Multipoint Extension server Administration web interface.

  b   Click **Status** in the sidebar.

  c   Click the **Recording Status** tab.

          The Recordings Folder information is displayed on the tab.

9   Replace that folder with the backup folder.

10   Start the service "LifeSize Multipoint Extension - Apache Tomcat".

11   Start the service "LifeSize Multipoint Extension- TCP Proxy".

VIEWING THE LIFESIZE MULTIPOINT EXTENSION ONLINE HELP

☞ **Procedure**

1. Access the LifeSize Multipoint Extension Server Administration web interface.
2. Click the **Help** icon in the top right corner of the Administration web user interface.

Related Topics

- Accessing the Administration Interface on page 8