

SCOPIA XT Desktop Server

Installation Guide

Version 2.0



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Installation Guide for SCOPIA XT Desktop Server Version 2.0, September 2010

<http://www.radvision.com>

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1

About SCOPIA XT Desktop Server

SCOPIA XT Desktop is the desktop server component of the SCOPIA XT1000 SMB Edition. The SCOPIA XT1000 SMB Edition is a unique video conferencing solution especially suited to the communication requirements of Small and Medium Businesses (SMB). Built on the SCOPIA XT1000 HD room system, with the highest capacity embedded MCU in the industry today, the SCOPIA XT1000 SMB Edition combines HD room system capabilities, embedded multi-party conferencing, desktop conferencing and firewall traversal into the only integrated solution of its kind available. Video conferencing with the SCOPIA XT1000 SMB Edition provides the face-to-face element necessary for successful business relationships. It extends the boundaries of your organization enabling business to be efficiently conducted with remote employees, clients, suppliers and partners, saving money in travel costs and increasing productivity.

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Prerequisites for Installing the SCOPIA XT Desktop Server

This section provides pre-installation guidelines for the SCOPIA XT Desktop Server.

The topics included in this section are:

- [Verifying Server Requirements](#)..... page 3
- [Providing Sufficient Bandwidth](#) page 4
- [Using SCOPIA XT Desktop Server In a Dual-NIC Deployment](#) page 5
- [Verifying Operating System Requirements](#) page 5
- [Verifying Browser Requirements](#)..... page 6

Verifying Server Requirements

Observe these guidelines when preparing a server for the SCOPIA XT Desktop Server installation:

- Use the right duplex configuration on your Ethernet NIC cards. It is essential for optimizing the videoconferencing experience.
- Use 100 Mb full duplex NIC settings for the switch and the SCOPIA XT Desktop Server.
- If you use a Gigabit NIC and switch, set the duplex setting to auto-sense. Do not use the auto-sense setting if you are not using a Gigabit NIC and switch because auto-sense might cause significant packet loss.
- Verify that the server you intend to use meets the requirements listed in [Table 2-1](#). These requirements are based on calls made up to a bandwidth of 1024 Kbps.
- Verify that the operating system is supported and that the latest Service Releases for this operating system are installed. Refer to [Verifying Operating System Requirements page 5](#) for a list of supported operating systems.

[Table 2-1](#) describes server requirements.

Table 2-1 Requirements for SCOPIA XT Desktop Server Installations

| Deployment | Maximum number of connections | Server requirements |
|---------------|-------------------------------|--------------------------------------------------------------------------------------|
| SCOPIA XT1004 | 4 | RAM: 2G Disk: 20G CPU: Dual Core Intel Pentium E5400, 2.70GHz NIC: 100 Mbit |
| SCOPIA XT1009 | 9 | RAM: 2G Disk: 20G CPU: Dual Core Intel Pentium E5400, 2.70GHz NIC: 100 Mbit |

Providing Sufficient Bandwidth

SCOPIA XT Desktop Server acts as a gateway between participating SCOPIA XT Desktop clients and the SCOPIA XT1000. [Table 2-3](#) shows the bandwidth resources required to enable between 1 and 7 users to connect to the system. We recommend that you use the data provided in [Table 2-4](#) to plan your deployment and NIC card requirements.

Note:

The minimum requirement is to use a 100 Mbit NIC. It is recommended that you use a Gigabyte NIC for better performance. Bandwidth shown is for Standard Definition (384 Kbps) or High Definition (1024 Kbps).

The SCOPIA XT Desktop Server manages the throughput of each video conferencing session according to the following workflow:

- SCOPIA XT Desktop Client sends media to SCOPIA XT Desktop Server.
- SCOPIA XT Desktop Server forwards media to SCOPIA XT1000.
- SCOPIA XT1000 returns media to SCOPIA XT Desktop Server.
- SCOPIA XT Desktop Server sends media to SCOPIA XT Desktop Client.

Therefore, the formula for calculating the bandwidth required for interactive sessions is:

Bandwidth = Bandwidth Required for One Connection × 4 × Number of Connections

Thus, for a 384 Kbps call there is 1536 Kbps of media going through the SCOPIA XT Desktop Server for each client.

For high definition conferencing, SCOPIA XT Desktop Server sends 768 Kbps and receives 1024 Kbps, which doubles the bandwidth required for the 384 Kbps standard definition call.

Table 2-2 Required Bandwidth Resources

| Clients | Standard Definition | High Definition |
|---------|---------------------|-----------------|
| 1 | 1536 | 3584 |
| 2 | 3072 | 7168 |
| 3 | 4608 | 10752 |
| 4 | 6144 | 14336 |
| 5 | 7680 | 17920 |
| 6 | 9216 | 21504 |
| 7 | 10752 | 25088 |

Using SCOPIA XT Desktop Server In a Dual-NIC Deployment

SCOPIA XT 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.

For example, in secure multiple NIC deployments you can use a NIC configured behind the firewall to communicate with SCOPIA XT1000 Series, while using another NIC for SCOPIA XT Desktop Clients to connect to. In this case you must configure the SCOPIA XT Desktop network interface address to represent the NIC behind the firewall, and then in the Public Address field enter a DNS name which resolves to the NIC outside the firewall and is accessible both inside and outside the corporate network.

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

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

Verifying Operating System Requirements

It is recommended that you use the latest service pack of the Windows operating systems listed in this section.

The following operating systems are supported with this release of SCOPIA XT Desktop Server:

- Windows 2003 (English, Japanese)
- Windows 2008 (English, Japanese)

The following operating systems are supported for the SCOPIA XT Desktop Client:

- Windows XP (SP2 and higher, 32 and 64 Bit)
- Windows Vista (SP2 and higher, 32 and 64 Bit)
- Windows 7
- Macintosh OS X version 10.5 (Leopard) or higher, Intel CPU only

Verifying Browser Requirements

The following browsers are supported by SCOPIA XT Desktop Server Administration interface and SCOPIA XT Desktop Client interface:

- Internet Explorer 6.x, 7.x & 8.0 (Windows)
- Firefox 3.5, 3.6, and 4.0 (Windows and Macintosh)
- Chrome 5.0 (Windows and Macintosh)
- Safari 4.0 and 5 (Windows and Macintosh)

3

Installing SCOPIA XT Desktop Server

Follow these recommendations when installing SCOPIA XT Desktop Server:

- The default SCOPIA XT Desktop Web Server port is 80. If other applications are using port 80, the installer prompts you to specify a different port.

If you wish to use port 80, access the Services panel on your computer and disable the IIS Administration, HTTP SSL, and World Wide Web Publishing services. You can do this before installing the SCOPIA XT Desktop Server software or when you receive the "ip address/ port is in use" error during installation.

After disabling these services, installation completes normally and SCOPIA XT Desktop clients can connect to the SCOPIA XT Desktop server using port 80.

- If you wish to use the HTTPS protocol for security, configure the SCOPIA XT Desktop web server to port 443 after the installation is completed.

Note:

Do not install the SCOPIA XT Desktop Client on the SCOPIA XT Desktop Server.

To enable SCOPIA XT Desktop to work with the SCOPIA XT1000, you need to configure the SCOPIA XT1000 with two licenses: an MCU license and a SCOPIA XT Desktop license. There are two kinds of MCU license: the Basic MCU license that allows a limited number of participants and the Extended MCU license for the maximum number of participants. You can use either of these licenses for your SCOPIA XT1000 deployment to support 4 or 9 participants.

Before You Begin

Verify that SCOPIA XT1000 is configured with proper licenses.

Procedure

- Step 1 Navigate to the setup.exe file and double-click to launch the installer.
- Step 2 Select Run in the Security Warning window.
- Step 3 Select the installation language in the Choose Setup Language window, and select OK.
- Step 4 Select Next in the Welcome window.
- Step 5 Read the agreement in the License Agreement window, choose I accept the terms in the license agreement, and then select Next.
- Step 6 Enter the SCOPIA XT1000 endpoint IP address in the SCOPIA XT1000 Address window, and select Next.
- Step 7 Define the installation folder and select Next.
- Step 8 Configure the SCOPIA XT Desktop Network Interface and SCOPIA XT Desktop web server port in the SCOPIA XT Desktop Network Configuration window, and select Next.
- Step 9 Specify the hostname of the server that clients should use to connect to the SCOPIA XT Desktop in the SCOPIA XT Desktop Hostname Configuration window.

Note: Make sure that you specify the hostname that clients can resolve.

- Step 10 Select Install in the Ready to Install the Program window.
- Step 11 Select Finish.

4

Configuring Your Deployment

This section describes how to access Administration interface, configure your SCOPIA XT Desktop, define a local administrator account, and verify that the SCOPIA XT1000 and SCOPIA XT Desktop are successfully connected.

- [Logging In to the Administration Interface](#) page 9
- [Configuring SCOPIA XT Desktop to Work with SCOPIA XT1000](#)..... page 9
- [Verifying Component Communication and Status](#)..... page 15
- [Defining the Local Administrator Account](#) page 10
- [Configuring the Local Directory](#) page 12
- [Accessing Log Files](#)..... page 14
- [Protecting Meetings Using a PIN](#) page 15
- [Configuring SCOPIA XT Desktop Clients](#) page 15

Logging In to the Administration Interface

The SCOPIA XT Desktop Server Administration interface is a web-based application. To login:

Procedure

- Step 1** Open the Internet browser.
- Step 2** Enter the following URL:
`http://<host>[:<port>]/scopia/admin`
where <host> is the location of your corporate SCOPIA XT Desktop Server.
- Step 3** On the Administration page, enter your username and password.
- Step 4** Select Sign In.
The default username and password are both “admin”

Configuring SCOPIA XT Desktop to Work with SCOPIA XT1000

This section describes how to configure SCOPIA XT Desktop to work with SCOPIA XT1000.

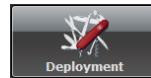
Before You Begin

- Login to the SCOPIA XT Desktop Server Administration web user interface.

Procedure

Step 1 Select the Deployment icon in the sidebar.

Figure 4-1 SCOPIA XT Desktop Deployment Icon



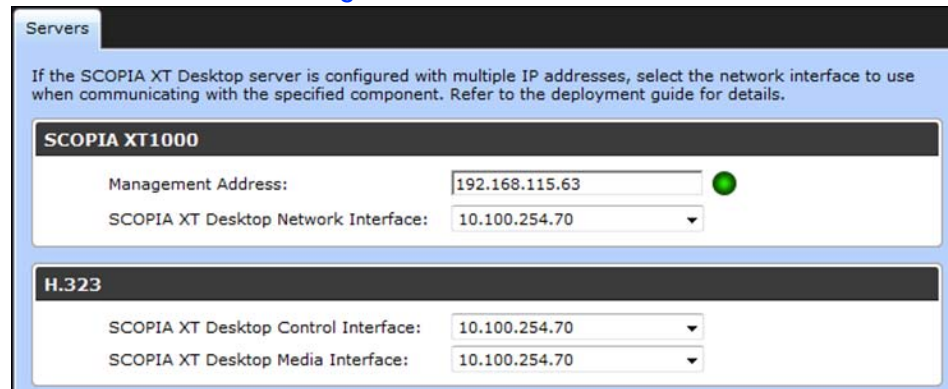
Step 2 Verify that the IP address of SCOPIA XT1000 appears on the Servers tab.

Figure 4-2 SCOPIA XT1000 Section



Step 3 If the SCOPIA XT Desktop is configured with multiple NICs, select the network interface that will be used for communication between SCOPIA XT Desktop and SCOPIA XT1000.

Figure 4-3 Servers Tab



Step 4 From the SCOPIA XT Desktop Control Interface list, select the interface that will be used for cascading control data.

Step 5 From the SCOPIA XT Desktop Media Interface list, select the interface that will be used for media data.

Step 6 Select OK.

Verifying Component Communication and Status

The SCOPIA XTDesktop user interface provides a page for reporting the connectivity status of your deployment. The indicators next to each link shows whether or not the connection to the target server or registration with a particular component is successful. When the indicator is red, a tooltip containing error details is available.

Procedure

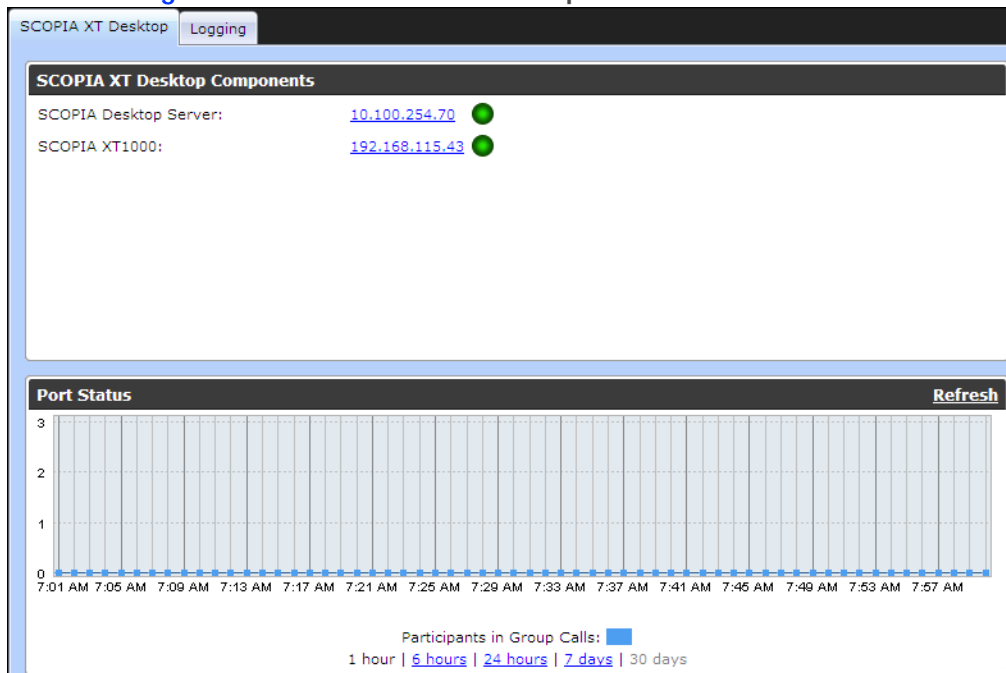
Step 1 To verify that SCOPIA XT Desktop Server is connected to SCOPIA XT1000, select the Status icon in the sidebar.

Figure 4-4 SCOPIA XT Desktop Status Icon



Step 2 View the connection status for each server or component. If necessary, select any red indicators to view further error information.

Figure 4-5 SCOPIA XT Desktop Status Indicator Tab



Step 3 If necessary, select any red indicators to view further error information.

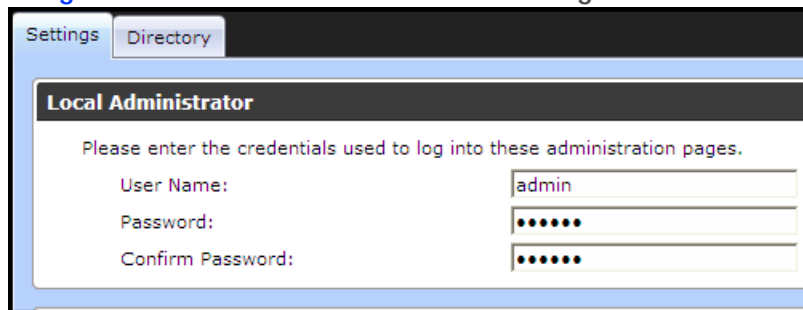
Defining the Local Administrator Account

You can define a user and password for an administrator to access SCOPIA XT Desktop Administration web user interface.

Procedure

- Step 1** Select Directory and Authentication on the sidebar.
The Settings tab is displayed.

Figure 4-6 Local Administrator Configuration Panel



- Step 2** Enter credentials in the Local Administrator area.
Step 3 Select OK.
The SCOPIA XT Desktop Status page opens.

Configuring the Local Directory

The local directory is a local database containing names and IP addresses of terminals on the SCOPIA XT Desktop Server deployment.

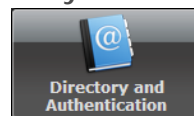
Before You Begin

- Login to the SCOPIA XT Desktop Server Administration web user interface.

Procedure

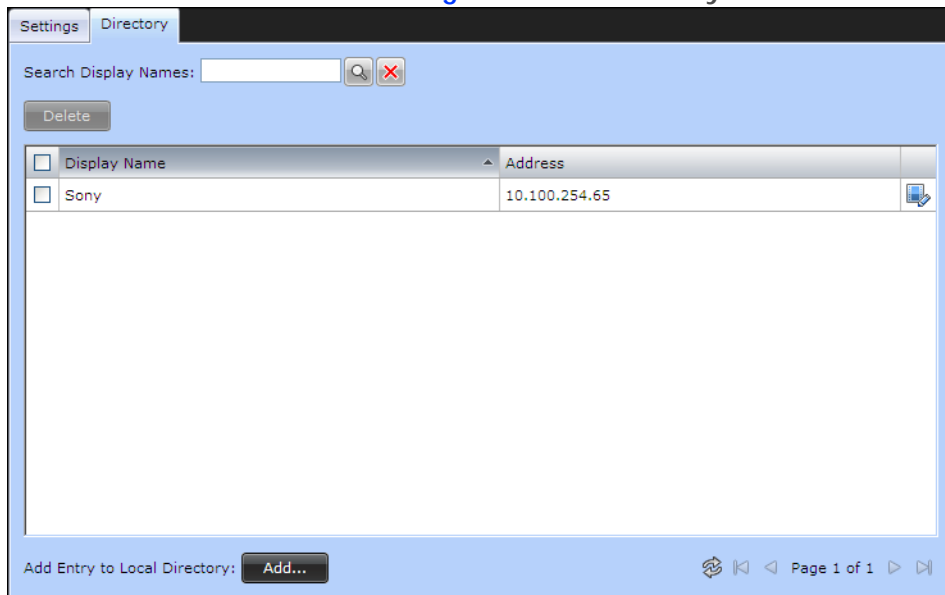
- Step 1** Select Directory and Authentication icon in the sidebar.

Figure 4-7 Directory and Authentication icon



Step 2 Select the Directory tab.

Figure 4-8 Directory Tab



Step 3 To add a new terminal to your local directory:

- a. Select Add.
- b. Enter the terminal name and IP address.
- c. Select OK.

Step 4 To edit properties for a terminal:

- a. Select the Edit button next to the terminal whose properties you want to edit.
- b. In the Edit Entry window, edit properties as needed.
- c. Select OK.

Step 5 To delete a terminal from the database:

- a. Select a check box for the terminal you want to delete.
- b. Select the Delete button.

Accessing Log Files

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

Note: Enabling enhanced logging for extended periods of time adds large log files to the system. However, you can turn this feature on/off at anytime.

Before You Begin

Navigate to the SCOPIA XT Desktop Server Administration web user interface.

Procedure

- Step 1 Select the Status icon in the sidebar.
- Step 2 Select the Logging tab.

Figure 4-9 Logging Tab



- Step 3 To download a zipped version of current log files, select the Download button.
- Step 4 (Optional) To enable enhanced logging, select the Enable button.
The Logging Summary displays the current status of enhanced logging - enabled or disabled.

Protecting Meetings Using a PIN

You can enable a meeting protection PIN. In this case attendees are required to enter the PIN you configured to access the meeting.

Before You Begin

Navigate to the SCOPIA XT Desktop Server Administration web user interface.

Procedure

Step 1 Select Directory and Authentication in the sidebar.

Figure 4-10 Directory and Authentication Icon



Step 2 Select the Require attendees to enter a PIN to gain access to the meeting check box in the Meeting PIN section.

Figure 4-11 Meeting PIN Section

A screenshot of a web form titled "Meeting PIN" in a dark header. Below the header, there is a checkbox labeled "Require attendees to enter a PIN to gain access to the meeting." which is currently unchecked. Underneath the checkbox are two text input fields: "PIN:" and "Confirm PIN:". To the right of the "Confirm PIN:" field is a "Display PIN" button.

Step 3 Enter a PIN in the PIN field.

Step 4 Enter the PIN again in the Confirm PIN field.

Step 5 To check the PIN you have configured, select the Display PIN button.

Step 6 Select OK.

Configuring SCOPIA XT Desktop Clients

You configure SCOPIA XT Desktop clients in order to define the parameters related to the video quality, connection addresses, and meeting functionality. The topic included are:

- [Defining Client Video Quality and Connection Parameters.....](#) page 16
- [Defining Meeting Features](#) page 18

Defining Client Video Quality and Connection Parameters

During this procedure you define the maximum bandwidth used between the SCOPIA XT Desktop client and the SCOPIA XT Desktop Server.

You can also configure the maximum transmission unit (MTU) size the SCOPIA XT Desktop client uses for communicating with SCOPIA XT Desktop. The default value is 1360. This setting should match the setting on the MCU and your network settings to avoid fragmentation.

If you need to limit UDP ports that are opened on the firewall to allow SCOPIA XT Desktop clients to send RTP to SCOPIA XT Desktop, you must define a multimedia port range. We recommend that you use a limited range between 2326 and 65535. If this option is used, each client connection uses eleven ports; to define the range, multiply the number of connections allowed by your license by eleven.

During this procedure you also configure the SCOPIA XT Desktop public address which SCOPIA XT Desktop clients use to connect to the SCOPIA XT Desktop Server. To allow clients from the public network to connect, use a FQDN they can resolve.

Before You Begin

Navigate to the SCOPIA XT Desktop Server Administration web user interface.

Procedure

Step 1 Select the Client icon in the sidebar.

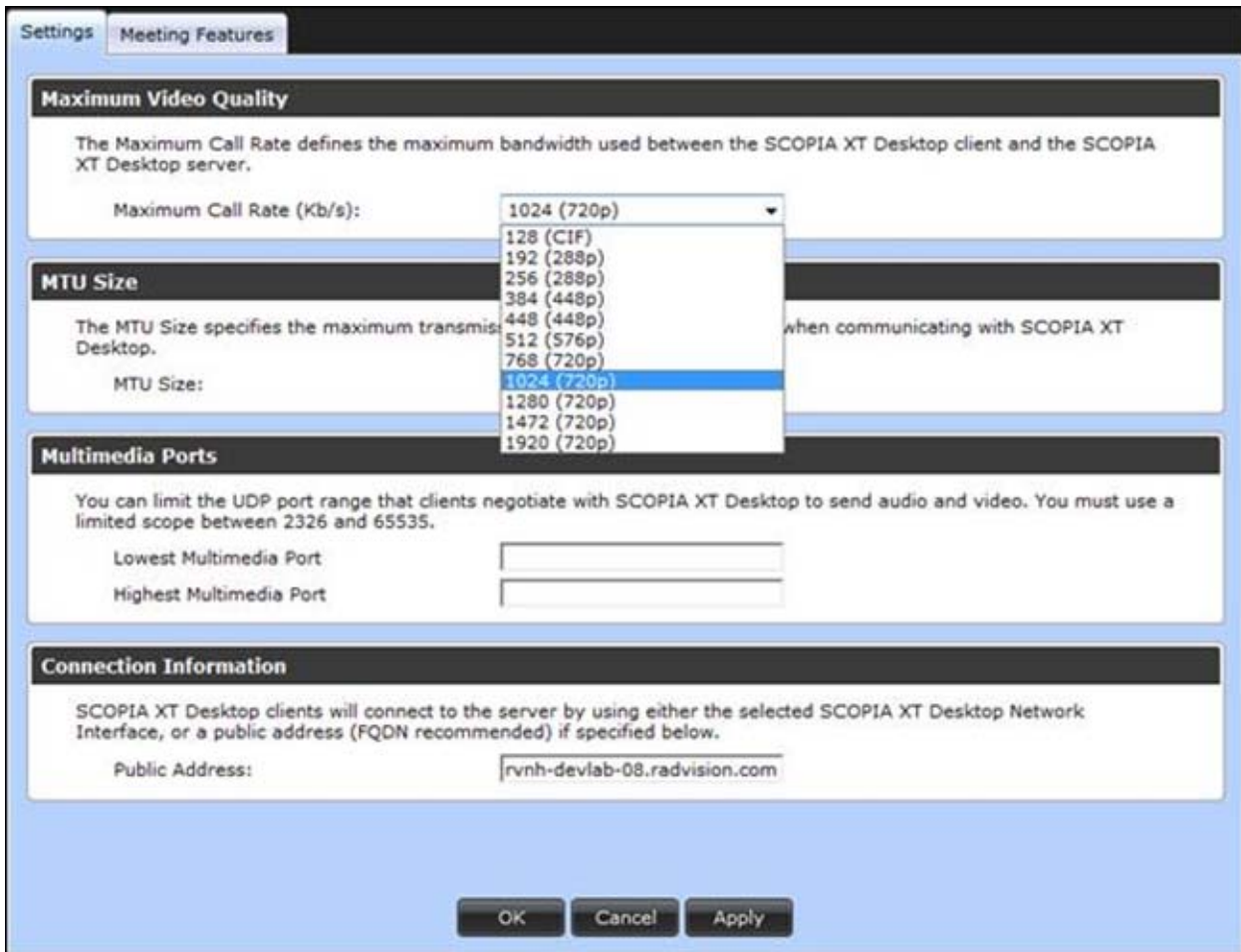
Figure 4-12 Scopia Desktop Administration Client Icon



Step 2 Select the Settings tab.

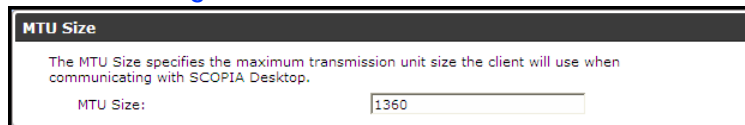
Step 3 Select the maximum call rate in the Maximum Video Quality section.

Figure 4-13 Client Settings Tab



Step 4 Enter a value in the MTU Size field.

Figure 4-14 MTU Size Section



Step 5 If necessary, configure a multimedia port range by entering values for the lowest multimedia port and the highest multimedia port.

Step 6 Insert the public address.

Figure 4-15 Connection Information



Connection Information

SCOPIA Desktop clients will connect to the server by using either the selected SCOPIA Desktop Network Interface, or a public address (FQDN recommended) if specified below.

Public Address:

Step 7 Select OK or Apply.

Defining Meeting Features

This section describes how each of the meeting features affect SCOPIA XT Desktop administration and the end user experience:

You can enable the Custom Panel option to display an additional custom panel in the SCOPIA XT Desktop Live Meeting Console. The custom panel location is preconfigured and cannot be changed.

The URL parameters are passed to the custom URL as follows: `?meetingid=NNN&nickname=XXX`, where NNN is the ID of the meeting the user is connected to, and XXX is the nickname of the connected user. You can also use the custom panel URL to specify additional URL parameters. You must use the URL-encoding for the additional URL parameters. For example, if the custom panel URL is `http://www.mycustompanel.com/myservlet?arg1` and the SCOPIA XT Desktop entry page or conference room is launched with the additional argument `?CUSTOM=arg2%26arg3% 3D123`, the custom panel opens to the URL `http://www.mycustompanel.com/myservlet?arg1&arg2&arg3=123`.

Configure the Push to Talk option to define how participants use the microphone button in the SCOPIA XT Desktop Live Meeting Console:

- Allow users to join a meeting with their microphone on—The microphone is on and the audio output is sent when participants enter a meeting. The participants must select the microphone button to mute themselves.
- Force users to join a meeting with their microphone off—The microphone is off and the audio output is not sent when participants enter a meeting. The participants must select the microphone button to unmute themselves.
- Force users to hold down their microphone button while speaking—Participants must select and hold down the microphone button to activate their microphones and to send their audio output.

You can enable media encryption (audio, video, presentation) between SCOPIA XT Desktop Server and the SCOPIA XT Desktop client. Encryption may be used, for example, in a corporate deployment where the SCOPIA XT Desktop Server is used to invite people outside of your network. Since this option only enables secure encryption of the media, you need to secure the web portal.

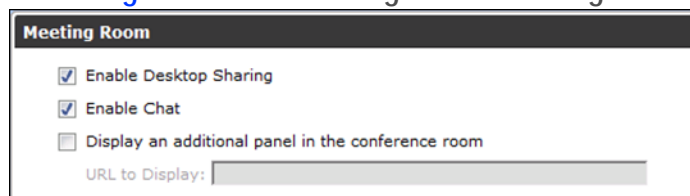
Before You Begin

Navigate to the SCOPIA XT Desktop Server Administration web user interface.

Procedure

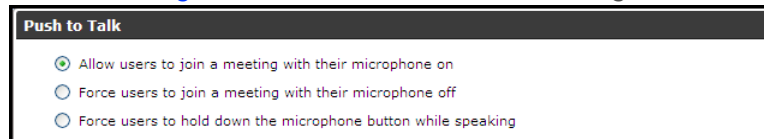
- Step 1 Select the Client icon in the sidebar.
- Step 2 Select the Meeting Features tab.
- Step 3 In the Meeting Room section, configure the Desktop Sharing option as desired.

Figure 4-16 Meeting Room Settings



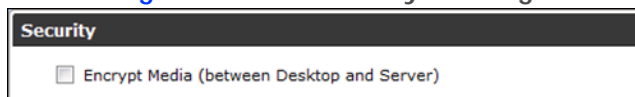
- Step 4 Configure the Chat option as required.
- Step 5 Define the additional custom panel option as desired:
 - a. Select the Display an additional panel in the conference room check box to enable the option.
 - b. Enter the URL in the field.
- Step 6 Define the Push to Talk option as desired.

Figure 4-17 Push to Talk Settings



- Step 7 Define the security option as desired.

Figure 4-18 Security Settings



- Step 8 Select OK or Apply.



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