



Release Notes for Avaya Scopia® Streaming and Recording

AVAYA

Christopher Foster

Recordings and Events

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by Christopher Foster

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Thumbnail	Date	Duration	Title	Author
	01/29/2015	24:56	Diagnostic Server Use Case Video	Thomas Wilson
	02/11/2015	2:37	Unified Communications	Elizabeth Turner
	02/15/2015	12:50	Avaya K-12 Education Solutions	Kenneth Thompson
	02/23/2015	10:05	Partnering in Action	Kimberly Green
	09/23/2014		Avaya CMS Mobil	Anthony West

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Release Notes for Avaya Scopia® Streaming & Recording Version 8.3, June, 2015

<http://support.avaya.com>

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This document contains late breaking or other information that supplements these Avaya Scopia Streaming & Recording components:

 Manager 8.3.0.101
 Conference Point 8.3.0.53
 Delivery Node 8.3.0.17
 Transcoder 8.3.0.5639

What's New

This document includes important details for Avaya Scopia Streaming & Recording 8.3. It also provides a list of advisements, limitations, and workarounds.

This version of the document is a supplemental version to the previous GA release notes and includes the mandatory product patch which must be applied after the main application loads are deployed.

Overview

Avaya Scopia® Streaming and Recording 8.3 is Avaya's next generation HD streaming and recording platform. The new platform brings significant enhancements to the Scopia solution for recording and streaming including:

- mobile support
- zero download client
- improved content portal
- enhanced browsing and searching capabilities
- significantly greater scalability
- standards-based HLS streaming

Avaya Scopia® Streaming & Recording 8.3 provides incremental functionality to the Avaya Scopia software product. A list of the new functionality is provided below, with detailed notes on each item following.

Compatibility

Avaya Scopia® Streaming & Recording Server version 8.3 is compatible with bundle 8.3.2.16.3 or higher:

- Scopia Elite MCU 6000 version 8.3.2.12.0
- Scopia MCU 5000 version 7.7.6.25.1
- Scopia Management version 8.3.2.0.125
- Scopia Desktop version 8.3.200.201
- Scopia Web Collaboration 8.3.2.106.66
- Scopia Enhanced Communication Server (ECS) version 8.3.0.101.0
- Scopia PathFinder version 8.3.1.0.33

Technical Documentation

Product documentation Includes:

- Installation Guide for Avaya Scopia® Streaming & Recording for version 8.3
- Administering the Avaya Scopia® Streaming & Recording Server version 8.3

System Requirements

This section describes the system requirements for the Avaya Scopia® Streaming & Recording Server and Avaya Scopia® Streaming & Recording Client.

Before you log on to Scopia® Streaming & Recording Manager Administration pages, your client system must meet the system requirements listed below.

Component	Requirement
Operating System	<ul style="list-style-type: none">• Mac OS X 10.7 (Lion) or later• Windows Vista®• Windows 20XX• Windows® 7 (32 and 64 Bit)• Windows® 8.*
Web Browser	<ul style="list-style-type: none">• Microsoft Internet Explorer® 8.0 or later• Mozilla Firefox™ 35 or later (Mac or Windows)• Chrome™ 30 or later (Mac or Windows)• Safari® 6 or later (Mac) JavaScript must be enabled.

Before you can use the Scopia Streaming & Recording Portal (within Scopia Desktop), your client system must meet the system requirements listed below.

Component	Requirement
Operating System	<ul style="list-style-type: none">• Mac OS X 10.7 (Lion) or later• Windows Vista®• Windows 20XX• Windows® 7 (32 and 64 Bit)• Windows® 8.*• iOS• Android
Web Browser	<ul style="list-style-type: none">• Microsoft Internet Explorer® 8.0 or later• Mozilla Firefox™ 35 or later (Mac or Windows)• Chrome™ 30 or later (Mac, Windows, Android)

	<ul style="list-style-type: none"> • Safari® 6 or later (Mac, iOS) JavaScript must be enabled.
Media Player	Microsoft Windows Media Player Release 9.0, 10.0, or 11.0 to view programs.
Silverlight	Microsoft Silverlight® player to view programs.
HTMLV5 Browsers	A select number of browsers support video playback directly for MP4 VoD files including: <ul style="list-style-type: none"> • IE9, IE10, IE11 • Safari 6 or later • Chrome™ 30 or later
IOS Tablet and Phones, Android Tablets and Phones, Windows Phones/Tablets	Playback function for MP4 VoD files

Note: *To support non-Western language character sets, install the particular language pack on the client system from which you are accessing the Scopia® Streaming & Recording Manager. Refer to the operating system documentation for your system.*

Security

The Avaya Scopia® Streaming & Recording server does not come with anti-virus software installed. While it is not recommended to install any third-party software on the appliance, we realize that many of our customers do require anti-virus/security software on all of their systems. Since the security of our customers is very important to us, though we do not recommend it, we allow you to install this type of software.

We do not make any anti-virus vendor recommendations. Typically, corporate anti-virus programs and protections configured for normal corporate PC deployments will close ports and execute scans on machines which may stop operation of the server or significantly slow the appliance's performance. As a preventative measure, we have locked-down ports and some services on the appliance to secure the environment. Please keep in mind that we do not test any third-party software packages on the system, as deployments are typically installed inside a corporate network and protected by the networks intrusion prevention and firewall systems; thus, we cannot be held responsible for any software conflicts that may arise due to having 3rd party software installed.

The following should be noted when configuring your Scopia solution:

- The Windows Auto Update Feature is off by default. If the feature is required, please be aware that Windows updates require server reboots. By not switching this feature on, the server will not be forced to reboot itself.
- It is recommended that if a customer does choose to use the Windows Auto Update function or anti-virus software they run updates or scans on off-peak hours.

We acknowledge that there is no ideal policy and your system administrators must choose the best method depending on the policies enforced by your organization.

Recommendations

The following items can or should be done by a customer to ensure secure and effective operation of their Avaya Scopia® Streaming & Recording systems.

- Connect all four NICs to ensure the best throughput and redundancy.
- It is recommended to use gigabit switches.
- When configuring your servers, use static IP addresses.
- Change the Console administrator login – make sure you securely record this in order to recover the system in case of failure.
- Change the web management password for each of the components using the individual component web portal pages.
- Change the administrator web login password for the default administrator login **admin** for the Manager.
- You can do Windows Update on the system periodically as mentioned in the *Security* section. If you schedule this to automatically install updates be sure to not have the system reboot during active system usage, as you may lose active live streaming or recordings in progress.
- Turn off remote desktop when you don't need it (by default, remote desktop is off; see the section *Enabling Remote Desktop* for instructions on how to enable it)
- Only enable FTP file sharing on the windows server when you need to transfer files, such as recordings intended for import
- You can install your official domain / signed certificate when you are ready as described in the Administrator Guide
- Turn off SSH, and SFTP to the Linux DN if you want to limit remote access and file copy via the DN web interface
- Optionally Install a Virus Protection program as discussed in the *Security* section
- Dual power supplies come standard with the enterprise systems and the customer should plug power into both outlets
- Utilize all network connections with the NICs available on the enterprise systems
- Recorded content is copied to all Media Nodes. For deployments that have only a single Media Node (such as all-in-one deployments), it is important to regularly back up your data to an external storage device

What should NOT be done:

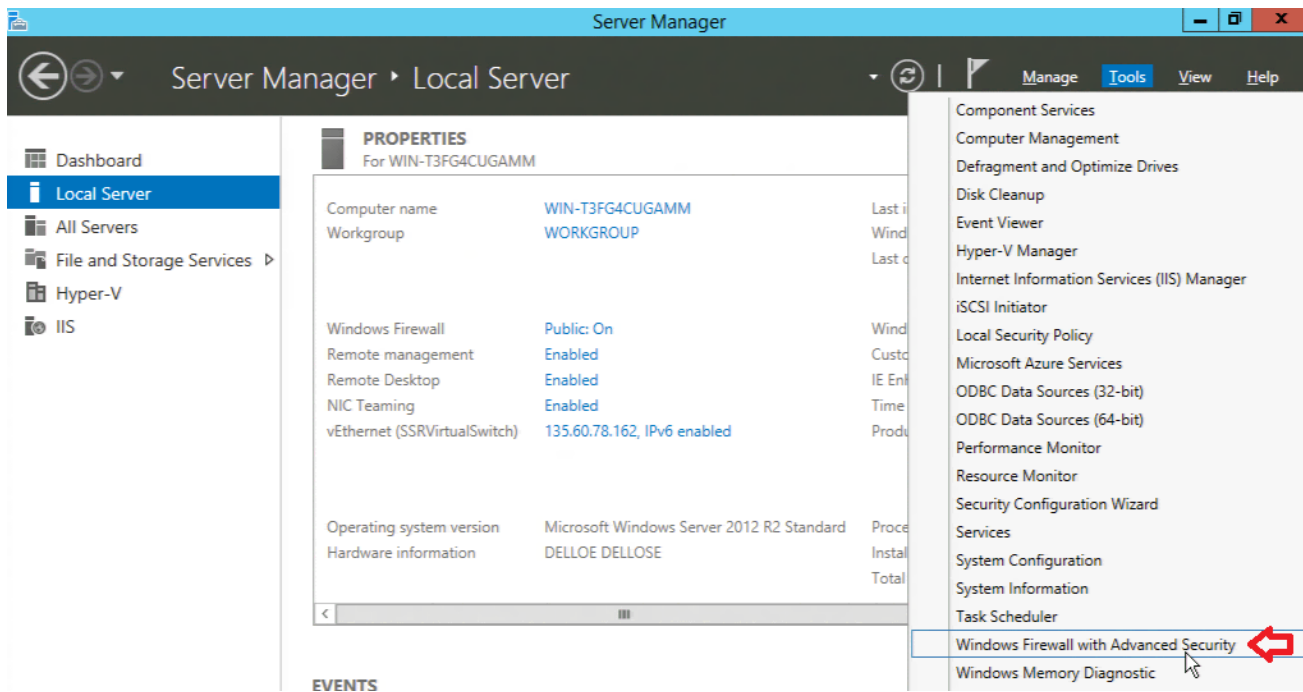
- Avaya Scopia® Streaming & Recording comes with the built in firewall enabled and rules for enabling ports that the Manager requires – it is not recommended to change any of these settings.
- The Delivery Node and Conference Point come with the CentOS Linux personal firewall disabled. It is not recommended to enable this firewall as it could affect performance and needs configuration to properly enable the right ports. If a firewall protection is required we suggest you install a HW firewall in front of the DN and CP.
- The root/administrator account is critical for the operation of the different services and logging on the DN and other Linux appliances and should not be disabled or changed.
- Yum or OS updates on the Linux systems should NOT be done. The Linux based appliances depend on the exact versions of the CentOS that it arrives with as well as the specific set of tools and version of those tools for proper operation.

- The Manager, CP and DN come with specific versions of Tomcat/Apache as well as SQL database systems, which should not be changed or updated.
- Any other change to the system may affect operation or performance and should not be done without contacting Avaya.

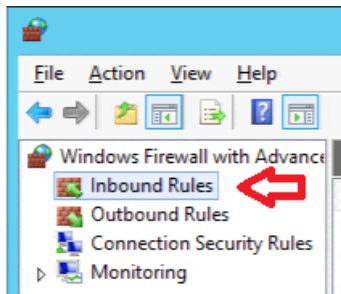
Please keep in mind that recording ports are not managed resources, and are therefore not guaranteed. When a scheduled meeting which you want to record or broadcast is started, if all recording ports are in use, the meeting will not be recorded/broadcasted.

Enabling Remote Desktop

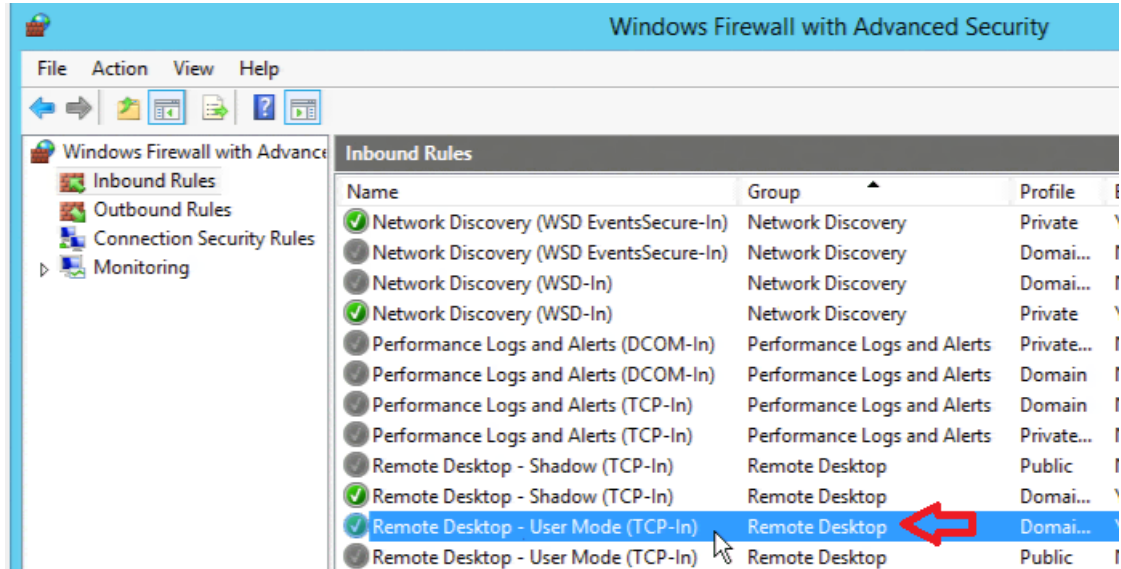
If you want to access your server remotely, you will need to enable Remote Desktop, by opening the firewall port. From **Server Manager**, click **Tools → Windows Firewall with Advanced Security**:



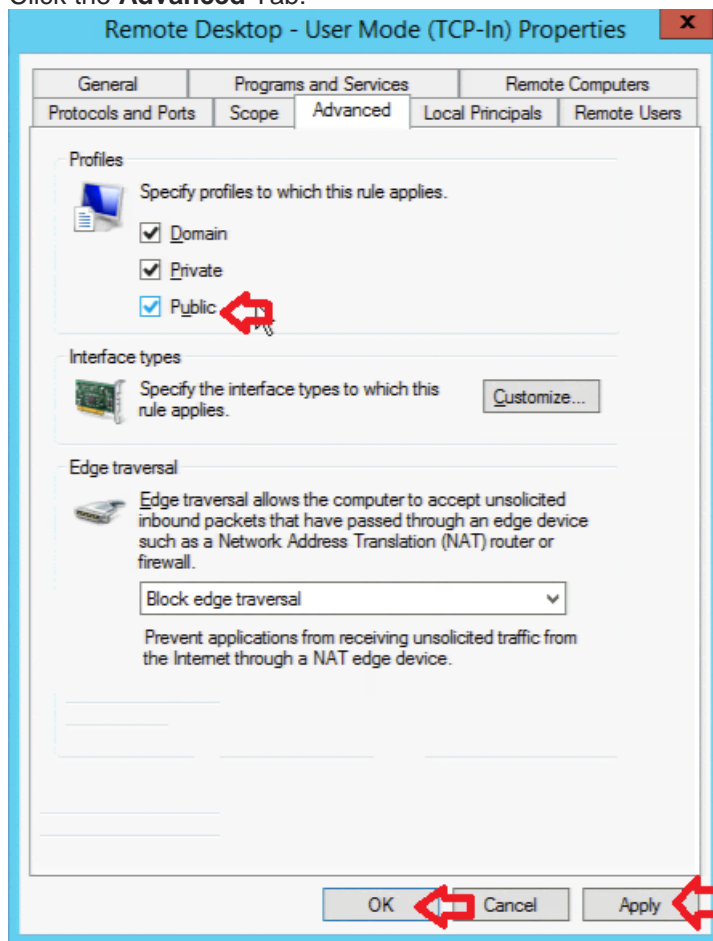
Click **Inbound Rules**:



Scroll down, Double-Click **Remote Desktop – User Mode (TCP-In)**:



Click the **Advanced** Tab:



Make sure to check **Public**.

Click **Apply**

Click **OK**

Installation and Upgrades

Below are the basic steps and software loads required for installation and upgrading to the latest software load. Please refer to the Quick Start Guide for the detailed steps.

When you receive your Avaya Scopia® Streaming & Recording server, you must perform the following steps:

Step	Instruction	Document
1.	Configure appliance for use	<i>Avaya Scopia® Streaming and Recording Installation Guide</i>
2.	Obtain License Keys	<i>Locate LAC (see section below, <u>Where to find License Activation Code</u>) and obtain license key from PLDS</i>
3.	Upgrade components	<i>Upgrade the components by following steps in section below, <u>Upgrading Components</u></i>
4.	Make sure appropriate firewall ports are open, familiarize yourself with the Avaya Scopia® Streaming & Recording Manager	<i>Avaya Scopia® Streaming and Recording Manager Administration Guide</i>

Upgrading Components

The following updates are available:

- Appliance configuration backup/restore script v1.1 – this update provides a script to backup/restore your appliance configuration (PLDS pub ID: **ASSR830000017**)
- Conference Point (CP) 8.3.0.53 – this update provides a fix for lip synchronization (PLDS pub ID: **ASSR830000018**)
- Delivery Node (DN) 8.3.0.17 – this update provides Delivery Node backup / restore scripts (PLDS pub ID: **ASSR830000016**)

After your system has been configured, apply these three updates. This section details how to upgrade your server components.

Download Component Upgrades

The upgrade packages should be downloaded from PLDS:

- Login to: <https://plds.avaya.com>
- Select **Assets**
- Select **View Downloads**
- Enter your **Company Name** in the appropriate field
- For each of the components listed above:
 - Enter the appropriate pub ID in the **Download pub ID** field (this is the ID for the particular download)
 - Click **Search Downloads**

- In the entry that appears, click the **Download** link to download the utility

Appliance Configuration Backup/Restore

The Avaya Scopia Streaming and Recording Appliance Configuration Backup script is upgraded using the **assr_installer** utility, included on the server. To upgrade, perform the following for each Avaya Scopia Streaming and Recording appliance in your deployment:

1. Log onto the server
2. Download the Appliance Configuration Backup script, as described above (delivered as a ZIP file)
3. Open a command prompt window
4. Navigate to the folder where you downloaded the component
5. Issue the command:

```
assr_installer.exe ASSR-Config-Backup_1_1.zip
```

Upgrade Components via Manager Administrative GUI

The Manager provides a mechanism for easily upgrading the devices connected to it. This is available for CP, DN, VDN and Transcoder. You simply need to have a URL of the zipped package.

After the system is installed and configured properly, follow the directions below:

1. Download the CP and DN upgrade packages, as described above
2. Copy the upgrade packages for the Conference Point and the Delivery Node to a Web server within your network. If you do not have a web server available, you can copy them to a special directory on the Manager:
 - On the Manager server, navigate to the folder:

```
C:\Program Files\Apache Software Foundation\Tomcat 7.0\webapps\ROOT
```
 - Make sure the directory **upgrades** exists (and create it if it does not)
 - Copy the upgrade images for the Conference Point and Delivery Node into

```
C:\Program Files\Apache Software Foundation\Tomcat 7.0\webapps\ROOT\upgrades
```
 - The URL for the image would be http://<ip_of_manager>/upgrades/<ZIP_file>
3. Log in to the Manager administration GUI at http://<ip_of_manager> using the admin credentials (default: **admin / admin**)
4. Navigate to **Manage > Devices** and select **Upgrade Devices** on the **Actions** menu

The screenshot shows a web form titled "Upgrade Devices". It contains the following elements:

- A radio button labeled "Single Device:" which is selected.
- A dropdown menu next to "Single Device:" with the text "Select Device".
- A radio button labeled "All Devices of Type:" which is unselected.
- A dropdown menu next to "All Devices of Type:" with the text "Select Device Type".
- A text input field with the label "URL of Software Image:".
- A "Submit" button at the bottom of the form.

5. Select a Conference Point device (either a single device and choose *Conference Point*, or choose "All Devices of Type" if you have more than one Conference Point deployed, and choose the menu item *Conference Points with version 8.0.52*)

6. Paste the URL to the CP and Transcoder
7. Click Submit
8. Repeat steps 4 – 6, selecting a Delivery Node device

The selected devices will be upgraded. Several minutes after you initiate the upgrade, verify the version of the upgraded devices while on the **Devices** page.

1. Click on **Conference Points**
2. The list of Conference Points will appear – make sure that the version listed is the new version that you upgraded to

Conference Points						
Name	Network Address	Version	Location	Encoding Sessions	Source DN	Status
CP .34	10.123.21.34	8.3.0.53	Home	0	DN .33 (10.123.21.33)	Up

3. Click on **Delivery Nodes**
4. The list of Delivery Nodes will appear – make sure that the version listed is the new version that you upgraded to


Delivery Nodes					
Name	Network Address	Version	Disk Usage	WAN Limit	Status
DN .33	10.123.21.33	8.3.0.17	0%	0	Up

Where to find License Activation Code (LAC)

In order to obtain the License Activation Code (LAC):

1. Login to : <https://plds.avaya.com>
2. Select **Assets**
3. Select **View Entitlements**
4. Enter Customer Sold To/FL# in Group ID: or Find by Company Name
5. In *Application*, Select Avaya Scopia Streaming and Recording
6. Click **Search Entitlements**
7. In the entry that appears, click **View** and **Download results**

Title	Version	Entitlement Type	Total Qty	Available Qty	Status	LAC	Service number/ SID	Purchasing Company	Business Partner	Expiration Date	Sales/Contract #	Customer P.O.#	Guardian SPDR	Entitlement Usage
WAYA SCOPIA STREAMING AND RECORDING MANAGER LIC DS	ANY	License	1 for a production license	1	Available	150229831FC		J. Inc.			1549489	90233201		
WAYA SCOPIA STREAMING AND RECORDING MEDIA NODE LIC DS	ANY	License	2 for a production license	2	Available	150229831FC		J. Inc.			1549489	90233201		


View Entitlement (ID 10344643 - License or Upgrade - Does not expire) 

[Return to previous page](#)

Overview Ownership Activation Additional Information Transactions

Entitlement Overview

AVAYA SCOPIA STREAMING AND RECORDING MEDIA NODE LIC:DS
 Product ID:381078; Avaya Scopia Streaming and Recording Media Node; Version:ANY; License

LAC: 15DZ29831FDF69E 

Status: Available
 Total qty: 2 for a production license
 Created: Apr 7, 2015
 Start date: Apr 7, 2015
 Expire date: Does not expire

Migrating from Scopia Content Center

If you are upgrading from Scopia Content Center, then all recordings made with the previous streaming and recording solution can be imported into Avaya Scopia Streaming and Recording.

There will be two utilities, available for download from <https://plds.avaya.com>

- Migration Utility – this utility is run on all Scopia Content Center servers to transfer recordings to Avaya Scopia Streaming and Recording
- Converter Utility – this utility is run on the Avaya Scopia Streaming and Recording Manager; it will monitor the FTP folder for recordings, transcode them to .mp4 format and import them into Avaya Scopia Streaming and Recording

See the chapter on *Migrating Recordings* in the document *Administering the Avaya Scopia® Streaming and Recording Server* for complete details on the migration process.

Known Issues

This section details the list of known issues for this version.

Table 1: List of known Avaya Scopia Streaming & Recording issues in this version

Case Number	Description of issue
	Use MMS only if you are using multicast – the system will use more resources when configured for MMS so scalability will be reduced, and multi-bitrate will be disabled for live broadcasts
	Recordings are stored on the Delivery Node. Effective disk space for the delivery node is approximately 640 Gigabytes. You can monitor the disk usage of the Delivery Node by logging in to the Manager administrative interface. <ul style="list-style-type: none"> • Navigate to the Devices tab • Click on Delivery Nodes in the Browse menu • Look for the Disk Usage column of the Delivery Node, which will report what

	<p>percent of the disk is used</p> <p>If you are nearing capacity, recordings can be downloaded via the user portal, and the administrator can delete programs (from the Programs tab). See the administrator’s guide for more details.</p> <p>Recordings will fail if adequate disk space is not available for those recordings. There is no automated mechanism to notify users or administrator of disk utilization. It is the administrator’s responsibility to regularly monitor disk space utilization and free space if necessary.</p>
ASR-1442	If you secure Manager or DN servers using a certificate generated by Microsoft CA, the certificate must have a Certificate Revocation List (CRL). If it is not configured, IE11 will reject the certificate and you will not be able to play back a recording, unless you disable server revocation checking in the Internet Options of the client IE11 browser.
ASR-1543	Recordings should be at least 1 minute before terminating. If it is shorter, it might not appear in the list of recordings.
ASR-1696	In the Conference Point administrative GUI, the Call Center tab will display recordings currently in progress. However, the View Call button does not do anything
ASR-1700	If secure media is desired, the Secure Media Delivery check box must be checked to ensure that users receive HLS and VoD media over a secure HTTPS connection. To ensure the web pages are delivered over HTTPS, this must be done in the Scopia Management administrative GUI. If Secure Media Delivery is checked but Avaya Scopia Streaming and Recording is configured for HTTP in Scopia Management, some browsers might block downloading of the recording.
ASR-1708	<p>Long duration meetings (4hr+) at 1080p might fail when being copied to its final destination. If the recording does not appear, it can be found in: C: \tmp</p> <p>You can enable “media autopublish” (admin > Global Policies > Media AutoPublish) and copy the .mp4 file into the directory that you specified on that admin page. You must create an XML meta-data description file to accompany the .mp4, and that recording will be imported into the system. The XML name should match the .mp4 name, and should contain:</p> <pre> <media> <name>nameOfMP4.mp4</name> <description>Program Description</description> <folder>demo</folder> <type>video</type> <publisher>username</publisher> <accessLevel>private or public</accessLevel> <tenantId>999</tenantId> <program> <name>Name of Program</name> <description>Program Description</description> <password>optional numeric pin</password> </program> </pre>

	<pre> <meetingId>711</meetingId> <startDate>1351898567737</startDate> </program> </media> </pre>
ASR-1715	Recording audio-only meetings is not currently supported. This will be added in a future release.
ASR-1755	If the DN is configured with a fully qualified domain name (FQDN) containing an underscore (“_”), you will not be able to configure this FQDN as the DN’s external address (from the DN admin page → Network tab). In order to use an FQDN for the DN, make sure the name does not contain an underscore.
ASR-1812	<p>On an Avaya Scopia Streaming and Recording server configured with a Manager, if you run the configuration utility to reset the system after the server has been configured, you need to do the following first:</p> <ol style="list-style-type: none"> 1. Open C:\assrconfigtool\asrconfig.txt in Notepad 2. Check the value of CONFIGSTATUS, and if it is "2", change it to "1". The entry should appear as: CONFIGSTATUS=1 3. Save C:\assrconfigtool\asrconfig.txt file and close Notepad
ASR-1830	In order to ensure recordings work properly, each Scopia MCU service must be configured with the G.711U codec. This codec is configured by default, and should not be removed from the service.