RADVISION®
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Scopia Desktop Server

Administrator Guide

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Chapter 1 | About Scopia Desktop

Scopia Desktop is a desktop videoconferencing system turning Windows PCs, Apple Macintosh computers and mobile devices into videoconferencing endpoints. It includes the latest in video technology including support for HD video, NetSense for video quality optimization, Scalable Video Coding (SVC) for unsurpassed error resiliency and H.264 for viewing both meeting participants and data collaboration. Its audio system provides echo cancellation, background noise suppression, and is highly resilient to network errors common on the Internet.

Scopia Desktop is comprised of the Scopia Desktop Server and a lightweight Scopia Desktop Client which turns a PC or Mac into a videoconferencing endpoint. Scopia Mobile users can also access the Scopia Desktop Server from their iOS and Android devices. For more information on Scopia Mobile, see the *User Guide for Scopia Mobile*.

Navigation

About Scopia Desktop Server

Scopia Desktop Server is easy to use and includes firewall traversal features to ensure call connectivity and quality videoconferencing. Additionally, Scopia Desktop Server supports advanced videoconferencing features such as Continuous Presence video, H.239 data collaboration, PIN protected meetings, conference moderation, full authentication and authorization, and SIP point-to-point communication between Scopia Desktop Clients.

The Scopia Desktop Server requires Scopia Elite MCU as part of its deployment.

Scopia Desktop offers the following additional features:

- Integration with Microsoft Outlook

  Users can send invitations to videoconferences directly from Microsoft Outlook using the Scopia Add-in for Microsoft Outlook. The 32 bit version works directly with the Scopia Desktop Server, while the 64 bit version works directly with Scopia Management. For more information, see *User Guide for Scopia Add-in for Microsoft Outlook*.

- Streaming and recording

  You can create webcasts for others to view your videoconference, and you can record meetings for later viewing.

- Chat messages to meeting participants

  Users can send public or private chat messages to meeting participants, including those connecting via dedicated endpoints or room systems.

- Service provider (multi-tenant) support

Scopia Desktop works alongside Scopia Management to support service provider deployments which cater for multiple organizations (tenants). In a multi-tenant deployment, each Scopia Desktop meeting is associated with only one tenant. Multi-tenant features include:

  - All Scopia Desktop Clients only see contacts (users or endpoints) belonging to their own organization.
  - When browsing or searching a recording, Scopia Desktop Clients only see recordings belonging to their own organization.

- Scalability with an external load balancer

  Scopia Desktop works with load balancers like F5 and Radware's AppDirector, providing unlimited scalability, high availability and redundancy for large deployments.

- Microsoft Lync support

  With Scopia Video Gateway in your deployment, Scopia Desktop Clients can invite Microsoft Lync users to a meeting.

About Components of the Scopia Desktop Server

Scopia Desktop Server includes a variety of different servers, each fulfilling its own function (Figure 1: Components of the Scopia Desktop Server on page 7).

Figure 1: Components of the Scopia Desktop Server

- Scopia Desktop Conference Server

  At the center of Scopia Desktop Server, the conference server creates conferences with Scopia Desktop Clients and Scopia Mobile devices, relaying media to the MCU to enable transparent connectivity with H.323 and SIP endpoints.

- Scopia Desktop Application Server (Tomcat)

  The underlying Scopia Desktop web server and application server is implemented by Tomcat. It serves as the login server, the update server, the recording server, the Scopia Content Slider server and the Scopia Desktop web portal.

- Scopia Desktop Streaming Server (Darwin)

  Responsible for streaming webcasts.

- Scopia Desktop Recording Server

  Part of the Tomcat Application Server, this service is responsible for recording meetings, storing the recordings and providing HTTP access to the recordings.

- Scopia Content Slider server

  Part of the Tomcat Application Server, it stores the data already presented in the videoconference and makes it available for participants to view during the meeting.

- STUN Server

  Enables you to directly dial a Scopia Desktop Client behind a NAT or firewall in point-to-point implementations by giving that computer's public internet address. Third-party STUN Servers are supported.

  Place the STUN Server in the DMZ, accessible by the Scopia Desktop Clients participating in a call. The STUN Server should have its own public IP address, not a NAT address.

- Scopia Desktop Presence (XMPP) Server (Jabber)

  Maintains a live list of contacts which are available or unavailable for video chat or videoconference. This information is presented in the Contact List of Scopia Desktop Pro. The XMPP server is also responsible for user authentication, and it is used for attendee registration and invitations.

About Scopia Desktop Client

The Scopia Desktop Client is a simple web browser plug-in for interactive videoconferencing using high definition or standard definition with superb quality. It is part of Scopia Desktop, the desktop videoconferencing solution which provides the client/server application that extends videoconferencing to remote and desktop users for voice, video and data communications.

Clients can be centrally managed and deployed without complex licensing fees or installation issues. Users receive a web link in their invitation to join a videoconference, and in moments they are connected and participating. The standard Scopia Desktop Client includes the main videoconference client with a built-in chat window and presentation viewing abilities (Figure 2: The Scopia Desktop Client user interface on page 9).

Figure 2: The Scopia Desktop Client user interface

Users can have their own login, enabling each to have a virtual room to invite people to meetings.

A Scopia Add-in for Microsoft Outlook enables easy scheduling of meetings directly from within Microsoft Outlook. There are two types of Scopia Add-in for Microsoft Outlook: the 32 bit version works directly with the Scopia Desktop Server, while the 64 bit version works directly with Scopia Management. The 32 bit version of Scopia Add-in for Microsoft Outlook is installed together with Scopia Desktop Client, as described in Installing Scopia Desktop Client Locally on a PC on page 73. You can also configure the 64 bit version to install together with Scopia Desktop Client, or run a standalone installation. For more information, see the *User Guide for Scopia Add-in for Microsoft Outlook*.

Chapter 2 | Planning your Scopia Desktop Server Deployment

When planning your Scopia Desktop Server deployment, consider the following:

- How many users will be simultaneously connecting to videoconferences?
- Will most Scopia Desktop Clients connect to videoconferences from within the enterprise, or from outside? For example, if there are many internal Scopia Desktop Clients, consider placing a dedicated Conference Server in the enterprise.
- If reliability is a requirement, consider deploying redundant Scopia Desktop Servers.
- How often will your organization record videoconferences? How often will those recordings be viewed? Are there likely to be many simultaneous viewers?

  For example, if recording is a major part of your videoconferencing experience, you may decide to deploy a dedicated Recording Server.
- Will most users join videoconferences as participants, or view webcasts of meetings?
- What is your network's security policy?

  Depending on where you deploy the Scopia Desktop Server and other video network devices, you may need to open different ports on the firewall.
- How much internal and external bandwidth is required, based on the number of simultaneous users joining videoconferences? Consider also whether most users will be joining in standard or high definition.

Based on the factors above, decide whether to deploy all Scopia Desktop Server components on one server or on multiple dedicated servers. See the following sections for details on the different deployment options and how to plan your bandwidth:

Navigation

- Minimum Requirements and Specifications of Scopia Desktop Server on page 10
- Sizing your Scopia Desktop Server Deployment on page 14
- Planning your Topology for Scopia Desktop Server on page 17
- Deploying Scopia Desktop Server with Dual-NIC on page 27
- Planning your Bandwidth Requirements on page 27
- Ports to Open on Scopia Desktop on page 37
- Obtaining the Scopia Desktop License keys on page 47

Minimum Requirements and Specifications of Scopia Desktop Server

This section details the system specifications of the Scopia Desktop Server you purchased. Refer to this data when preparing system setup and afterwards as a means of verifying that the environment still complies with these requirements.

Scopia Desktop Server Software Requirements

The minimum software requirements for the Scopia Desktop Server are:

Operating systems:

- Windows 2003 SP2 or Windows 2003 R2, 32 and 64 bit (English, Japanese)
- Windows 2008 SP2 or Windows 2008 R2, 32 and 64 bit (English, Japanese)
- Windows Server 2012
- Windows® 2008 Datacenter or Enterprise Edition (English) with more than 4GB of RAM, or Windows® 2008 Standard Edition (English) with 4GB or less of RAM

Important:

Scopia Desktop Servers should be deployed on a physical server, not virtual machines like VMware.

Web browsers (for the Scopia Desktop Server Administration):

- Internet Explorer 6, 7, 8, 9 and 10 (Windows)
- Firefox 3.5 or later (Mac and Windows)
- Safari 6 or later (Mac and Windows)
- Google Chrome (Mac and Windows)

The following add-ins for Scopia Desktop integrate it with various third-party products. For more information, see the relevant add-in documentation.

- The Scopia Connector for IBM Lotus Sametime Connect works with IBM Lotus Sametime 8.0, 8.0.1, 8.0.2, 8.0.5, 8.5, 8.5.1, and IBM Lotus Notes 8.0.
- The Scopia Connector for IBM Lotus Sametime Web Conferencing works with IBM Lotus Sametime versions 8.0, 8.0.1, 8.0.2, and 8.0.5.
- The Scopia Add-in for Microsoft Outlook supports Microsoft Office 32 bit and Office 64 bit, but requires Office 2007 minimum.

Scopia Desktop Server Hardware Requirements

Table 1: Call capacity and minimum hardware requirements for Scopia Desktop Server on page 12 lists the minimum hardware requirements and call capacity for the Scopia Desktop Server.

Important:

- All hard disks should have a minimum of 20Gb.
- The NIC card on the Scopia Desktop Server should be 1Gb full duplex, except for the Scopia Desktop 25 product, which can use a 100Mb NIC.
- When you initiate a 1MB high definition call, scalability is reduced by fifty percent.
- If the server PC is not strong enough for the maximum number of connections, you can limit the number of calls in the Scopia Desktop Server. For more information, see Defining Scopia Desktop Server Public Address and Other Client Connection Settings on page 63.

Table 1: Call capacity and minimum hardware requirements for Scopia Desktop Server

Product name	Deployment	Maximum ports available	Minimum server hardware required
Scopia Desktop 25	On the same computer with Scopia Management	25 interactive participants 5 Scopia Content Slider sessions 75 streaming sessions 1 recording session	Dual Intel® Xeon 5120, 1.86 GHz RAM: 2GB (3GB with Scopia Management and Scopia ECS Gatekeeper on the same computer) 2 virtual cores 100Mb NIC
Scopia Desktop 50	On the same computer with Scopia Management	50 interactive participants 10 Scopia Content Slider sessions 150 streaming sessions 3 recording sessions	Dual Intel® Xeon 5120, 1.86 GHz RAM: 2GB (3GB with Scopia Management and Scopia ECS Gatekeeper on the same computer) 2 virtual cores
Scopia Desktop 75	On the same computer with Scopia Management	75 interactive participants 15 Scopia Content Slider sessions 225 streaming sessions 3 recording sessions	Intel X3430, 2.40GHz RAM: 3GB - DDR II SDRAM – 400 MHz 4 virtual cores
Scopia Desktop 100	On the same computer with Scopia Management	100 interactive participants 20 Scopia Content Slider sessions 300 streaming sessions 5 recording sessions	Intel X3440, 2.53GHz RAM: 4GB - DDR II SDRAM – 400 MHz 8 virtual cores
Scopia Desktop 150	Dedicated conference server for Scopia Desktop	150 interactive participants	Intel X3430, 2.40GHz RAM: 3GB - DDR II SDRAM – 400 MHz 4 virtual cores
Scopia Desktop 200	Dedicated conference server for Scopia Desktop	200 interactive participants	Intel X3440, 2.53GHz RAM: 3GB - DDR II SDRAM – 400 MHz 8 virtual cores
Scopia Desktop 250	Dedicated conference server for Scopia Desktop	250 interactive participants	Dual Intel X5570, 2.93GHz RAM: 8GB - 1333 Single Ranked UDIMM 16 virtual cores
Content Center Server 600/10	Dedicated server for recording, streaming, and content slider	40 Scopia Content Slider sessions 600 streaming sessions 10 recording sessions	Dual Intel X5570, 2.93GHz RAM: 5GB - DDR II SDRAM – 400 MHz 16 virtual cores

Product name	Deployment	Maximum ports available	Minimum server hardware required
Content Center Server 300/10	Dedicated server for recording, streaming, and content slider	20 Scopia Content Slider sessions 300 streaming sessions 10 recording sessions	Intel X3440, 2.53GHz RAM: 3GB - DDR II SDRAM – 400 MHz 8 virtual cores
Scopia Content Slider Server	Dedicated server for content slider	100 Scopia Content Slider sessions	Dual Intel X5570, 2.93GHz RAM: 5GB - DDR II SDRAM – 400 MHz 16 virtual cores

You can store recordings locally on the Content Center Server or on any network server visble from the Content Center Server. Configure the location of recordings during the server installation (see *Installation Guide for Scopia Desktop Server*).

Use the following formula to calculate the space required for recordings:

```
Recording Bandwidth (in megabytes) × Time (in seconds) + 20% Overhead
```

For example, for a call of 1 hour at 384 Kbps (standard definition), calculate as follows:

```
384 Kbps × (60 minutes × 60 seconds) = 1382400 kilobits
1382400 ÷ 1024 = 1350 megabits
1350 ÷ 8 = 168.75 megabytes (MB)
168.75 × 20% = 33.75MB (overhead)
Total is 168.75 + 33.75 = 202.5MB (including overhead)
```

Scopia Desktop Server Audio and Video Specifications

Scopia Desktop interoperates with both SIP and H.323 endpoints to provide a seamless user experience joining the ease of use of Scopia Desktop Clients and Scopia Mobile devices with dedicated endpoints like Scopia XT Executive and the Scopia XT Series.

- Audio support:
  - G.722.1 codec
  - DTMF tone detection (in-band, H.245 tones, and RFC2833)
- Video support:
  - High Definition (HD) Continuous Presence video with a maximum resolution of 720p at 30 frames per second (fps).
  - Video codec: H.264 with SVC (Scalable Video Coding)
  - Video send resolutions: Up to HD 720p
  - Video receive resolution: HD 720p
  - Video bandwidth: HD up to 4Mbps for 720p resolutions; standard definition up to 448Kbps for 352p or lower
  - Presentation video: H.239 dual stream
  - Scopia Content Slider can now function with presentation set to H.263 or H.264 on the MCU.

Scopia Desktop Server Security Specifications

Scopia Desktop Server has extensive support for security, both standard encryption with certificates and a proprietary secure protocol between the client and server:

- HTTPS protocol between Scopia Desktop Client and Scopia Desktop Server.
- SRTP encryption between Scopia Desktop Client and Scopia Desktop Server
- TLS encryption between Scopia Desktop Server and Scopia Management

Sizing your Scopia Desktop Server Deployment

Based on your organization's requirements, you can choose to deploy your Scopia Desktop Server in one of the following ways:

- Topology for Small Scopia Desktop Server Deployment on page 17
- Medium Scopia Desktop Server Deployment with Dedicated Servers on page 18
- Large Scopia Desktop Server Deployment with Dedicated Servers on page 21

Figure 3: Typical Scopia Desktop Server setups based on size of deployment on page 15 illustrates typical deployments for small, medium, and large organizations. For details on the complete deployment, including other video infrastructure devices such as Scopia PathFinder Server, see *Solution Guide for Scopia Solution*.

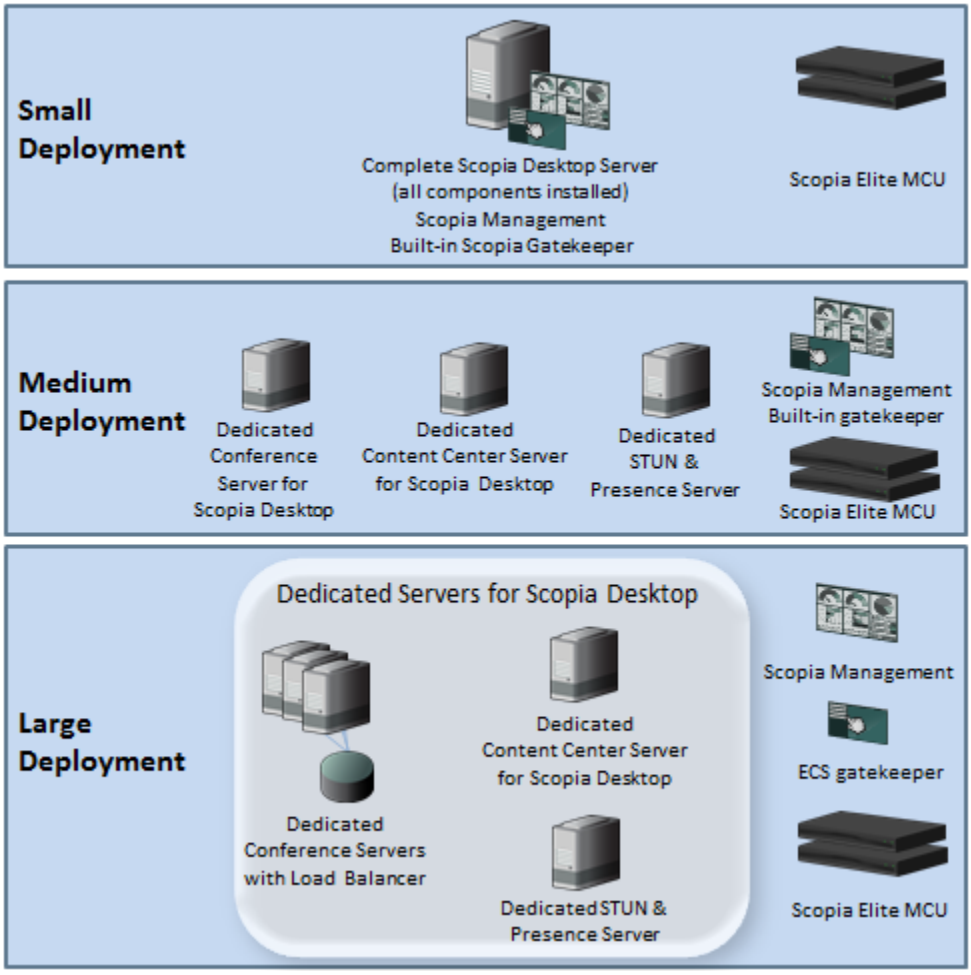


Figure 3: Typical Scopia Desktop Server setups based on size of deployment

Choose a deployment based on factors such as number of users and bandwidth efficiency. Refer to Table 2: Sizing your Scopia Desktop Server deployment on page 16 for details.

Table 2: Sizing your Scopia Desktop Server deployment

Number of Simultaneous Participants	Deployment	Number of Scopia Desktop Servers	Bandwidth Considerations
Up to 100	Single all-in-one Scopia Desktop Server with Scopia Management (small centralized deployment)	One To increase reliability, you can deploy a redundant server. To increase the number of users, you can deploy an additional Conference Server for Scopia Desktop.	In centralized deployments, all calls are directed to the MCUs located in one place. This puts a strain on bandwidth if videoconferences involve many remote endpoints. For details on ensuring sufficient bandwidth for your deployment, see Planning your Bandwidth Requirements on page 27.
Up to 250 per server	Dedicated Servers for medium organizations (large centralized deployment)	Typically two Conference Servers for Scopia Desktop. One of these servers may include the Content Center Server.	
	Dedicated servers for service providers (large centralized deployment)	Typically three servers, depending on how the Scopia Desktop components are allocated. Can be deployed as a cluster behind a load balancer.	
	Dedicated servers for service providers (distributed deployment)	One server or cluster in each location.	Distributed deployments save bandwidth in large videoconferences including many remote endpoints. However, smaller videoconferences might be unnecessarily cascaded between different MCUs and therefore use more bandwidth. For details on ensuring sufficient bandwidth for your deployment, see Planning your Bandwidth Requirements on page 27.

You can store recordings locally on the Content Center Server or on any network server visble from the dedicated Content Center Server. Configure the location of recordings during the server installation (see *Installation Guide for Scopia Desktop Server*).

Use the following formula to calculate the space required for recordings:

```
Recording Bandwidth (in megabytes) × Time (in seconds) + 20% Overhead
```

For example, for a call of 1 hour at 384 Kbps (standard definition), calculate as follows:

```
384 Kbps × (60 minutes × 60 seconds) = 1382400 kilobits
1382400 ÷ 1024 = 1350 megabits
```

```
1350 ÷ 8 = 168.75 megabytes (MB)
168.75 × 20% = 33.75MB (overhead)
Total is 168.75 + 33.75 = 202.5MB (including overhead)
```

Planning your Topology for Scopia Desktop Server

You can deploy the Scopia Desktop components in various ways, depending on factors such as the number of videoconferencing users in your organization. For guidelines on how to assess your deployment's capacity, refer to Sizing your Scopia Desktop Server Deployment on page 14.

Scopia Desktop includes the following components:

- Conference Server for Scopia Desktop, to create videoconferences with Scopia Desktop Clients and Scopia Mobile devices
- Streaming Server for Scopia Desktop (Darwin), to stream webcasts
- Recording Server for Scopia Desktop (Tomcat), to record videoconferences
- Scopia Content Slider (Tomcat) to store data already presented in the videoconference, allowing participants to view previously shared content during the meeting
- STUN Server for Scopia Desktop to directly dial a Scopia Desktop Client behind a NAT or firewall in point-to-point implementations
- XMPP Presence Server (Jabber) for Scopia Desktop to maintain the contact list

For more information about the Scopia Desktop components, see About Components of the Scopia Desktop Server on page 7.

Depending on the size and capacity of your deployment, you can deploy these components on a single Scopia Desktop Server or install specific components on dedicated servers. See the following sections for the different deployment options:

Navigation

- Topology for Small Scopia Desktop Server Deployment on page 17
- Medium Scopia Desktop Server Deployment with Dedicated Servers on page 18
- Large Scopia Desktop Server Deployment with Dedicated Servers on page 21

Topology for Small Scopia Desktop Server Deployment

In a standard Scopia Desktop Server installation, you deploy a single all-in-one server with the following installed (see Figure 4: Typical small deployment of Scopia Desktop Server on page 18):

- A complete Scopia Desktop installation, which includes the Conference Server, as well as any other Scopia Desktop components used in your organization.

  Scopia Desktop Server includes various components, such as the Streaming Server, which allows users to view the videoconference webcast. For a detailed list of all Scopia Desktop components, see About Components of the Scopia Desktop Server on page 7.
- Scopia Management, an application used to control your video network devices and schedule videoconferences. Scopia Management includes a built-in gatekeeper.

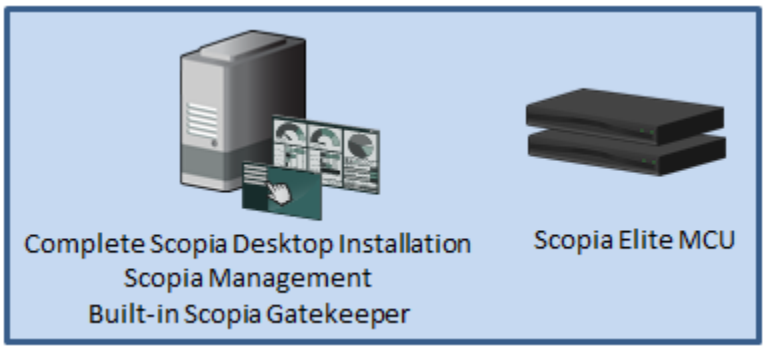


Figure 4: Typical small deployment of Scopia Desktop Server

For information on the capacity of a single server, see Minimum Requirements and Specifications of Scopia Desktop Server on page 10.

The all-in-one server is typically deployed in the DMZ (see Figure 5: Deploying a Single Scopia Desktop Server in a Small Centralized Topology on page 18). Scopia Desktop Clients can connect from the internal enterprise network, a public network, or from a partner network.

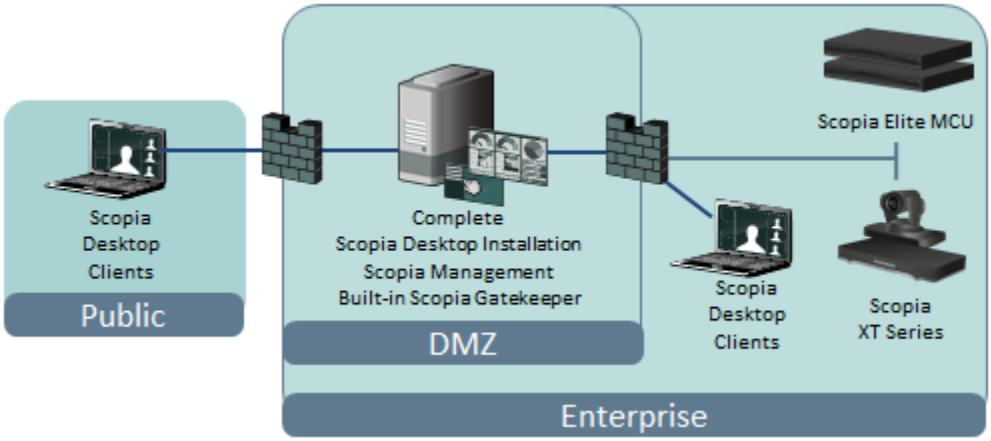


Figure 5: Deploying a Single Scopia Desktop Server in a Small Centralized Topology

This topology serves as the baseline deployment and is typically used for smaller organizations. To increase capacity, you can install Scopia Desktop components on dedicated servers (see Medium Scopia Desktop Server Deployment with Dedicated Servers on page 18).

Scopia Desktop Server deployments require an MCU to host videoconferences, and Scopia Management to control your video network devices and schedule videoconferences.

Medium Scopia Desktop Server Deployment with Dedicated Servers

To increase the capacity of the deployment, you can dedicate a server for specific Scopia Desktop components, as follows:

- A dedicated Conference Server for Scopia Desktop, which includes the Conference Server and Web Server.
- A dedicated Content Center Server, which includes the recording, streaming, and content slider components. Depending on how these functions are used in your organization, you can deploy

them separately. For example, if recording is a major part of your videoconferencing experience, you may decide to deploy a dedicated Recording Server.

- A dedicated XMPP Presence (Jabber) and STUN Server

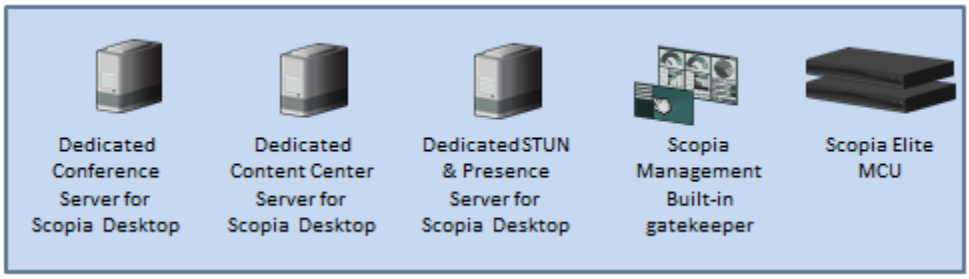


Figure 6: Typical medium-sized deployment

Each Scopia Desktop Server deployed should match the minimum requirements detailed in Minimum Requirements and Specifications of Scopia Desktop Server on page 10. For more information about the Scopia Desktop components, see About Components of the Scopia Desktop Server on page 7.

Typically, you deploy the dedicated Scopia Desktop Servers in the DMZ, to provide connection to participants and webcast viewers connecting from both the internal and external networks (Figure 7: Deploying dedicated Scopia Desktop Servers in the DMZ on page 20). You can also deploy an additional server in the enterprise, so that internal participants do not need to connect through the firewall.

Depending on where you deploy the dedicated servers, you may need to open additional ports. For details, see Ports to Open on Scopia Desktop on page 37.

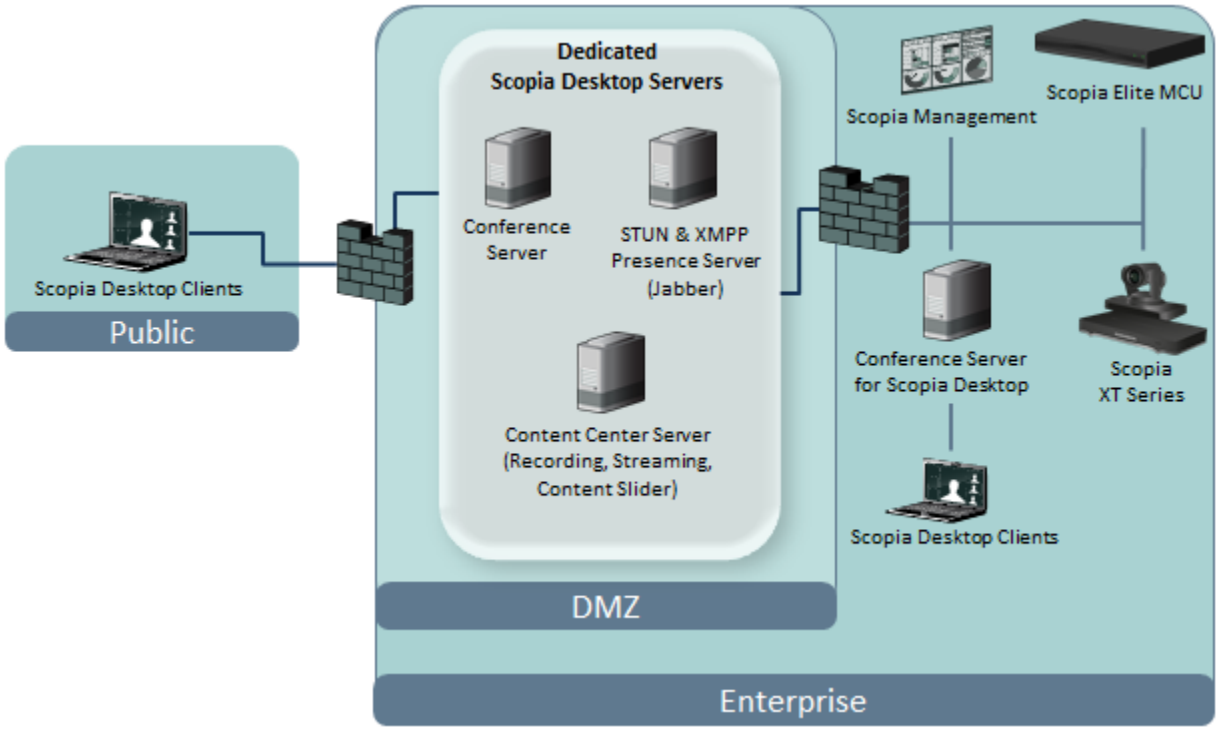


Figure 7: Deploying dedicated Scopia Desktop Servers in the DMZ

This is typically relevant for larger deployments. You can also cluster the Scopia Desktop Servers behind a load balancer, as described in Large Scopia Desktop Server Deployment with Dedicated Servers on page 21. Smaller deployments, on the other hand, might install all components on the same Scopia Desktop Server with a Scopia Management (see Topology for Small Scopia Desktop Server Deployment on page 17).

Scopia Desktop Server deployments require an MCU to host videoconferences, and Scopia Management to control your video network devices and schedule videoconferences.

For more information about Scopia Solution deployments, see the *Solution Guide for Scopia Solution*.

When deciding which components are suitable for your organization, refer to Table 3: Deploying dedicated Scopia Desktop Servers on page 21.

Table 3: Deploying dedicated Scopia Desktop Servers

Dedicated Scopia Desktop Server	Function
Dedicated Conference Server for Scopia Desktop	Mandatory Responsible for creating videoconferences with Scopia Desktop Clients and Scopia Mobile devices, and connects to the MCU for connectivity with H.323 and SIP endpoints. Also provides access to the Scopia Desktop web portals for the user and administrator.
Dedicated Content Center Server for Scopia Desktop	Optional (install for the functionality listed below) Install a dedicated Content Center Server with one or more of the following components: • Recording: To record meetings, perform user authentication, and provide access to the web portal. • Streaming: To stream live webcasts of videoconferences. • Content Slider: To allow participants to catch up with previously presented slides. For increased capacity, you can deploy the recording or streaming components on two different servers. If installing the Scopia Content Slider, install it on the Recording Server. Scopia Content Slider can now function with presentation set to H.263 or H.264 on the MCU. If you have more than one Recording Server, you access each one to view the recordings stored by that specific server. For example, if you want to access a recording stored on Recording Server A, you must connect to Recording Server A. You cannot access it from Recording Server B.
Dedicated XMPP Presence Server & STUN Server for Scopia Desktop	Optional (install for the functionality listed below) Install a dedicated server with the following components: • XMPP Presence: To maintain a live list of contacts which are available or unavailable for video chat or videoconference. • STUN: To enable users to directly dial a Scopia Desktop Client or Server behind a NAT or firewall in point-to-point implementations.

Large Scopia Desktop Server Deployment with Dedicated Servers

Large deployments, such as service providers or large organizations, typically deploy multiple dedicated Scopia Desktop Servers. To provide scalability and high availability, with service preservation for up to 100,000 registered users, you can cluster several dedicated Conference Servers behind a load balancer as described in Deploying Scopia Desktop with a Load Balancer on page 24.

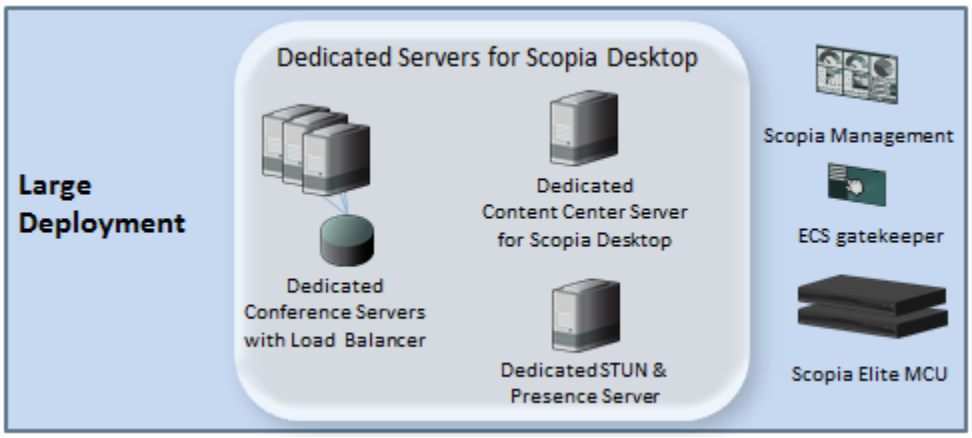


Figure 8: Typical large deployment

The videoconferencing infrastructure, including the Scopia Desktop Server, is typically deployed in the DMZ to provide connection to participants and webcast viewers connecting from both the internal and external networks (Figure 9: Large Scopia Desktop Server Deployment with Dedicated Servers on page 22).

You can also deploy an additional Conference Server in the enterprise, so that participants in internal videoconferences do not need to connect through the firewall.

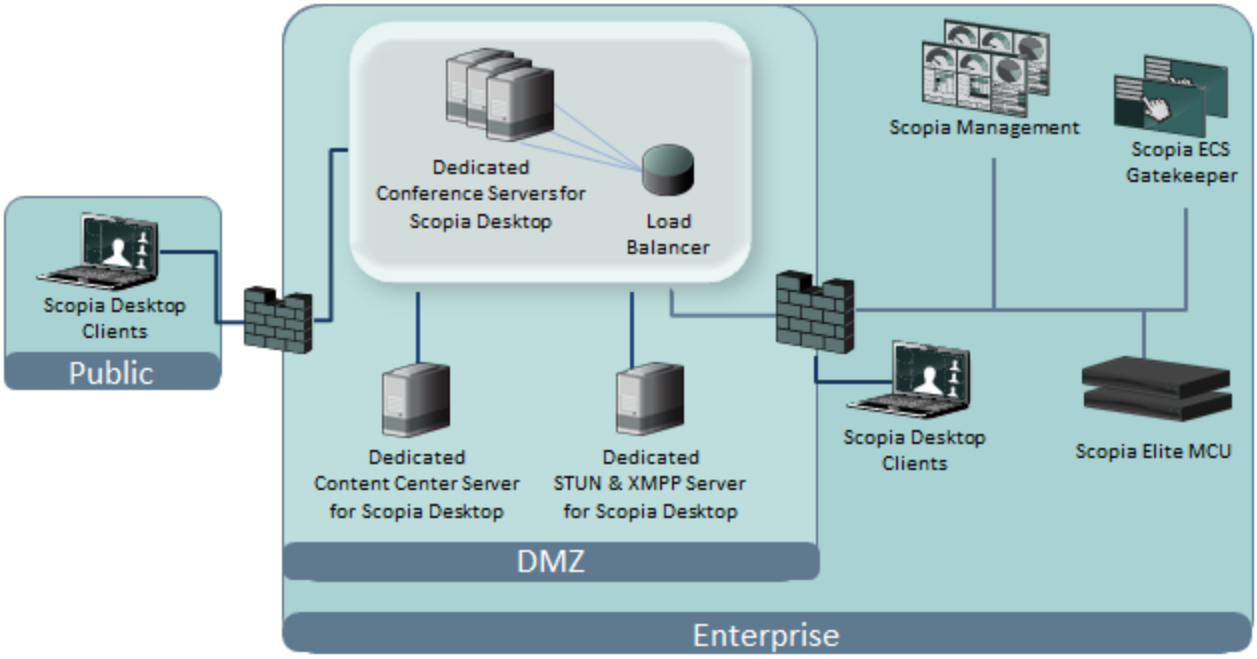


Figure 9: Large Scopia Desktop Server Deployment with Dedicated Servers

Enterprises can deploy the videoconferencing infrastructure in more than one location. This can be done either for redundancy or, if there are many customers in different regions of the world, you can deploy a full set of videoconferencing infrastructure in the headquarters, and another set of infrastructure in a branch.

See the *Solution Guide for Scopia Solution* for detailed information about different ways to deploy your videoconferencing infrastructure.

When deciding which components are suitable for your organization, refer to Table 4: Deploying dedicated Scopia Desktop Servers on page 23.

Table 4: Deploying dedicated Scopia Desktop Servers

Dedicated Scopia Desktop Server	Function
Dedicated Conference Server for Scopia Desktop	Mandatory Responsible for creating videoconferences with Scopia Desktop Clients and Scopia Mobile devices, and connects to the MCU for connectivity with H.323 endpoints. Also provides access to the Scopia Desktop web portals for the user and administrator.
Dedicated Content Center Server for Scopia Desktop	Optional Install a dedicated Content Center Server with one or more of the following components: • Recording: To record meetings, perform user authentication, and provide access to the web portal. • Streaming: To stream live webcasts of videoconferences. • Content Slider: To allow participants to catch up with previously presented slides. For increased capacity, you can deploy the recording or streaming components on two different servers. If installing the Scopia Content Slider, install it on the Recording Server. Scopia Content Slider can now function with presentation set to H.263 or H.264 on the MCU. If you have more than one Recording Server, you access each one to view the recordings stored by that specific server. For example, if you want to access a recording stored on Recording Server A, you must connect to Recording Server A. You cannot access it from Recording Server B.
Dedicated XMPP Presence Server & STUN Server for Scopia Desktop	Optional (install for the functionality listed below) Install a dedicated server with the following components: • XMPP Presence: To maintain a live list of contacts which are available or unavailable for video chat or videoconference. • STUN: To enable users to directly dial a Scopia Desktop Client or Server behind a NAT or firewall in point-to-point implementations.

Each Scopia Desktop Server deployed should match the minimum requirements detailed in Minimum Requirements and Specifications of Scopia Desktop Server on page 10.

Scopia Desktop Server deployments require an MCU to host videoconferences, and Scopia Management to control your video network devices and schedule videoconferences.

Deploying Scopia Desktop with a Load Balancer

For increased reliability and scalability, you can deploy multiple Scopia Desktop Servers behind a load balancer such as Radware's AppDirector or another load balancer (Figure 11: Typical load balanced Scopia Desktop deployment on page 25).

A load balancer groups together a set (or cluster) of servers to give them a single IP address, known as a virtual IP address. It distributes client service requests amongst a group of servers. It distributes loads according to different criteria such as bandwidth, CPU usage, or cyclic (round robin). Load balancers are also known as application delivery controllers (ADC).

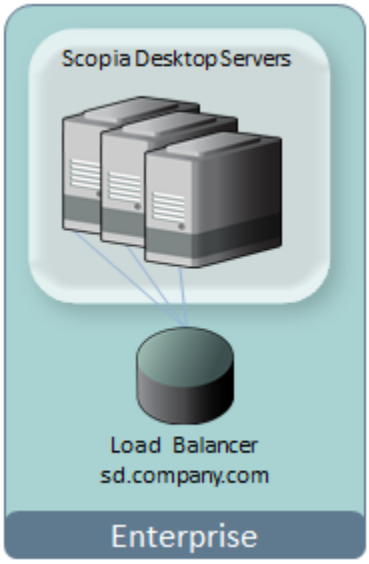


Figure 10: Deploying Scopia Desktop with a Load Balancer

All servers in the cluster should have identical functionality enabled, since one server must take over if another is overloaded or fails. If you deploy dedicated servers for the different components of Scopia Desktop (for example, a dedicated recording or streaming server), these dedicated servers should be located outside the cluster. For more information, see Configuring Streaming and Recording in a Load Balancing Environment on page 133.

Typically, the Scopia Desktop cluster is deployed in the DMZ, to enable both internal and external participants to join the videoconference. If many videoconferences include only internal participants, consider deploying an additional Conference Server in the enterprise, or, for increased capacity, an additional cluster with a load balancer.

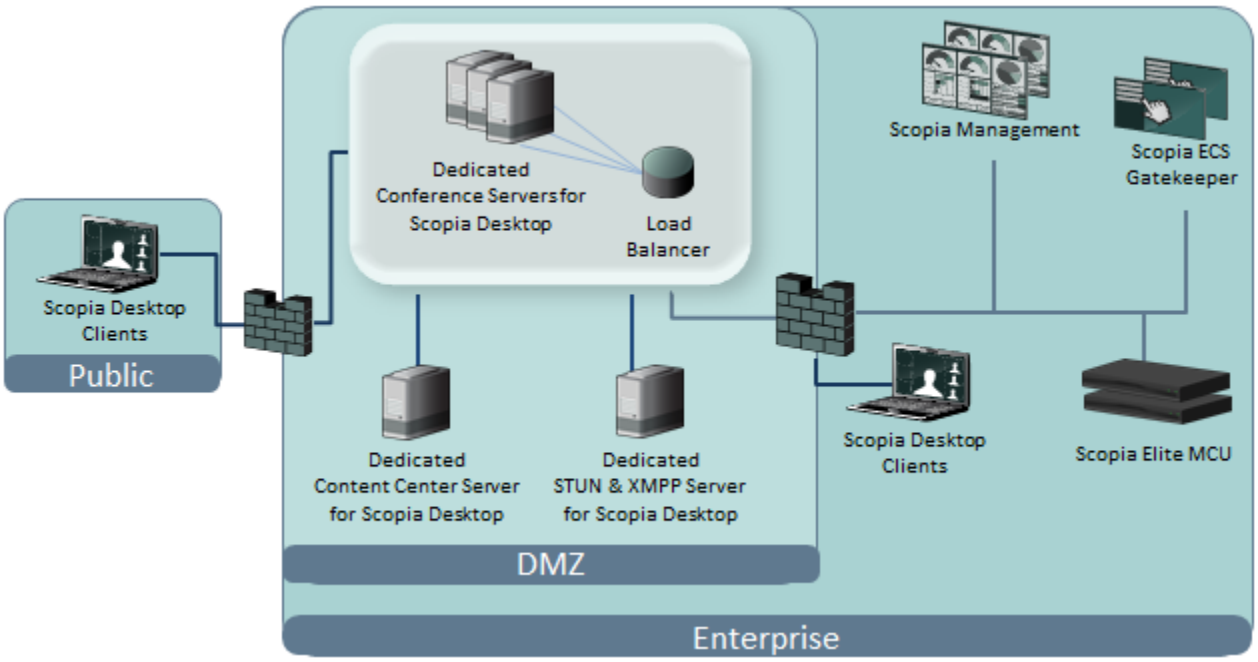


Figure 11: Typical load balanced Scopia Desktop deployment

When clustering multiple Scopia Desktop Servers in your deployment, all servers must be configured with the same security mode. When a device establishes a secure connection with another component, it sends a signed certificate verifying its identity. The signature on the certificate must be from a known (trusted) certification authority (CA). For more information about security, see Securing a Load Balanced Environment on page 136.

Important:

Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

You can configure the load balancer to route all network traffic or only part of it, depending on the load balancer's capacity and your deployment requirements (Figure 12: Media can either bypass or travel via the load balancer (example) on page 26):

- In full load balancing deployments, all network traffic between servers and clients, including the media (audio, video, data presentations), is routed via the load balancer. This is best for powerful load balancer servers, and has the added security advantage of withholding the private IP of a Scopia Desktop Server to the outside world.
- In partial load balancing deployments, the media data travels directly between client and server, bypassing the load balancer, while signaling and management still travel via the load balancer. This is better for less powerful load balancer computers, but directly exposes the servers' private IP addresses to the outside world.

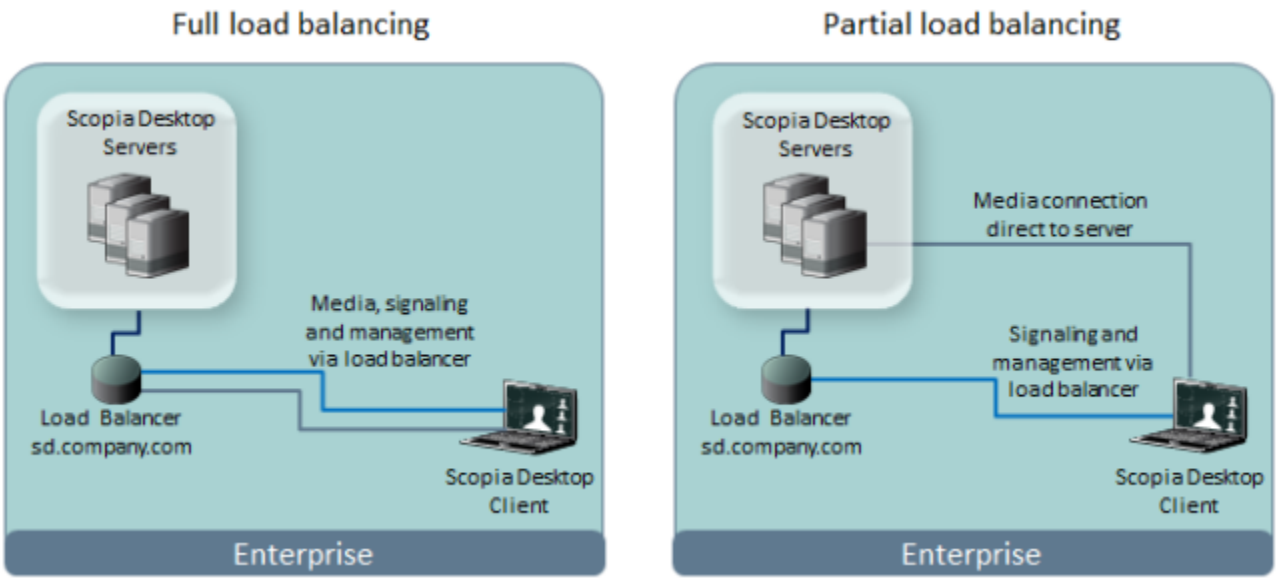


Figure 12: Media can either bypass or travel via the load balancer (example)

If your deployment includes dedicated servers for streaming and/or recording in a load balancing environment, you can choose one of the following deployments:

- Point all Scopia Desktop Servers in the cluster to a single dedicated streaming and/or recording server outside the cluster. The playback client communicates directly with the dedicated server.
- Enable streaming capabilities in each Scopia Desktop Server in the cluster .

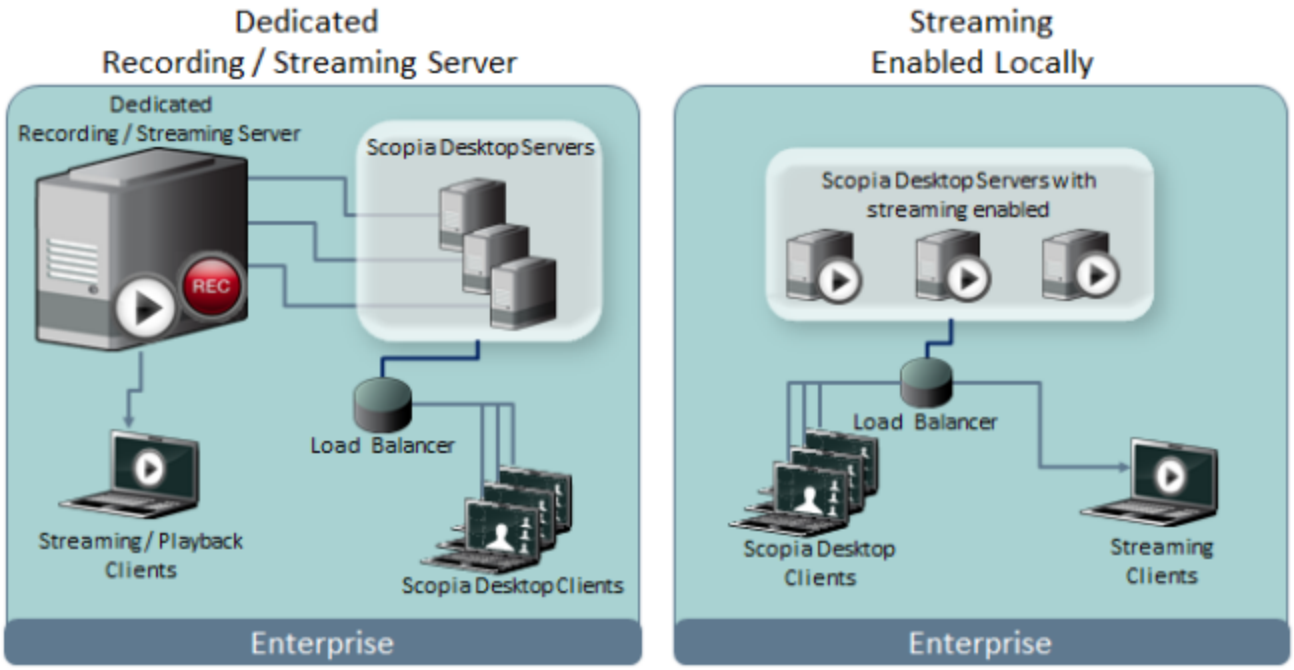


Figure 13: Deploying either a dedicated recording/streaming server, or enabling local streaming

For details about configuring load balancing, see Deploying Multiple Scopia Desktop Servers with a Load Balancer on page 119.

Deploying Scopia Desktop Server with Dual-NIC

Scopia Desktop Server can be installed on servers with 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.

Important:

Use bonded 100 Mbit NICs or a Gigabyte NIC. The default settings are 384Kbps for every participant connection, and 256 Kbps for webcast viewers.

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 Scopia Desktop Client connections (Figure 14: Scopia Desktop Server with a dual-NIC deployment on page 27). In this case, configure the Scopia Desktop IP address to represent the NIC behind the firewall. For the Scopia Desktop public address, use a DNS name which resolves to the NIC outside the firewall, and is accessible both inside and outside the enterprise.

For more information and to configure the public address, see Defining Scopia Desktop Server Public Address and Other Client Connection Settings on page 63.

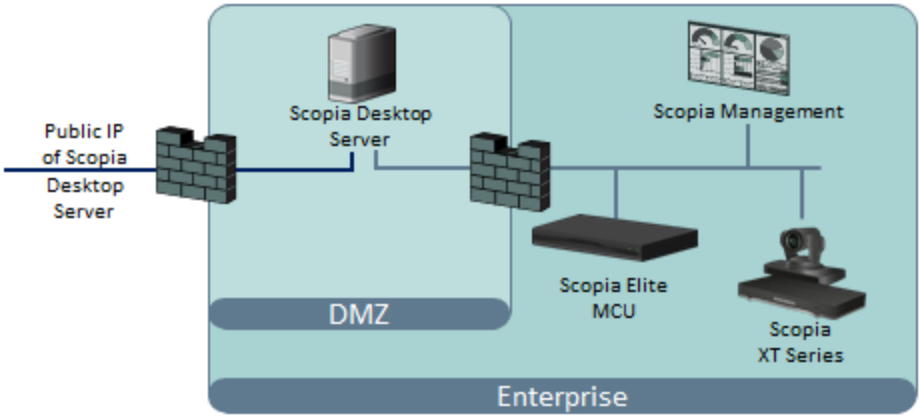


Figure 14: Scopia Desktop Server with a dual-NIC deployment

Scopia Desktop Clients can connect to the Scopia Desktop Server either by an IP address or a DNS name. In many deployments the Scopia Desktop Server IP address is not accessible to clients outside the enterprise due to NAT or firewall restrictions. Therefore, Scopia Desktop Server has a public address, which must be a DNS name resolving to the correct Scopia Desktop Server IP address both inside and outside the corporate network.

Planning your Bandwidth Requirements

The Scopia Solution supports a number of technologies designed to minimize the bandwidth used in videoconferences. For more information on the bandwidth-saving features of Scopia Solution, see *Scopia Solution Guide*. Even so, there are policy decisions you can make to reduce bandwidth further by

deciding on the location of video network components and setting bandwidth management policies in your organization. You can estimate the total bandwidth required for Scopia Desktop, which includes:

- Bandwidth consumed by videoconference participants connecting to the Scopia Desktop Server (Scopia Desktop Clients and Scopia Mobile devices)
- Bandwidth consumed by viewers of videoconference webcasts
- Bandwidth consumed by users downloading a recorded videoconference

Use your Scopia Desktop bandwidth estimation to do the following:

- Calculate your bandwidth costs, for both external and internal bandwidth (see Calculating the Bandwidth Used by Scopia Desktop Participants on page 29).

  For example, to reduce bandwidth, you may decide that all calls going outside your organization are limited to standard definition (SD), or that all calls are SD by default.

- Use Scopia Management to define the bandwidth policies for different user profiles.

  For example, company executives are usually allocated more bandwidth. For details, see *Administrator Guide for Scopia Management*.

- Define the maximum bandwidth of MCU meeting types (also known as services), which define the videoconference parameters, including the bandwidth.

  For example, you can define a dial prefix which restricts the meeting to audio-only or SD, to consume much less bandwidth than an HD videoconference. For details, see *Administrator Guide for Scopia Elite MCU*.

- Decide how many users can actively participate or watch the videoconference as a webcast only.

  Participants take up four times the bandwidth of webcast viewers. For details, see Calculating Scopia Desktop Bandwidth in a Centralized Deployment on page 30 and Calculating Scopia Desktop Bandwidth in a Distributed Deployment on page 31.

Important:

When calculating the total bandwidth required for videoconferencing, you need to also consider the bandwidth required by other Scopia Solution products included in your deployment, such as the MCU and Scopia XT Series.

Figure 15: Planning your Scopia Desktop bandwidth

For details on how to calculate the bandwidth, see the following sections:

Navigation

- Calculating the Bandwidth Used by Scopia Desktop Participants on page 29
- Allocating Bandwidth for Downloading Recordings on page 35
- Calculating the Total Required Bandwidth for Scopia Desktop on page 36

Calculating the Bandwidth Used by Scopia Desktop Participants

This section describes how to calculate the bandwidth required for videoconferences with Scopia Desktop participants and webcast viewers (both Scopia Desktop Clients and Scopia Mobile devices).

The Scopia Desktop Server coordinates videoconferences between Scopia Desktop Clients/Scopia Mobile devices and the MCU.

Typically, Scopia Desktop Servers are deployed in the same location as the MCU, hence the bandwidth between the Scopia Desktop Servers and the MCU is internal. However, if your deployment is set up with the Scopia Desktop Servers in a different location than the MCU, you also need to consider the bandwidth between the Scopia Desktop Servers and the MCU when considering bandwidth costs. For more information about distributed deployments, see *Solution Guide for Scopia Solution*.

Important:

The bandwidth used by the Recording Server is managed separately, as described in Allocating Bandwidth for Downloading Recordings on page 35, except when it is installed on the same PC as other Scopia Desktop components. In such cases, users watching recorded meetings would consume bandwidth which would otherwise be used by videoconferences.

Table 5: Default bandwidth used for one connection on page 29 lists the default bandwidth used for each connection between the participant/webcast viewer and the Scopia Desktop Server.

Table 5: Default bandwidth used for one connection

Type of connection	Default bandwidth required
Upload bandwidth for one SD participant	384 Kbps
Download bandwidth for one SD participant	384 Kbps
Download bandwidth for one SD webcast viewer	384 Kbps
Upload bandwidth for one HD participant	768 Kbps
Download bandwidth for one HD participant	1024 Kbps
Download bandwidth for one HD webcast viewer	1024 Kbps

Important:

The upload and download call rates may be different. For HD (720p) videoconferencing, the Scopia Desktop Client sends 768 Kbps and receives 1024 Kbps by default.

Depending on your deployment, see the following sections to calculate the bandwidth for Scopia Desktop calls:

Navigation

- Calculating Scopia Desktop Bandwidth in a Centralized Deployment on page 30
- Calculating Scopia Desktop Bandwidth in a Distributed Deployment on page 31

Calculating Scopia Desktop Bandwidth in a Centralized Deployment

This topic describes how to calculate the bandwidth required for Scopia Desktop calls when the Scopia Desktop Server is deployed in the same physical location as the MCU (also known as a centralized deployment).

If the Scopia Desktop Server is deployed in a different location than the MCU (also known as a distributed deployment), or if your deployment requires cascading between multiple branches, see Calculating Scopia Desktop Bandwidth in a Distributed Deployment on page 31.

Figure 16: Upload and download bandwidths for centralized deployments on page 30 illustrates the bandwidth to take into account when planning your resources.

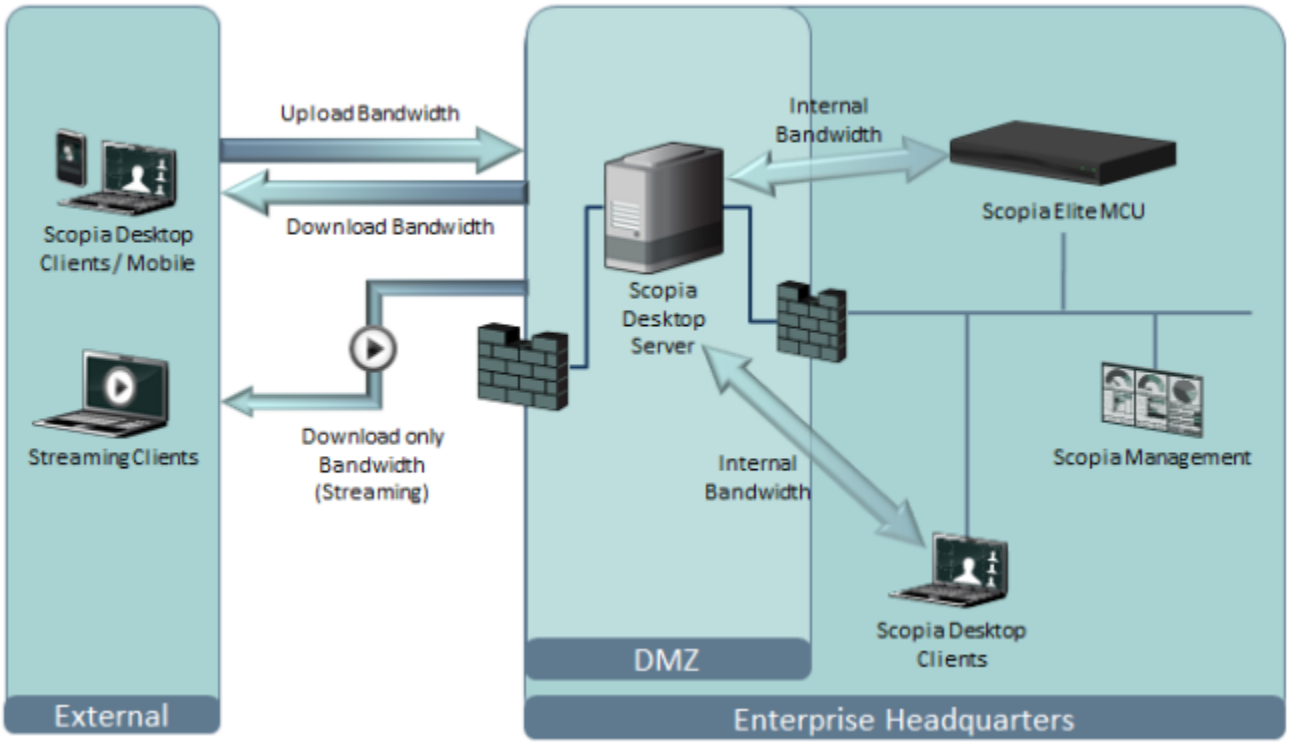


Figure 16: Upload and download bandwidths for centralized deployments

The bandwidth used for each Scopia Desktop Client participant is defined in the server settings (see Figure 17: Setting bandwidth defaults for Standard and High Definition on page 31). For viewing streamed videoconferences, there is only the download bandwidth to consider. For more information on defining these settings, see Defining Bandwidth Settings in Scopia Desktop Server on page 62.

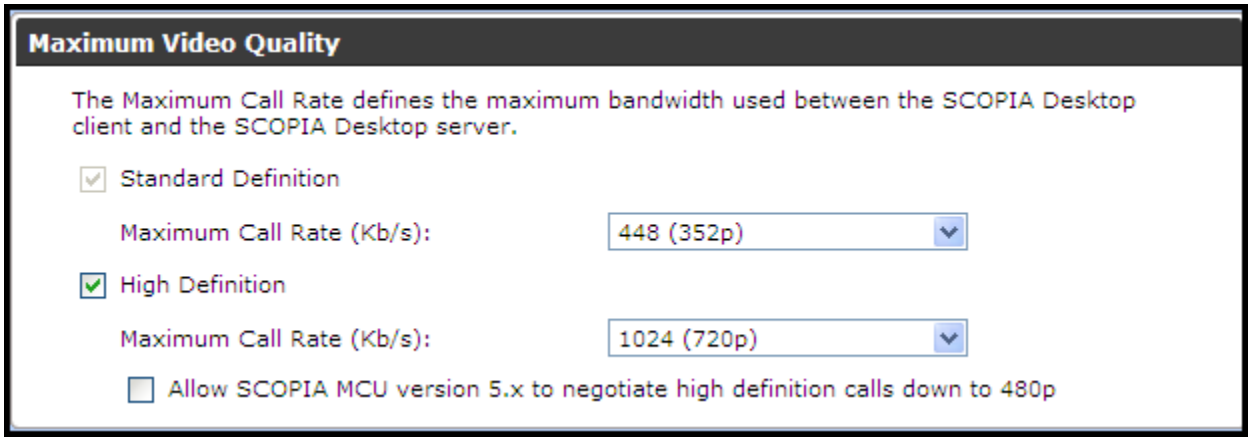


Figure 17: Setting bandwidth defaults for Standard and High Definition

The formula is:

```
Total upload bandwidth = upload bandwidth per participant × # internet participants
Total download bandwidth = download bandwidth per participant
                         × (# internet participants + # internet webcast viewers)
```

For example, if the defined call rate is 384 Kbps, each participant uses 384 Kbps for uploading and 384 Kbps for downloading. So if 10 Scopia Desktop participants connect to a videoconference at 384 Kbps, the bandwidth for these participants is 3,840 Kbps for upload and 3840 Kbps for download. 50 users is 19,200 Kbps (or 19 Mbps) for uploads and 19 Mbps for downloads.

You should also consider whether the participants and webcast viewers are connecting from the internal or external network, to ensure there is sufficient internal and external bandwidth. For example, if your organization typically has 100 simultaneous participants connecting in SD, you require 38,400 Kbps of bandwidth for uploading and 38,400 Kbps for downloading. If 80 of these participants are connecting from the public network, you need to increase your organization's external bandwidth by an additional 30,720 Kbps for both uploading and downloading media.

To calculate the total bandwidth required for Scopia Desktop, including both the bandwidth consumed by participants/webcast viewers, and downloading recordings, see Calculating the Total Required Bandwidth for Scopia Desktop on page 36.

Calculating Scopia Desktop Bandwidth in a Distributed Deployment

This topic describes how to calculate the bandwidth required for Scopia Desktop calls in distributed deployments. For centralized deployments, see Calculating Scopia Desktop Bandwidth in a Centralized Deployment on page 30.

There are several types of distributed Scopia Desktop deployment:

- Standard distributed deployment with cascading
- Distributed deployments without cascading
- Fragmented distributed deployments

In each case, the external bandwidth costs vary significantly because of the cascading or the location of video network components in your deployment. The list below identifies the bandwidth formula for each distributed deployment type.

- Standard distributed deployment with cascading

  Each location has its own MCU and Scopia Desktop Server, so any local videoconference would not incur external bandwidth costs. Meetings which cross locations are created via a cascaded link

between the two local MCUs, thereby using much less bandwidth, enabling all local clients to participate in the same meeting (Figure 18: Cascading meetings in a distributed deployment: clients connect to local MCU on page 32).

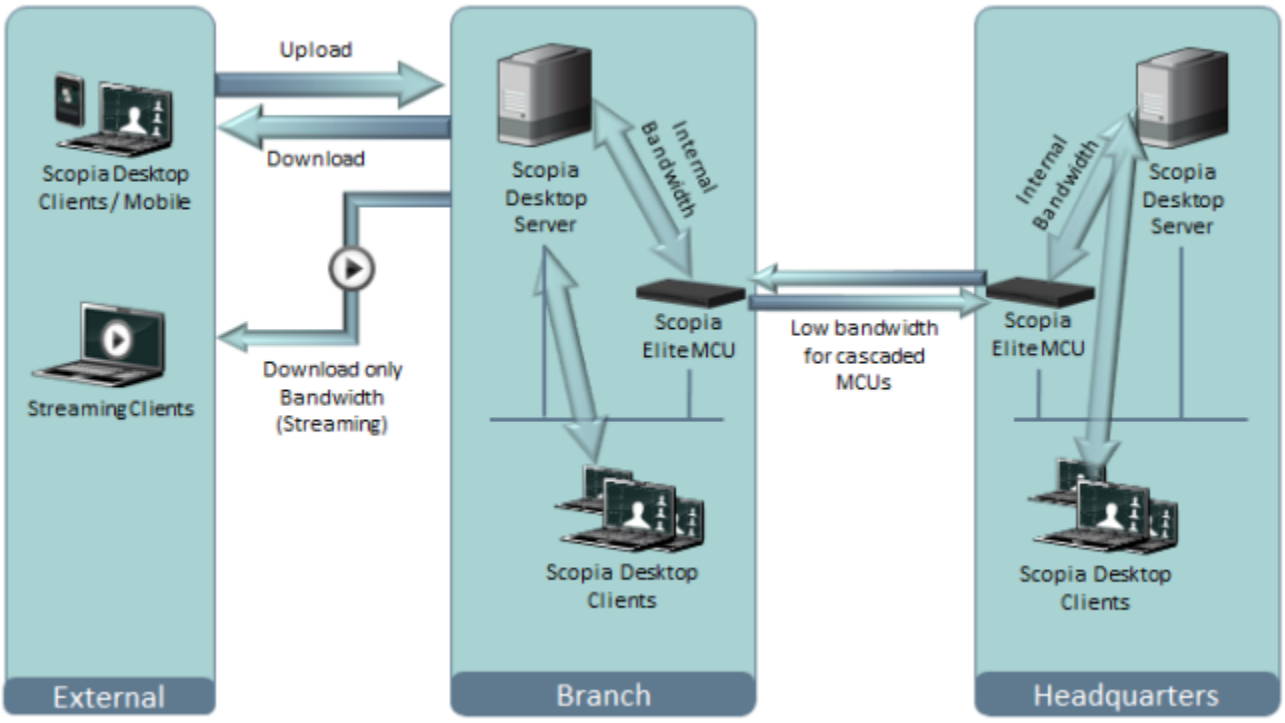


Figure 18: Cascading meetings in a distributed deployment: clients connect to local MCU

The bandwidth used by a cascaded link is equivalent to only a single client connection in each direction: upload and download. The bandwidth value is determined by the MCU meeting type (or service), which is invoked when choosing a dial prefix for the meeting. You define the maximum bandwidth for each meeting type in the MCU. For more information on defining meeting types, see *Administrator Guide for Scopia Elite MCU*.

You can configure Scopia Management to determine whether your distributed MCUs form cascaded meetings. For more information, see *Administrator Guide for Scopia Management*.

Each external Scopia Desktop Client connects with its own bandwidth usage as defined in the server settings (see Figure 19: Setting bandwidth defaults for Standard and High Definition on page 33). For viewing streamed videoconferences, there is only the download bandwidth to consider. For more information on defining these settings, see Defining Bandwidth Settings in Scopia Desktop Server on page 62.

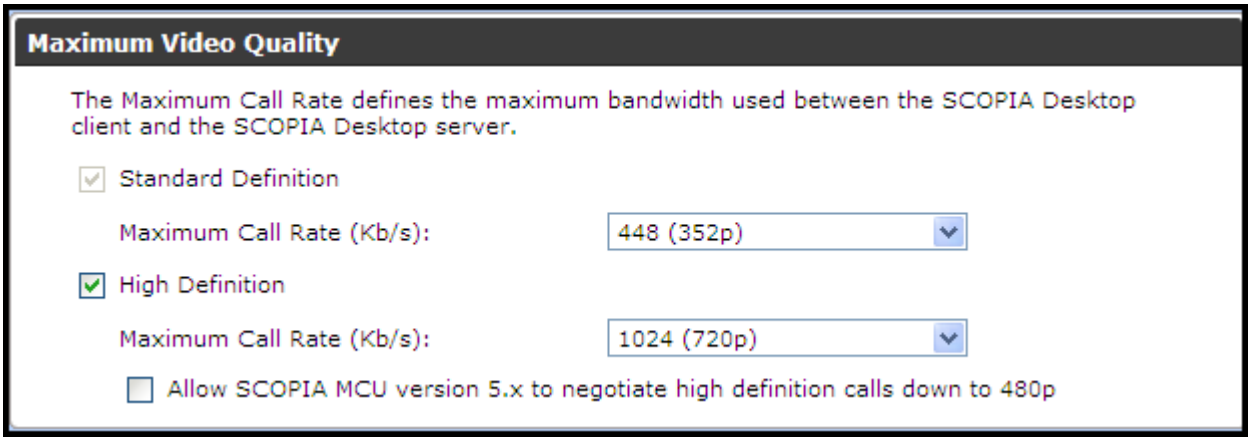


Figure 19: Setting bandwidth defaults for Standard and High Definition

The formula is to calculate external bandwidth usage is:

```
Total upload bandwidth = (upload bandwidth per participant × # internet participants)
                       + (upload bandwidth of cascading MCU service × # simultaneous cascaded links)

Total download bandwidth = (download bandwidth per participant × # internet participants)
                         + (download bandwidth of cascaded MCU service × # cascaded links)
                         + (download bandwidth per participant × # internet streaming viewers)
```

- Distributed deployments without cascading

  Without cascading, internal meetings still only use internal bandwidth, but when participants connect to a meeting hosted in another location, each client uses the same bandwidth as though they were connecting externally (Figure 20: Participants connect to a remote server on page 33).

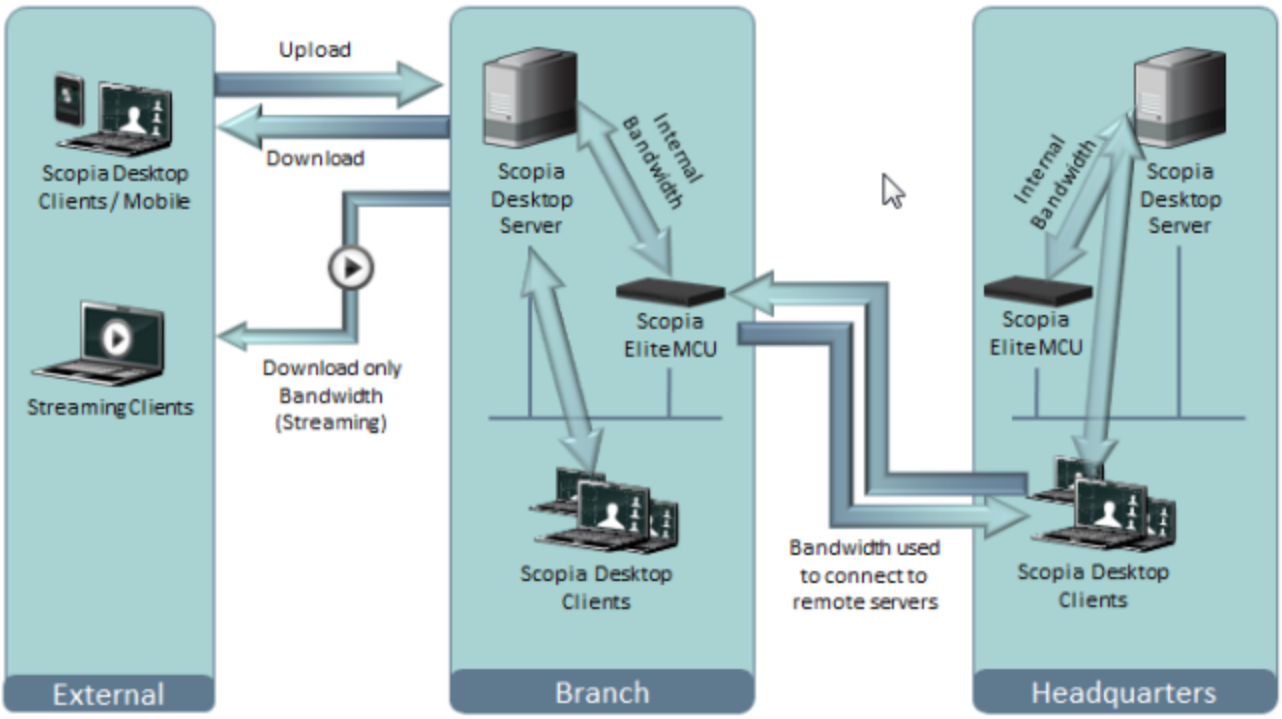


Figure 20: Participants connect to a remote server

The bandwidth used for each Scopia Desktop Client participant (external or in a different branch) connecting to a remote server is defined in the server settings (see Figure 19: Setting bandwidth

defaults for Standard and High Definition on page 33). For viewing streamed videoconferences, there is only the download bandwidth to consider.

The formula is to calculate external bandwidth usage is:

```
Total upload bandwidth = upload bandwidth per participant x
                         (# branch participants + # internet participants)

Total download bandwidth = download bandwidth per participant
                         × (# branch participants + # internet participants + # internet stream viewers)
```

- Fragmented distributed deployments

  In fragmented deployments, each location houses different components of the deployment, making it the most bandwidth-intensive solution. External bandwidth costs are incurred for every participant, and furthermore, each connection's media is relayed again externally between the Scopia Desktop Server and the MCU (Figure 21: Fragmented distributed deployment requires more external bandwidth on page 34).

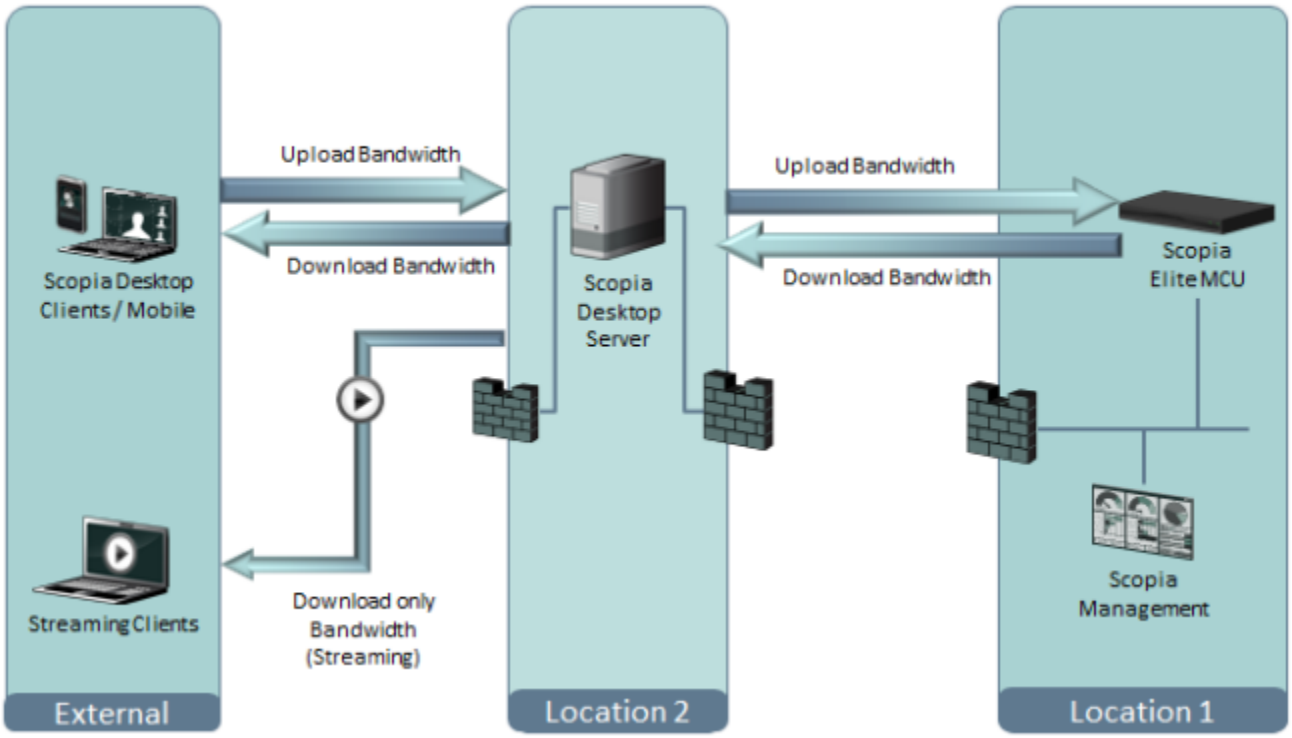


Figure 21: Fragmented distributed deployment requires more external bandwidth

In this case, the bandwidth for each participant's upload or download is double the bandwidth defined on the server (Figure 19: Setting bandwidth defaults for Standard and High Definition on page 33), because it needs to be transmitted twice, once from the client to server and another between the server and the MCU. Even Scopia Desktop Clients in the same location as the MCU must upload and download twice, since everything must be routed via the Scopia Desktop Server which is in a different location.

The formula is to calculate external bandwidth usage is:

```
Total upload bandwidth = 2 x (upload bandwidth per participant x # participants)

Total download bandwidth = (2 x download bandwidth per participant x # participants)
                         + (download bandwidth per participant x # streaming viewers)
```

To calculate the total bandwidth required for Scopia Desktop, including both the bandwidth consumed by participants/webcast viewers, and downloading recordings, see Calculating the Total Required Bandwidth for Scopia Desktop on page 36.

Allocating Bandwidth for Downloading Recordings

This section describes how to allocate bandwidth to users who download recorded videoconferences.

Typically, the bandwidth used for playback of recordings is managed separately from the bandwidth of videoconference participation and webcast viewing. Server hardware capabilities often determine the maximum bandwidth for playback, since the quality of playback is directly related to the number of people viewing the playback at the same time. For more information on hardware requirements, see Minimum Requirements and Specifications of Scopia Desktop Server on page 10.

If the Recording Server is installed on the same server as the other components of the Scopia Desktop Server, users playing back recorded meetings consume part of the same bandwidth which might have been used for other purposes, such as videoconferences.

The bandwidth allocated for recording is divided between the number of users who simultaneously watch a recording. For example, if you allocate 100 Mbps for recording bandwidth, Scopia Desktop allows all 100 Mbps if one user watches a recording, or 50 Mbps per user if two users watch recordings simultaneously. To prevent too many users from watching recordings at the same time, you can define the minimum bandwidth that must be available before a user starts watching a recording.

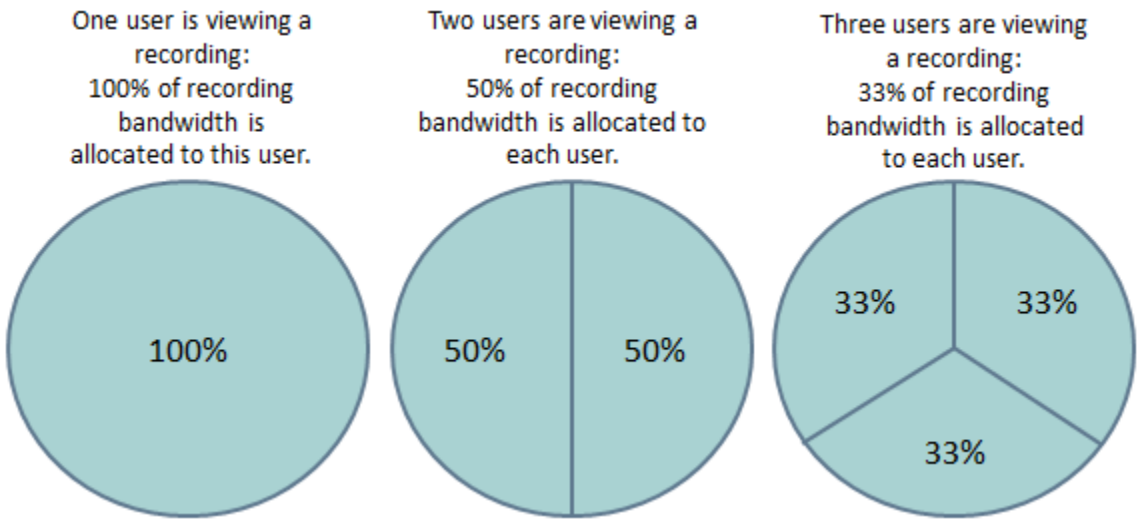


Figure 22: Allocating Recording Bandwidth

Estimate the number of remote and internal users who would simultaneously download recordings, to calculate the required internal and external bandwidth.

You can configure the recording bandwidth in the Scopia Desktop Server, by defining both the total bandwidth allocated for downloading recordings, and limit how many users can download recordings at the same time (Figure 23: Defining playback bandwidth on page 36). For details, see Defining Scopia Desktop Recording Settings on page 79.

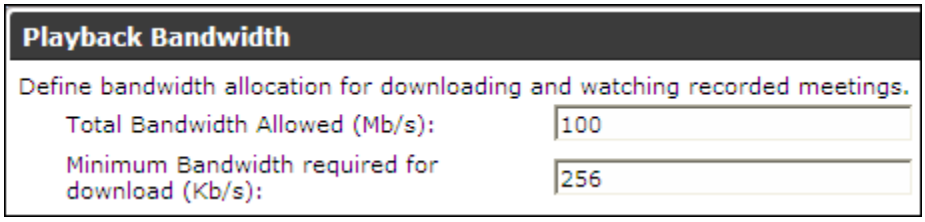


Figure 23: Defining playback bandwidth

To calculate the total bandwidth required for Scopia Desktop, including both the bandwidth consumed by participants/webcast viewers, and downloading recordings, see Calculating the Total Required Bandwidth for Scopia Desktop on page 36.

Calculating the Total Required Bandwidth for Scopia Desktop

The total bandwidth required for Scopia Desktop requires differentiating between internal bandwidth, which has its own cost considerations, and external bandwidth which is used when Scopia Desktop usage crosses site boundaries.

You should also consider whether the participants and webcast viewers are connecting from the internal or external network, to ensure there is sufficient internal and external bandwidth. For example, if your organization typically has 100 simultaneous participants connecting in SD, you require 38,400 Kbps of bandwidth for uploading and 38,400 Kbps for downloading. If 80 of these participants are connecting from the public network, you need to increase your organization's external bandwidth by an additional 30,720 Kbps for both uploading and downloading media.

Upload and download bandwidths can comprise of the following components:

- Bandwidth consumed by videoconference participants connecting to the Scopia Desktop Server (Scopia Desktop Clients and Scopia Mobile devices)
- Bandwidth consumed by viewers of videoconference webcasts
- Bandwidth consumed by users downloading a recorded videoconference

Total bandwidth is calculated as follows:

```
Total Upload Bandwidth = Total upload bandwidth from participants

Total Download Bandwidth = Total download bandwidth from participants
                         + Total download bandwidth from webcast viewers
                         + Total download bandwidth from viewers replaying recordings
```

To calculate bandwidth required by participants and webcast viewers, see Calculating the Bandwidth Used by Scopia Desktop Participants on page 29. To calculate the bandwidth used to play back recordings, see Allocating Bandwidth for Downloading Recordings on page 35.

You can allocate the bandwidth depending on the specific needs of your organization. For example, if your organization has many participants connecting in standard definition and very few users downloading recordings, you may decide to increase the default rate for SD calls from 384 Kbps, and decrease the bandwidth allocated for recordings.

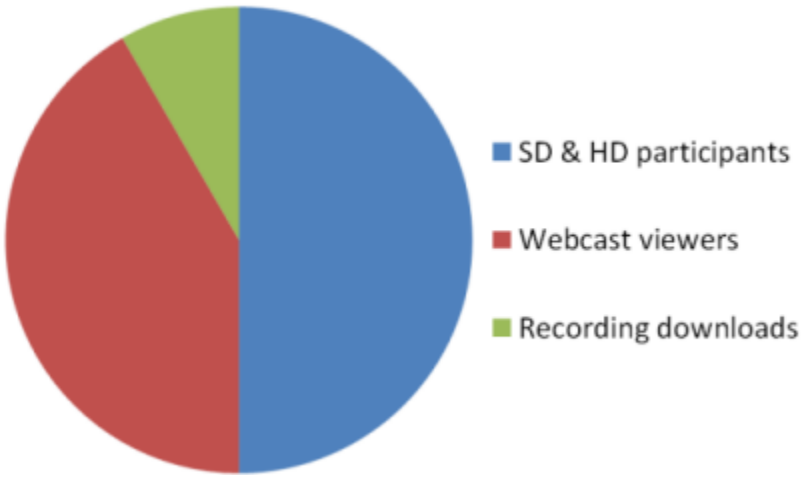


Figure 24: Total bandwidth for Scopia Desktop (example)

After calculating the total bandwidth, define your Scopia Desktop bandwidth settings as follows:

- Define the default call rates used by Scopia Desktop Clients, for standard and high definition (see Defining Bandwidth Settings in Scopia Desktop Server on page 62).
- Define the default call rates used to stream webcasts, for standard and high definition (see Defining Webcast Streaming on page 89).
- Define the bandwidth used for downloading recordings (see Defining Scopia Desktop Recording Settings on page 79).
- Define a default meeting type in your MCU with the correct bandwidth limit. For more information, see *Administrator Guide for Scopia Elite MCU*.

Ports to Open on Scopia Desktop

The Scopia Desktop Server is typically located in the DMZ (see Figure 25: Locating the Scopia Desktop Server in the DMZ on page 38) and is therefore connected to both the enterprise and the public networks. Scopia Desktop Clients can be located in the internal enterprise network, in the public network, or in a partner network.

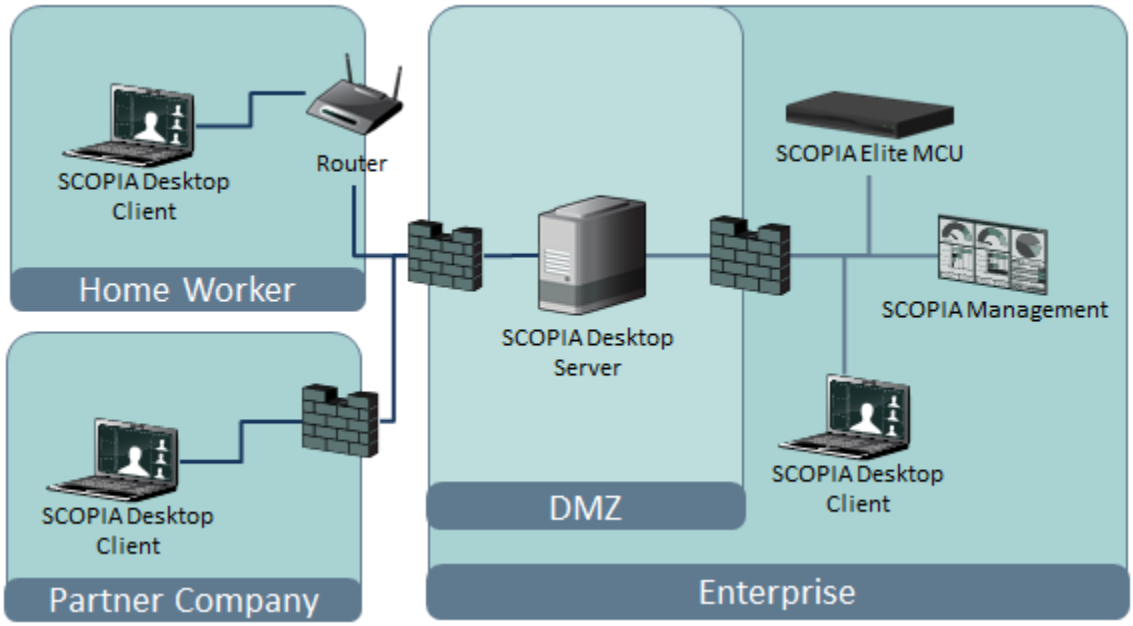


Figure 25: Locating the Scopia Desktop Server in the DMZ

When opening ports between the DMZ and the enterprise on the Scopia Desktop Server, use the following as a reference:

- When opening ports that are both in and out of the Scopia Desktop Server, see Table 6: Bidirectional Ports to Open Between the Scopia Desktop Server and the Enterprise on page 39.
- When opening ports that are outbound from the Scopia Desktop Server, see Table 7: Outbound Ports to Open from the Scopia Desktop Server to the Enterprise on page 39.
- When opening ports that are inbound to the Scopia Desktop Server, see Table 8: Inbound Ports to Open from the Enterprise to the Scopia Desktop Server on page 40.

When opening ports between the DMZ and the public on the Scopia Desktop Server, use the following as a reference:

- When opening ports that are both in and out of the Scopia Desktop Server, see Table 9: Bidirectional Ports to Open Between the Scopia Desktop Server and the Public on page 41.
- When opening ports that are inbound from the Scopia Desktop Server, see Table 10: Inbound Ports to Open from the Public to the Scopia Desktop Server on page 42.

When opening ports to and from the XMPP server (which is necessary when the XMPP server is separated by a firewall from the Scopia Desktop Server), use the following as a reference:

- When opening outbound ports from the XMPP server, see Table 11: Outbound Ports to Open from the XMPP Server on page 42.
- When opening inbound ports to the XMPP server, see Table 12: Inbound Ports to Open on the XMPP Server on page 43.

When opening bidirectional ports between Scopia Desktop Clients, see Table 13: Bidirectional Ports to Open Between Scopia Desktop Clients on page 43.

When opening inbound ports from the Scopia Desktop Clients to the STUN server, see Table 14: Inbound Ports to Open from the Scopia Desktop Client to the STUN Server on page 43.

Important:

The specific firewalls you need to open ports on depends on where your Scopia Desktop and other Scopia Solution products are deployed.

Table 6: Bidirectional Ports to Open Between the Scopia Desktop Server and the Enterprise

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
7640	TCP	Content Center Server	Enables connection between the Scopia Desktop Server and the Content Center Server, when installed on different servers.	Cannot communicate with the Content Center Server and some capabilities (such as recording and streaming) do not function properly	Mandatory
1024- 65535	TCP (H.245/ Q.931)	MCU or ECS, depending on deployment	Enables connection to Scopia Desktop meetings.	Cannot connect to the meeting	Mandatory To limit range, see Limiting the TCP Port Range for H.245/Q.931 on the Scopia Desktop Server on page 45
10000-65535	UDP (RTP)	MCU, MVP, or Scopia Desktop Client	Enables media connection to the MCU or MVP, and the Scopia Desktop Client.	Media cannot be passed from the MCU to Scopia Desktop Clients. Also, connection is tunneled via TCP port 443 resulting in a drop in performance.	Mandatory To limit range, see Limiting the UDP Port Range for RTP/RTCP on the Scopia Desktop Server on page 44

Table 7: Outbound Ports to Open from the Scopia Desktop Server to the Enterprise

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
137,138	UDP	Active Directory	Enables auto-discovery and authentication	Cannot perform auto-discovery and authentication	Recommended for performing Active Directory authentication
139,445	TCP	Active Directory	Enables auto-discovery and authentication	Cannot perform auto-discovery and authentication	Recommended for Active Directory authentication
1719	UDP (RAS)	Scopia ECS Gatekeeper	Enables communication with Scopia ECS Gatekeeper	Cannot connect to the meeting	Mandatory

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
1720	TCP	MCU or Scopia ECS Gatekeeper, depending on deployment	Enables connection to Scopia Desktop meetings.	Cannot connect to the meeting	Mandatory
3337	TCP (XML)	MCU	Enables meeting cascading connection to the MCU	Meeting cascading connection is disabled	Mandatory
5269	TCP	XMPP Server	Enables sever-to-server connections in cases where multiple Jabber servers are deployed as a federation or cluster.	Scopia Desktop Clients cannot login and use the contact list.	Mandatory only in deployments of two or more Jabber servers deployed as a federation or cluster which must communicate via a firewall
6972- 65535	UDP	Streaming Server	Enables media connection to the Scopia Desktop Streaming Server, if separated from Scopia Desktop Server by a firewall.	Cannot connect to the Scopia Desktop Streaming server.	Mandatory To avoid opening these ports, place the Scopia Desktop Server in the same zone as the streaming server.

Table 8: Inbound Ports to Open from the Enterprise to the Scopia Desktop Server

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
80	TCP (HTTP)	Web client	Provides access to the Scopia Desktop Server Web Portal (you can configure port 443 instead)	Cannot access the Scopia Desktop Server Web Portal	Mandatory if using HTTP. You can configure this port during installation. For more information, see *Installation Guide for Scopia Desktop Server*.
443	TCP (TLS)	Scopia Desktop Clients	Enables sending control messages between the Scopia Desktop Server and Clients, and is also used to tunnel RTP media if the UDP ports are blocked	Scopia Desktop Client cannot connect to the Scopia Desktop Server	Mandatory

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
3340	TCP	Scopia Management	Enables meeting control connection with Scopia Management	Meeting control connection to Scopia Management is disabled	Mandatory
7070	TCP	Streaming Server	Enables Scopia Desktop Clients to send tunneled RTSP traffic	Scopia Desktop Clients cannot receive video streams	Mandatory To configure, see Configuring the TCP Streaming Port on the Scopia Desktop Server on page 46

Table 9: Bidirectional Ports to Open Between the Scopia Desktop Server and the Public

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
10000-65535	UDP (RTP/ RTCP)	Scopia Desktop Client	Enables media connection with the Scopia Desktop Client.	Connection is tunneled via TCP port 443 and performance is not optimal	Recommended To configure, see Limiting the UDP Port Range for RTP/RTCP on the Scopia Desktop Server on page 44

Table 10: Inbound Ports to Open from the Public to the Scopia Desktop Server

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
80	TCP (HTTP)	Web client	Provides access to the web user interface (you can configure port 443 instead)	Cannot access the web user interface	Mandatory if using HTTP. You can configure this port during installation. For more information, see *Installation Guide for Scopia Desktop Server*.
443	TCP (TLS)	Scopia Desktop Clients	Enables sending control messages between the Scopia Desktop Server and Clients, and is also used to tunnel RTP media if the UDP ports are blocked	Scopia Desktop Clients cannot connect to the Scopia Desktop Server	Mandatory
7070	TCP	Streaming Server	Enables Scopia Desktop Clients to send tunneled RTSP traffic	Scopia Desktop Clients cannot receive video streams	Mandatory To configure, see Configuring the TCP Streaming Port on the Scopia Desktop Server on page 46.

Table 11: Outbound Ports to Open from the XMPP Server on page 42 and Table 12: Inbound Ports to Open on the XMPP Server on page 43 list the ports that should be opened on the XMPP Presence server, if the XMPP server is separated by a firewall from the Scopia Desktop Server.

Table 11: Outbound Ports to Open from the XMPP Server

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
389	TCP (LDAP)	LDAP Server	Enables LDAP communication for user authentication, if the XMPP Server is configured for LDAP server (either Active Directory or Domino)	Users cannot login to the XMPP Server	Mandatory for LDAP authentication, if there is a firewall between XMPP and Scopia Desktop Server
3336	TCP (XML)	Scopia Management	Enables XML communication for user authentication, if the XMPP Server is configured for Scopia Management authentication	Users cannot login to the XMPP Server	Mandatory for Scopia Management authentication if there is a firewall between XMPP and Scopia Desktop Server

Table 12: Inbound Ports to Open on the XMPP Server

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
5222	TCP	Scopia Desktop Client	Enables direct connection between Scopia Desktop Client and XMPP server	Scopia Desktop Client tries to use port 443 for tunnelled connection to the Scopia Desktop Server	Recommended if there is a firewall between XMPP and Scopia Desktop Server
5269	TCP	Scopia Desktop Client	Enables direct XMPP connections between Scopia Desktop Clients and the XMPP server	Scopia Desktop Clients need to proxy XMPP connections via Scopia Desktop Server	Recommended if there is a firewall between the XMPP server and Scopia Desktop Clients

Table 13: Bidirectional Ports to Open Between Scopia Desktop Clients

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
5060	UDP (SIP)	Scopia Desktop Client	Establishes direct SIP point-to-point connections between two Scopia Desktop Clients	Calls are routed via the Scopia Desktop Server	Recommended
1025-65535	UDP	Scopia Desktop Client	Establishes direct SIP point-to-point connections between two Scopia Desktop Clients	Calls are routed via the Scopia Desktop Server	Recommended

Table 14: Inbound Ports to Open from the Scopia Desktop Client to the STUN Server

Port Range	Protocol	Destination	Functionality	Result of Blocking Port	Required
3478	UDP	Scopia Desktop Clients	Enables connection between the STUN Server and Scopia Desktop Clients when making a point-to-point call. To connect point-to-point calls directly between two Scopia Desktop Clients, open the UDP ports (10000-65535, 6972-65535, 3478).	Scopia Desktop Client cannot connect to the STUN server and uses the Scopia Desktop Server as a relay agent.	Optional

Important:

Some firewalls are configured to block packets from the streaming server. You can either configure the firewall to allow streaming packets, or reconfigure the streaming server and client to use different network protocols that cross the firewall boundary.

The Streaming Server uses the IETF RTSP/RTP protocols. RTSP runs over TCP, while RTP runs over UDP. The streaming server can tunnel RTSP/RTP traffic through standard HTTP. Some firewalls may inspect traffic on port 80 and not allow the tunneled RTSP/RTP on that port. We therefore recommend using the QuickTime standard port 7070 as the alternate TCP port for HTTP tunneling. This is configured in the streaming server by default as long as you specify the port as part of the streaming server virtual address, as described in Configuring the TCP Streaming Port on the Scopia Desktop Server on page 46.

Limiting Port Ranges on the Scopia Desktop Server

About this task

This section provides instructions of how to limit the following port ranges on the Scopia Desktop Server:

Navigation

- Limiting the UDP Port Range for RTP/RTCP on the Scopia Desktop Server on page 44
- Limiting the TCP Port Range for H.245/Q.931 on the Scopia Desktop Server on page 45
- Configuring the TCP Streaming Port on the Scopia Desktop Server on page 46

Limiting the UDP Port Range for RTP/RTCP on the Scopia Desktop Server

About this task

The Scopia Desktop Server has designated 10000-65535 as the default port range for UDP (RTP/RTCP). To provide additional security for your firewall, you can limit this range.

To calculate approximately how many ports the Scopia Desktop Server uses, multiply the number of license connections by 14, which amounts to reserving 14 ports per client. In addition, add extra ports if your deployment includes:

- Add 6 ports per recording in your deployment.
- Add an extra 6 ports per conference which activates streaming.

Procedure

1. Log in to the Scopia Desktop Server Administrator web user interface.
2. Select **Client > Settings.**
3. Locate the **Multimedia Ports** section (see Figure 26: Multimedia Ports Area on page 45).

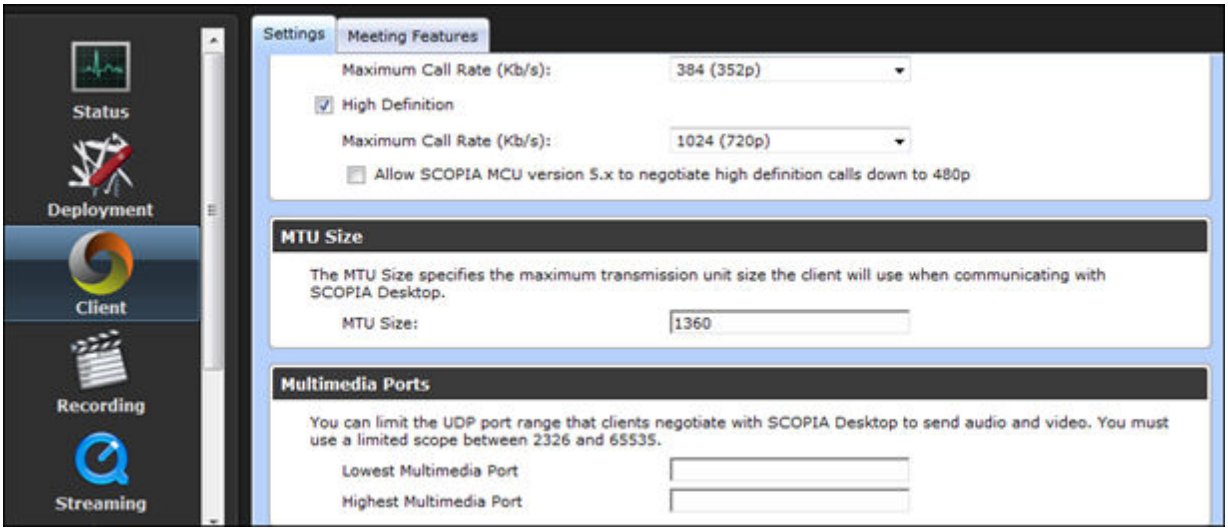


Figure 26: Multimedia Ports Area

4. Configure your port range (using any values between 2326 and 65535) by doing the following:
   a. Enter the base port value in the **Lowest Multimedia Port** field.
   b. Enter the upper port value in the **Highest Multimedia Port** field.
5. Select **OK** or **Apply**.

Limiting the TCP Port Range for H.245/Q.931 on the Scopia Desktop Server

About this task

The Scopia Desktop Server has designated ports 1024-65535 for TCP for H.245 and Q.931 signaling. To provide additional security for your firewall, you can limit this range.

For each conference, the Scopia Desktop Server uses 2 ports. In addition, add extra ports for:

- Add 2 ports for each participating Scopia Desktop client.
- Add 2 ports per conference which activates recording.
- Add 2 ports per conference which activates streaming.
- Add 2 ports per conference which activates presenting using the content slider.

Procedure

1. Navigate to <*Scopia Desktop install_dir*>*ConfSrv*.
2. Edit the *config.val* file as follows:
   a. Locate the text `1 system`.
   b. At the bottom of that section, add two lines:

```
2 portFrom = <lowest range limit>
2 portTo = <highest range limit>
```

Where <lowest range limit> is the base port of your port range and <highest range limit> is the upper value of your port range.

3. Access the Windows services and restart the **Scopia Desktop - Conference Server** service.

Configuring the TCP Streaming Port on the Scopia Desktop Server

About this task

The Streaming Server that is deployed with your Scopia Desktop Server is configured by default to use the QuickTime standard port 7070 as the alternate TCP port for HTTP tunneling. If your firewall is configured to block packets from the Streaming Server, you must reconfigure the Streaming Server and client to use different network protocols which can cross the firewall boundary.

Procedure

1. Log in to the Scopia Desktop Server Administrator web user interface.
2. Select **Streaming**. The **Settings** page for the Streaming Server appears (see Figure 27: Setting the streaming port for Scopia Desktop Server on page 46).

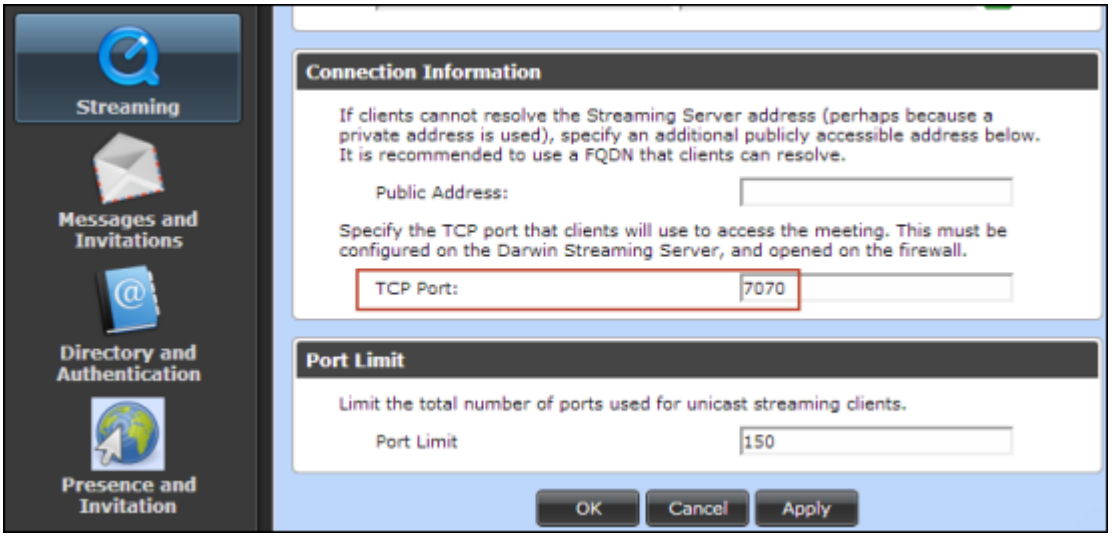


Figure 27: Setting the streaming port for Scopia Desktop Server

3. Locate the **Connection Information** area.
4. Modify the port value in the **TCP Port** field.

Important:

The Streaming Server uses the IETF RTSP/RTP protocols. RTSP runs over TCP, while RTP runs over UDP. Many firewalls are configured to restrict TCP packets by port number and are very restrictive on UDP. The Streaming Server can tunnel RTSP/RTP traffic through standard HTTP. Some firewalls may inspect traffic on port 80 and not allow the tunneled RTSP/RTP on that port. We therefore recommend using the QuickTime standard port 7070 as the alternate TCP port for HTTP tunneling.

5. Select **OK** or **Apply**.
6. Do the following on the Scopia Desktop Server:
   a. Navigate to the following directory: C:\Program Files\Darwin Streaming Server.
   b. Open the *streamingserver.xml* file.
   c. Locate the list of ports for the RTSP protocol by finding the text `LIST-PREF NAME="rtsp_port"` in the file.

```
<CONFIGURATION>
  <SERVER>
    <LIST-PREF NAME="rtsp_port" TYPE="UInt16" >
      <VALUE> 7070 </VALUE>
    </LIST-PREF>
```

   d. Within this section, add a new entry of `<VALUE> xxxx </VALUE>`, where `xxxx` is the new port value.
   e. Save the file.
   f. Restart the Darwin Streaming Server.
   g. Restart the **Darwin Streaming Server** service.

Obtaining the Scopia Desktop License keys

You need license keys to install and operate the Scopia Desktop Server, the Recording Server, the Streaming Server, and Scopia Mobile device access. To obtain license keys, carefully read the instructions enclosed in the customer support letter you received when you purchased the product. Then navigate to http://licensing.radvision.com and enter the required information.

The recording key is required to activate Scopia Desktop Server recording and playback functionality, as well as enabling the Scopia Content Slider feature. You can choose to install the recording server without a license key. If so, the recording server is installed in demo mode, which limits recording to a one five-minute session at a time.

The streaming key is required to activate Scopia Desktop Server streaming functionality. You can choose to install the streaming server without a license key. If so, the streaming server is installed in demo mode and only allows up to 5 webcast watchers in a given call. If you are upgrading from an earlier release where you already had streaming installed, you are not prompted to enter the streaming key.

To use Scopia Mobile with full functionality, you must install Scopia Management and obtain a Scopia Mobile license as well.

Table 15: Features offered by Scopia Desktop and Scopia Desktop Pro Licenses on page 48 lists the features that Scopia Desktop and Scopia Desktop Pro licenses offer to customers.

Table 15: Features offered by Scopia Desktop and Scopia Desktop Pro Licenses

Feature	Scopia Desktop	Scopia Desktop Pro
Access to the portal/plug-in installation	Yes	Yes
Schedule a meeting from Microsoft Outlook	Yes	Yes
Attend a group meeting hosted on MCU	Yes	Yes
Share and annotate documents	Yes	Yes
Invite a phone or a room system by its number	Yes	Yes
View a previously recorded meeting	Yes	Yes
View a webcast	Yes	Yes
Configure your virtual room from the Web Portal		Yes
Publish your presence to other meeting participants		Yes
Use the Contact List to call people		Yes
Desktop-to-desktop calling, seamless escalation to multi-party calls		Yes
Invite users or rooms from favorites, directory or by number		Yes

A guest user with no login can connect to existing meetings (unless Scopia Management is configured to restrict such feature) from Scopia Desktop Client or Scopia Mobile.

Chapter 3 | Configuring Core Features of Scopia Desktop Server

You can quickly configure the Scopia Desktop Server for initial use during the installation of the product, which defines all the server's settings with their default values.

This section details how to change the default settings of the core server features.

Navigation

Accessing the Scopia Desktop Server Web Administration Interface

About this task

The Scopia Desktop Server web administration interface is a web-based application to configure the settings of your Scopia Desktop Server.

Perform this procedure to access the administration web interface.

Important:

In a service provider (multi-tenant) deployment the tenant’s organization administrator cannot be granted access to the administration web interface.

Procedure

1. Access the Scopia Desktop Server Administration web interface in a browser at *http://<server_name>/scopia/admin*

where <*server_name*> is the FQDN of your corporate Scopia Desktop Server. If you have deployed a non-standard port to access the Scopia Desktop Server, enter the port number in the standard way: <*server_name*>:<*port_number*>. If you have implemented secure access to the server, use the *https://* prefix.

2. Enter your username and password.

   The default username is **admin** and the password is **admin**.

3. Select **Sign In**.

Defining a local Administrator Account

About this task

You can define a username and password for a local administrator to access Scopia Desktop Server Administration web interface. The local administrator cannot sign into the Scopia Desktop user portal using credentials defined during this procedure.

In point-to-point-only and advanced deployments where the authentication option is enabled in Scopia Management, Scopia Management administrators can access the Scopia Desktop Administration user interface.

Procedure

1. Select **Directory and Authentication** in the sidebar.

   The **Settings** tab is displayed.

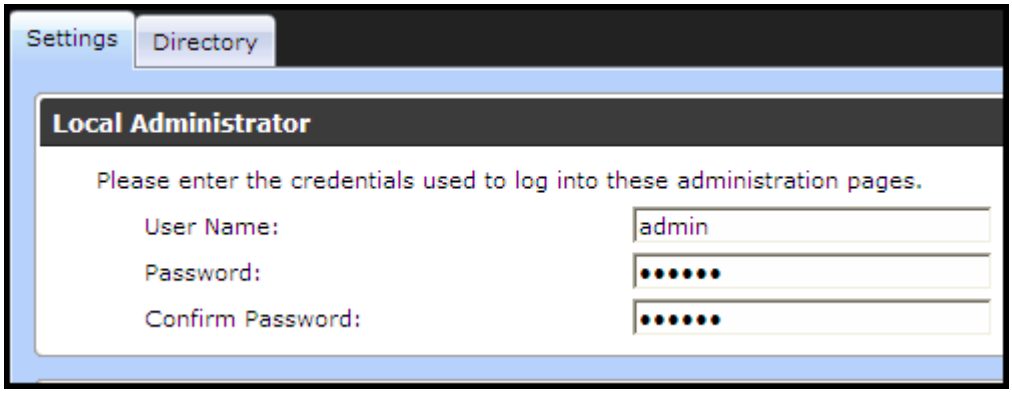


Figure 28: Configuring the local administrator credentials

2. Enter credentials in the **Local Administrator** section.
3. Select **OK**.

Connecting Scopia Desktop Server with Video Network Devices

About this task

This section describes how to connect Scopia Desktop Server with the following servers in your video network:

- Scopia Management which manages this Scopia Desktop Server
- A gatekeeper like Scopia Gatekeeper (built-in to Scopia Management) or Scopia ECS Gatekeeper
- A dedicated Recording Server for Scopia Desktop
- A dedicated Streaming Server for Scopia Desktop

This window is also displayed when you access the Scopia Desktop Server for the first time.

Ensure that Scopia Desktop Server has Scopia Management's IP address, and conversely Scopia Management has Scopia Desktop Server's IP address. For more information on how to add Scopia Desktop Server's IP address to Scopia Management, see Adding and Modifying Scopia Desktop Server in Scopia Management on page 54.

To connect your Scopia Desktop Server to Microsoft Outlook, install the Scopia Add-in for Microsoft Outlook. For more information, see the *User Guide for Scopia Add-in for Microsoft Outlook*. To connect Scopia Desktop Server to IBM Sametime, install the Scopia Connector. For more information, see the *Installation Guide for Scopia Connector for IBM Sametime*.

Procedure

1. Access the Scopia Desktop Server administration web interface.
2. Select **Deployment** in the sidebar.
3. Select **Advanced** if your network includes Scopia Management (Figure 29: Determining whether to include Scopia Management in deployment on page 52).

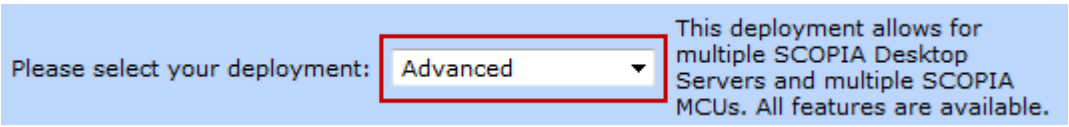


Figure 29: Determining whether to include Scopia Management in deployment

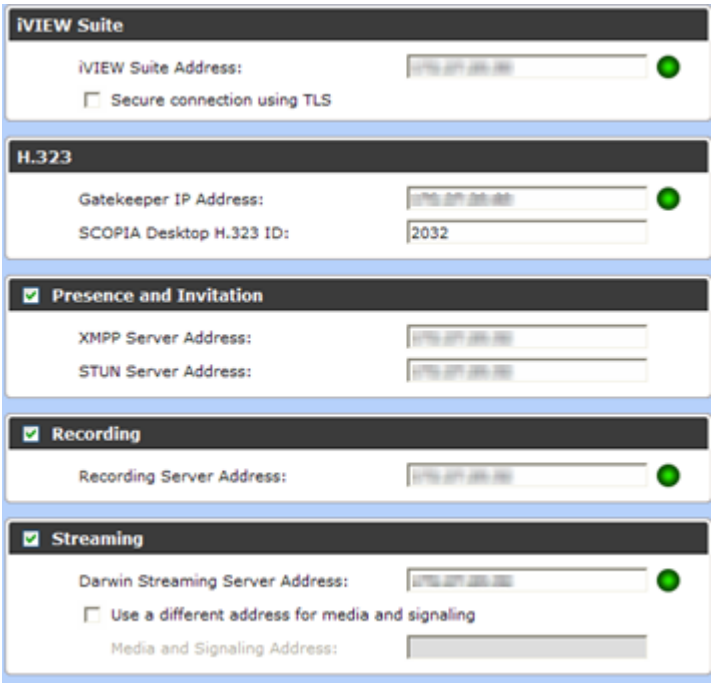


Figure 30: Connections to other servers including Scopia Management

4. Enter the fields as described in Table 16: Defining addresses of other servers in the network on page 53.

Table 16: Defining addresses of other servers in the network

Field	Description
iVIEW Suite Address	Enter the IP address of Scopia Management, for integrated user management, bandwidth policies, and stronger integration with the full range of Scopia Solution features. By default, Scopia Management uses port 8080.
Secure connection using TLS	Select this check box to encrypt communications between Scopia Desktop Server and Scopia Management. This functionality requires installing certificates signed by a recognized CA on both Scopia Management and Scopia Desktop Server. For more information on installing Scopia Management certificates, see *Administrator Guide for Scopia Management*. For more information on installing certificates on Scopia Desktop Server, see Securing Scopia Desktop Server's Connection to other Components on page 109. **Important:** Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.
Gatekeeper IP Address	Enter the address of the gatekeeper. If you are using Scopia Management's built-in gatekeeper, enter the IP address of Scopia Management.
Scopia Desktop H.323 ID	Enter the name (H.323 alias) which Scopia Management uses to identify this Scopia Desktop Server's clients, and then route them to the appropriate MCU. This can have any of the following formats: • H.323 alias. For example, `username`. • IP address of an H.323 endpoint. For example, `123.45.678.9`. • URI dialing for H.323 or SIP endpoints. For example, `user@company.com` • E.164 dialing for H.323 or SIP endpoints. For example, `881234`.
Presence and Invitation	Select this check box if your deployment includes a presence and STUN server, used to maintain the contact list and point-to-point functionality of Scopia Desktop Pro.
XMPP Server Address	Enter the IP address of the presence server, used to maintain the presence information of the contact list in Scopia Desktop Pro.
STUN Server Address	Enter the IP address of the STUN server, used to ensure a point-to-point call can be made from a remote Scopia Desktop Client to one inside the organization, finding the correct address via the firewall.
Recording	Select this check box to enable recording in your deployment. This requires a valid license key for recording.
Recording Server Address	Enter the IP address of the Recording Server and Scopia Content Slider Server. You can install the recording server on the same computer as the other Scopia Desktop Server components, or you can deploy it as a dedicated server.
Streaming	Select this check box to enable streaming in your deployment. This requires a valid license key for streaming.

Field	Description
Streaming Server Address	Enter the IP address of the streaming server. You can install the streaming server on the same computer as the other Scopia Desktop Server components, or you can deploy it as a dedicated server.
Use a different address for media and signaling	Select this check box when you install the Streaming Server to configure it on one IP address but users view webcasts on another IP address.

Adding and Modifying Scopia Desktop Server in Scopia Management

About this task

The Scopia Desktop Server uses Scopia Management to retrieve the list of users from the corporate directory, and also query information about current and scheduled meetings, including the participant names in a meeting. Scopia Desktop Server profiles are manually added to Scopia Management.

Ensure that Scopia Desktop Server has Scopia Management's IP address, and conversely Scopia Management has Scopia Desktop Server's IP address. For more information on how to add Scopia Management's IP address to the Scopia Desktop Server, see Connecting Scopia Desktop Server with Video Network Devices on page 51.

Procedure

1. Access the Scopia Management administrator portal.
2. In the **Devices** tab, select **Desktop Servers**.
3. Select the link in the **Name** column for the Scopia Desktop Server you require, or select **Add** to create a new Scopia Desktop Server profile. The **Add Scopia Desktop Server** page appears (Figure 31: Adding a Scopia Desktop profile on page 55).

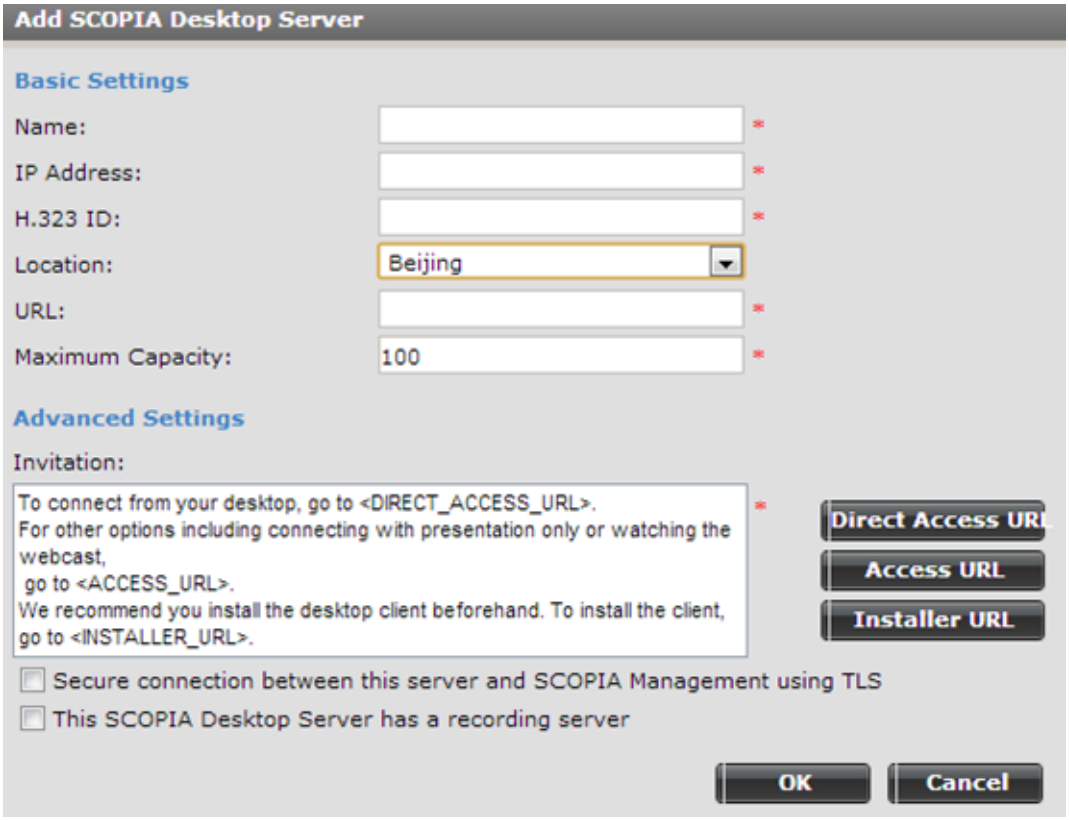


Figure 31: Adding a Scopia Desktop profile

4. Enter the required information (Table 17: Configuring Scopia Desktop Server on page 55).

Table 17: Configuring Scopia Desktop Server

Field Name	Description
Name	Enter a name to identify this Scopia Desktop Server. This name is displayed in the list of Scopia Desktop Servers.
IP address	Enter the management IP address of Scopia Desktop Server.
URL	Enter the URL used to access the Scopia Desktop Server. The URL must be in the format *http://<web URL>:<port number>/scopia*.
H.323 ID	Enter the H.323 ID used to identify connections from Scopia Desktop Server in MCU conferences. This must match the H.323 ID that is configured in the Scopia Desktop administrator web interface. Configuring this field allows Scopia Management to route calls from this Scopia Desktop Server based on the predefined IP topology. The ID can have one of the following formats: • H.323 alias. For example, `username`. • IP address of an H.323 endpoint. For example, `123.45.678.9`. • URI dialing for H.323 or SIP endpoints. For example, `user@company.com` • E.164 dialing for H.323 or SIP endpoints. For example, `881234`.

Field Name	Description
Location	This is only relevant for service providers or deployments with multiple locations. Select the Scopia Desktop Server's location.
Invitation	You can modify the text that is displayed in email invitations sent to meeting participants. You can insert placeholders for the following links, which are generated by Scopia Management for each meeting: • **Direct Access URL**: Link for participants to automatically join the meeting. • **Access URL**: Link for participants to watch the meeting's webcast or recording. • **Installer URL**: Link for participants to install the Scopia Desktop Client.
Maximum Capacity	Enter the maximum number of simultaneous connections you want to allow for your Scopia Desktop Server, based on computing power.
Secure the connection between this server and Scopia Management	To use the Transport Layer Security (TLS) protocol to secure the transport link between Scopia Management and Scopia Desktop, select this checkbox. For more information, see *Administrator Guide for Scopia Management*.
This Scopia Desktop Server has a recording server	Select this checkbox to configure this Scopia Desktop Server with a recording server.

5. Select **OK** to save your changes.

Enabling Scopia Desktop User Authentication in Scopia Management

About this task

When Scopia Desktop Server is managed by Scopia Management, you must enable the functionality of registered Scopia Desktop users in Scopia Management. Registered users can login to the Scopia Desktop Web Portal and have access to their own virtual room.

Depending on the privileges granted to different user groups in Scopia Management, registered Scopia Desktop users can access meetings, record meetings, watch recordings and webcasts, and invite new participants to meetings.

Before you begin

If you intend to use Scopia Management authentication in point-to-point deployments, ensure you have a Scopia Desktop Pro license. By default, Scopia Management is installed with an evaluation license for five users.

Procedure

1. Access the Scopia Desktop Server web administration interface.
2. Verify that the Scopia Desktop Server is connected to Scopia Management:
   a. Select the **Status** icon in the sidebar.
   b. Verify the Scopia Desktop Server and Scopia Management connection status in the Scopia Desktop Components section.

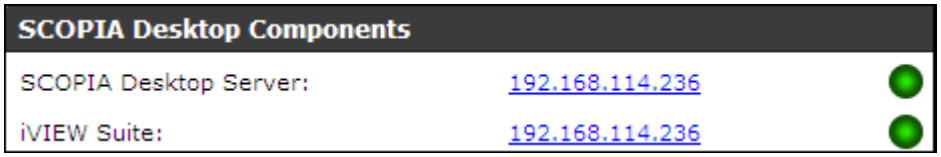


Figure 32: Verifying the Scopia Management connection in Scopia Desktop Server

3. In Scopia Management, verify that the Scopia Desktop Server is added as a connected server:
   a. Access the Scopia Management web administrator portal.
   b. Select the **Devices** tab.

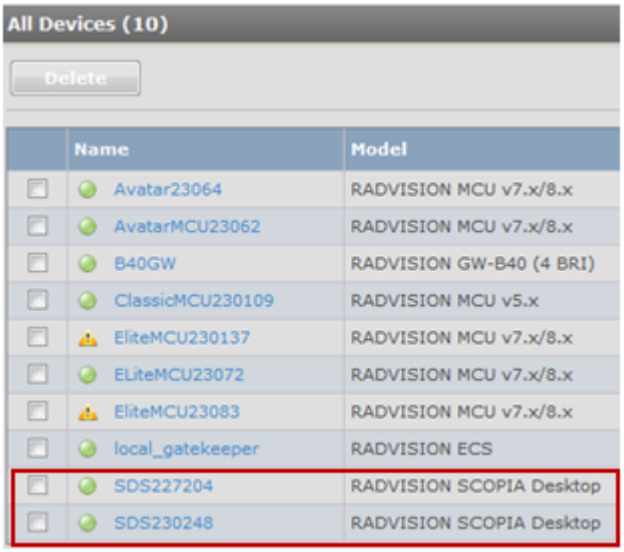


Figure 33: Verifying the Scopia Desktop Server connection in Scopia Management

   c. Verify that the required Scopia Desktop Server appears in the table of connected servers.

4. Enable user authentication for Scopia Desktop:
   a. Login to Scopia Management.
   b. Select the **Settings** tab and navigate to **Policies** in the sidebar menu, located under **Users**.
   c. Select the **Allow Scopia Desktop user authentication** check box.

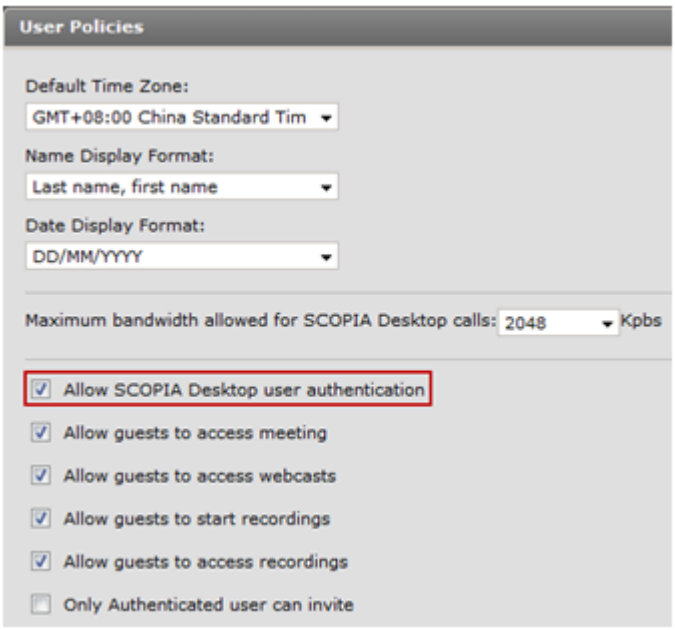


Figure 34: Enabling registered users in Scopia Desktop

d. Select authorization options for unregistered users (known as guests) as required. You can enable the following features for guests in your deployment:
   - Access meetings without logging in to Scopia Desktop Server
   - Access meetings without logging in to Scopia Desktop Server
   - Access webcasts without logging in to Scopia Desktop Server
   - Start a recording of a videoconference without logging in to Scopia Desktop Server
   - Access a public recording without logging in to Scopia Desktop Server
   - Invite participants to a videoconference without logging in to Scopia Desktop Server.

5. Select **LDAP Servers** in the sidebar menu, located under **Servers**, and verify the type of directory to which Scopia Management connects for user authentication using LDAP as an authentication method:
   - Internal Directory
   - Microsoft Active Directory
   - IBM Lotus Domino

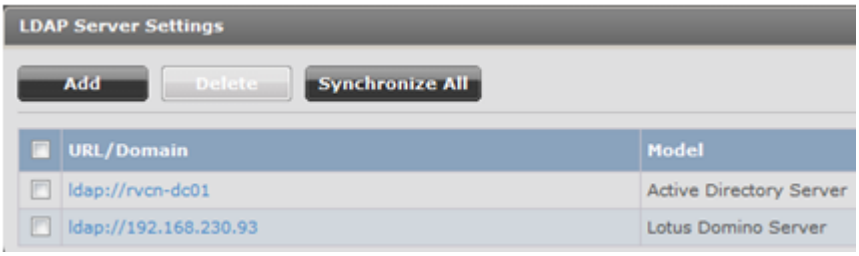


Figure 35: Examples of user directory server listed in Scopia Management

6. Select the **Users** tab to check the total number of Scopia Desktop Pro and/or Scopia Mobile licensed users displayed at the top of the tab. Users with Scopia Desktop Pro and/or Scopia

Mobile have a license icon next to their name (see Figure 36: Scopia Desktop Pro and Scopia Mobile licensed users in Scopia Management on page 59).

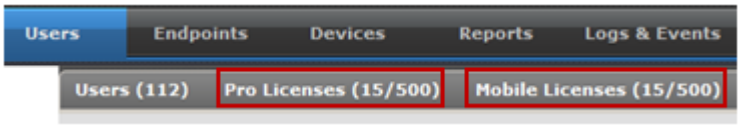


Figure 36: Scopia Desktop Pro and Scopia Mobile licensed users in Scopia Management

7. If necessary, enable a Scopia Desktop Pro license or Scopia Mobile for each user requiring point-to-point or Scopia Mobile functionality.
   a. In the **Users** tab, select the relevant user.
   b. Select **View** in the **User Profile** field.
   c. Select **Can use all Scopia Desktop Pro features** or **Can use all Scopia Mobile features**.

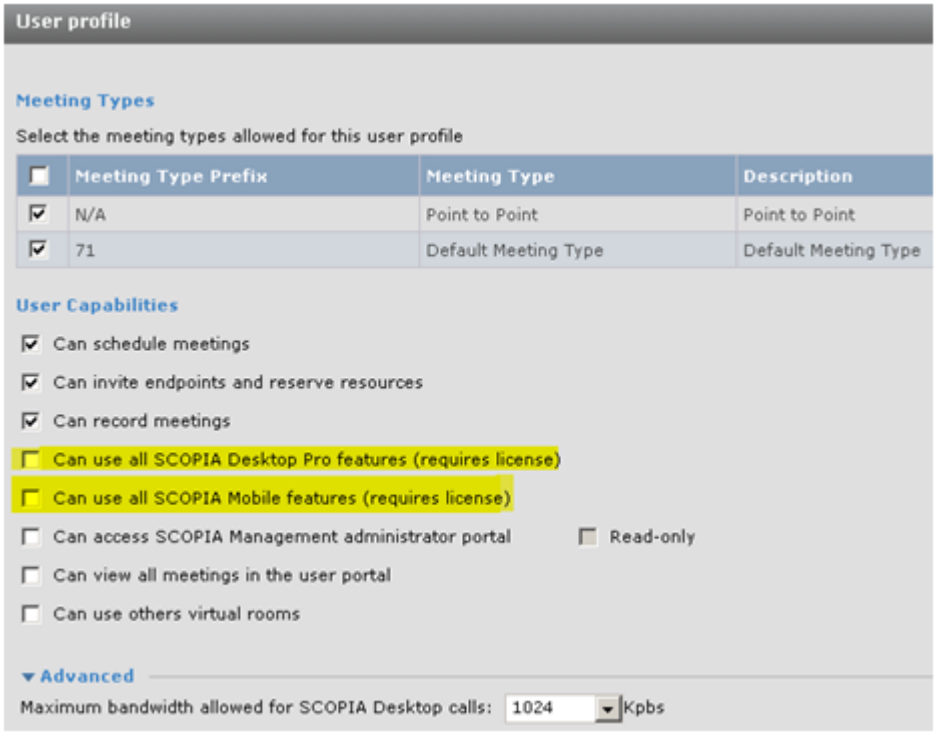


Figure 37: Enabling Scopia Desktop Pro or Scopia Mobile licenses in Scopia Management

Important:

This procedure can also be done via group provisioning. You can group users in the Active Directory / Domino, and then define properties for all users in that group. For detailed information on setting up groups, see the *Administrator Guide for Scopia Management*.

Verifying Scopia Desktop Server Installation and Connection with Other Components

About this task

The Scopia Desktop Administrator web interface displays the connectivity status of your deployment. The indicators next to each link shows whether or not the connection or registration to the target server is successful. When the indicator is red, hover over the indicator to view the tooltip containing the error details.

Important:

Configuration options which do not apply to your deployment are not displayed.

Procedure

1. To verify that Scopia Desktop Server is connected to the necessary video network devices, select **Status** in the sidebar.
2. View the connection status for each server or component. If necessary, select any red indicators to view further error information.

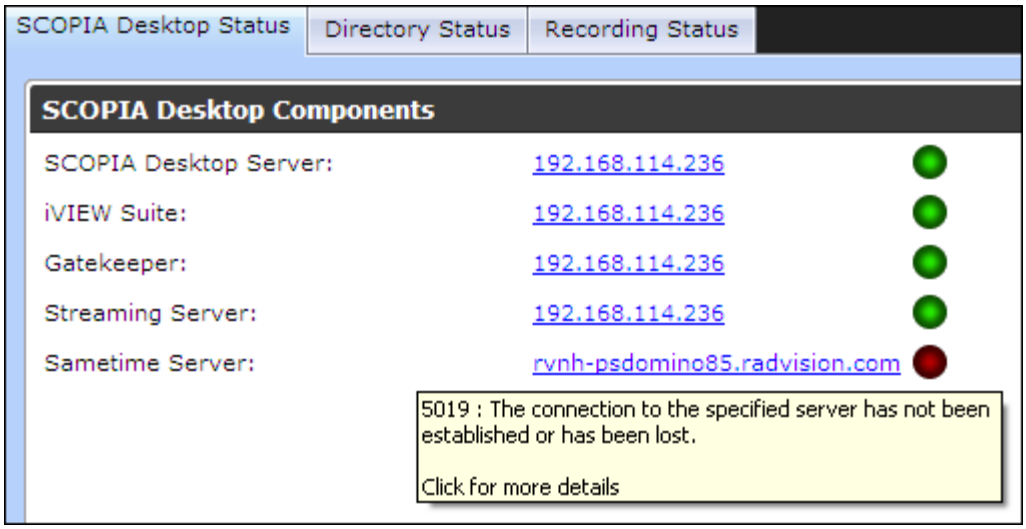


Figure 38: Viewing the connection status with Scopia Desktop Server

3. In a service provider (multi-tenant) deployment, select the **Directory** tab, and select the organization whose policies you want to check.

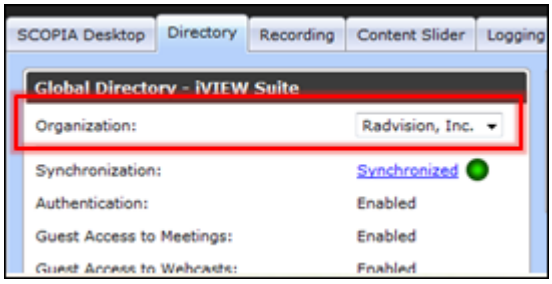


Figure 39: Viewing an organization's status in a multi-tenant deployment

4. If you installed and configured a Scopia Desktop Recording Server, select the **Recording Status** tab to verify the connectivity status of the recording components.

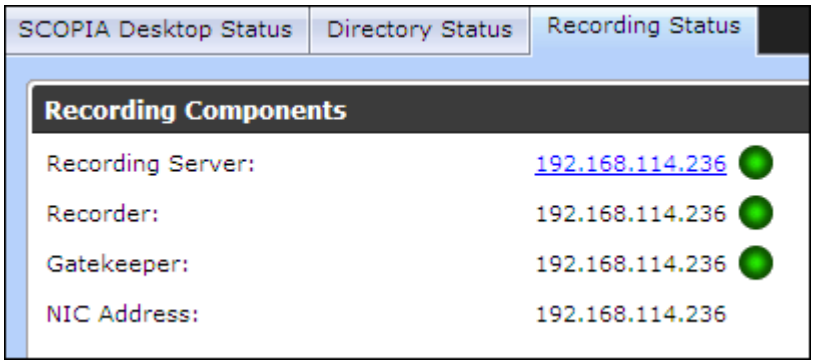


Figure 40: Viewing the connectivity

5. For Scopia Management deployments, Scopia Desktop Server must synchronize with Scopia Management to download information about users, virtual rooms, and global policy. Select the **Directory Status** tab and verify synchronization with Scopia Management.

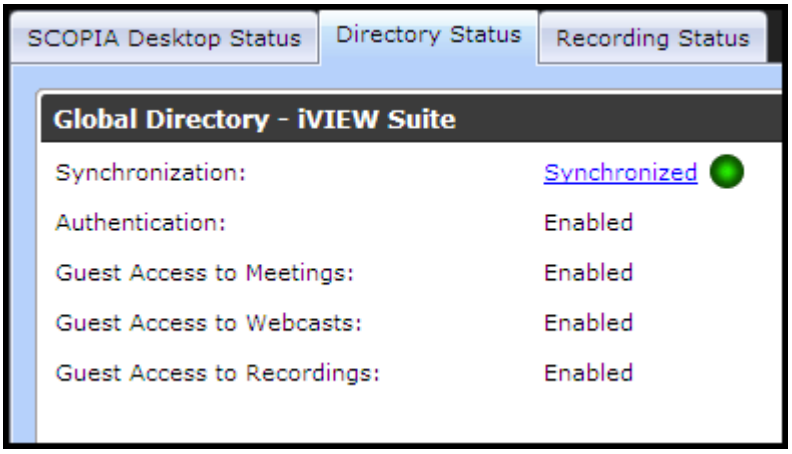


Figure 41: Directory Status Tab

6. (Optional) View the connection status of the Scopia Content Slider by selecting the **Content Slider** tab. For more information on the Content Slider, see the *Administrator Guide for Scopia Desktop Server*.

7. If necessary, select any red indicators to view further error information.

Defining Bandwidth Settings in Scopia Desktop Server

About this task

This section details how to define the maximum bandwidth used between the Scopia Desktop Client and the Scopia Desktop Server.

Maximum bandwidth is also defined in the MCU meeting type (service). You invoke a meeting type by entering its prefix before the meeting ID. For example, if 88 is the defined MCU meeting type for HD meetings, users would enter 88 followed by the meeting ID to invoke that meeting type's parameters in the videoconference.

The bandwidth values defined here are subordinate to the bandwidth restrictions defined in the MCU meeting type.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select the **Client** icon in the sidebar.
3. Select the **Settings** tab.
4. Select the maximum call rate in the **Maximum Video Quality** section.
5. Configure call rate or bandwidth settings for SD and HD video by selecting the bandwidth rate from the **Maximum Call Rate** list.

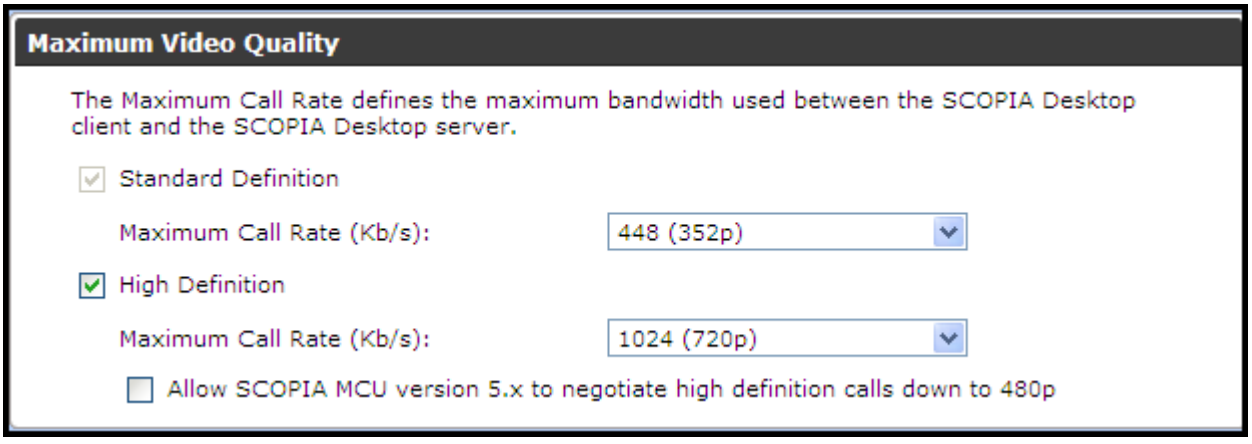


Figure 42: Maximum Call Rate Section

SD video has a default resolution of 352 × 288 pixels, known as 352p, with a default bandwidth value of 384Kbps. If your MCU uses a meeting type (service) defined for higher quality HD video, video is downgraded to SD.

HD video has a default resolution of 720p, with a default bandwidth of 1024Kbps. The bandwidth rates are different for sending and receiving video. Scopia Desktop Clients send up to 512 Kbps of 480p video resolution and receive 720p video resolution at the call rate

defined in the MCU meeting type (service). If your MCU uses a meeting type (service) defined for lower quality SD video or lower bandwidth, video is downgraded to those values.

Defining Scopia Desktop Server Public Address and Other Client Connection Settings

About this task

This section details how to define the public address of the Scopia Desktop Server, which is pushed to Scopia Desktop Clients participating in a videoconference on that server.

You can also define Scopia Desktop Server's size of network packets (MTU size), and you can place arbitrary limits for the number of clients which can simultaneously connect to this server, in cases where the server's specifications are not powerful enough to manage the maximum number of connections.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select the **Client** icon in the sidebar.
3. Select the **Settings** tab.
4. Insert the public address of the Scopia Desktop Server to be accessed by the client. Use a FQDN which Scopia Desktop Clients can resolve from their location, to arrive at the correct IP address of the server.

   If a DNS name is not specified in the **Public Address** field, the Scopia Desktop Server network interface address is used.

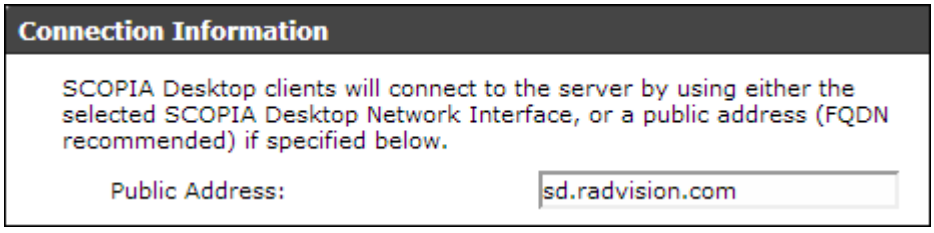


Figure 43: The public address for Scopia Desktop Clients to connect to the server

   If your deployment uses dedicated servers for one or more Scopia Desktop Server components, Scopia Desktop Clients would connect via this public address if those dedicated servers cannot be reached due to NAT or firewall restrictions.

5. Define the **MTU Size** if your network routers and the MCU are configured to accept network packets of a different size. The default value is **1360**.

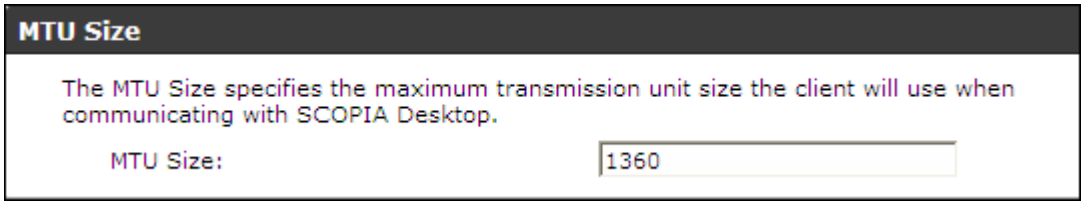


Figure 44: Setting the MTU size for Scopia Desktop Client

Important:

This value must remain the same across all network components to guard against packet fragmentation.

6. Enter a value in the **Call Limit** field to limit the resources used by the system. Use this to limit bandwidth or when the Scopia Desktop Server computer is not powerful enough to support the maximum number of calls.

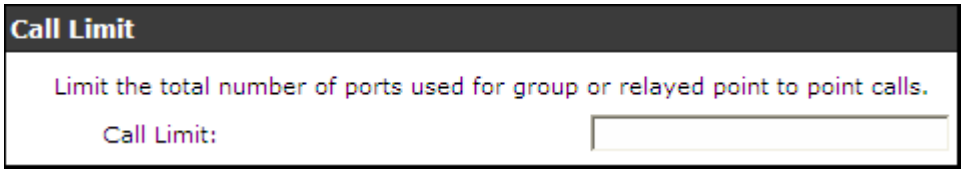


Figure 45: Call Limit Section

7. Select **OK** or **Apply**.

Enabling or Disabling Scopia Desktop Client Features

About this task

This section describes how to enable or disable features in the Virtual Room window of the Scopia Desktop Client for all users logged in to the Scopia Desktop Server. You can:

- Enable or disable presentations (desktop sharing).
- Enable or disable Scopia Content Slider.
- Enable or disable text chat.
- Enable or disable raising hand feature in lecture mode.
- Enable or disable encryption.

Important:

Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

- Enable or disable call back for users who have an H.323 endpoint but also want to connect a dedicated PC to share presentations.
- Add a pane in the videoconferencing window containing web content for all users in your organization.

Users with a login to Scopia Desktop Server can define their own virtual room preferences in the Scopia Desktop Client (see *User Guide for Scopia Desktop Client*).

Users with a Scopia Management login can define the behavior of their virtual rooms in Scopia Management (see *User Guide for Scopia Management*).

This section describes how to make global changes for the virtual rooms of all Scopia Desktop Server users.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select the **Client** icon in the sidebar.
3. Select the **Meeting Features** tab.

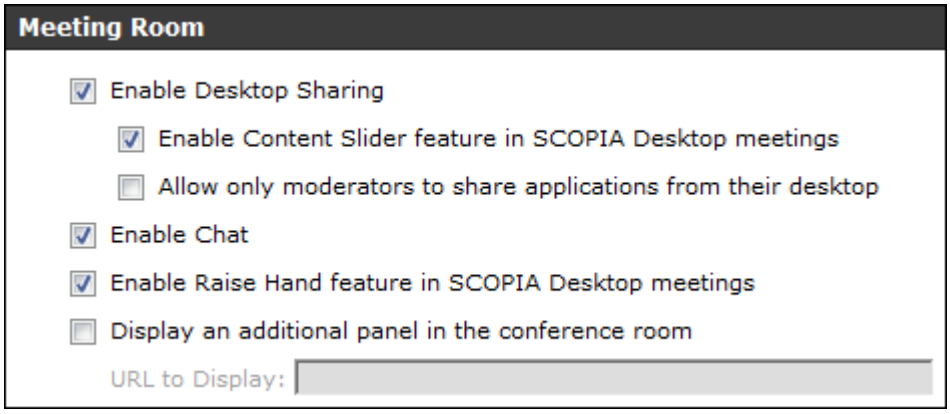


Figure 46: Enabling or disabling client videoconferencing features

4. Enter the fields as described in Table 18: Settings for the Scopia Desktop Client Virtual Room window on page 65.

Table 18: Settings for the Scopia Desktop Client Virtual Room window

Field	Description
Enable Desktop Sharing	Determines whether participants can share their PC desktop content with others in the videoconference. If desktop sharing disabled, the **Present** button does not appear in the Virtual Room window of Scopia Desktop Client.
Enable Content Slider feature in Scopia Desktop meetings	Determines whether participants can review content which has already been shared in the meeting by scrolling back and forth.
Allow only moderators to share applications from their desktop	Determines whether this feature is restricted to moderators of videoconferences only.

Field	Description
Enable Chat	Determines whether to display the chat window pane in the Virtual Room window of Scopia Desktop Client.
Enable Raise Hand feature in Scopia Desktop meetings	Determines whether a muted user (usually in lecture mode) can request permission to speak.
Display an additional panel in the conference room	Determines whether to display an additional pane in Scopia Desktop Client's Virtual Room window within your organization. The pane's contents are drawn from an external web address.
URL to Display	Enter the web address in this field. When the system accesses the web address, it automatically appends two parameters: the current meeting ID and the participant's nickname. This enables your external web content to relate to the meeting and participant if required. The parameters added are: `?meetingid=NNN&nickname=XXX`. If your external web content already takes different parameters in its URL, these parameters are appended to the URL string. Use standard URL-encoding in this field, for example '&' is `%26`, '=' is `%3D` and so on.

5. Configure the **Push to Talk** section to define how participants use the microphone button in the Virtual Room window of Scopia Desktop Client.

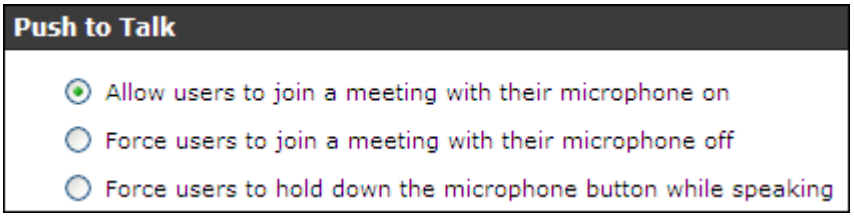


Figure 47: Push to Talk Settings

Table 19: Defining microphone behavior during a meeting

Field	Description
Allow users to join a meeting with their microphone on	When selected, this field enables the microphone by default, so participants must select the microphone button to mute themselves.
Force users to join a meeting with their microphone off	(Recommended) When selected, this field disables the microphone by default, so participants must select the microphone button to unmute themselves. This is eliminates background noise from a videoconference until the participant is ready to contribute.
Force users to hold down their microphone button while speaking	When selected, this field requires participants to select and hold down the microphone button to activate their microphones and send their audio.

6. Configure the **Security** section to determine encryption parameters.

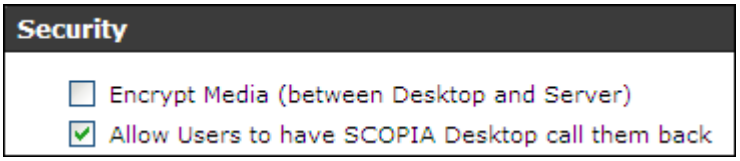


Figure 48: Security Settings

Field	Description
Encrypt Media	Determines whether to encrypt the media (audio, video and presentation) using SRTP between the Scopia Desktop Server and Scopia Desktop Client. **Important:** Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.
Allow Users to have Scopia Desktop call them back	When users with a dedicated videoconferencing endpoint connect their PC to the meeting for data sharing only, this field determines whether the system displays the check box for the system to call back their H.323 device to connect video from there. The check box is located on the Scopia Desktop web portal. Before connecting to a meeting, select **More Options > Use my computer for presentation only > Callback my video device number**. **Important:** When a computer connects as a dedicated data-only device, it cannot view or send video or audio, but you can view the participant list, moderate, chat, share content from the computer.

7. Select **OK** or **Apply**.

Synchronizing Contact Lists with a User Directory

About this task

One of the components in the Scopia Desktop Server is the Presence Server (see Figure 1: Components of the Scopia Desktop Server on page 7), which updates Scopia Desktop's Contact List, part of a Scopia Desktop Pro deployment. It maintains the status of a user's listed contacts, whether or not they are available.

Figure 49: Status icons appear next to each contact

Scopia Desktop's Presence (XMPP) Server is implemented by a service known as Jabber.

The Presence Server must therefore have access to a user directory, which it retrieves from Scopia Management, which in turn can take its list of users either from an external source, like Microsoft's Active Directory, or from Scopia Management's own internal directory.

This section describes how to configure the Presence Server with Scopia Management's user directory, both its own internal user directory or with an external LDAP directory.

Important:

If your Scopia Management uses Domino as the source of its user directory, follow the same steps for an Active Directory source.

Before you begin

Ensure Scopia Management is connected to the Scopia Desktop Server and is sharing its user database. For more information, see Enabling Scopia Desktop User Authentication in Scopia Management on page 56.

Procedure

1. Access the Scopia Desktop web administration interface.
2. Select the **Deployment** icon in the sidebar.
3. Select the **Presence and Invitation** check box. (Figure 50: Connecting the Scopia Desktop Server to presence (XMPP) and STUN servers on page 69)

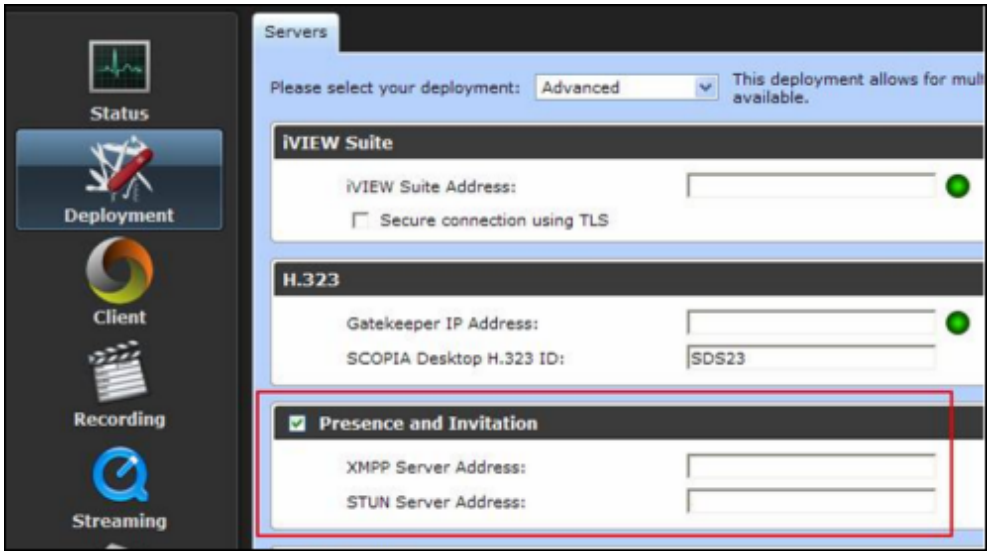


Figure 50: Connecting the Scopia Desktop Server to presence (XMPP) and STUN servers

4. Enter the IP addresses of each of the servers in the **XMPP Server Address** and **STUN Server Address** fields (Figure 50: Connecting the Scopia Desktop Server to presence (XMPP) and STUN servers on page 69).

5. Select the **Presence and Invitation** icon in the sidebar (Figure 51: Defining the Jabber Domain on Scopia Desktop Server on page 69).

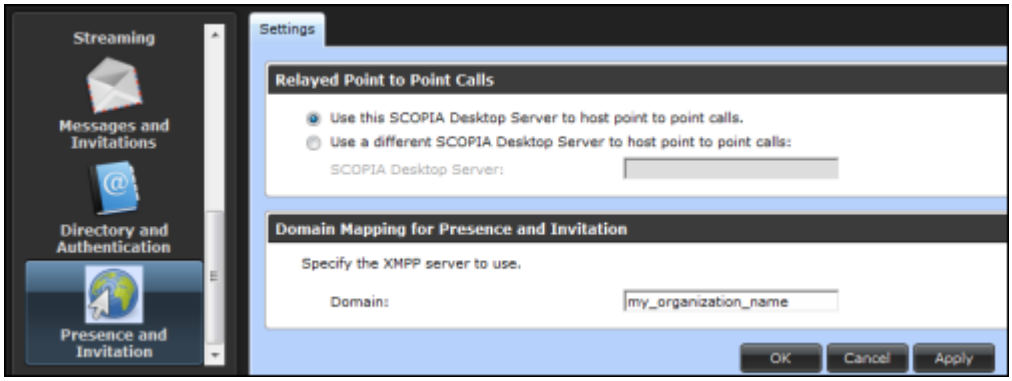


Figure 51: Defining the Jabber Domain on Scopia Desktop Server

6. If Scopia Management uses its internal directory as its list of users, set the **Domain** field (Figure 51: Defining the Jabber Domain on Scopia Desktop Server on page 69) to be the internal Jabber domain name for your organization. Make a note of this name as you will use it again later for the **Jabber Domain** field in the configuration tool in 10.

Important:

This is not a DNS domain. The **Domain** field here refers to an internal name for the Jabber service, responsible for presence services. We recommend, therefore, using a name that does not resolve to an IP address. For example, **my_organization_name**.

7. If your Scopia Management is configured to work with the Active Directory (Figure 52: Mapping Jabber domains to search bases in Active Directory on page 70):

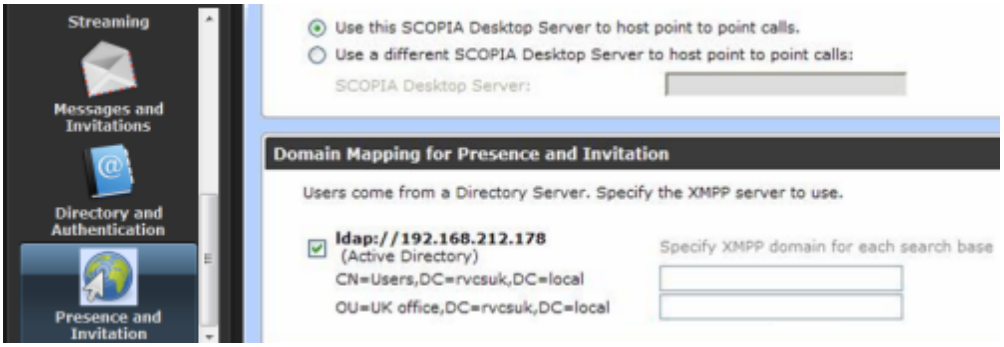


Figure 52: Mapping Jabber domains to search bases in Active Directory

a. You can either choose specific user groups (search bases) within the LDAP user list to map to a Jabber domain, or map the whole database to a Jabber domain. To select parts of the LDAP database, select the check box of the LDAP database (Figure 52: Mapping Jabber domains to search bases in Active Directory on page 70).

   To choose the whole database, clear the check box.

b. For each search base (user group) you want the Presence Server (XMPP) to access, enter its internal Jabber domain. Make a note of these names as you will use them again later in this procedure for the **Jabber Domain** field in the configuration tool.

   Important:

   This is not a DNS domain. This **Domain** field refers to an internal name for the Jabber service, responsible for presence services. We recommend, therefore, using a name that does not resolve to an IP address. For example, **my_organization_name**.

   In a multi-tenant deployment, you can create a different mapping per organization.

8. On the Presence Server computer, start the Scopia Desktop Configuration Tool by selecting **Start > All Programs > Scopia Desktop > ConfigTool**.

9. Select the **Jabber** icon in the sidebar to configure the Presence Server.

10. If Scopia Management's user directory comes from its own internal directory:

    a. Select **iVIEW** from the **Authentication Type** dropdown list at the top of the screen, and then select **Add**.

    b. In the **Jabber Domain** field, enter the same domain you used when enabling user authentication in the Scopia Desktop Server (Figure 53: Connecting the Presence Server to Scopia Management's internal directory on page 71).

       This domain must match the Jabber Domain entered earlier in this procedure.

       Important:

       This is not a DNS domain. The **Domain** field here refers to an internal name for the Jabber service, responsible for presence services. We recommend, therefore, using a name that does not resolve to an IP address. For example, **my_organization_name**.

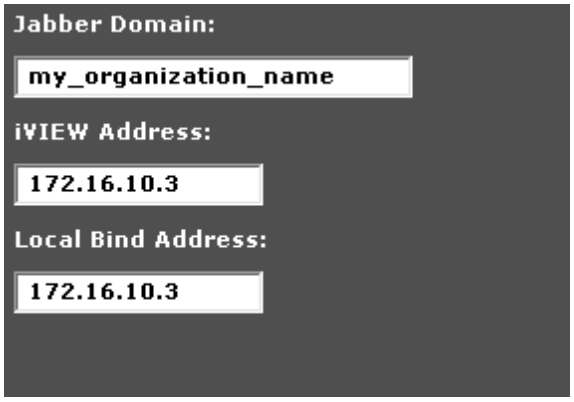


Figure 53: Connecting the Presence Server to Scopia Management's internal directory

c. Enter the IP Address of Scopia Management in the **iVIEW Address** field.

d. Enter the IP address of Scopia Desktop Server.

   If the Jabber Server has multiple NICs, choose one of them for this configuration.

11. If your Scopia Management accesses its list of users from an external source like Microsoft's Active Directory (Figure 54: Connecting the Presence Server with the Active Directory on page 71):

Figure 54: Connecting the Presence Server with the Active Directory

a. Select **Active Directory** from the **Authentication Type** dropdown list at the top of the screen, and then select **Add**.

   For Domino implementations, select **Domino**.

b. Enter the IP address of the Active Directory server in the **Active Directory Address** field.

Important:

This domain must match the Active Directory address entered in the **Deployment** page (4).

c. To limit the scope to one or more user groups within the Active Directory, specify the search base in the **LDAP Search Base** field.

d. Enter the **Proxy Account User Name** and **Password** of a user with access to the Active Directory database.

e. In case the Active Directory is configured with a port other than default port 389, change the **LDAP Port** value.

12. If you have a service provider (multi-tenant) deployment, configure the XMPP domain for each organization.

    In a multi-tenant deployment the Jabber configuration tool displays many tabs, to enable a different configuration in each organization. Select the relevant tab to configure the authentication type per organization. See Figure 53: Connecting the Presence Server to Scopia Management's internal directory on page 71.

    Important:

    In a multi-tenant deployment, you can have a different Jabber domain for each organization, but all the organizations use the same Scopia Management, hence the **iVIEW Address** field becomes read-only in all the tabs after you have configured it for the first tab in one of the organizations.

13. Select **Apply**.

Rolling-Out Scopia Desktop to End Users

About this task

This section provides the recommended procedures for rolling-out your deployment to end users.

The section includes these topics:

Navigation

Minimum Requirements for Scopia Desktop Client

This section details the minimum hardware and software requirements of the Scopia Desktop Client

The minimum hardware requirements for the Scopia Desktop Client depend on the video resolution.

- Standard definition hardware specifications:
  - PC Intel Pentium 4, 3.0 GHz or faster
  - PC AMD Athlon 3.0 GHz or faster
  - PC Intel Centrino Mobile Processor 1.8 GHz or faster
  - Mac with Intel Core Duo 1.8 GHz or faster
  - Netbook Intel Atom Processor 1.6 GHz or faster
  - 1 GB of RAM or more
- Enhanced definition hardware specifications:
  - PC Intel true dual core processors - Core 2 Duo 1.8 GHz or faster
  - PC AMD true dual core processors - e.g. Phenom IIx4 91- 2.X GHz or faster
  - Minimum 2 GB of RAM
- High definition hardware specifications:
  - PC Intel quad core or better processors
  - PC Intel Core i5 or i7 are recommended for an ultimate experience
  - PC AMD Quad-Core Opteron
  - Mac with Intel Core 2 Duo 2.7 GHz or faster
  - Minimum 2 GB of RAM, 3 GB of RAM or more recommended

The minimum software requirements of the Scopia Desktop Client are:

- Operating systems:

  Important:

  Internet Explorer must be installed on your Windows PC when using the Scopia Desktop Client, even if you access meetingings with other web browsers like Firefox or Chrome.

  Important:

  We recommend using the latest service pack of the Windows operating systems listed in this section.

  - Windows XP (SP3, 32 and 64-bit)
  - Windows Vista (SP2 or higher, 32 and 64-bit)
  - Windows 7 (32 and 64-bit)
  - Windows 8 (desktop mode, 32 and 64-bit)
  - Macintosh OS X version 10.6 (Snow Leopard) or higher, Intel CPU only
- Viewing live webcasts or recorded meetings
  - Unlimited viewers with multicast streaming (Vince 7.6)
  - Mac: QuickTime 7.4.5 or later (version 10 recommended)
  - PC: QuickTime 7.4.5 minimum (version 7.7 recommended)

Installing Scopia Desktop Client Locally on a PC

About this task

The Scopia Desktop Client Web Portal provides an automatic download and update manager. When you select the **Updates** link, it displays any currently installed components and versions, and enables you to install components, including the 32 bit version of Scopia Add-in for Microsoft Outlook and the Contact List.

Important:

You must be logged in to the web portal to install all components at once. If you are not logged in, you can only install the client, not the Contact List or the Scopia Add-in for Microsoft Outlook. These components are reserved for users who are authenticated to access corporate systems for scheduling and making calls.

For information about installing the 64 bit version of Scopia Add-in for Microsoft Outlook, refer to *User Guide for Scopia Add-in for Microsoft Outlook for Microsoft Office Outlook*.

In a multi-tenant deployment the Contact List and the Scopia Add-in for Microsoft Outlook are configured on installation with organization-specific URLs.

Before you begin

- Obtain login credentials. You may need to ask your Scopia Desktop administrator for a user name and password if Scopia Desktop is configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.
- Connect a headset or speaker and microphone to your computer, and ensure it is configured in the control panel or system settings.
- Connect a video camera or webcam to your computer.

Procedure

1. To activate Scopia Desktop for the first time, go to the Scopia Desktop web portal page at *http://<Scopia Desktop domain name>/scopia*

   For service provider (multi-tenant) deployments, access *http://<Scopia Desktop domain name>/<tenant>* or *http://<Scopia Desktop domain name>/scopia/mt/<tenant>*. For example, *http://sd.company.com/org1* or *http://sd.company.com/scopia/mt/org1*.

2. Select **Updates** in the top-right corner of the web portal.

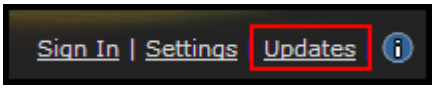


Figure 55: The Updates link in the top right corner of the web portal

The **Scopia Desktop Update** window opens.

Figure 56: Updating Scopia Desktop Client

3. Select **Conference Client** to install or update the Scopia Desktop Client.
4. Select **Scopia Add-in for Microsoft Office Outlook** to install the add-in that allows you to schedule videoconferences from Microsoft Office Outlook.
5. Select **Install**. When the Scopia Desktop Client installation is complete, you should see the following icon in the task tray at the lower right corner of the screen:
6. To verify that any optional components were installed, select the **View Installed Updates** link. A list of installed components appears.

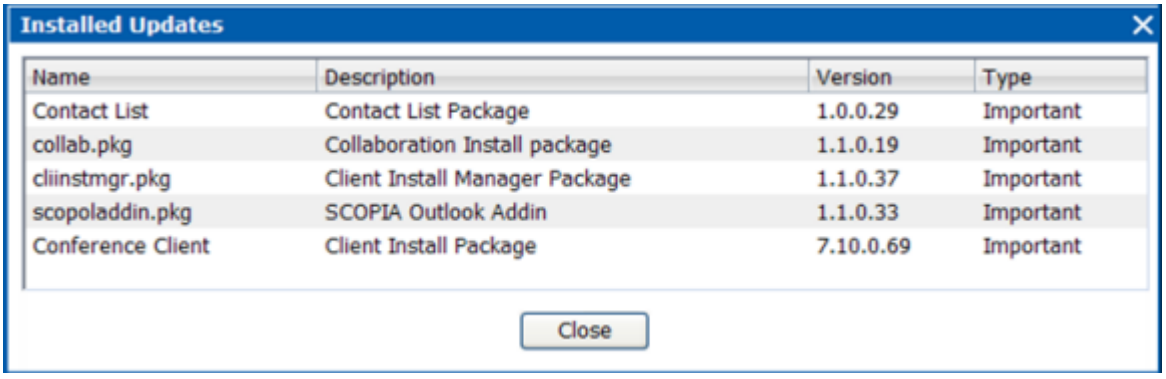


Figure 57: Installed Updates and Components

7. If you installed the Scopia Add-in for Microsoft Outlook, restart your Microsoft Office Outlook.

Pushing Scopia Desktop Client Installations in your Organization

About this task

You can push Scopia Desktop Clients simultaneously to end users using one of these standard Microsoft server tools:

- Microsoft Active Directory (AD)
- Microsoft Systems Management Server (SMS).

Please contact Customer Support to obtain pre-prepared scripts which can run using either of these infrastructures. There is also accompanying documentation on how to deploy throughout your organization using either of these infrastructures.

Chapter 4 | Configuring Advanced Features of Scopia Desktop Server

Scopia Desktop Server is a highly flexible system with many settings which can be configured manually.

This section details how to change the default settings of the more advanced server features.

Navigation

Creating Meeting Invitation Templates for End Users

About this task

This section describes how to create or edit the text automatically added to meeting invitations created with the Scopia Add-in for Microsoft Outlook (32bit).

Important:

The text of the invitation for the 64bit version is configured in Scopia Management. For more information, see *User Guide for Scopia Add-in for Microsoft Outlook*

Create the invitation text yourself, and use the buttons in this section to automatically insert the addresses which are configured for this server. Addresses use the FQDN configured in the server during installation.

Important:

In a multi-tenant deployment the Contact List and the Scopia Add-in for Microsoft Outlook are configured during installation with organization-specific URLs.

Procedure

1. Access the Scopia Desktop Server Administration web user interface.
2. Select **Messages and Invitations** in the sidebar.

3. Select the **Invitations** tab.

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

Figure 58: Creating invitation text for Scopia Add-in for Microsoft Outlook (32bit)

4. Enter the invitation text, using the buttons to add web addresses as described in Table 20: Generating addresses for invitation text on page 79.

Table 20: Generating addresses for invitation text

Field	Description

Meeting	Inserts the web address to connect directly to the videoconference from Scopia Desktop Clients.
	If you have multiple Scopia Desktop Servers and want participants to join from their local server to conserve bandwidth, insert the link information for each server. For example:
	`From Europe, connect to http://europe.server.com/scopia?ID=1234`
	`From Asia, connect to http://asia.server.com/scopia?ID=1234`
	`From the US, connect to http://us.server.com/scopia?ID=1234`

Data-Only Meeting	Inserts the web address for participants who connect their computer to share content on their screens separately from the video of a dedicated videoconferencing endpoint.
Portal	Inserts the address for the Scopia Desktop web portal. Users would access this to enter a different meeting ID or access a recorded meeting.
Client Installation	Inserts the address to install Scopia Desktop Client on your computer. The installation occurs within the web page.
Phone Access > E.164	Insert the telephone number of the gateway enabling phones to join the videoconference. If your deployment does not include a gateway, de-select the **Phone Access**checkbox, so the gateway information is not included in Outlook.
Videoconference Device Access > E.164	Inserts the number to dial from dedicated videoconferencing endpoints to join the meeting.

5. Select **OK** or **Apply**.

Managing Scopia Desktop Server Recordings

This section details how to create and manage recordings within Scopia Desktop.

Navigation

Defining Scopia Desktop Recording Settings

About this task

A recording of a Scopia Desktop videoconference can be played back at any time. Recordings include audio, video and shared data (if participants presented during the videoconference). Unless the videoconference has a moderator, any participant in a videoconference can start recording it. Users can access recordings from the Scopia Desktop web portal or using a link to the recording.

Important:

You can only define the location of recordings during installation of the Scopia Desktop Recording Server component.

If you want to store recordings locally, a typical recording for a one-hour meeting at 384Kbps (standard definition) takes up to 200MB. Alternatively, you can use a storage server in the enterprise. For more information, see *Installation Guide for Scopia Desktop Server*.

Use the following formula to calculate the space required for recordings:

```
Recording Bandwidth (in megabytes) × Time (in seconds) + 20% Overhead
```

For example, for a call of 1 hour at 384 Kbps (standard definition), calculate as follows:

```
384 Kbps × (60 minutes × 60 seconds) = 1382400 kilobits
1382400 ÷ 1024 = 1350 megabits
1350 ÷ 8 = 168.75 megabytes (MB)
168.75 × 20% = 33.75MB (overhead)
Total is 168.75 + 33.75 = 202.5MB (including overhead)
```

If you have more than one Recording Server, you access each one to view the recordings stored by that specific server. For example, if you want to access a recording stored on Recording Server A, you must connect to Recording Server A. You cannot access it from Recording Server B.

You can define the recording policies of the Scopia Desktop Server with Scopia Management, to determine whether users are allowed to record meetings.

Important:

In deployments where the Recording Server is installed on the same server as the Scopia Desktop Server, users watching recorded meetings take up Scopia Desktop bandwidth which can be used for other purposes, such as videoconferences.

Before you begin

Verify the recording server is defined in the Scopia Desktop Server administration web interface:

- Verify the **Recording** check box is selected in the **Deployment** section.
- Verify the **Recording Server Address** IP address in the **Status** section.

Before defining the bandwidth, read through how to calculate the recording bandwidth, as described in Allocating Bandwidth for Downloading Recordings on page 35.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select **Recording > Settings**.

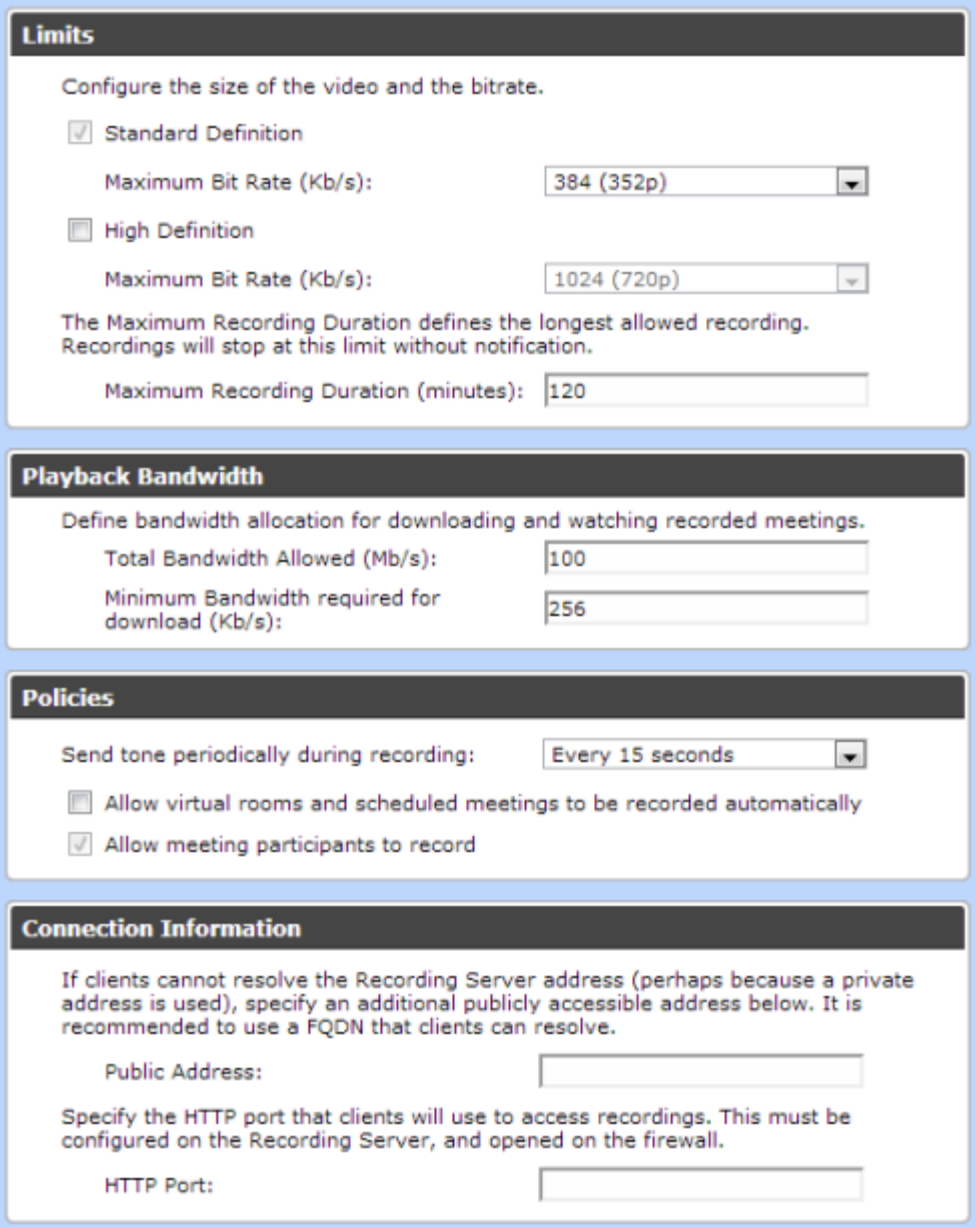


Figure 59: Defining recording settings in Scopia Desktop Server

3. Enter the following fields.

Field	Description
Standard Definition > Maximum Bit Rate	Enter the bitrate determining the quality of the recorded video in standard definition. Setting this to lower than 256 Kbps can affect the quality of the presentation data in the videoconferencing and streaming modes.
High Definition	Select to enable recordings in HD.
High Definition > Maximum Bit Rate	Enter the bitrate determining the quality of HD recorded video.
Maximum Recording Duration	Enter the maximum allowed duration of a recording.

Field	Description
Total Bandwidth Allowed	Enter the total bandwidth Scopia Desktop can use for playing back recorded meetings, to be shared by all users who are watching a recording at the same time. The more simultaneous viewers, the lower the bandwidth allocation per viewer. For more information, see Allocating Bandwidth for Downloading Recordings on page 35.
Minimum Bandwidth required for download	Enter the minimum bandwidth which every viewer of a recording is guaranteed to experience. Since the bandwidth drops per user as more simultaneous users view recordings, this field prevents too many users from watching recordings at the same time.
Send tone periodically during recording	Choose the frequency of the sound signal played during a recording which reminds users their meeting is being recorded.
Allow virtual rooms and scheduled meetings to be recorded automatically	Enables automatic recordings system-wide for virtual rooms and scheduled meetings. Avoid enabling this functionality on more than one server in your organization to eliminate duplicate recordings.
Allow meeting participants to record	This setting cannot be modified since Scopia Management controls the recording policies.
Public Address	Enter the full name of the recording server (FQDN). This is an address accessible from outside the NAT, in cases where the regular IP address of the Scopia Desktop Recording Server may not be directly accessible by clients.
HTTP Port	This port is used by clients to access the recording. You must configure the HTTP port on the Recording Server and open this port on the firewall.

4. Select **OK** or **Apply**.

Managing Recordings from the Scopia Desktop Web Portal

About this task

You can manage your recordings by organizing, protecting and deleting them.

You can organize recordings by assigning categories preconfigured by the administrator for your organization. Assigning categories to recordings allows you to group recordings and to filter them for easy search. For example, your organization may have categories for training sessions, board meetings, product features and so on.

Categories behave in a similar way to playlists or Gmail labels. If the administrator renames an existing category, Scopia Desktop automatically updates attributes for all recordings belonging to the modified category. If a category is deleted, Scopia Desktop still keeps the recordings that belonged to the deleted category.

You can protect and secure recordings by making them private or by limiting access to them. For more information about protected and private recordings see Securing and Protecting Your Scopia Desktop Recordings.

Before you begin

To manage a recording made by other users, you need to know their username and password.

Procedure

1. Access the Scopia Desktop web portal as described in Accessing the Scopia Desktop Web Portal.

2. Select the **Watch Recording** tab.
   The list of available recordings is displayed.

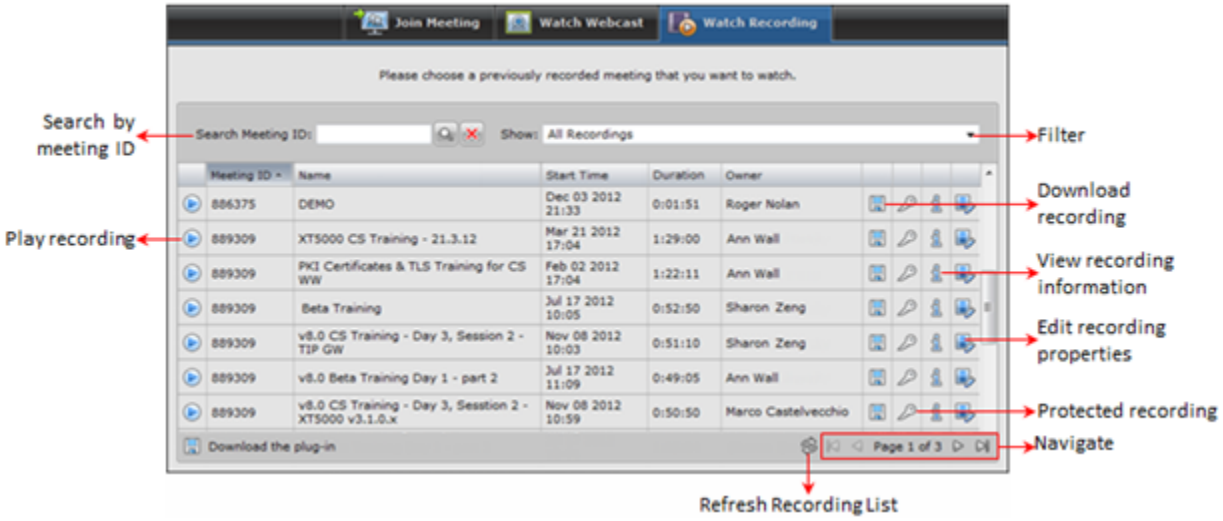


Figure 60: Watch Recording tab of the Scopia Desktop web portal

3. Find the recording:
   - To search by the meeting ID, name or owner, select the relevant column, then enter the value in the **Search** field and select **Search**.

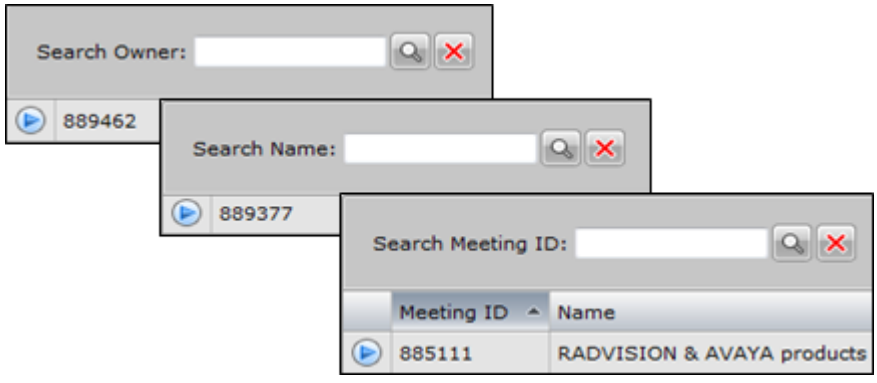


Figure 61: Search field changes when you select one of the columns

   To return to the complete list of recordings, select **Cancel**.
   - To sort the list, select column names.

- To filter the list, select a category from the filtering list. The list shows only recordings belonging to that category.

4. You can edit the information (metadata) associated with a recording. Select **Edit Recording**  next to it.

   The Edit Recording window opens.

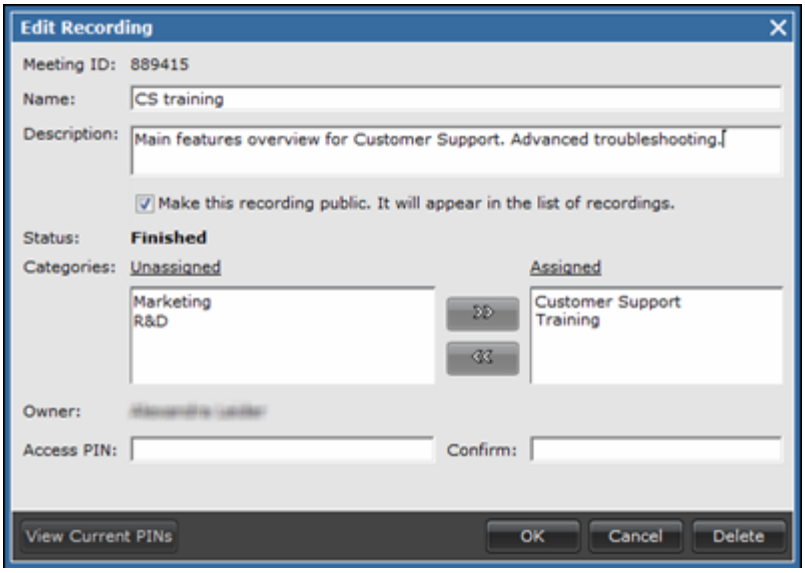


Figure 62: Edit Recording window

5. You can change recording's properties as described in Table 21: Editing properties of a recording on page 84.

Table 21: Editing properties of a recording

Element	Description
Name	You can change the name which appears at the **Watch Recording** tab of the Scopia Desktop web portal.
Description	Edit the short description that appears in the Recording Information window (upon selecting the **Recording Information** button shown in Figure 60: Watch Recording tab of the Scopia Desktop web portal on page 83).
Make this recording public	Select to make the recording public and clear it to make it private.
Categories	Use the arrow buttons to assign or remove preconfigured categories.
Access PIN	To protect the recording by limiting access to it, enter the access PIN. You can use any combination of alphanumeric characters.
Confirm	Enter the same string to confirm the access PIN.
View Current PINs	Select to see the access PIN you entered.

Select **OK** to save the changes you made to the recording's properties.

6. To delete the recording, select **Delete** and then select **Yes** in the confirmation message.

Creating or Deleting a Recording Category

About this task

You can organize recordings by assigning categories preconfigured by the administrator for your organization. Assigning categories to recordings allows you to group recordings and to filter them for easy search. For example, your organization may have categories for training sessions, board meetings, product features and so on.

Categories behave in a similar way to playlists or Gmail labels. If the administrator renames an existing category, Scopia Desktop automatically updates attributes for all recordings belonging to the modified category. If a category is deleted, Scopia Desktop still keeps the recordings that belonged to the deleted category.

Administrators manage categories by modifying a list of existing categories, while users can only select categories from this list to associated them with recordings.

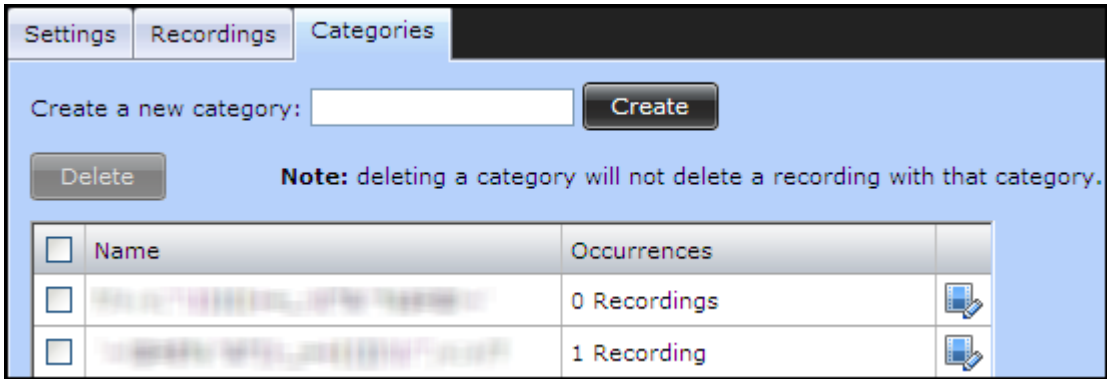
If you rename an existing category, Scopia Desktop automatically updates attributes for all recordings belonging to the modified category. Deleting a category does not cause Scopia Desktop to delete recordings belonging to the deleted category.

Important:

If needed, you can assign many recordings to a category in one action by navigating to **Recording > Recordings**, selecting the recordings and then selecting **Categorize**.

Procedure

1. Navigate to the Scopia Desktop Server Administration web interface.
2. Select **Recording > Categories**.



3. Enter the name of a new category in **Create a new category** and select **Create**.

4. Select the **Edit** icon to edit an existing category name.
5. Select **Delete** to remove a recording category.

   The recordings in a deleted category remain in the database but are no longer categorized.

Recording Meetings from Scopia Desktop Server

About this task

This section describes how an administrator can record a meeting from the Scopia Desktop Server by specifying its meeting ID. There are several ways to record meetings:

- You can configure Scopia Management to automatically record a user virtual room or a scheduled meeting when the meeting begins. For detailed information, see the *Administrator Guide for Scopia Management*.
- Scopia Desktop Client users (even guests) can manually record a meeting depending on that user's rights as defined in Scopia Management. For more information, see *User Guide for Scopia Desktop Client*.
- You can record meetings using the Scopia Desktop Server Administration web interface as explained in this procedure.

Important:

In a service provider (multi-tenant) deployment, each recording is associated with one organization. A recording is always listed under the organization in which the meeting was recorded, even if the recording was started by a user belonging to a different organization than the meeting owner.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select the **Recording > Recordings** icon in the sidebar.
3. Enter the meeting ID in **Start recording meeting ID**.

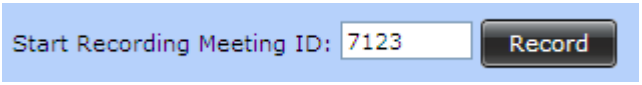


Figure 63: Start Recording Button

4. Select **Record**.

   The **Start Recording** window is displayed.

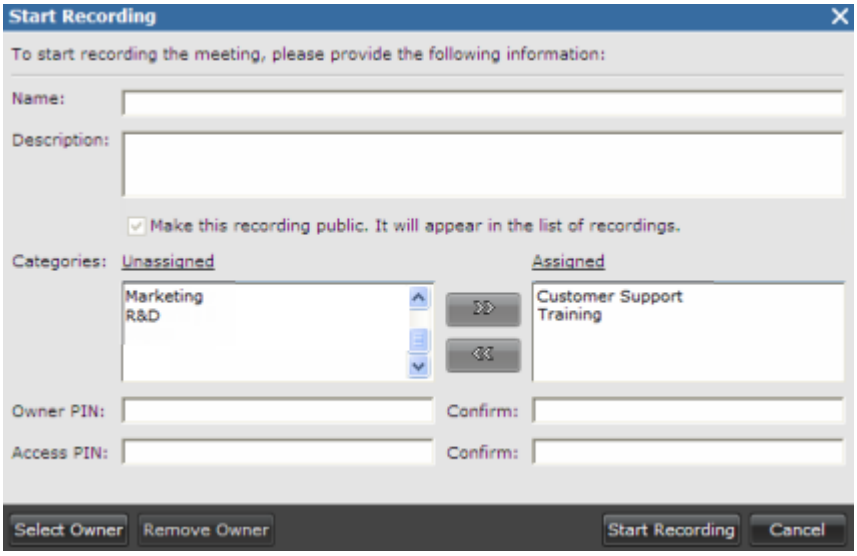


Figure 64: Start Recording Window

5. Enter recording name and description.
6. Assign categories as necessary.
7. To secure a recording's data so that only the owner can change it, enter the **Owner PIN**.
8. To restrict access to this recording to those with an a PIN, enter the **Access PIN**.
9. To set an owner for the meeting, select **Select Owner**.
10. If you set an owner for the meeting, select the **Make this recording private** check box.
11. Select **Start Recording**.

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

Stopping a Recording in Progress from Scopia Desktop Server

About this task

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

Procedure

1. Navigate to the Scopia Desktop Server Administration web interface.
2. Select **Recording > Recordings**.
3. In the recording list, select the check box for recordings you wish to stop.

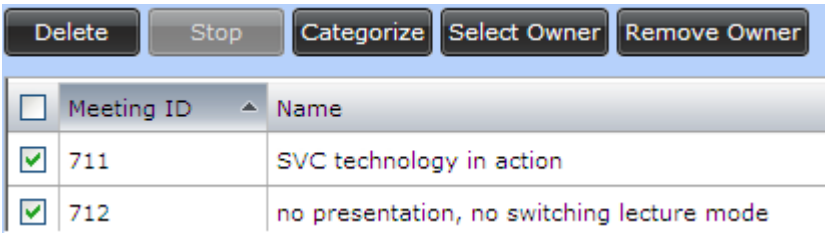


Figure 65: Selecting recordings you want to stop

4. Select **Stop**.
5. Select **Yes** in the confirmation message.

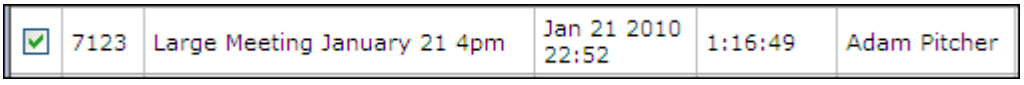
Assigning an Owner to a Recording

About this task

You can assign ownership to recordings when you want to grant administrative control for a recording to a specific user.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select **Recording > Recordings**.
3. In the recording list, select check boxes for each recording you want to assign to an owner.



4. Select **Select Owner**.

   The **Select Recording Owner** window opens.

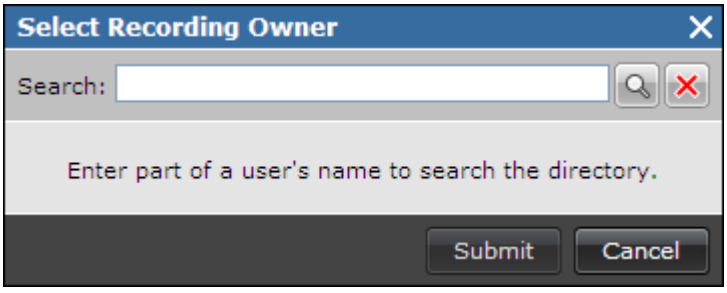


Figure 66: Select Recording Owner Window

5. Select the owner name from the **Search** field.

6. Select **Submit**.
7. To remove an owner which is currently assigned to selected recordings:
   a. Select the check box for the recording in the list.
   b. Select **Remove**.

Deleting a Recording

About this task

You can permanently remove a recording from Scopia Desktop 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. Also, the meeting moderator receives a notification that the recording was deleted by the administrator.

Procedure

1. Navigate to the Scopia Desktop Server Administration web interface.
2. Select **Recording > Recordings**.
3. In the recording list, select the recordings you wish to delete.
4. Select **Delete**.
5. Select **Yes** in the confirmation message.

Defining Webcast Streaming

About this task

This section details how to define the bandwidth of standard definition and HD webcasts, and also determines the type of webcast: unicast or multicast. A unicast requires a data packet to be sent separately to each viewer of the stream, while a multicast allows you to send a single packet to a range of addresses, if your network infrastructure (routers etc) can handle multicasts.

Before you begin

- Install the streaming license. Without the correct license, by default you can only use streaming for evaluation, which limits webcasts to only five simultaneous participants, with no multicast.
- Enable the streaming functionality in Scopia Desktop Server. Select **Deployment > Servers** and verify that streaming is enabled.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select **Streaming > Settings**.

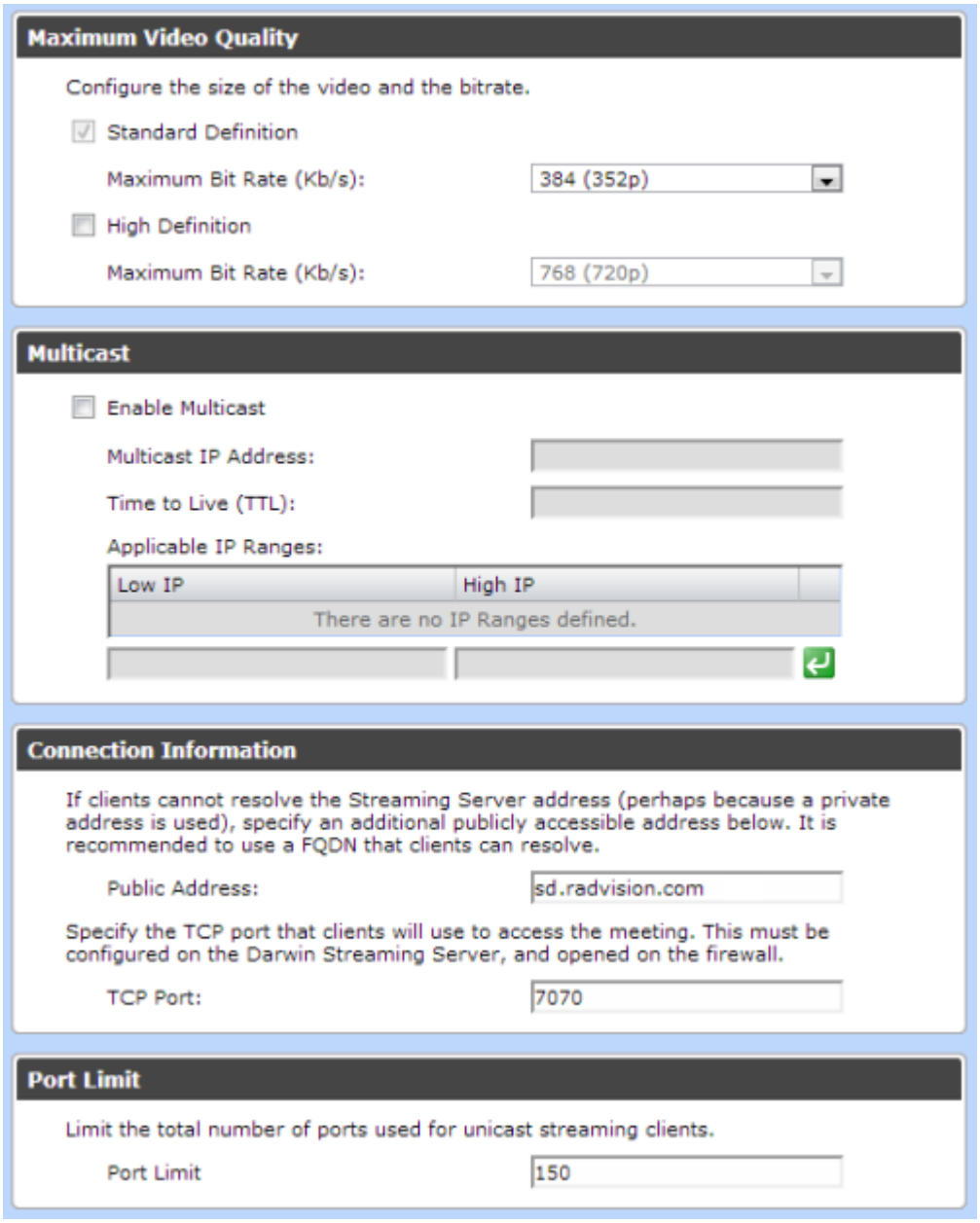


Figure 67: Defining streaming in Scopia Desktop Server

3. Enter the following fields:

Field	Description
Standard Definition > Maximum Bit Rate	Enter the bitrate determining the quality of the streamed video in standard definition.
High Definition	Select to enable streaming video in HD.

Field	Description
High Definition > Maximum Bit Rate	Enter the bitrate determining the quality of HD streamed video.
Enable Multicast	Select if the network you are planning to stream to supports multicasting. Multicasting can reduce network traffic significantly by sending the streaming packets just once for all viewing clients.
Multicast IP Address	Enter the IP address to which all multicast media should be routed. Any change applies only to newly created meetings created. Ongoing meetings are not affected.
Time to Live (TTL)	Enter the number of router traversals where the multicast packet is allowed to remain active. This is in the formal multicast protocol definition. Set the value to **1** to ensure it remains in the same subnet. **32** limits it to the same site or organization. Any change applies only to newly created meetings created. Ongoing meetings are not affected.
Applicable IP ranges	The range of IP addresses which form the subnet whose infrastructure can support the multicast protocol. If a client outside this range tries to stream the videoconference, it will receive the media via the unicast protocol. The valid multicast IP address is in the range of 224.0.0.1 and 239.255.255.255. Any change applies only to newly created meetings created. Ongoing meetings are not affected.
Public Address	Enter the full name of the streaming server (FQDN). This is an address accessible from outside the NAT, in cases where the regular IP address of the Scopia Desktop Streaming Server may not be directly accessible by clients.
TCP Port	Enter the TCP port to be used by the Streaming Server. The default value is 7070.
Port Limit	Enter the maximum number of unicast streams on this Streaming Server. Since unicast streams send a packet to each viewing client, this is an effective cap on the bandwidth usage of streaming in your organization.

4. Select **OK** or **Apply**.

Synchronizing Contact Lists with a User Directory

About this task

One of the components in the Scopia Desktop Server is the Presence Server (see Figure 1: Components of the Scopia Desktop Server on page 7), which updates Scopia Desktop's Contact List, part of a Scopia Desktop Pro deployment. It maintains the status of a user's listed contacts, whether or not they are available.

Figure 68: Status icons appear next to each contact

Scopia Desktop's Presence (XMPP) Server is implemented by a service known as Jabber.

The Presence Server must therefore have access to a user directory, which it retrieves from Scopia Management, which in turn can take its list of users either from an external source, like Microsoft's Active Directory, or from Scopia Management's own internal directory.

This section describes how to configure the Presence Server with Scopia Management's user directory, both its own internal user directory or with an external LDAP directory.

Important:

If your Scopia Management uses Domino as the source of its user directory, follow the same steps for an Active Directory source.

Before you begin

Ensure Scopia Management is connected to the Scopia Desktop Server and is sharing its user database. For more information, see Enabling Scopia Desktop User Authentication in Scopia Management on page 56.

Procedure

1. Access the Scopia Desktop web administration interface.
2. Select the **Deployment** icon in the sidebar.
3. Select the **Presence and Invitation** check box. (Figure 69: Connecting the Scopia Desktop Server to presence (XMPP) and STUN servers on page 93)

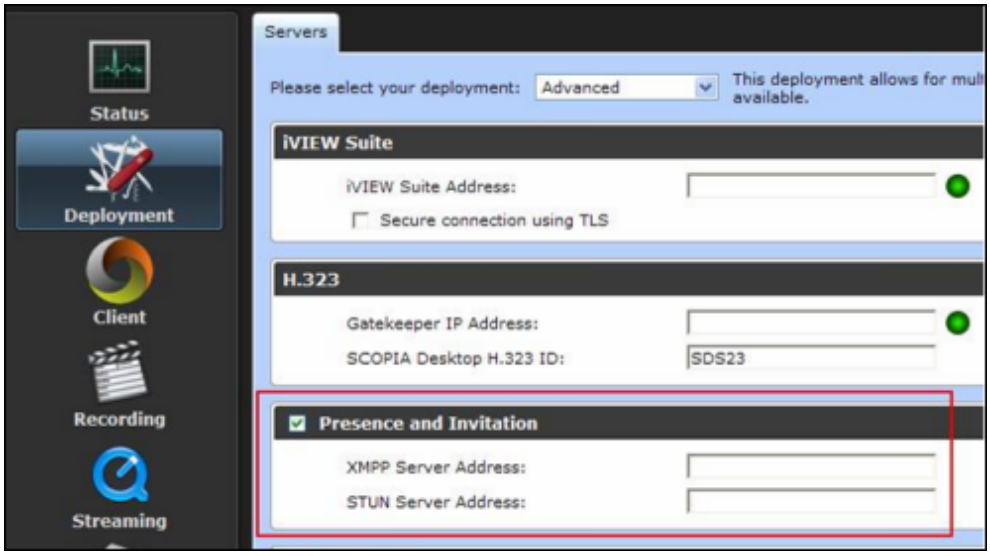


Figure 69: Connecting the Scopia Desktop Server to presence (XMPP) and STUN servers

4. Enter the IP addresses of each of the servers in the **XMPP Server Address** and **STUN Server Address** fields (Figure 69: Connecting the Scopia Desktop Server to presence (XMPP) and STUN servers on page 93).

5. Select the **Presence and Invitation** icon in the sidebar (Figure 70: Defining the Jabber Domain on Scopia Desktop Server on page 93).

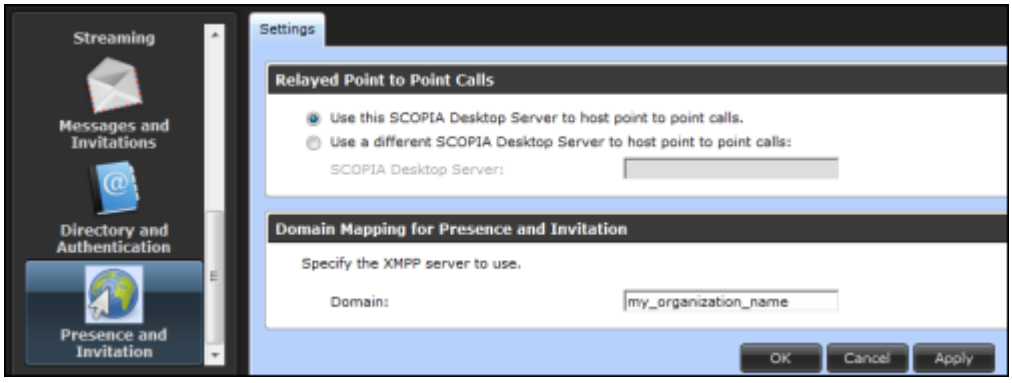


Figure 70: Defining the Jabber Domain on Scopia Desktop Server

6. If Scopia Management uses its internal directory as its list of users, set the **Domain** field (Figure 70: Defining the Jabber Domain on Scopia Desktop Server on page 93) to be the internal Jabber domain name for your organization. Make a note of this name as you will use it again later for the **Jabber Domain** field in the configuration tool in 10.

Important:

This is not a DNS domain. The **Domain** field here refers to an internal name for the Jabber service, responsible for presence services. We recommend, therefore, using a name that does not resolve to an IP address. For example, **my_organization_name**.

7. If your Scopia Management is configured to work with the Active Directory (Figure 71: Mapping Jabber domains to search bases in Active Directory on page 94):

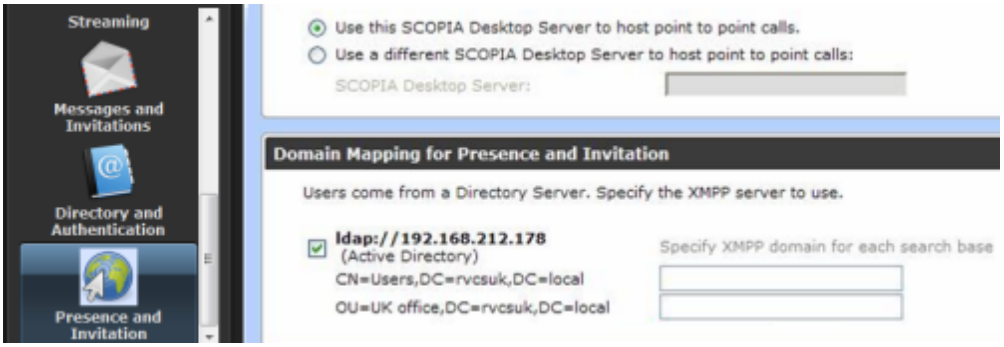


Figure 71: Mapping Jabber domains to search bases in Active Directory

a. You can either choose specific user groups (search bases) within the LDAP user list to map to a Jabber domain, or map the whole database to a Jabber domain. To select parts of the LDAP database, select the check box of the LDAP database (Figure 71: Mapping Jabber domains to search bases in Active Directory on page 94).

   To choose the whole database, clear the check box.

b. For each search base (user group) you want the Presence Server (XMPP) to access, enter its internal Jabber domain. Make a note of these names as you will use them again later in this procedure for the **Jabber Domain** field in the configuration tool.

   Important:

   This is not a DNS domain. This **Domain** field refers to an internal name for the Jabber service, responsible for presence services. We recommend, therefore, using a name that does not resolve to an IP address. For example, **my_organization_name**.

   In a multi-tenant deployment, you can create a different mapping per organization.

8. On the Presence Server computer, start the Scopia Desktop Configuration Tool by selecting **Start > All Programs > Scopia Desktop > ConfigTool**.

9. Select the **Jabber** icon in the sidebar to configure the Presence Server.

10. If Scopia Management's user directory comes from its own internal directory:

    a. Select **iVIEW** from the **Authentication Type** dropdown list at the top of the screen, and then select **Add**.

    b. In the **Jabber Domain** field, enter the same domain you used when enabling user authentication in the Scopia Desktop Server (Figure 72: Connecting the Presence Server to Scopia Management's internal directory on page 95).

       This domain must match the Jabber Domain entered earlier in this procedure.

       Important:

       This is not a DNS domain. The **Domain** field here refers to an internal name for the Jabber service, responsible for presence services. We recommend, therefore, using a name that does not resolve to an IP address. For example, **my_organization_name**.

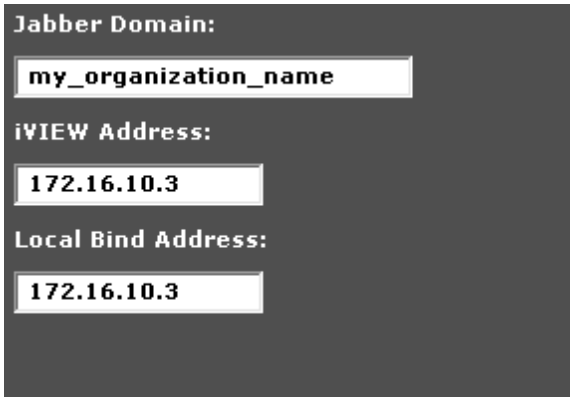


Figure 72: Connecting the Presence Server to Scopia Management's internal directory

c. Enter the IP Address of Scopia Management in the **iVIEW Address** field.

d. Enter the IP address of Scopia Desktop Server.

   If the Jabber Server has multiple NICs, choose one of them for this configuration.

11. If your Scopia Management accesses its list of users from an external source like Microsoft's Active Directory (Figure 73: Connecting the Presence Server with the Active Directory on page 95):

Figure 73: Connecting the Presence Server with the Active Directory

a. Select **Active Directory** from the **Authentication Type** dropdown list at the top of the screen, and then select **Add**.

   For Domino implementations, select **Domino**.

b. Enter the IP address of the Active Directory server in the **Active Directory Address** field.

Important:

This domain must match the Active Directory address entered in the **Deployment** page (4).

c. To limit the scope to one or more user groups within the Active Directory, specify the search base in the **LDAP Search Base** field.

d. Enter the **Proxy Account User Name** and **Password** of a user with access to the Active Directory database.

e. In case the Active Directory is configured with a port other than default port 389, change the **LDAP Port** value.

12. If you have a service provider (multi-tenant) deployment, configure the XMPP domain for each organization.

    In a multi-tenant deployment the Jabber configuration tool displays many tabs, to enable a different configuration in each organization. Select the relevant tab to configure the authentication type per organization. See Figure 72: Connecting the Presence Server to Scopia Management's internal directory on page 95.

    Important:

    In a multi-tenant deployment, you can have a different Jabber domain for each organization, but all the organizations use the same Scopia Management, hence the **iVIEW Address** field becomes read-only in all the tabs after you have configured it for the first tab in one of the organizations.

13. Select **Apply**.

Displaying Administrator Messages to End Users

About this task

This section describes how to edit the administrator and dial plan messages. Use administrator messages on the Scopia Desktop Server Web Portal page to post important information like the system status, scheduled shutdowns, or configuration tips.

The dial plan message appears in the Invitation dialog box. You can use this to provide users with dialing tips, for example, to explain the prefixes to use for different gateways.

The following HTML tags and attributes are supported in the administrator messages text editor:

```
<a href="http*" target="_blank"></a>
<img src=”http*”>
<iframe src=”http*”></iframe>
<font color=#123456|red|green|blue|”></font>
<u>underlined text</u>
<i>italic text</i>
<b>bold text</b>
<br> to break a line
<ol><li>Ordered list items</li></ol>
<ul><li>Unordered list items</li></ul>
```

```
<p></p>
<div></div>
```

You must fix a width and height of the `<iframe>` tag according to the style sheet of the corresponding page. For example, for the portal entry page, the style sheet looks like this:

```
<style>
      .motd iframe
      {
         width: 100%
         height: 150px
      }
</style>
```

The administrator message text editor replaces single & characters with `&`. It also replaces < and > of unrecognized tags with `<` and `>` respectively.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select **Messages and Invitations > Messages**.
3. Select the **Administrative Message** check box.

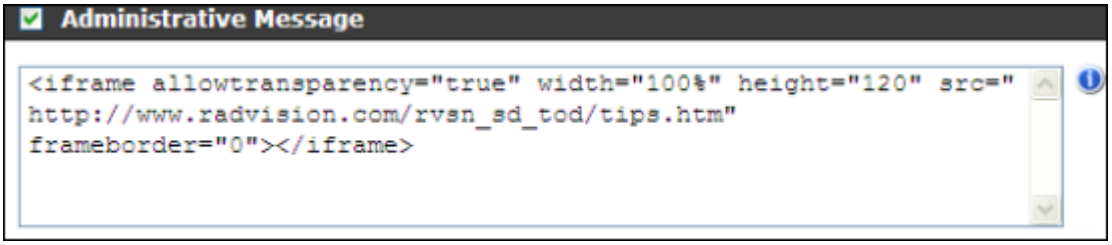


Figure 74: Modifying the entry-page message for end-users

4. Modify the text of the entry page message as required.
5. Select the **Invitation Dial Plan Assistance** check box.

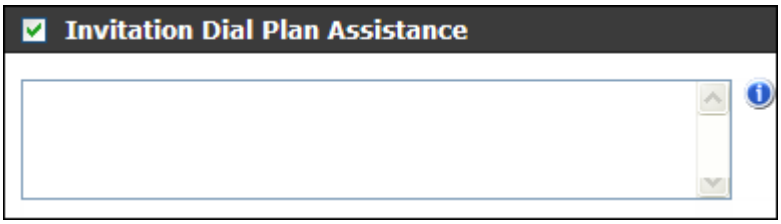


Figure 75: Modifying the invitation message for end-users

6. Modify the text of the invitation message as required.
7. Select **OK** or **Apply**.

Configuring Dial String Rules

About this task

This section describes how to configure dial string rules in Scopia Desktop. Dial string rules look for prefixes in the dial string, alter the string according to your organization's policy, and route the call to the correct gateway or gatekeeper.

Navigation

- Planning Rules to Modify Dial Strings on page 98
- Adding or Editing a Dial String Rule on page 100
- Deleting a Dial String Rule on page 102

Planning Rules to Modify Dial Strings

About this task

Depending on the phone system of your organization, you may already have a prefix of '9' (or some other number) to call outside the organization. More specifically, a gateway reads and interprets the dial string, sees the '9', and routes the call to a gateway to reach an external phone line. It then alters the dial string by removing the '9', and sends the remainder of the number to the external phone exchange.

Similarly, you may also have a prefix of '1' or '0' to dial outside your city or state (long distance calls), and '00' or '011' for international calls. If you have branches in other locations, your gateways/gatekeepers may have dedicated prefixes to reach that branch's exchange. For example, all dial strings beginning with '5' may be routed to the Hong Kong office. In each case, your call system routes to different gateways or gatekeepers by reading and interpreting your dial prefixes.

In Scopia Solution deployments, dial prefixes are interpreted and altered when:

- When a call is routed to a local H.323 PSTN or ISDN gateway. Scopia Desktop modifies the prefix to add routing information.
- When there is a SIP PBX either on-site or at a remote location, Scopia Desktop detects phone numbers in the directory and appends the SIP URL to forward it to the right gateway.

There are several methods to alter dial strings:

- String normalization removes all non-digits from a string (except '+'). For example: `+1 (603) 407-5956` becomes `16034075956`. This is always the first rule.
- Replace a prefix or suffix
- Add a prefix or suffix
- Remove a prefix by leaving the replacement string blank.

Important:

Dial rules are applied in the specific order they are listed.

List your rules so that the more specific rules are applied first, followed by the more general. For example, a rule which replaces all `+1603` prefixes is more specific than a rule which replaces all `+1` prefixes. Therefore the more specific `+1603` rule should be executed first.

Table 22: Simplified example for local, national and international dial string rules on page 99 shows the rules required to edit the dial strings so that:

- Any phone number starting with an area code of +1603, 1603, or 603 and followed by exactly seven digits should be routed to a gatekeeper/gateway which is accessed with the prefix 1370. The seven digits following the prefix remain intact.
- Any other long distance (national) number indicated by +1 and followed by 10-digit phone number should be routed to a gatekeeper/gateway by substituting 11701 for the +1 and keeping the subsequent 10 digits.
- Any calls starting with the international country code prefix of +44 for the UK followed by any random number of digits is re-routed to the 10700 gateway.

Table 22: Simplified example for local, national and international dial string rules

Match Prefix	Replace	Optional Suffix	Example Input String	Example Result String	Comments
603xxxxxxx	1370		6035555555	13705555555	A call to area code 603 with seven digits following is routed to a local call gateway, accessed with the number 1370. The remainder of the numbers remain intact.
1603xxxxxxx	1370		16035555555	13705555555	A call to area code 603, also when prefaced by a '1', is also routed to a local call gateway, accessed with the number 1370. The remainder of the numbers remain intact.
+1603xxxxxxx	1370		+16035555555	13705555555	A call to area code 603, even when prefaced by a '+1', is also routed to a local call gateway, accessed with the number 1370. The remainder of the numbers remain intact.
+1xxxxxxxxxx	11701		+15085555555	11701508555555	All other long distance calls routed to another gateway, accessed with the number 11701.
+44	10700		+445556666666	1070055566666	International calls to England go to the London local call gateway, accessed by the number 10700.

Table 23: Example dial rules to add a suffix to route to a SIP gateway on page 100 shows the rules required to edit the dial strings so that:

- Any phone number starting with the area code +1603, 1603 or 603 and then followed by exactly seven digits is routed to the 'aa' SIP gateway by adding the "@sip_aa.acme.com" suffix to the remaining seven digits.
- Any long distance (national) number indicated by +1 and followed by 10-digit phone number is routed to the 'bb' SIP gateway by adding the "@sip_bb.acme.com" suffix to the 10 digits.
- Any calls starting with the international country code prefix of +44 for the UK followed by any random number of digits is re-routed to the 10700 London gateway by replacing the prefix with 0 and adding the "@sipg+_cc.acme.com" suffix.

Table 23: Example dial rules to add a suffix to route to a SIP gateway

Match Prefix	Replace	Optional Suffix	Example Input String	Example Result String	Comments
603xxxxxx		@sip_aa.acme.com	6035555555	5555555@sip_aa.acme.com	A call to area code 603 with seven digits following is routed to the 'aa' SIP gateway with the area code removed.
1603xxxxxx		@sip_aa.acme.com	16035555555	5555555@sip_aa.acme.com	A call to area code 603 with a '1' in front is also routed to the 'aa' SIP gateway with the area code removed.
+1603xxxxxx		@sip_aa.acme.com	+16035555555	5555555@sip_aa.acme.com	A call to area code 603 with a '+1' in front is also routed to the 'aa' SIP gateway with the area code removed.
+1xxxxxxxxx	1	@sip_bb.acme.com	+15085555555	15085555555@sip_bb.acme.com	All other long distance (national) calls routed to the 'bb' SIP gateway. The '+1' is replaced with '1'.
+44	0	@sip_cc.acme.com	+445556666666	05556666666@sip_cc.acme.com	International calls to the UK go to the 'cc' SIP gateway. The '+44' is replaced by '0'.

Adding or Editing a Dial String Rule

About this task

A dial string rule alters dial strings to reflect the routing policy of your organization. For example, a dial string that starts with '9' can be defined to route to an outside line. The rule usually specifies a dial prefix which is replaced, or adds a suffix to the end of the dial string, so that it can be sent to the appropriate gateway/gatekeeper.

To correctly represent the number of digits in a string, use the 'x' character to denote 'any number'.

For example, a rule that looks for '603' matches any dial string that begins with '603', while a rule looking for '603xxxxxxx' matches only a dial string which begins with '603' and is followed by seven digits. You cannot use any other characters, such as a spaces, hyphens or brackets.

This section details how to create or edit a dial string rule.

Procedure

1. Access the Scopia Desktop Server Administration web interface.
2. Select **Messages and Invitations > Dial Strings**.

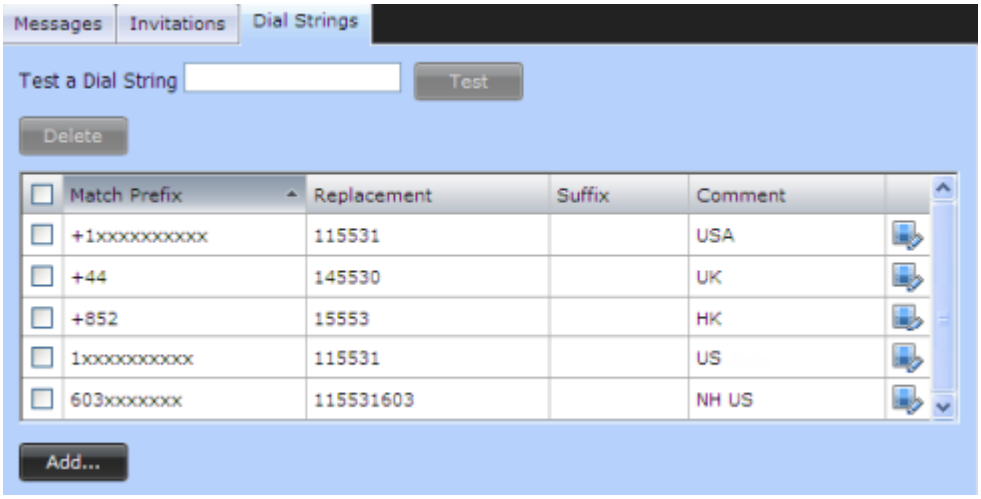


Figure 76: List of Dial string rules

3. Select **Add** to create a dial rule.

   To edit an existing rule, select the edit icon on the right hand side of the row.

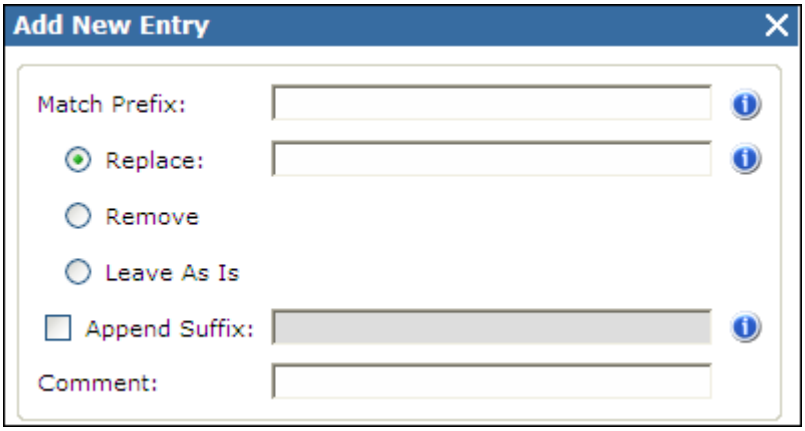


Figure 77: New dial string rule

4. Enter the prefix in the **Match Prefix** field.
5. Select one of these options:
   - **Replace**—A string matching the prefix is replaced with another string.
   - **Remove**—A string matching the prefix is stripped from the dial string.
   - **Leave As Is**—A string matching the prefix is left as is.
6. If you selected the **Replace** option, enter the replacing prefix in the field.
7. To add a suffix, select the **Append Suffix** check box, and then enter the suffix in the field.
8. Enter a comment.
9. Select **OK**.
10. To test the new dial string rule:
    a. Enter a string in the Test a Dial String field.

Figure 78: Dial String Test

b. Select the check box for the rule you want to apply to this string.

c. Select **Test**.

The Dial String Test window appears displaying the dial string after the rule is applied.

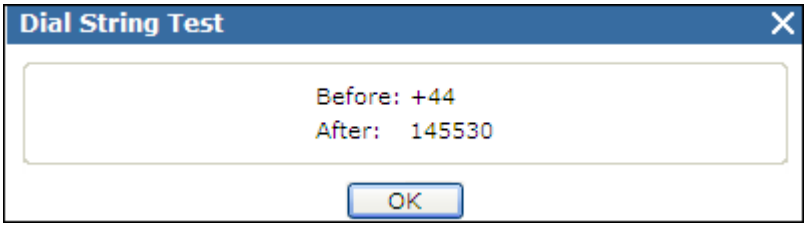


Figure 79: Dial String Test Results

Deleting a Dial String Rule

About this task

A dial string rule is the method used to alter dial strings to reflect the routing policy of your organization. For example, a dial string that starts with '9' can be defined to be routed to an outside line. The rule usually specifies a dial prefix, which the rule then replaces, or adds a suffix to the end of the dial string, so that it can be sent to the appropriate gateway/gatekeeper.

This section details how to remove an existing dial string rule.

Procedure

1. Access the Scopia Desktop Administration web interface.
2. Select **Messages and Invitations > Dial Strings**.

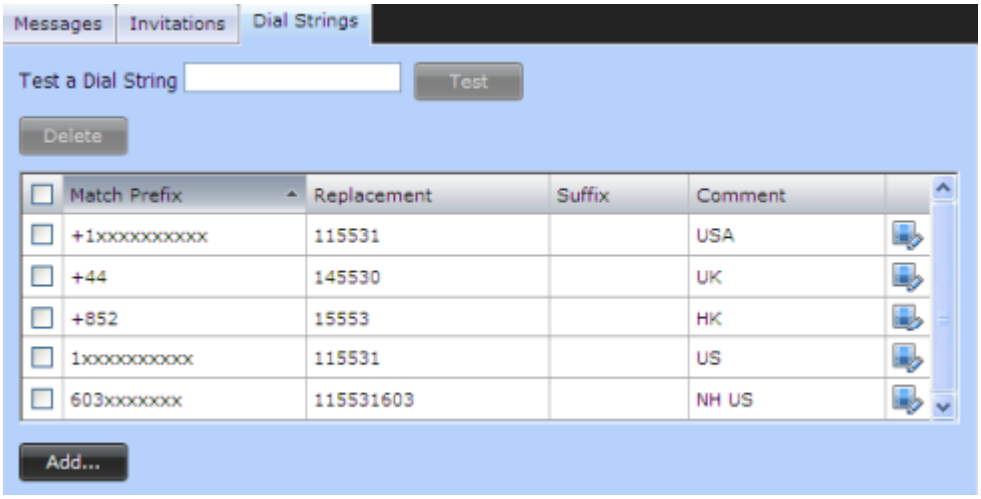


Figure 80: List of Dial string rules

3. Locate the rule you need to remove and select the check box next to it.

   The **Add** button changes to a **Delete** button.

4. Select **Delete**.

5. Select **OK** to confirm.

Branding your Scopia Desktop User Interface

Customers can change logos and text from the Radvision or Scopia Desktop branding to their own custom branding. You can change images and strings using the Scopia Desktop Branding application.

Important:

You can export or import all the customized images and text strings for your organization in the Scopia Desktop Branding application, by selecting **File > Export** or **File > Import**.

To restore the default Scopia Desktop GUI text and images, select **File > Restore All**.

Navigation

- Replacing Brand Logos and Other Images on page 103
- Customizing GUI Text Strings for your Organization on page 105

Replacing Brand Logos and Other Images

About this task

You can replace images appearing in the Scopia Desktop user interface by using the Branding application on Scopia Desktop Server. Changes takes affect immediately, therefore we recommend not to replace images on a live server. Most web browsers store local cached copies of images, therefore to

ensure an up-to-date view of the application, clear your browser's cache. Scopia Desktop Server is released with a set of default images which you can restore at any time.

Procedure

1. Select **Start > Programs > Scopia Desktop > Branding Application**.
2. Select the **Images** tab.

Figure 81: Viewing and changing logos in the Scopia Desktop GUI

Important:

If an image has a transparent background, it appears with a gray and white “checkerboard” background in the preview fields.

3. Choose the image you want to replace from the list at the top left of the window.

   A brief description of the image is displayed along with the recommended image size. The **Default image** area shows the image originally distributed with the product. The **Currently installed image** shows the image that appears in the user interface.

4. Select **Select File**, to choose the new logo.

   If you use an image that the application indicates as not properly sized, a warning appears below the image description.

5. If you use an image that is not properly sized, verify that the image is displayed correctly:
   a. Verify that the Scopia Desktop Server is running.
   b. Review the Scopia Desktop user interface to verify that the image appears correctly.
6. Select **Install Image** to use the new image.

Important:

If an old image still appears, refresh your browser's cache.

7. To restore a default image, select **Restore Original Image**.

Customizing GUI Text Strings for your Organization

About this task

You can modify some of the text displayed in the Scopia Desktop user interface. If you update any text strings, you need to restart Scopia Desktop Server to see the effect of the update.

Procedure

1. Select **Start > Programs > Scopia Desktop > Branding Application**.
2. Select the **Strings** tab.

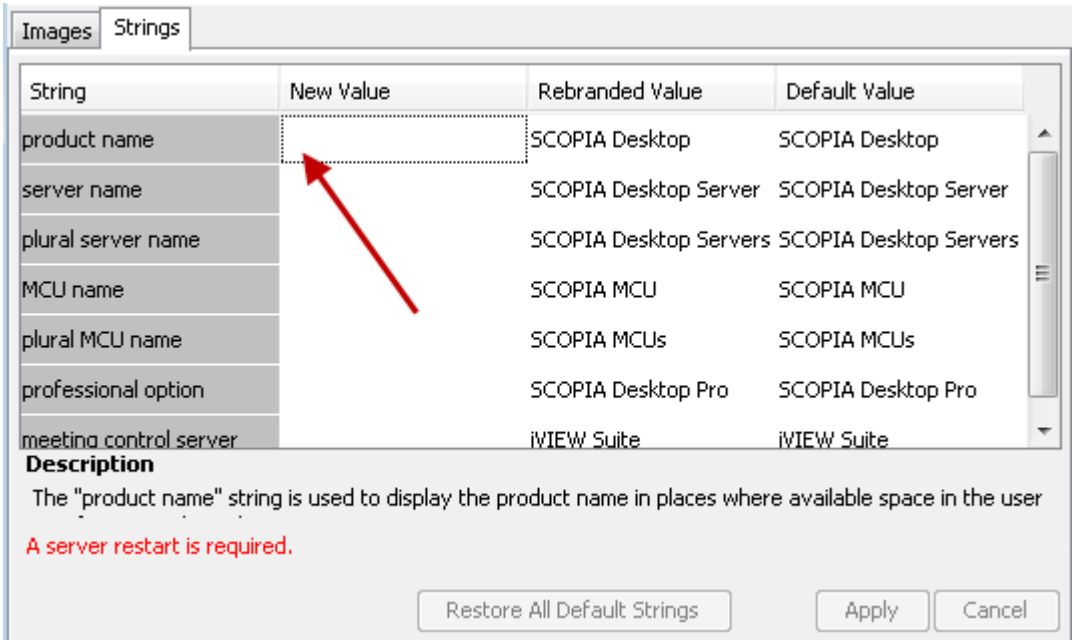


Figure 82: Creating replacement strings for Scopia Desktop GUI

3. Enter the new text strings in the **New Value** column.

Table 24: Changing the GUI strings

Field	Description
String	The internal label of the string whose value is displayed in the GUI.
New Value	Insert the text you would like to display in place of the existing text.
Rebranded Value	This column displays the values that are currently saved. When the Scopia Desktop Server is restarted, these are the values which appear in the user interface. Double-click this value to copy it to the **New Value** column.
Default Value	This column displays the original text strings that were distributed with Scopia Desktop.

4. Select **Apply**.

   The new values are saved and appear in the **Rebranded Value** column.

5. In the Windows Services panel, restart the **Scopia Desktop - Apache Tomcat** service to apply the changes.

6. To restore default strings:

   a. Select **Restore All Default Strings**.

   b. Select **Apply**.

   c. Restart the **Scopia Desktop - Apache Tomcat** service to apply the changes.

Chapter 5 | Securing Your Scopia Desktop Deployment

This section describes how you can enhance the security of your Scopia Desktop deployment by encrypting communications using the encryption keys held in certificates which are uploaded to the various deployment components.

Important:

Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

There are two types of certificates which can be installed.

- Install certificates on the Conference Server to encrypt the media travelling between Scopia Desktop Clients and the Scopia Desktop Server. These certificates also secure all web traffic to the Scopia Desktop Server, for example, when you access the server's web administration user interface or when a user accesses their meeting portal.
- Install certificates in the server's keystore file, part of the Java installation, to secure communications with Scopia Management and other components. Mutual authentication requires a certificate stored on each side of the communication line.

The details of each certificate type and their configuration are detailed in the sections below:

Navigation

- Securing Web Connections and Media Traffic to Scopia Desktop Server on page 107
- Securing Scopia Desktop Server's Connection to other Components on page 109
- Securing Login Access to Scopia Desktop Server using IWA on page 111

Securing Web Connections and Media Traffic to Scopia Desktop Server

About this task

This procedure explains how to secure all web traffic to the Scopia Desktop Server with HTTPS, including the administrator interface and user portals. This also secures the actual media (audio and video) of any videoconferences which take place.

The certificate which secures web traffic and videoconference media is installed in the Scopia Desktop Conference Server.

Important:

This procedure requires a signed certificate ready for the Scopia Desktop Server. You can either use the certificate shipped with the server, or create your own unique certificate.

Procedure

1. Select **Start > All Programs > Scopia Desktop > ConfigTool**.
2. Select the **Enable HTTPS** check box in the **HTTPS** tab.
3. Select **Apply**.
4. Select **Add Certificate** to upload an existing signed certificate.
5. Stop the service **Scopia Desktop Conference Server**.
6. Navigate to *<SD_install_dir>\Confsrv*
7. Run the **Certificate Configuration Utility** by launching *CertificateConfiguration.exe* file.
8. If the certificate is installed in the local machine's certificate store:
   a. Select the **Configure Certificate via Certificate Store**
   b. Select **Select Certificate**.
   c. Select the certificate from the list.
9. If the certificate is in PKCS12 format:
   a. Select **Configure Certificate via File Name**.
   b. Browse to the PKCS12 certificate and select it.
   c. Enter the private key password for the certificate.
10. Select **OK**.
11. Verify that the certificate information is listed in the **Selected Certificate** pane.
12. Select **Apply**.
13. Select **OK**.
14. Select **OK**.
15. Start the service **Scopia Desktop Conference Server**.
16. Select **Restart Services**.
17. Change the URL in the **Invitations** section of the Scopia Desktop Administration web interface to use the secure HTTPS protocol:
    a. Log into the Scopia Desktop Administration web interface.
    b. Select **Messages and Invitations** on the sidebar.
    c. Select the **Invitations** tab.
    d. In the **Desktop Access** section, verify all URLs have the prefix of `https`.

    Important:

    By default, there are two URLs present in this section.

Securing Scopia Desktop Server's Connection to other Components

About this task

You can secure the management communication sent between Scopia Desktop Server and other components like Scopia Management with TLS encryption. This method also checks the data integrity of messages.

Mutual authentication would require a certificate on each side of the connection. On Scopia Desktop Server, use the `keytool` utility, which is part of the Java installation. For more information about securing Scopia Management's connections with other components, see the *Administration Guide for Scopia Management*.

To open a mutually authenticated TLS connection, each server authenticates the other by exchanging certificates.

Important:

Scopia Desktop Server is shipped with a pre-created and pre-installed certificate, but its encryption keys are non-unique.

To create certificates with unique keys for true authentication (step 3 onwards), you must first remove the pre-installed certificates held in `keytool`'s `.keystore` file, then generate and install new unique certificates.

The password on the `.keystore` file is `radvision`.

This section does not explain each of the parameters of the keytool command. For a full description of this Java utility, see http://java.sun.com/j2se/1.4.2/search.html.

Procedure

1. Enable the management encryption on the Scopia Desktop Server side:
   a. Access the Scopia Desktop Server Administrator web user interface.
   b. Select the **Deployment** icon on the sidebar.
   c. Select the **Secure connection using TLS** check box in the Scopia Management section.

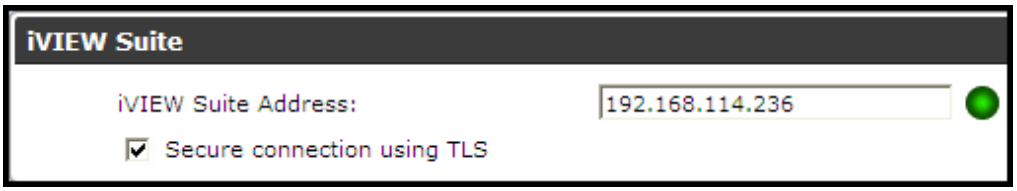


Figure 83: Secure Connection Check Box

   d. Select **OK**.

2. On the side of Scopia Management, enable the management encryption connection:
   a. Login to the Scopia Management.

b. Select **Resource Management** in the sidebar.

c. Select the **Scopia Desktop** tab.

d. Select the Scopia Desktop Server whose communications you want to encrypt.

e. Select the check box **Secure XML connection using TLS**.

f. Select **OK**.

3. Stop the **Scopia Desktop - Apache Tomcat** service.

4. Copy the `.keystore` file located in <SD_install_dir>\data\sds.keystore to a temporary working folder, for example C:\cert. The keystore file holds the certificates on each server. Currently they hold the default non-unique certificates.

5. Open a command line window. The `keytool` utility is located in <SD_install_dir>\JRE\bin.

6. Use the `keytool` utility to remove the pre-installed certificate from the `.keystore` file with the `-delete` parameter. The default certificate has an alias of `default`:

```
keytool -delete -alias default -keystore sds.keystore -storepass radvision
```

7. Generate a unique key pair using an appropriate DN with the `-genkeypair` parameter:

```
keytool -genkeypair -keyalg RSA -alias sds -sigalg MD5withRSA
-dname "CN=<FQDN of server>" -keystore sds.keystore -storepass radvision -validity 365 -keysize 1024
```

8. Create a certificate signing request file (CSR) for the newly generated key pair using the `-certreq` parameter:

```
keytool -certreq -alias sds -sigalg MD5withRSA -keystore sds.keystore
-storepass radvision -file C:\cert\certreq.csr
```

9. Send the certificate request to a Certificate Authority.

10. The CA returns the certificate signed in form of .crt file, for example `signed_cert.crt`. It also returns a root certificate, `root_cert.crt`.

11. Import the root certificate of the CA into the keystore file using the `-import` parameter:

```
keytool -import -trustcacerts -alias root -file root_cert.crt
-keystore sds.keystore -storepass radvision
```

where `root_cert.crt` is the trusted root certificate.

The `trustcacerts` parameter instructs `keytool` to check both the specific and the system `.keystore` file for the root certificate.

12. Import the signed certificate into the keystore file. Use the same alias you used in 8.

```
keytool -import -trustcacerts -alias sds -file signed_cert.crt
-keystore sds.keystore -storepass radvision
```

`Keytool` issues a confirmation message if the certificate was uploaded successfully.

13. Copy the `.keystore` file back to its original location (see 4).

14. Restart the service on each side (see 3).

Securing Login Access to Scopia Desktop Server using IWA

About this task

Scopia Desktop Server can use the standard Integrated Windows Authentication (IWA) to login to the Scopia Desktop Server, avoiding sending the username and password over the network. With IWA, the browser encrypts and sends the current Windows username and password to access Scopia Desktop Server.

Important:

Scopia Desktop Server provides IWA cannot be enabled in service provider (multi-tenant) deployments.

In addition, if you use Microsoft Internet Explorer to access the Scopia Desktop Server, its address must be listed either as one of the trusted sites or as part of the Intranet zone.

Before you begin

Ensure that authentication settings are configured for Scopia Management.

Procedure

1. Access the Scopia Desktop Administration web interface.
2. Select the **Directory and Authentication** icon in the sidebar.

   The **Settings** tab is displayed.
3. Select the **Integrated Windows Authentication** check box.

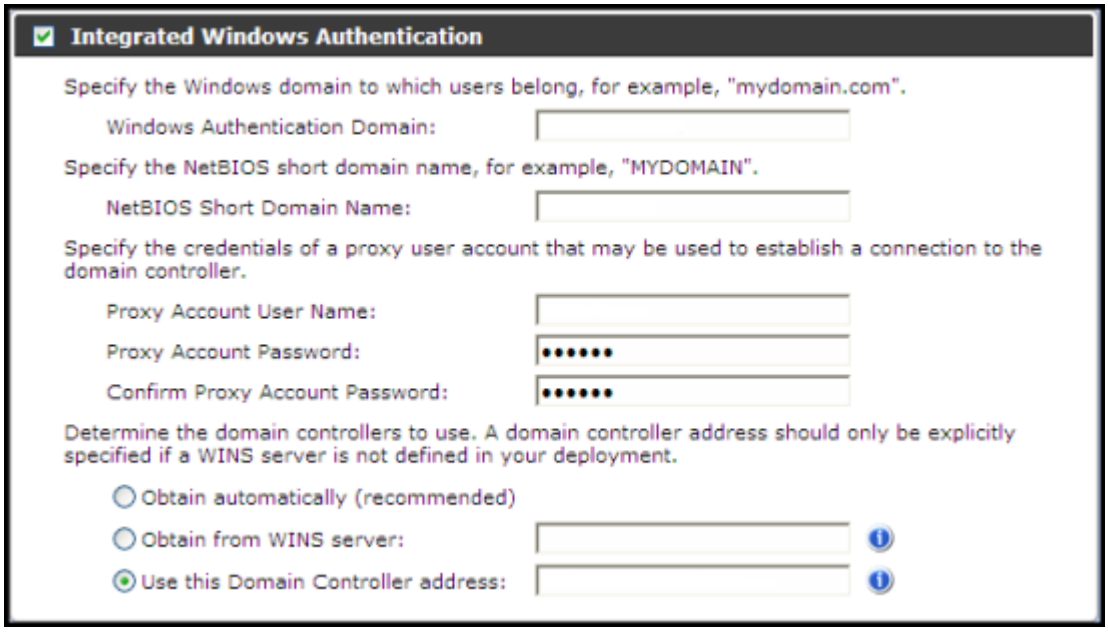


Figure 84: Encrypting login to Scopia Desktop Server

4. Enter the windows domain to which users belong.
5. Enter the NetBIOS short domain name.

   Important:

   The NetBIOS short domain name field is case sensitive.

6. Enter the Proxy account user name.
7. Enter the Proxy account password.
8. If a WINS server is not defined, enter the domain controller address.
9. On the client side, verify that Integrated Windows Authentication is enabled for your Internet Explorer:
   a. In the Internet Explorer window, select **Tools > Internet Options > Advanced**.
   b. Under **Security** section, verify that **Enable Integrated Windows Authentication** is selected.
10. To add Scopia Desktop Server to the list of Internet Explorer trusted sites:
    a. In the Internet Explorer window, from **Tools > Internet Options > Security > Trusted Sites > Sites**.

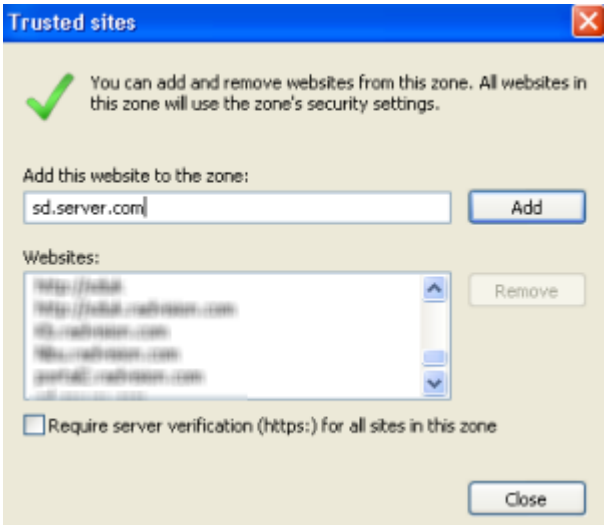


Figure 85: Adding Scopia Desktop Server as a trusted site

b. Enter the Scopia Desktop Server site address, for example *sd.server.com* and then select **Add**.

c. Select **Custom level**.

d. Under the **User Authentication** section, select **Automatic logon with current user name and password**.

e. Select **OK**.

11. To add Scopia Desktop Server to the Internet Explorer intranet zone:

a. In the Internet Explorer window, from Tools menu select **Internet Options > Security > Local Intranet > Sites > Advanced**.

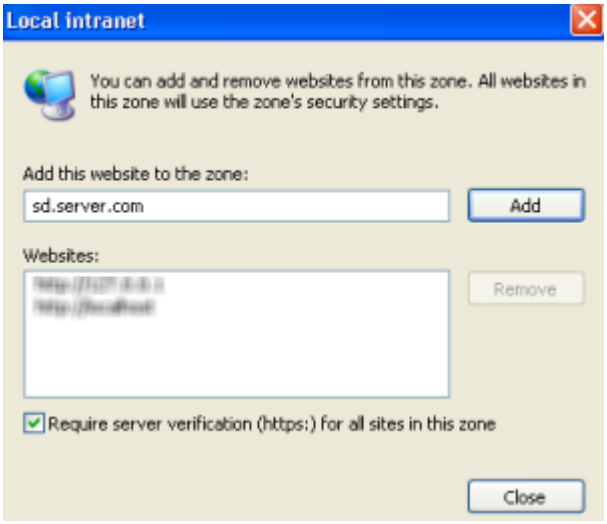


Figure 86: Adding Scopia Desktop Server as a trusted intranet site

b. Enter the Scopia Desktop Server site address, for example *sd.server.com* and then select **Add**.

c. Select **Custom level**.

d. Under User Authentication section, select **Automatic logon only in Intranet zone**.

e. Select **OK**.

Chapter 6 | Maintaining the Scopia Desktop Deployment

About this task

Occasional system upgrades and infrastructure changes in your network may require additional system maintenance activities to maintain your Scopia Desktop deployment. This section includes the following topic to assist you in maintaining your deployment:

Navigation

Upgrading the Scopia Desktop Server License

About this task

You can update the Scopia Desktop Server license for:

- Recording license

  If you want to add the recording feature or increase the number of simultaneous recordings, you need a new or updated recording serial key.

  A server with recording features enabled must have a valid recording license installed. Without a license, you are restricted to the default evaluation license allowing you to record one five-minute meeting at a time. Scopia Desktop Server supports up to 10 simultaneous recordings.

- Increased call capacity

  If you upgrade your video network capacity, you can upgrade the maximum number of simultaneous calls on the Scopia Desktop Server with an updated license.

Before you begin

Obtain an Scopia Desktop Server license key and an optional recording serial key.

Procedure

1. Select **Start > Settings > Control Panel**.
2. Double-click **Add or Remove Programs**.

3. From the list of programs, choose Scopia Desktop, and then **Change**.

   The Setup Wizard opens.

4. In the Welcome screen select **Next**.
5. In the Program Maintenance screen, choose **Modify**, and select **Next**.
6. In the Custom Setup screen, select **Next**.
7. In the Scopia Desktop Serial Key window, enter updated keys, and then select **Next**.
8. Follow on-screen instructions to complete installation configuration.

Backing Up Scopia Desktop Server Configuration Settings

About this task

Certain configuration files used by Scopia Desktop should be backed up regularly to allow recovery from catastrophic system failure or instances of corrupted files. During this backup procedure you copy the xml files which contain these settings:

- Dial string rules
- Administrative message
- Invitation message
- Presence Server database
- Local database
- Local configuration

Procedure

1. Navigate to the following directory: <*installdir*>*data*.
2. Copy the relevant files into a location outside the installation directory:
   - *ctmx.ini*—for local configuration
   - *motd.html*—for administrator message
   - *dialplanhelp.html*—for invitation message
   - *members.xml*—for local database
   - *dial_string_manipulators.xml*—for dial string rules

   Important:

   The file *members.xml* is created only if you use Scopia Desktop without Scopia Management and add endpoints to a local directory. As a result, the directory status in the system web interface shows a synchronization error with Scopia Management as explained in Viewing Directory Status on page 142.

Restoring Scopia Desktop Server Configuration Settings

About this task

You may need to restore some of the configuration files used by Scopia Desktop to allow recovery from catastrophic system failure or instances of corrupted files.

Procedure

1. Stop the service **Scopia Desktop - Apache Tomcat**.
2. Navigate to the following directory: *<install_dir>\data*.
3. Replace the relevant file with the backup file:
   - *motd.html*—for administrator message
   - *dialplanhelp.html*—for invitation message
   - *members.xml*—for local database
   - *dial_string_manipulators.xml*—for dial string rules
4. Start the service **Scopia Desktop - Apache Tomcat**.

Important:

The *members.xml* file is created only if you add terminals to a local directory. As a result, the directory status in the system web interface shows a synchronization error with Scopia Management as explained in Viewing Directory Status on page 142.

Accessing Scopia Desktop Server Log Files

About this task

Scopia Desktop automatically maintains extensive logs to help maintain your deployment and troubleshoot problems. By accessing the **Logging** tab, you can enable enhanced logging, which provides a network trace on the server (with or without media, depending on your selection) as well as extended middleware logging.

Important:

Enabling enhanced logging for extended periods of time adds large log files to the system.

Procedure

1. Navigate to the Scopia Desktop Server Administration web interface.
2. Select the **Status** icon in the sidebar.
3. Select the **Logging** tab.

Figure 87: Enabling enhanced logs

4. To download a zipped version of current log files, select **Download**.
5. (Optional) To enable enhanced logging, select **Enable**.
   The **Logging Summary** pane displays the current status of enhanced logging.

Chapter 7 | Deploying Multiple Scopia Desktop Servers with a Load Balancer

Scopia Desktop is a scalable solution, enabling you to add more Scopia Desktop Servers to your deployment to increase server availability by making your solution resistant to server downtime, and increases the number of participants who can simultaneously connect to videoconferences.

You can deploy multiple Scopia Desktop Servers in a number of ways (see Planning your Scopia Desktop Server Deployment on page 10), including managing a set of servers with a load balancer. A load balancer groups together a set (or cluster) of servers to give them a single IP address, known as a virtual IP address. In this way, other components in the solution relate to the cluster as though they were a single server (Figure 88: Scopia Desktop Servers with load balancer on page 119).

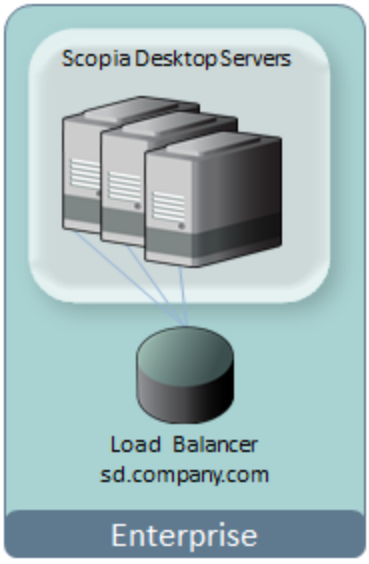


Figure 88: Scopia Desktop Servers with load balancer

A load balancer groups together a set (or cluster) of servers to give them a single IP address, known as a virtual IP address. It distributes client service requests amongst a group of servers. It distributes loads according to different criteria such as bandwidth, CPU usage, or cyclic (round robin). Load balancers are also known as application delivery controllers (ADC).

Important:

All servers in the deployment must be configured with the same functionality and the same security mode (http/https).

We recommend using the health checks of ICMP echo request and HTTP Web (TCP port 80) to monitor the cluster in your deployment.

All servers in the cluster should have identical functionality enabled, since one server must take over if another is overloaded or fails. If you deploy dedicated servers for the different components of Scopia Desktop (for example, a

dedicated recording or streaming server), these dedicated servers should be located outside the cluster. For more information, see Configuring Streaming and Recording in a Load Balancing Environment on page 133.

This section guides you through deploying a load balancer with Scopia Desktop. Perform these tasks in the order listed below:

Navigation

Configuring Scopia Desktop Server for Load Balancing

About this task

For scalability and high availability, you can deploy multiple Scopia Desktop Servers with a load balancer. This section focuses on configuring settings on the Scopia Desktop Servers. For configuring load balancer settings, see Configuring Radware AppDirector on page 124 or Configuring Other Load Balancers on page 131.

Load balancers must direct all participants in a videoconference to the same Scopia Desktop Server, even if this server has no longer enough resources to handle the calls.

When a participant requests to join a videoconference on an overflowing server, the server (not the load balancer, but the server itself) points to another server in the cluster, enabling the participant to join the same meeting from a second server. Redirecting participants in the same conference can only be done from within the Scopia Desktop Server which hosts the videoconference (Figure 89: Redirecting participants in a load balanced environment on page 121).

This is separate and distinct from the load balancer's redirection, which redirects traffic between different videoconferences, not within the same videoconference.

For example, in a new videoconference the load balancer uses the configured load distribution algorithm (such as round robin or least traffic) to forward the first participant to server A (Figure 89: Redirecting participants in a load balanced environment on page 121). The load balancer then forwards subsequent participants of the same videoconference to the same server. If server A runs out of ports, configure it to redirect calls to the next server in the cluster (or farm):

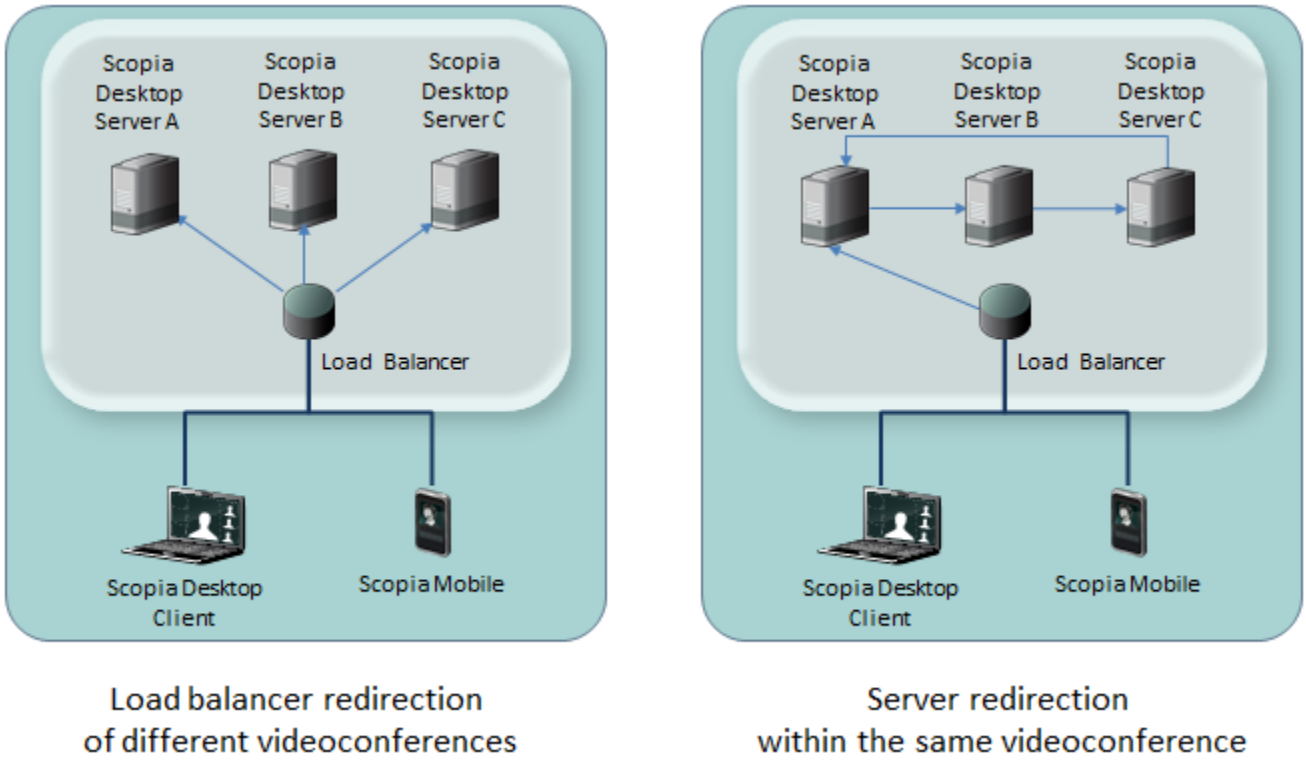


Figure 89: Redirecting participants in a load balanced environment

1. If server A is out of resources for the same videoconference, redirect participants to server B.
2. If server B is out of resources for the same videoconference, redirect participants to server C, and so on.

The Scopia Solution allows both registered participants and guests to join a videoconference. To further improve registered user experience, all servers in the group must share the meeting login of registered users. Otherwise, participants might have to re-enter their credentials when the load balancer routes calls to other servers in the farm. Therefore, enable the underlying Tomcat clustering in each Scopia Desktop Server (About Components of the Scopia Desktop Server on page 7), so participants enter their username and password only once when they join the videoconference.

Important:

When all participants are guests with no logins, you do not need to set up Tomcat clusters.

This procedure describes how to configure Scopia Desktop Server redirection for participants within the same videoconference, for deployment with any type of load balancer.

Before you begin

1. Plan your load balancer deployment as part of your overall topology. For more information, see Planning your Scopia Desktop Server Deployment on page 10.
2. Configure the Scopia Desktop Server's basic settings as described in Configuring Core Features of Scopia Desktop Server on page 49.
3. Read Deploying Multiple Scopia Desktop Servers with a Load Balancer on page 119 for an overview on load balancing in the Scopia Desktop deployment.
4. Remember to back up any settings file which you edit as part of this procedure.

Procedure

1. Open the *ctmx.ini* file located in *<install directory>\data*
2. Locate the `[redundancy]` section of the file (Figure 90: The redundancy section in the ctmx.ini file on page 122).

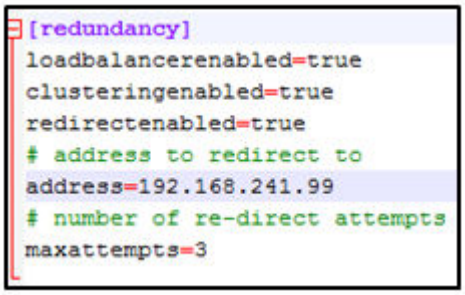


Figure 90: The redundancy section in the ctmx.ini file

3. Set `loadbalancerenabled` to `true` (Figure 90: The redundancy section in the ctmx.ini file on page 122).
4. Set `redirectenabled` to `true` (Figure 90: The redundancy section in the ctmx.ini file on page 122).
5. In the `address` line, enter the address (either IP or FQDN) of the server to which the system redirects a participant of the same call when this server is full. Redirect each server to the next one in line (Figure 89: Redirecting participants in a load balanced environment on page 121). You must specify only one redirection address in each server.

   For example, the server's address has one of these formats:

   - IP address:

     ```
     address=192.168.241.99
     ```

   - FQDN:

     ```
     address=scopiaserver1.com
     ```

   - IP address with port when the port is not the default:

     ```
     address=192.168.241.99:8080
     ```

6. Enter the maximum number of redirections in `maxattempts` (Figure 90: The redundancy section in the ctmx.ini file on page 122). Keep this number consistent in all the servers across the deployment to ensure a predictable redirection behavior.

   To prevent an infinite loop, limit the total number of redirections to the total number of Scopia Desktop Servers in the deployment.

7. (Required only if you have registered SDC users with usernames and passwords.) Enable Tomcat clustering in Scopia Desktop Server with full memory replication of sessions. For more information, see http://tomcat.apache.org.

   a. In the same `[redundancy]` section, set `clusteringenabled` to `true` (Figure 90: The redundancy section in the ctmx.ini file on page 122).

b. Save and close the *ctmx.ini* file.

c. Open the *server.xml* file located in *<install directory>\tomcat\conf*

d. Locate the text `<Cluster` (without the close bracket '>').

e. Verify this line is not commented out by removing the surrounding comment indicators (`<!--` and `-->`).

f. Replace that element with the following code:

```
<Cluster className="org.apache.catalina.ha.tcp.SimpleTcpCluster" channelSendOptions="8">
  <Manager className="org.apache.catalina.ha.session.DeltaManager"
             expireSessionsOnShutdown="false" notifyListenersOnReplication="true"/>
  <Channel className="org.apache.catalina.tribes.group.GroupChannel">
    <Membership className="org.apache.catalina.tribes.membership.McastService"
             address="228.0.0.4" port="45564" frequency="500" dropTime="3000"/>
    <Receiver className="org.apache.catalina.tribes.transport.nio.NioReceiver"
             address="auto" port="4000" autoBind="100" selectorTimeout="5000" maxThreads="6"/>
    <Sender className="org.apache.catalina.tribes.transport.ReplicationTransmitter">
      <Transport className="org.apache.catalina.tribes.transport.nio.PooledParallelSender"/>
    </Sender>
    <Interceptor className="org.apache.catalina.tribes.group.interceptors.TcpFailureDetector"/>
    <Interceptor className="org.apache.catalina.tribes.group.interceptors.MessageDispatch15Interceptor"/>
  </Channel>
  <Valve className="org.apache.catalina.ha.tcp.ReplicationValve" filter=""/>
  <Valve className="org.apache.catalina.ha.session.JvmRouteBinderValve"/>
  <Deployer className="org.apache.catalina.ha.deploy.FarmWarDeployer"
             tempDir="/tmp/war-temp/" deployDir="/tmp/war-deploy/" watchDir="/tmp/war-listen/"
             watchEnabled="false"/>
  <ClusterListener className="org.apache.catalina.ha.session.JvmRouteSessionIDBinderListener"/>
  <ClusterListener className="org.apache.catalina.ha.session.ClusterSessionListener"/>
</Cluster>
```

g. Save and close the file.

h. Open the *web.xml* file located in *\tomcat\webapps\scopia\WEB-INF*

i. Add a new line before the `</web-app>` line and enter `<distributable/>` in the line.

This allows the server to distribute session information to other servers in the cluster.

j. Save and close the file.

k. Open the *context.xml* file in *\tomcat\conf* and locate the line containing `<Manager pathname="" />`. Verify the line is commented, or delete it.

l. Save and close the file.

8. Restart the **Scopia Desktop – Apache Tomcat** service.

9. Repeat the above procedure for each Scopia Desktop Server in the group.

10. (Optional) To verify whether the cluster is correctly configured on all the servers, you can perform your own stress tests and capture network traces using the Wireshark filter `ip.dst filter==228.0.0.4` which presents the cluster's synchronization traffic (or "heartbeat").

    For example, enter the filter to verify that each server in the cluster broadcasts a message every 0.5 seconds to the specified IP address (Figure 91: Capturing network traces on page 124).

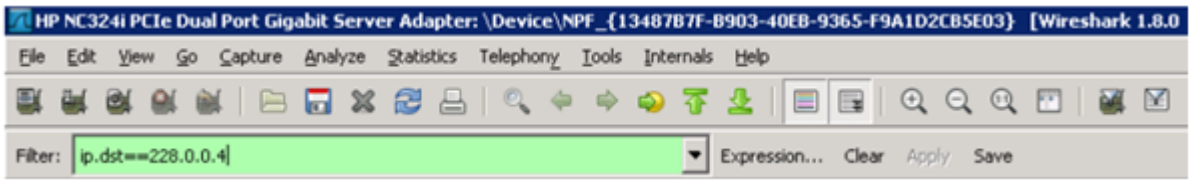


Figure 91: Capturing network traces

11. Configure the load balancer used in your deployment (see Configuring Radware AppDirector on page 124 or Configuring Other Load Balancers on page 131).

Configuring Radware AppDirector

About this task

For scalability and high availability you can cluster multiple Scopia Desktop Servers behind a load balancer such as Radware's AppDirector.

You can configure AppDirector to route all network traffic or part of it (Figure 92: Media can either bypass or travel via the load balancer on page 125) depending on your deployment requirements:

- In full load balancing deployments, all network traffic between servers and clients, including the media (audio, video, data presentations), is routed via the load balancer. This is best for powerful load balancer servers, and has the added security advantage of withholding the private IP of a Scopia Desktop Server to the outside world.
- In partial load balancing deployments, the media data travels directly between client and server, bypassing the load balancer, while signaling and management still travel via the load balancer. This is better for less powerful load balancer computers, but directly exposes the servers' private IP addresses to the outside world.

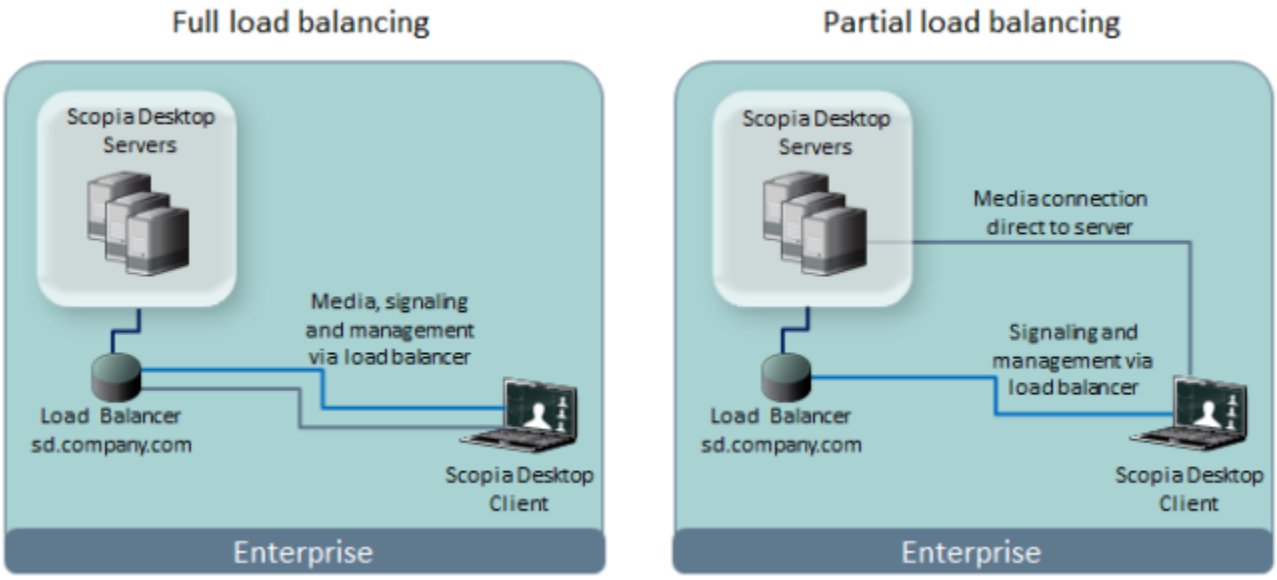


Figure 92: Media can either bypass or travel via the load balancer

Important:

You can set up your load balancer so the servers route everything via the load balancer, by defining the Scopia Desktop Server default gateway to be the load balancer. If you deploy servers whose only connection to the network is via the load balancer, then clearly there is no way for the media to bypass the load balancer.

This procedure describes how to configure AppDirector for a Scopia Desktop deployment. For complete flexibility in AppDirector configuration, see AppDirector's documentation.

Important:

Only system integrators familiar with AppDirector should configure the load balancer.

Before you begin

1. Plan your load balancer deployment as part of your overall topology. For more information, see Planning your Scopia Desktop Server Deployment on page 10.
2. Configure the Scopia Desktop Server's basic settings as described in Configuring Core Features of Scopia Desktop Server on page 49.
3. Read Deploying Multiple Scopia Desktop Servers with a Load Balancer on page 119 for an overview on load balancing in the Scopia Desktop deployment.
4. Follow the procedure in Configuring Scopia Desktop Server for Load Balancing on page 120 to configure settings on each Scopia Desktop Server.

Procedure

1. Login to AppDirector.
2. Configure the server farm in the load balancer. The farm is the AppDirector's terminology of a cluster of servers. It is a virtual entity that integrates one or more physical servers.
   a. Create a farm by selecting **AppDirector > Farms > Farm Table > Create**.

b. Enter the basic settings for this server farm (Figure 93: Configuring the virtual farm on page 126 and Table 25: The virtual farm settings on page 126).

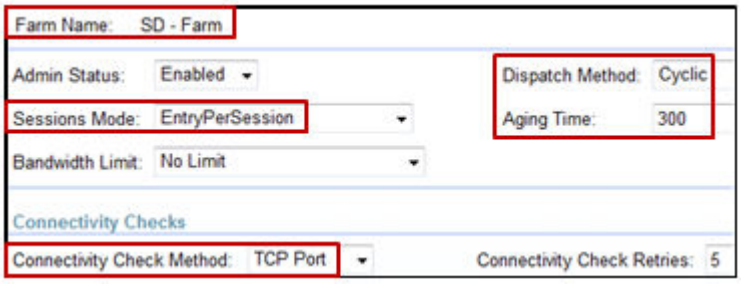


Figure 93: Configuring the virtual farm

Table 25: The virtual farm settings

Field Name	Description
Farm Name	Server farm name
Aging Time	Indicates the number of seconds before the Scopia Desktop Client connection is timed out (disconnected). Set the aging time to a high value (for example, *90000*). Within that period of time, AppDirector routes the re-connecting client to that specific server.
Dispatch Method	Select the method the load balancer uses for distributing traffic among servers in this farm. For example, select **Cyclic** for the load balancer to direct traffic to each server in a round robin mode.
Sessions Mode	Select **EntryPerSession** for the load balancer to route packets from the same client to the same server throughout the duration of the videoconference.
Connectivity Check Method	Select **TCP Port** for AppDirector to check the Scopia Desktop Server availability during the videoconference.

3. Configure the Layer 4 rules (or policies) the load balancer uses to manage traffic. AppDirector uses the Layer 4 protocol and the request's destination port to select the farm.
   a. Create a policy by selecting **AppDirector > Layer 4 Traffic Redirection > Layer 4 Policies > Create**.
   b. Enter the basic settings for this policy (Figure 94: Configuring the Layer 4 Policies on page 127 and Table 26: The Layer 4 Policy settings on page 127).

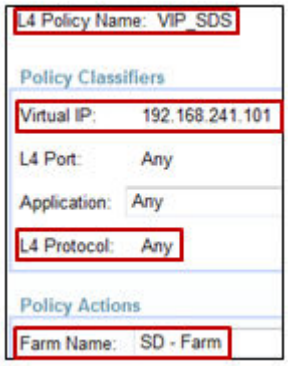


Figure 94: Configuring the Layer 4 Policies

Table 26: The Layer 4 Policy settings

Field Name	Description
L4 Policy Name	Policy name
Virtual IP	Farm's virtual IP address. The load balancer uses the virtual IP to act as a single server to other components in the deployment.
L4 Protocol	Select **Any** for the Layer 4 traffic policy to support any IP protocol including TCP and UDP.
Farm Name	Select the name of the farm you previously created.

c. Configure the farm's virtual IP in the organization's firewalls to ensure communication with the farm.

4. (Optional) If you want the media traffic (audio, video, presentation data) to bypass the load balancer, verify the client NAT feature on the load balancer is disabled (default setting). The client NAT would re-route traffic destined for the Scopia Desktop Client to go via the load balancer. Therefore to bypass it, client NAT must be disabled.

   a. Verify the **Client NAT** in **AppDirector > NAT > Client NAT > Global Parameters** is disabled (Figure 97: Enabling Client NAT on page 128).

Figure 95: Disabling Client NAT

   b. Configure Scopia Desktop Server to send its individual IP address (or FQDN) to Scopia Desktop Clients, not its virtual IP address, so media can be sent directly between the client and server, bypassing the load balancer.

   In the Scopia Desktop Server's administration web interface, navigate to **Client > Connection Information**.

Figure 96: Configuring direct media traffic between client and server

c. Enter this server's IP address, not the virtual IP address. It sends this address to the client at call setup, so both client and server can route media traffic directly between them.

5. (Optional) If you want the media traffic (audio, video, presentation data) to route via the load balancer, enable the client NAT feature on the load balancer. Client NAT re-routes traffic destined for the Scopia Desktop Client to go via the load balancer.

   a. Enable **Client NAT** in **AppDirector > NAT > Client NAT > Global Parameters** (Figure 97: Enabling Client NAT on page 128).

Figure 97: Enabling Client NAT

With Client NAT enabled, the load balancer replaces Scopia Desktop Client's IP address with the load balancer's IP address. The server uses this address to send replies to clients.

   b. Configure the range of client IP addresses on which the system performs NAT by selecting **Client NAT Intercept Table** (Figure 98: The Client NAT Intercept Table on page 128).

Figure 98: The Client NAT Intercept Table

   c. Configure the NAT IP addresses in **Client NAT Address Table** (Figure 99: The Client NAT Address Table on page 128). The load balancer replaces the client IP address calling into the farm with the load balancer IP address. Usually you configure both fields to the same IP address (the load balancer's IP address).

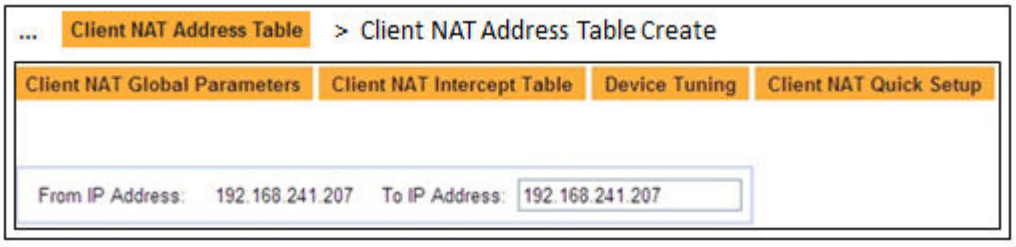


Figure 99: The Client NAT Address Table

d. Configure the Client NAT's basic settings in **Client NAT Quick Setup** (Figure 100: The Client NAT Quick Setup window on page 129.

Figure 100: The Client NAT Quick Setup window

Fill the fields as described in Table 27: The Client NAT Quick Setup settings on page 129.

Table 27: The Client NAT Quick Setup settings

Field Name	Description
Client NAT Range	Select the IP address in the list of configured Client NAT ranges.
Farm	Select the farm for which Client NAT is performed.
Apply for all client source IP addresses	Select to indicate the load balancer performs this IP replacement (re-routing) for all clients calling into this load balancer.

e. Configure Scopia Desktop Server to send the virtual IP address of the farm to Scopia Desktop Clients, so media can be sent via the load balancer.

In the Scopia Desktop Server's administration web interface, navigate to **Client > Connection Information**.

Figure 101: Routing media traffic through the load balancer

f. Enter the farm's virtual IP address. Scopia Desktop Server sends this address to clients at call setup, so both client and server can route media via the load balancer.

6. Add each Scopia Desktop Server to the farm.

a. Enter the server details in **AppDirector > Servers > Application Servers > Table > Create** (Figure 102: Configuring the server table on page 130 and Table 28: The server table settings on page 130).

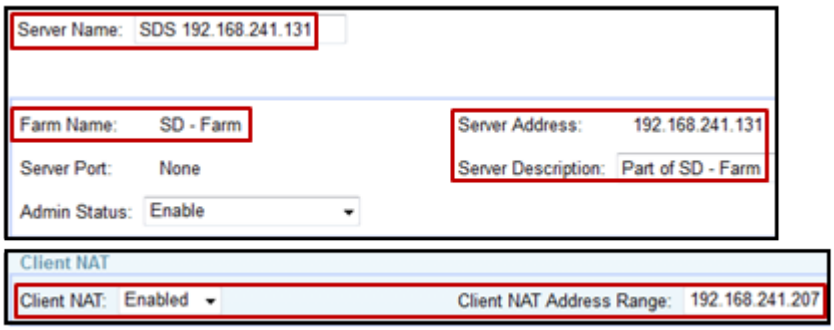


Figure 102: Configuring the server table

Table 28: The server table settings

Field Name	Description
Server Name	Scopia Desktop Server name
Farm Name	Select the name of the newly created farm.
Server Address	IP address of the Scopia Desktop Server
Server Description	A short text describing the Scopia Desktop Server
Client NAT	Set to **Enabled** when routing media as well as signaling through the load balancer.
Client NAT Address Range	Select the configured client NAT address.

b. Repeat these steps for each Scopia Desktop Server in the farm.

7. Configure cookie persistency in the load balancer.

   The persistency rule routes clients of the same videoconference to the same server. The rule examines the HTTP persistent cookie sent by Scopia Desktop Clients. The cookie has the format `CONFSESSIONID = <meeting number>`.

   a. Create the persistency rule in **AppDirector > Layer 7 Server Persistency > Text Match > Create**.

   b. Enter the rule's basic settings (Figure 103: Configuring session persistency on page 131 and Table 29: The session persistency settings on page 131).

Figure 103: Configuring session persistency

Table 29: The session persistency settings

Field Name	Description
Farm Name	Select the name of the farm grouping Scopia Desktop Servers.
Lookup Mode	Select **Cookie**. Configure the cookie name in the **Persistency Parameter** field.
Persistency Parameter	Enter *CONFSESSIONID*. The cookie is case sensitive.
Inactivity Timeout [sec]	Indicates how long AppDirector keeps linking a meeting ID to a specific server after the videoconference becomes inactive. If a client connects again within that period of time, AppDirector routes it to that specific server.
Learning Direction	Select **Client Request** for AppDirector to inspect the client request only for the HTTP persistent cookie.
Ignore Source IP	Select **Enabled** so AppDirector uses the meeting ID to forward the same videoconference to the same server.

Configuring Other Load Balancers

About this task

For scalability and high availability you can cluster several Scopia Desktop Servers behind a non-Radware load balancer. This allows continued service even when one or more of the servers fails.

This procedure describes how to configure load balancers other than AppDirector to correctly route calls to the Scopia Desktop Servers. If your deployment uses AppDirector, see Configuring Radware AppDirector on page 124.

Important:

Only experts familiar with the load balancing tool and HTTP protocol may set up this deployment.

Before you begin

- Plan your load balancer deployment as part of your overall topology. For more information, see Planning your Scopia Desktop Server Deployment on page 10.
- Configure the Scopia Desktop Server's basic settings as described in Configuring Core Features of Scopia Desktop Server on page 49.
- Read Deploying Multiple Scopia Desktop Servers with a Load Balancer on page 119 for an overview on load balancing in the Scopia Desktop deployment.
- Perform the procedure in Configuring Scopia Desktop Server for Load Balancing on page 120.

Procedure

1. Define the load balancer settings, including defining the servers, their cluster or group name, and their virtual IP (VIP) address.

   Scopia Desktop Clients use the VIP to reach that cluster.

2. Select a routing method for the load balancer.

   To optimize resource utilization, load balancers use different methods for rotating the load of calls among servers in the deployment. We tested load balancing with the round-robin method which ensures good load balancing and is widely used in the videoconferencing industry.

3. Configure a persistency rule in the load balancer so all the clients belonging to the same meeting are routed to the same server.

   The rule must examine the HTTP persistent cookie sent by Scopia Desktop Clients. The cookie has the format `CONFSESSIONID = <meeting number>`.

   If an HTTP request arrives from the client and contains an HTTP cookie with a CONFSESSIONID key, the persistency rule must route as follows:

   - If the load balancer has previously routed an HTTP request with this cookie to a specific server, it must route the new request to the same server.
   - If the load balancer did not yet encounter a cookie with this value, it must route the request to the next available server and learn this cookie.

   Important:

   If you do not set up these rules, the system uses ports less efficiently. In addition, some moderation features (such as muting participants) may fail. We strongly recommend to verify correct routing using a network tracing tool such as Wireshark.

4. Set the aging time of the persistency rule to a high value.

   The aging time indicates how long the load balancer keeps linking a meeting ID to a specific server after the videoconference becomes inactive. If a participant connects again to that

videoconference within the specified period of time, the load balancer routes the call to that same server.

Configuring Streaming and Recording in a Load Balancing Environment

About this task

Scopia Desktop Server allows users to record meetings and to view recorded meetings. A recorded Scopia Desktop videoconference can be played at any time. Recordings include audio, video, and shared data (if participants present data during the videoconference).

Scopia Desktop Server's streaming functionality enables viewers to watch a webcast. A Scopia Desktop webcast is a live broadcast of a Scopia Desktop videoconference over the internet. Viewers of the webcast cannot interact with other participants in the meeting.

To view a webcast, you can use any client that accepts Real Time Streaming Protocol (RTSP), such as Apple Quicktime.

Scopia Desktop Server includes the Recording and Streaming Server components. You can enable this functionality within Scopia Desktop Server, or you can deploy dedicated recording and streaming servers. For more information, see Medium Scopia Desktop Server Deployment with Dedicated Servers on page 18.

To configure a streaming and/or recording server in a load balancing environment, you can:

- Point all Scopia Desktop Servers in the cluster to a single dedicated streaming and/or recording server outside the cluster. The playback client communicates directly with the dedicated server.
- Enable streaming capabilities in each Scopia Desktop Server in the cluster .

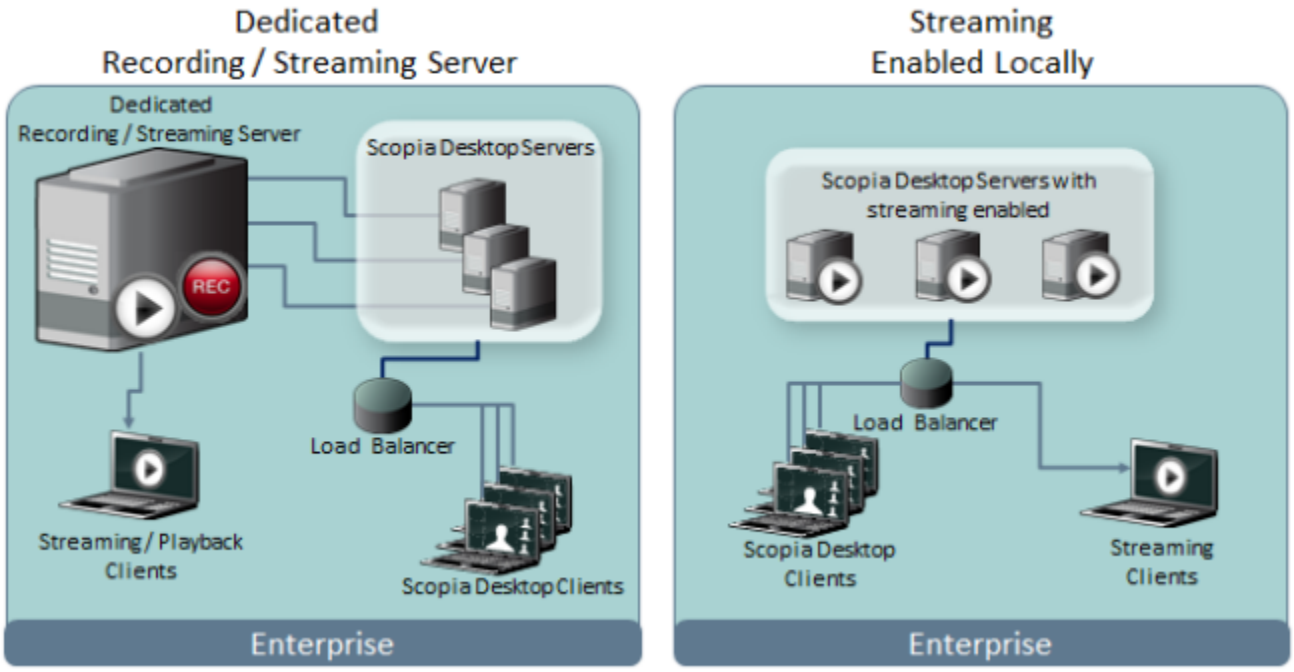


Figure 104: Dedicated recording/streaming, or local streaming

With a dedicated Recording or Streaming Server, you also need to list the Scopia Desktop Servers allowed to access it, by editing its access control list using the Scopia Desktop Server Configuration Tool. Furthermore, the number of simultaneous streaming and/or recording clients depends on the license enabled in the dedicated server. For example, if you install a 600-port streaming server, it can communicate with 600 streaming clients.

With streaming enabled locally, the number of simultaneous streaming clients depends on the number of licensed streams per server times the number of servers in the cluster. For example, if each streaming server has 600 ports and you install three of them, they can communicate with 1800 streaming clients.

This section describes how to either point the servers to a dedicated streaming/recording server, or locally enable streaming on each server in the farm.

Before you begin

For an overview of the recording and streaming components in Scopia Desktop Servers, see About Components of the Scopia Desktop Server on page 7.

Procedure

1. Access the Scopia Desktop Server administrator portal.
2. Select **Deployment** in the sidebar menu (Figure 105: Recording and streaming on page 135).

Figure 105: Recording and streaming

3. Enter the settings for the dedicated or local Scopia Desktop Server:

Table 30: Recording and streaming settings

Field Name	Description
Recording	Select the checkbox to enable recording in the dedicated server.
Streaming	Select the checkbox to enable streaming in the dedicated or local server.
Recording Server Address	Enter the IP address of the server used for recording (either this server or a dedicated recording server).
Darwin Streaming Server Address	Enter the IP address of the dedicated or local server.

4. Select **Ok** or **Apply**.
5. If you are configuring a streaming server locally, repeat the above steps for each Scopia Desktop Server in the cluster.
6. For any Scopia Desktop Server accessing a dedicated Content Center Server (recording or streaming), enter each Scopia Desktop Server IP address in the access control list using the Scopia Desktop Server Configuration Tool.
   a. On the dedicated Content Server for Scopia Desktop, select **Start > Programs > Scopia Desktop > ConfigTool**.
   b. Select **Content** in the sidebar.

      The system lists the IP addresses of the Scopia Desktop Servers allowed to access this Dedicated Content Server (#unique_76/unique_76_Connect_42_fig_CF52F803861F4AC48A967BFCB5F01BCF).

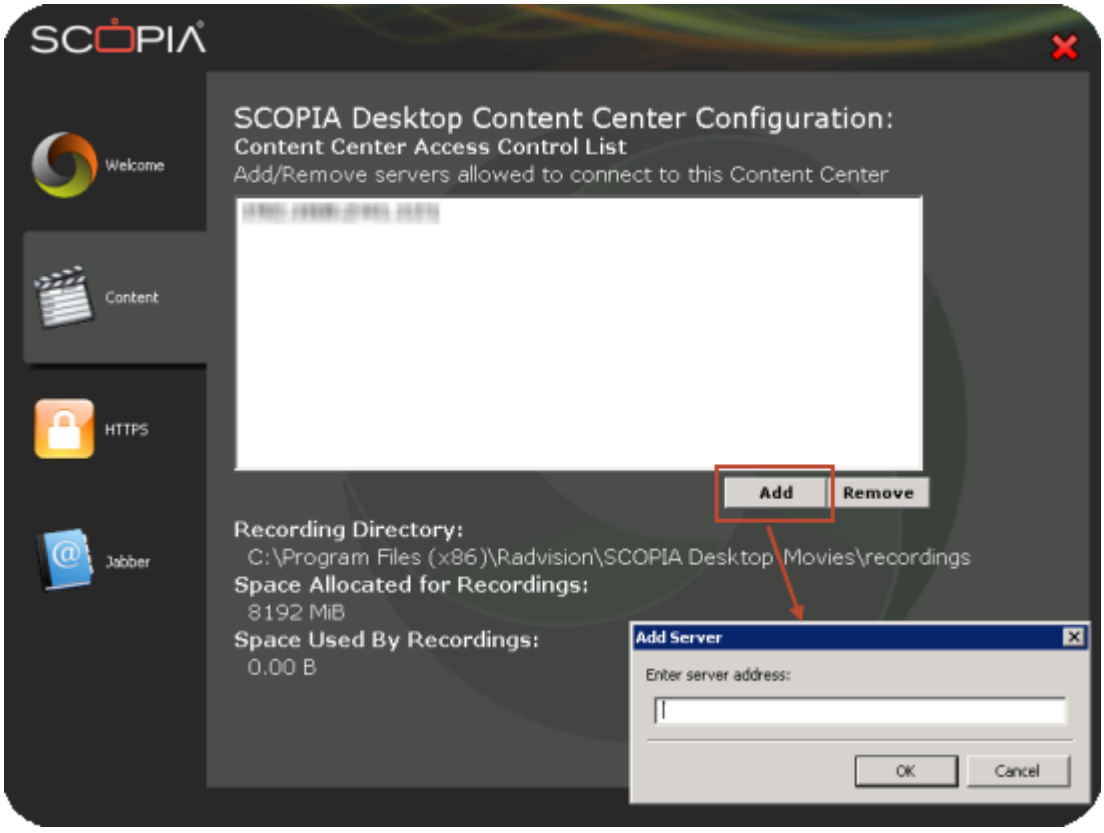


Figure 106: Enabling multiple Scopia Desktop Servers to access a Dedicated Content Server

c. Select **Add** to add the IP address of each Scopia Desktop Server using this Content Server.

d. Select **OK**.

Securing a Load Balanced Environment

You can route the media of a videoconference via the load balancer if its computer is powerful enough, or the media can bypass the load balancer creating a direct flow from the server to the Scopia Desktop Client (see Configuring Radware AppDirector on page 124).

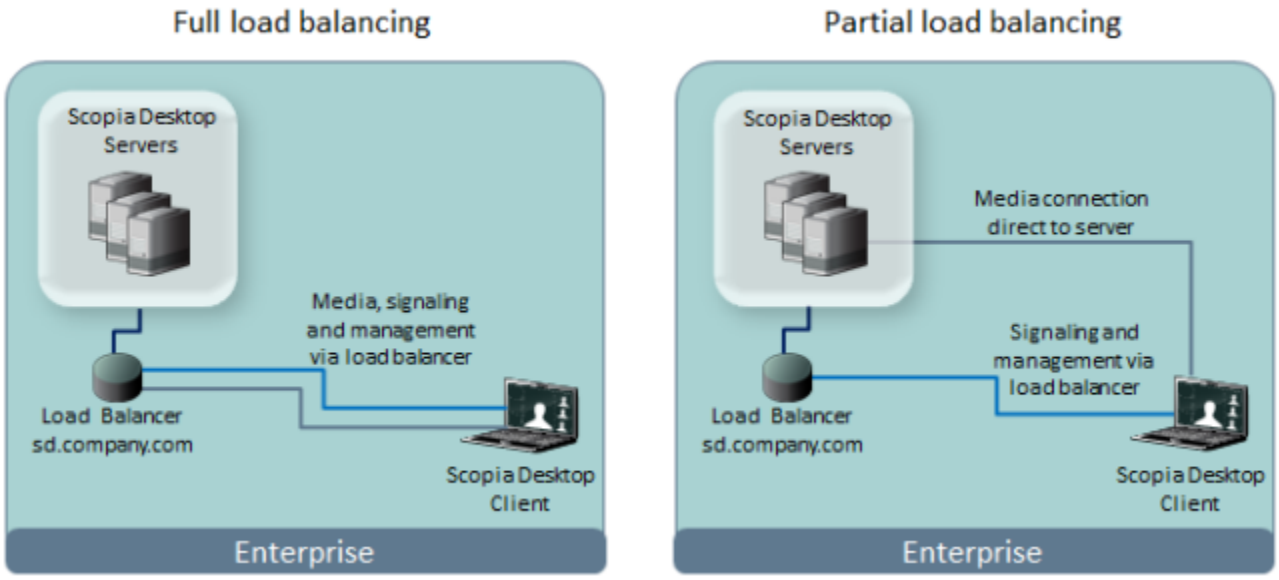


Figure 107: Media can either bypass or travel via the load balancer

When a device establishes a secure connection with another component, it sends a signed certificate verifying its identity. The signature on the certificate must be from a known (trusted) certification authority (CA).

Important:

Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

- When media flows via the load balancer, install the Scopia Desktop Server certificates on the load balancer only (Figure 108: Encrypting communication with the load balancer certificate on page 137). If each server has its own certificate, install all of them on the load balancer. If they all share the same certificate, you only need to install it once.

  For more information on installing certificates on your load balancer, see the load balancer documentation.

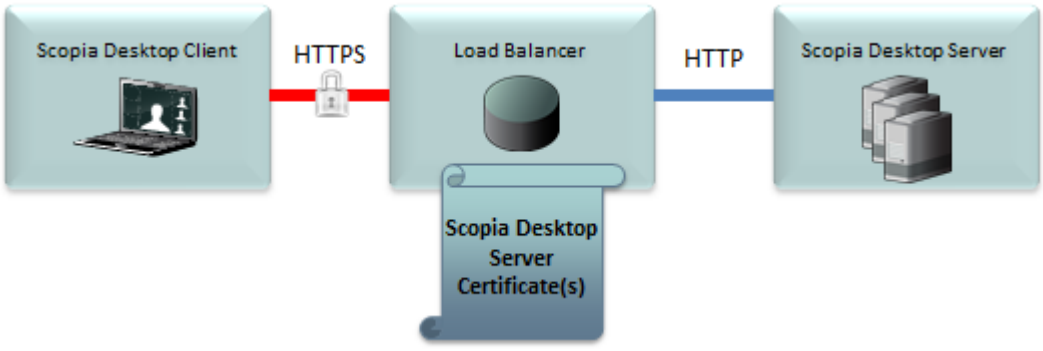


Figure 108: Encrypting communication with the load balancer certificate

- When media flows directly between client and server, bypassing the load balancer, install certificates both on the load balancer and the servers in the cluster (Figure 109: Encrypting communication with the load balancer and server certificates on page 138). As with the previous example, if all servers in the cluster share the same certificate, you only need to install that single certificate on the load balancer.

For more information on installing Scopia Desktop Server certificates, see Securing Your Scopia Desktop Deployment on page 107. To install certificates on your load balancer, see the load balancer documentation.

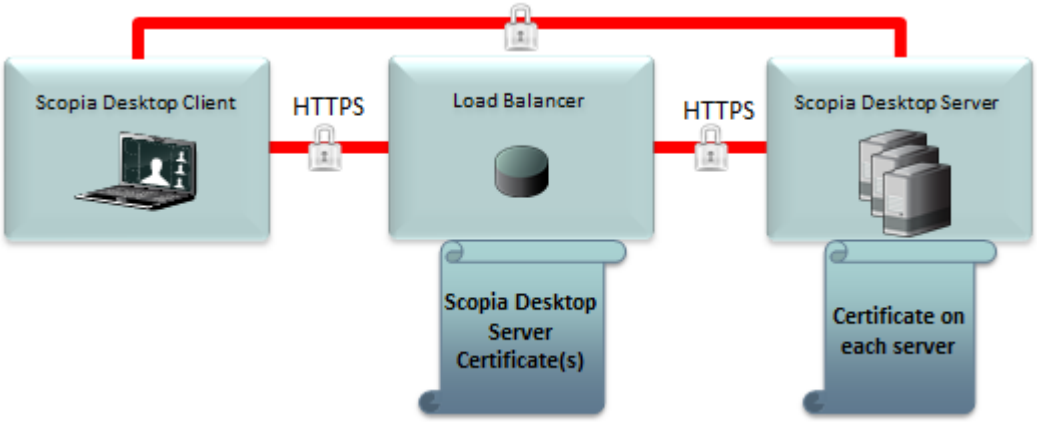


Figure 109: Encrypting communication with the load balancer and server certificates

Important:

All servers in the deployment must be configured with the same functionality and the same security mode (http/https).

Chapter 8 | Troubleshooting Common Issues

Each of the following sections presents the symptoms of common problems that may occur during the use of the Scopia Desktop. Recommended actions for each symptom are also provided. For more information related to known issues, see the *Scopia Desktop Release Notes*.

When Scopia Desktop is part of a multi-tenant deployment, you can view the component connection and communication status in a page that enables you to verify any issues per organization located in the deployment. Once you accessed the page, select the Directory tab, enter the cursor into the dropdown list and select the organization whose policies you want to check.

These topics include:

Navigation

Viewing Status of Servers and Directory

Viewing the status of your Scopia Desktop deployment is a helpful way to assess resource availability and troubleshoot connectivity problems. The following sections provide useful information for utilizing the View Status functionality of Scopia Desktop.

Navigation

Viewing Server Status and Port Resource Usage

About this task

Select **Status** in the sidebar and select the **Scopia Desktop** tab to view the status information about the Scopia Desktop Server and other connected video network devices.

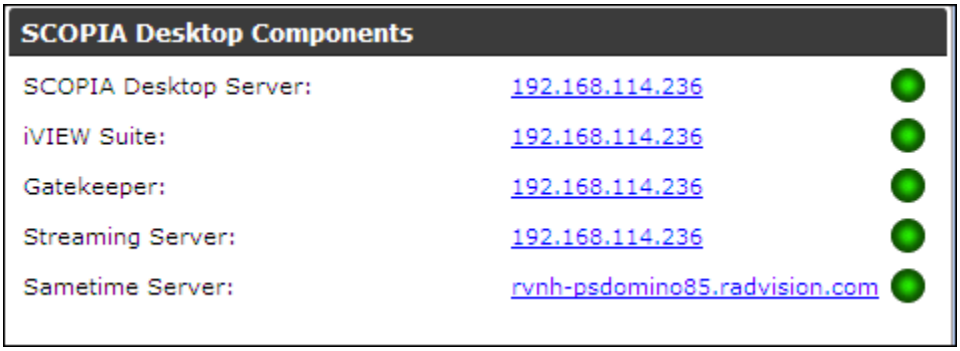


Figure 110: Component Status

The **Scopia Desktop Components** section includes the IP address and status of the following video network devices:

- **iVIEW Suite** when Scopia Management manages the Scopia Desktop Server.
- **Gatekeeper** for Scopia ECS Gatekeeper.
- **Streaming Server** if the Scopia Desktop Server is configured to manage streaming.
- **Scopia MCU** if the Scopia Desktop Server is managed by an MCU rather than Scopia Management.
- **Sametime Server** if the Scopia Desktop Server is configured to work with IBM Lotus Sametime Web.

The indicator next to each link shows whether or not the connection to the target device or registration with the gatekeeper is successful. When the indicator is red, hover the mouse pointer over the icon to view the error details. Select the red indicator to view further error information.

The **Scopia Desktop** tab also shows port usage statistics and presents port usage graphically.

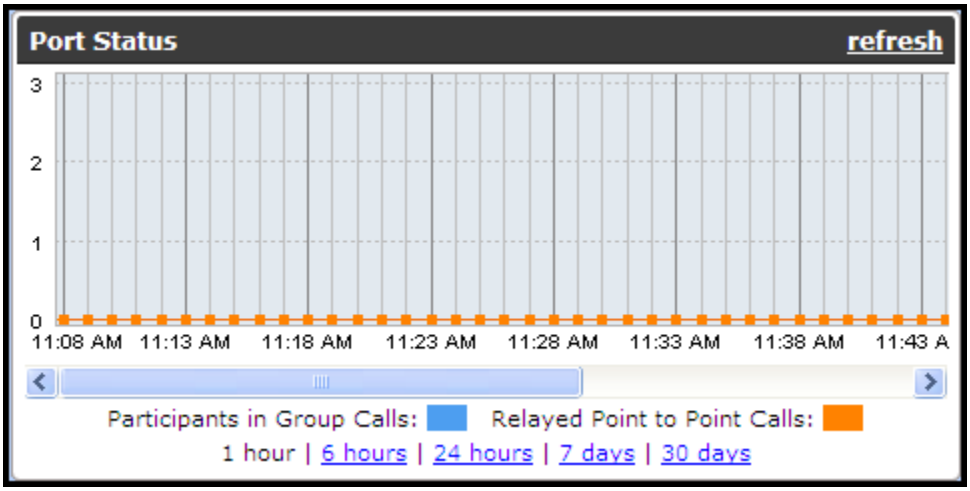


Figure 111: Port Status Graph

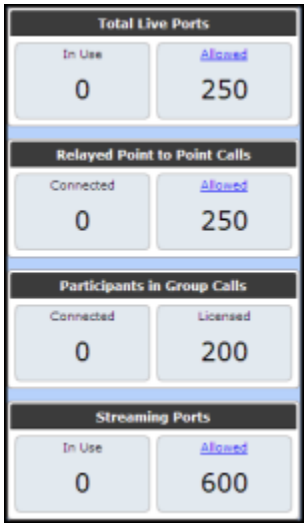
Depending on your needs you may choose one of the graph reports described in Viewing Server Status and Port Resource Usage on page 139.

Important:

We recommend waiting several minutes before refreshing the status information to view the updated port information.

Depending on the deployment the Scopia Desktop Status tab also displays additional statistics:

- For deployment without Scopia Management
  - Number of participants in group calls
  - Number of streaming ports
- For deployments with enabled point-to-point-only functionality
  - Number of relayed point-to-point calls
- For advanced deployments
  - Number of total live ports
  - Number of relayed point-to-point calls
  - Number of participants in group calls
  - Number of streaming ports



If calls exceed the maximum allowed, the number of connected participants appears in red, with a warning that **Usage has exceeded the maximum allocated resources**.

If you set the call limit to a number lower than defined by the license, an error message is displayed next to the number of participants in group calls.

Viewing Directory Status

About this task

In deployments where Scopia Desktop is configured to work with Scopia Management, Scopia Desktop Server must synchronize with Scopia Management to download information about users, virtual rooms, and global policy. Scopia Desktop Server synchronizes with Scopia Management when it connects to it for the first time; then Scopia Management updates Scopia Desktop Server each time there is new or modified information. These are the following synchronization states:

- Synchronized—Scopia Desktop Server is synchronized with Scopia Management.
- Synchronizing—Scopia Desktop Server is caching information from Scopia Management. Users cannot search for users and terminals in the contact list or in the Invite dialog box.
- Not Synchronized—Scopia Desktop Server functions using locally cached information.The Scopia Desktop functionality is not influenced except one feature: standard login is not available. In deployments where the Integrated Windows Authentication is enabled, users can still log in using Single Sign-On.
- Synchronization error—Scopia Desktop Server is not synchronized with Scopia Management, no information is cached. The Scopia Desktop functionality is reduced.

Select **Status > Directory Status** to display an organization's directory information. All the settings in this screen are configured in Scopia Management.

Figure 112: Viewing the directory status of an organization pertaining to a single tenant deployment on page 143 illustrates the directory status of a company pertaining to a single tenant deployment.

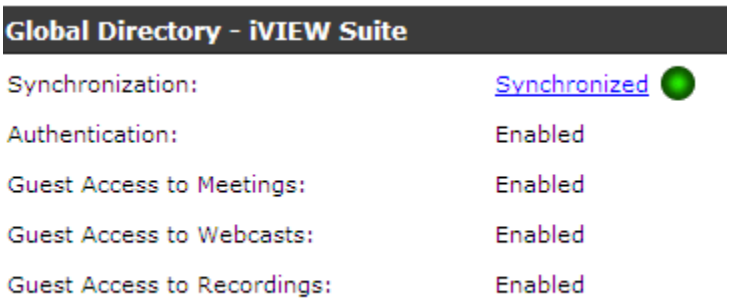


Figure 112: Viewing the directory status of an organization pertaining to a single tenant deployment

Figure 113: Viewing the directory status of a company pertaining to multi-tenant deployment on page 143 shows the directory status of an organization pertaining to a multi-tenant deployment. Scroll the dropdown list in the Organization field to select the organization whose directory you need to check.

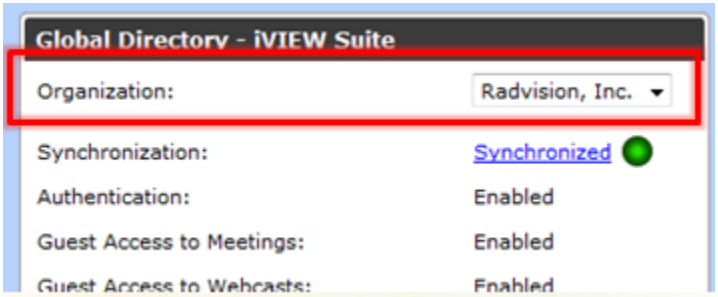


Figure 113: Viewing the directory status of a company pertaining to multi-tenant deployment

You can also view the maximum call rate value. This setting is configured in Scopia Management.

Figure 114: Viewing the maximum call rate policy

Viewing Recording Server Status

About this task

You can view the Recording Server Status information only if recording is enabled in your deployment.

The Recording Status tab displays this information:

- Recording Components:

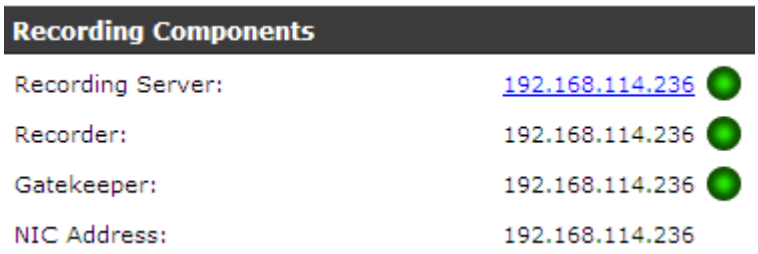


Figure 115: Recording Components Status

- Recording Server—Displays the address of the Scopia Desktop Recording Server.
- Recorder—Displays the connection status between the Scopia Desktop Recording Server and the Scopia Desktop Conference Server.
- Gatekeeper—Displays the address of the gatekeeper to which the Conference Server is registered. In the special case that the Scopia Desktop Recording Server is installed separately from the Scopia Desktop Server and has its own Conference Server, the Conference Server must be registered to the same gatekeeper as the Scopia Desktop Server.
- NIC Address—Displays the NIC address used by the Scopia Desktop Recording Server to communicate with MCU.

• Recording Server Information:

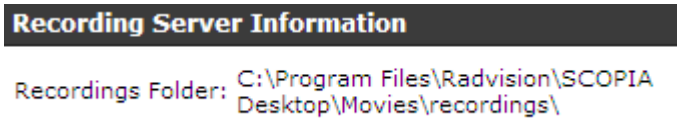


Figure 116: Recording Server Information

- Recordings Folder—Displays the location of the folder on the Scopia Desktop Recording Server used for storing recordings.
- Remaining Disk Space—Shows how much space is remaining on the disk on which recordings are stored.

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

• Storage Capacity—Shows the amount of disk space used by all recordings.

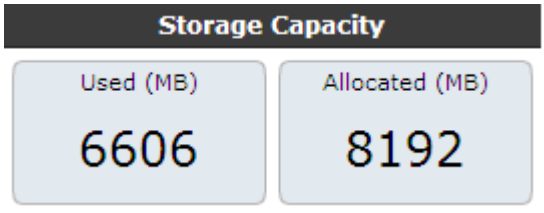


Figure 117: Storage Capacity Status

The maximum value is configured during installation.To change the maximum disk space, run the installer on the Scopia Desktop Recording Server in the modification mode.

• Recording Ports:

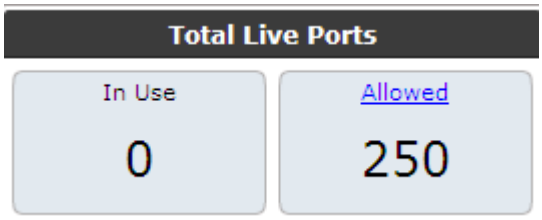


Figure 118: Port Usage Status

- In Use—Shows the number of recordings being recorded at the present moment. The maximum value appears as specified in the recording license installed for this Scopia Desktop.
- Licensed—Shows the number of recording ports defined by the license.

• Available Recordings:

Figure 119: Available Recordings Status

- Completed—Shows the total number of completed recordings available for watching.
- Reconstructed—Shows the number of reconstructed recordings.

  Scopia Desktop 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. After the reconstruction is completed, the recording appears on Watch Recording page of the Scopia Desktop portal. If recording attributes are not reconstructed, the yellow attention icon is displayed. Click the icon for more information.

Select **Status > Recording Status** to access Recording Server information.

Viewing Content Slider Status

About this task

You can view the Content Server status information only if recording is enabled in your deployment.

The Content Slider Status tab displays this information:

Figure 120: Content Slider Status

- Recording Server Status:
  - Recording Server—Displays the address of the Scopia Desktop Recording Server.
  - Sessions—All slider sessions currently in progress, with details on the server(s) that have sessions.

    Problems—If there are problems with slider sessions, they appear (per server) in the problems column. To view details, select the link in the Problems column: Results show the date/time of the problem and a brief summary of the problem details.

Recording Does not Start Automatically

Problem Scopia Management configured to work with the Scopia Desktop Server does not record virtual room meetings or scheduled meetings automatically, even though Scopia Management is configured to do so.

Solution Verify that one of these problems does not interfere with recording:

- There are not enough available recording ports on the Scopia Desktop at the time when the meeting is scheduled.
- There are not enough available recording ports on the Scopia Desktop at the time when the meeting is scheduled.
- The maximum number of simultaneous recordings is reached.

Changing the IP Address of the Scopia Desktop Server

Problem The Scopia Desktop Status tab indicates that the Scopia Desktop Server is not connected.

Solution If the IP address of the server on which the Scopia Desktop Server is installed changes, you need to update Scopia Desktop Server components with its new IP address.

Procedure

1. Select **Start > Settings > Control Panel**.
2. Double-click **Add or Remove Programs**.
3. From the list of programs, choose Scopia Desktop, and then **Change**.

   The Setup Wizard opens.

4. In the Welcome screen select **Next**.
5. In the Program Maintenance screen, choose **Modify**, and select **Next**.
6. In the Custom Setup screen, select **Next**.
7. In the Scopia Desktop Serial Key screen, select **Next**.
8. In the Scopia Desktop Network Configuration screen, select **Next**.
9. In the Scopia Desktop Hostname Configuration screen, select **Next**.
10. In the Scopia Desktop Recording Configuration screen, select **Next**.
11. Select **Install**.

Updating the IP Address on the Recording or Streaming Server

Problem The Scopia Desktop Status tab indicates that the Streaming or Recording Server is not connected. If you select the Streaming Server indicator, it displays the error **5003 Access denied error from proxy**.

Solution When the Streaming or Recording components of Scopia Desktop are installed on their own server, separately from the Scopia Desktop Server, they are configured with the IP address of the Scopia Desktop Server which is allowed to connect to them. If the IP address of the Scopia Desktop Server changes, you need to update it on the Streaming and Recording Servers.

Procedure

1. From the Start menu, select **Programs > Scopia Desktop > ConfigTool**.
2. Select the **Content Center** tab.
3. Click the **Add** button and enter the new IP address of the Scopia Desktop Server.
4. Select the old IP address of Scopia Desktop Server, and click the **Remove** button to remove it from the list.

Client -734 Error and other Certificate Problems

Problem The client issues a -734 error, and the client call log states:

```
get_verify_result error = 19, the peer certificate is invalid.
```

In cases of an incorrect Scopia Desktop Server certificate setting, the Scopia Desktop Client returns errors 21 or 26.

Possible Causes The Scopia Desktop Client is attempting to connect to the Scopia Desktop Server when the connection is encrypted but the server's certificate is signed by an unknown (untrusted) CA.

Solution Install the root CA certificate on the Scopia Desktop Client computer using the standard Microsoft Management Console.

Procedure

1. Obtain the root certificate of the CA used to sign the certificate on the Conference Server.
2. Launch the Microsoft Management Console.
3. Select **File > Add/Remove Snap-in**.
4. Select **Add**.
5. Select **Certificates**, and then select **Add**.
6. Select **Computer Account** in the **Certificates snap-in** window, and then select **Next**.
7. Select **Local computer (the computer this console is running on)**, and then select **Finish**.
8. Select **Close** and **OK**.
9. Verify that the console shows the **Certificates (Local Computer)** in the main console window's left hand pane.
10. Expand the entry **Certificates (Local Computer)** and navigate to **Certificates (Local Computer) > Trusted Root Certification Authorities > Certificates**.
11. Right-click **Certificates** and select **All Tasks > Import**.
12. Select **Next**.
13. Select **Browse**, and select the signed certificate file you want to upload.

    By default the file type in the browse window is set to show only X.509 Certificates. Change this to Personal Information Exchange (*.pfx;*.p12) or All Files (*.*), and select **Next**.
14. Select **Place all certificates in the following store**, and then verify that the **Certificate store: Trusted Root Certification Authorities** option is selected.
15. Select **Next**.
16. Verify the information and select **Finish**.
17. Verify that the Certificate Chain is located in the **Trust Root Certification Authorities** store.

Upgrading Scopia Desktop Server Recordings

About this task

If there are recordings created using Scopia Desktop Server version 5.x, upgrade them by performing these steps:

Important:

You can upgrade recordings at any time.

Procedure

1. Install QuickTime version 7.6.2 or higher. You can download QuickTime at http://www.apple.com/quicktime/download/.
2. On the Scopia Desktop Server, navigate to the <INSTALLDIR>\config location.
3. Double-click the recording_converter.exe file.
4. Follow the on-screen instructions. Depending of the size and amount of recordings, the upgrade may take time.
5. The recordings are converted and the log files are created in this folder.
6. Verify that the recordings are converted correctly.
7. Delete backed up recordings.

Reinstalling Scopia Desktop Presence Server Configuration

About this task

Perform this procedure to backup and reinstall the Scopia Desktop Presence Server.

Procedure

1. Backup the current Presence Server configuration:
   a. Save the *ejabberd.cfg* file at the *...\Jabber\conf* location into a different location.
   b. Save any folders under the *...\Jabber\database* folder into a different location.
2. Navigate to *...\Jabber\install* and launch *ejabberd-2.0.3-windows-installer.exe*.
   The Installation wizard opens.

3. Modify the installation directory in the **Installation Directory** window to be *C:\Program Files \Radvision\SCOPIA Desktop\Jabber*, and then select **Next**.
4. Leave the default domain in the ejabberd server domain window, and then select **Next**.

   The default domain is changed either via the **Jabber Config** tool or by replacing the *ejabberd.cfg* file after installation, and then select **Next**.
5. Leave the default admin name in the **Administrator user name** window, and then select **Next**.
6. Enter the administrator password and re-enter it for confirmation. Select **Next**.
7. Select the required option in the **Cluster** window, and then select **Next**.
8. After the installation is complete:
   - Restore the database and *ejabberd.cfg* file.
   - Set the service to automatic.

Enabling a User to Sign In

Problem A user cannot sign in.

Solution Verify that the following problems do not interfere with user signing in:

- Authentication is turned off on Scopia Management. In the Scopia Desktop Administrator web user interface, select **Status** in the sidebar, and then select the **Directory Status** tab. Verify that authentication is enabled.

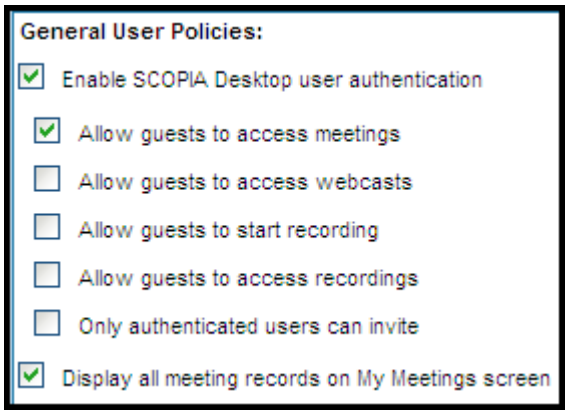


Figure 121: General User Policies

- This particular user does not have a Scopia Desktop Pro license.
- If Scopia Desktop is enabled for Integrated Windows Authentication and the user does not use a valid proxy account. In the Scopia Desktop Administrator web user interface, select **Directory and Authentication** in the sidebar, check the proxy account configured in the Integrated Windows Authentication area.

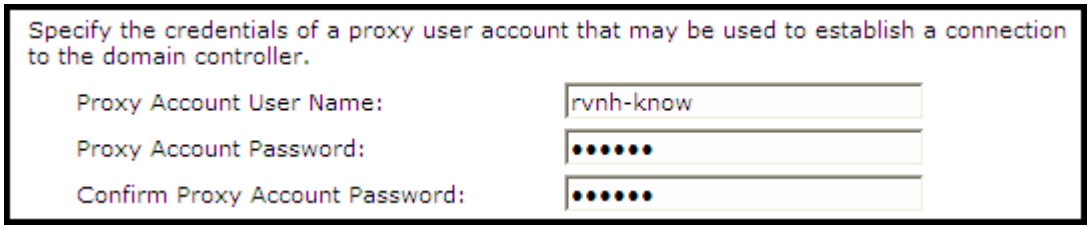


Figure 122: Proxy Account Settings

- If Scopia Desktop is not enabled for Integrated Windows Authentication and uses Scopia Management to authenticate, select **Status** in the sidebar and verify that Scopia Desktop Server is connected to Scopia Management.

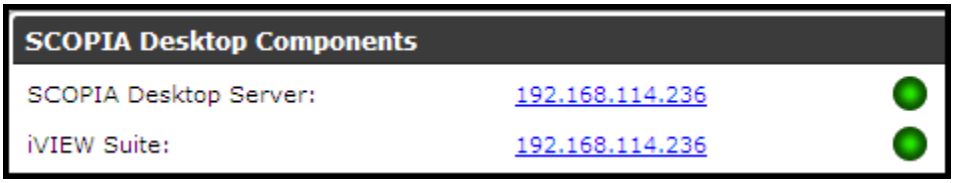


Figure 123: Scopia Desktop and Scopia Management Connectivity

Troubleshooting Scopia Mobile

If Scopia Mobile stops running (or crashes), a crash report is generated and copied to the computer the next time the device is synchronized with iTunes.

Two files are generated for each crash: *.crash* and *.plist*. You can find them in these locations, depending on the computer you are using:

- On an OSX device, look for the files in *~/Library/Logs/CrashReporter/MobileDevice/<DEVICE_NAME>\SCOPIAMobile**
- In a PC using Windows Vista/Windows 7, look for the files in *%APPDATA%\Roaming\Apple Computer\Logs\CrashReporter\MobileDevice\<DEVICE_NAME>\SCOPIAMobile**
- In a PC using Windows XP, look for the files in *%APPDATA%\Apple Computer\Logs \CrashReporter\MobileDevice\<DEVICE_NAME>\SCOPIAMobile**

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