SCOPIA Desktop

version 5.7

Administrator Guide

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ABOUT THIS MANUAL

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

RELATED DOCUMENTATION

The SCOPIA Desktop documentation set is available on the product CD-ROM. The manuals are in PDF format.

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

FEEDBACK

The team at RADVISION constantly endeavors to provide accurate and informative documentation. If you have comments or suggestions regarding improvements to future publications, we would value your feedback.

Please send your comments to doc_comments@radvision.com.

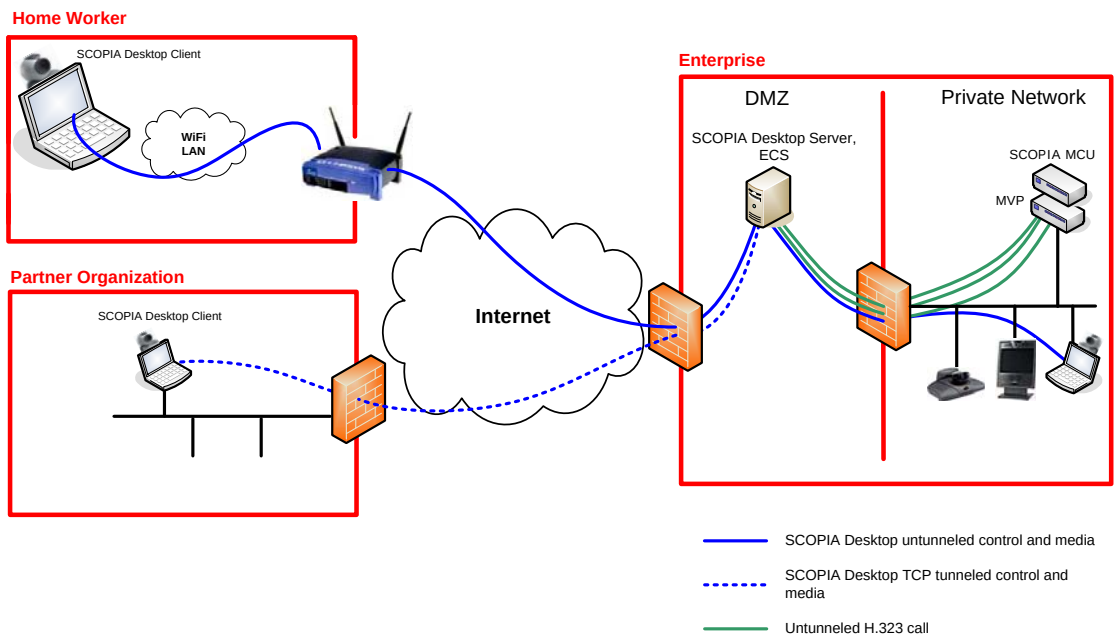
We thank you for your contribution.

1

INTRODUCING SCOPIA DESKTOP

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

Figure 1-1 *Basic SCOPIA Desktop Deployment*



As a part of the SCOPIA Solution, SCOPIA Desktop enables video conference participants to communicate in a multiparty conference regardless of the device: a high end room conferencing system, a laptop from a branch or a teleworker's personal computer. Table 1-1 describes SCOPIA Desktop specifications.

Table 1-1 *SCOPIA Desktop Specifications*

Specification	Description
Client Connectivity Modes	■ Live connection (audio, video, data, chat) for interactive participants ■ Data-only connection with moderation capabilities, optional call back ■ Streaming mode for non-interactive participants
Recording and Playback (Optional)	■ Records audio, video, data and annotations ■ Auto posted for easy web access ■ PIN protected for access security ■ Permit anyone to record or restrict users[1] by administrator
Data Collaboration	■ H.239 based data collaboration built into the client ■ Room system-compatible data collaboration format (H.263+ XGA and H.264 up to 720p) ■ Data shared from a room system visible in all other rooms and on desktops ■ Data shared from a desktop visible on all other desktops and in rooms ■ Share the entire screen or specific applications ■ Text chat with emoticons for desktop users
Server Operating Systems	Windows® 2003 and Windows® 2008
OS Language Supported for the SCOPIA Desktop Server	English
Outlook Add-in (optional)	Supports Microsoft Outlook 2003 and 2007

1. When working with iVIEW Suite.

Table 1-2 describes SCOPIA Desktop features.

Table 1-2 *SCOPIA Desktop Features*

Feature	Description
Meeting Types	■ Unmoderated meetings—Anyone can control the meeting ■ Moderated meetings—Moderator PIN required to control the meeting ■ Personal virtual rooms
Built-In NAT and Firewall Traversal	■ Traverses local and remote firewall to ensure connectivity ■ Automatically handles local and remote NAT private networks ■ Automatic detection of optimal media path: UDP, TCP or tunneled TCP
Built-In Streaming	■ Built-in streaming server supports 'watch-only' participants ■ Simultaneous streaming of audio, video and data ■ Unicast or multicast streaming for scalability
Scheduling and Reservation	■ Outlook plug-in for easy meeting scheduling ■ Web-based meeting scheduling from any browser[1] ■ Ports can be reserved assuring availability for critical meetings[1] ■ Lotus Notes-based scheduling
Security	■ SRTP encryption to ensure the privacy of media and signaling between SCOPIA Desktop Clients ■ Waiting room capability – Meeting will not start until moderator joins[1] ■ Predefined virtual rooms – Optional mode where only predefined virtual rooms can be used for meetings[1] ■ The Callback feature can be optionally disabled to avoid misuse

Table 1-2 *SCOPIA Desktop Features (continued)*

Feature	Description
Recording Meetings	■ Recording meetings ■ Editing recorded meeting attributes ■ Managing recordings (moderators only) ■ Watching recorded meetings ■ Auto-recording scheduled via iVIEW Suite
User Controls	■ Mute/unmute ■ Enable/disable video camera ■ Turn on/off local self view ■ Choose your video layout (active speaker or continuous presence) ■ Have the system call my voice or video number (callback) ■ View consolidated conference roster (desktops and rooms) ■ Request permission to speak when muted
Moderator Controls	■ Acquire moderator rights (may require moderator PIN) ■ Lock meeting ■ Terminate meeting ■ Invite any room system or phone (dial-out) ■ Global directory for easy inviting ■ Start/stop streaming ■ Start/stop recording ■ Mute, unmute and disconnect any participant ■ DTMF keypad ■ Grant permission to speak ■ Block a participant’s video

Table 1-2 *SCOPIA Desktop Features (continued)*

Feature	Description
Layout Selection	■ Automatic ■ Mixed ■ Side-by-side video and presentation ■ Stacked ■ Full screen video or presentation
Client Interface Languages	■ Chinese (Simplified) ■ Chinese (Traditional) ■ English (US) ■ French ■ German ■ Italian ■ Japanese ■ Korean ■ Portuguese ■ Russian ■ Spanish (international)

1. When working in conjunction with iVIEW Suite

Table 1-3 describes rates and codecs SCOPIA Desktop sends and receives depending on which video quality is set.

Table 1-3 *Rates and Codecs Supported by SCOPIA Desktop*

Type	Call Rate	Audio	Video (No Data)	Video with Sending Data	Data
Standard Definition	384K	G.722.1 at 24K	H.264 CIF at 360K	H.264 CIF at 168K	H.263+XGA or H.264 720p at 192K
High Definition	1M	G.722.1 at 24K	Send H.264 480p at 500K Receive H.264 720p at 1M	Send H.264 480P @ 256K Receive H.264 720P @ 768 K	H.263+ XGA or H.264 720P at 256K

Table 1-4 describes recommended client computer requirements.

Table 1-4 *Recommended Client Computer Requirements*

Specification	Description
For interactive conferencing	For Standard Definition: ■ Pentium 4 3.0GHz or faster or Centrino Mobile Processor 1.8 GHz of faster ■ 1GB RAM For High Definition: ■ Dual Core 2.0 GHz or faster ■ 2GB RAM Operating System (OS): ■ Windows® XP Service Pack 2 or higher ■ Windows® Vista™ SP1 Helper Application: Web Browser: ■ Internet Explorer® 6, 7 or 8
For watching webcast or a recorded meeting	Operating System: ■ Windows® 2003 ■ Windows® 2008 ■ Windows® XP ■ Mac® OS X[1] Web Browsers: ■ Internet Explorer® 6, 7 or 8 ■ Firefox® 2 or 3 ■ Safari™ 3.1[2]

1. You can install and use SCOPIA Desktop Conference Client on computers using the Microsoft Windows and Mac. For the Mac OS, SCOPIA Desktop supports limited functionality allowing users to watch webcasts and recordings but not to participate in live meetings.
2. Used for streaming on Mac OS X operating systems.

In a SCOPIA Desktop client, a CPU auto-detect mechanism is used to define whether this client is capable of performing interactive conferencing using a high definition or standard definition, and at what rate the client can send and receive video.

The CPU estimation is based on the number of physical cores available on the client computer and is performed using this formula:

$$\text{EstimatedCPU} = \text{NumberPhysicalCore} \times \text{SpeedOfEachCore}$$

SCOPIA Desktop uses the EstimatedCPU value to define what framerate to allow for each resolution. shows framerates that SCOPIA Desktop sends to clients.

Table 1-5 *Framerates sent by SCOPIA Desktop*

CPU	CQCIF	QCIF	CIF	480p	HD
6Ghz	30	30	30	30	30
4Ghz	30	30	30	15	15
3Ghz	30	30	30	5	
2Ghz	30	30	15	5	
<2Ghz	30	30	15	1	

2

CONFIGURING SCOPIA DESKTOP FOR ADMINISTRATORS

- Accessing the Administration Interface on page 10
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Accessing the Administration Interface

Procedure

1. Open the Internet browser.
2. Enter the following URL:

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

   where <host> is the location of your corporate SCOPIA Desktop Server.
3. On the Administration page, enter your user name and password.
4. Click **Sign In**.

   The default user name and password are both “admin”.

Viewing Server Status and Port Resource Usage

The SCOPIA Desktop Status tab displays status information about the SCOPIA Desktop Server and other servers with which it interacts:

- Gatekeeper—A RADVISION ECS Server.
- Streaming—The Darwin Streaming Server. This information appears only if the SCOPIA Desktop Server is configured to manage streaming.
- SCOPIA MCU or iVIEW Suite—An optional server used to moderate the SCOPIA Desktop meetings. If no server is configured to moderate SCOPIA Desktop meetings, no link appears on this tab.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Status** in the sidebar.
2. Click the **SCOPIA Desktop Server** tab.
3. Click the link showing the IP address of a server to display the settings for that server.

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

Related Topics

- How to Configure Streaming Server Settings on page 25
- How to Configure Meeting Control Settings on page 17

How to Configure SCOPIA Desktop Server Settings

- Configuring Settings for Single/Multiple-NIC Deployments on page 11
- Configuring SCOPIA Desktop Server Network Interface on page 12
- Changing IP Address of the SCOPIA Desktop Server on page 13

Configuring Settings for Single/Multiple-NIC Deployments

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

For example, in secure multiple NIC deployments you can use a NIC configured behind the firewall to communicate with various servers, while using another NIC for SCOPIA Desktop Clients to connect to. In this case you must configure the SCOPIA 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 Desktop Server IP address that clients use to connect to SCOPIA Desktop. In single NIC deployments with both internal and external clients, this value represents an external, statically-mapped SCOPIA Desktop Server IP address.

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

Configuring SCOPIA Desktop Server Network Interface

The SCOPIA Desktop Server communicates with the following types of servers in the deployment:

- SCOPIA MCU and ECS—For media and call setup.
- iVIEW Suite or SCOPIA MCU—For moderation and meeting control.
- Darwin Streaming Server—For media and control.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Settings** in the sidebar.
2. Click the **Server** tab.
3. From the SCOPIA Desktop Network Interface list, choose the IP address that the SCOPIA Desktop Server must use for SCOPIA MCU and ECS communications.

   The indicator next to the Address field shows whether connection to the SCOPIA Desktop Server is successful or not. When the indicator is red, a tooltip containing error details is displayed.
4. For secure multiple NIC deployments, enter a DNS name in the Public Address field.

5 Click the **Client** tab.

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

Changing IP Address of the SCOPIA Desktop Server

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 Click **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 click **Next**.

5 In the Program Maintenance screen, choose **Modify**, and click **Next**.

6 In the Custom Setup screen, click **Next**.

7 In the SCOPIA Desktop Serial Key screen, click **Next**.

8 In the SCOPIA Desktop Network Configuration screen, click **Next**.

9 In the SCOPIA Desktop Hostname Configuration screen, click **Next**.

10 In the SCOPIA Desktop Recording Configuration screen, click **Next**.

11 Click **Install**.

Configuring Gatekeeper IP Address

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

If a single SCOPIA MCU is configured to moderate SCOPIA Desktop meetings, use the IP address of the same gatekeeper to which the MCU is registered. If no server is configured to moderate SCOPIA Desktop meetings, use the IP address of a gatekeeper configured for the SCOPIA Desktop deployment.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Settings** in the sidebar.
2. Click the **Server** tab.
3. Enter the required address in the Gatekeeper IP Address field.

   The indicator next to the Address field shows whether registration to the Gatekeeper is successful. When the indicator is red, a tooltip containing error details is displayed.
4. Click **OK** or **Apply**.

Related Topics

- Configuring Meeting Access Instructions on page 23

CONFIGURING CLIENT-RELATED SETTINGS

During this procedure you choose the video quality:

- Standard Definition

  This option limits SCOPIA Desktop Clients to a connection of standard definition at the maximum call rate you specify. If you define a service on the SCOPIA MCU that enables H.323 endpoints to use a higher bandwidth rate or high definition without enabling high definition on SCOPIA Desktop, SCOPIA Desktop calls using this service are transcoded down to the lower rate at standard definition (CIF resolution) for the SCOPIA Desktop Client. If you select a SCOPIA MCU service with a bandwidth rate lower than the value set in the Maximum Call Rate list, then the latter is used for the standard definition call to the SCOPIA Desktop Client.
- High Definition

  This option allows SCOPIA Desktop Clients to connect to a conference in high definition mode. If you select this option, you must select a maximum call rate of at least 1 MB and a minimum video rate of 768 Kbps to enable the conference to continue in 720p high definition video resolution for all clients.

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

When in high definition mode and connected to a high definition service, SCOPIA Desktop limits fast update requests to avoid degradation of the video quality or frame rate to all the connected endpoints.

If a SCOPIA Desktop connects to a standard definition service or if there are no high definition ports let for the high definition service, then the standard definition quality is used during a SCOPIA Desktop conference.

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

If you need to limit UDP ports that are opened on the firewall to allow conference clients to send RTP to SCOPIA 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 three ports; therefore to define the range, multiply the number of connections allowed by your license by three.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

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

3 To configure settings for standard definition:

   a In the Maximum Video Quality area, verify that the **Standard Definition** option is selected.

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

Note The default call rate value defined for the SCOPIA Desktop service configured on the SCOPIA MCU is 384 Kbps.

4 To configure settings for high definition:

   a In the Maximum Video Quality area, choose **High Definition**.

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

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

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

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

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

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

7 Click **OK** or **Apply**.

How to Configure Meeting Control Settings

- Configuring Server Type on page 17
- Configuring SCOPIA MCU Server Settings on page 17
- Configuring iVIEW Suite Server Settings on page 18

Configuring Server Type

Configure the type of server according to these recommendations:

- For a simple deployment including a single SCOPIA MCU, configure the MCU.
- For deployments containing SCOPIA Desktop with multiple SCOPIA MCUs but without iVIEW Suite, you can connect to multiple MCUs but you do not have moderation control. Without iVIEW Suite, the SCOPIA MCUs do not cascade MCUs into virtual meetings.
- For more complex deployments, select the iVIEW Suite.

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

Related Topics

- Configuring Settings for Single/Multiple-NIC Deployments on page 11.
- Configuring SCOPIA MCU Server Settings on page 17
- Configuring iVIEW Suite Server Settings on page 18

Configuring SCOPIA MCU Server Settings

This section describes how to configure a SCOPIA MCU to moderate your SCOPIA Desktop meetings.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Meeting Control** in the sidebar.
2. From the server type list, choose SCOPIA MCU.

3. Enter the MCU IP address.

   The indicator next to the Address field shows whether or not the connection to the target server is successful.
4. Enter a user name and password for accessing the MCU Administration web user interface.
5. Re-enter the password in the Confirm field.

   The default user name is “admin”. By default, there is no password.
6. From the SCOPIA Desktop Network Interface list, choose the IP address that the SCOPIA Desktop Server.

   The SCOPIA Desktop Server uses this IP address for MCU Server communications.
7. If necessary, click **Enable Raise Hand feature in SCOPIA Desktop meetings**.

   For deployments with multiple SCOPIA Desktop Servers, we recommend that you clear this check box. A moderator using one SCOPIA Desktop Server cannot see a request made by a participant using another SCOPIA Desktop Server.
8. Click **OK** or **Apply**.

Related Topics

- SCOPIA Solution Deployment Guide

CONFIGURING iVIEW SUITE SERVER SETTINGS

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.
- To allow the SCOPIA Desktop clients to connect to the SCOPIA Desktop server via port 80, go to **Control Panel** > **Administrative Tools** > **Services** on the iVIEW Suite server and disable the IIS Administration service, HTTP SSL service, and World Wide Web Publishing services. This can be done either before

installing the SCOPIA Desktop Server software or when receiving the "ip address/ port is in use" error during the installation. After disabling these services, the installer will complete normally and the desktop clients will be able to connect to the desktop server using port 80.

Procedure

1. Click **Meeting Control**.
2. From the server type list, choose iVIEW Suite.
3. Enter the address of the iVIEW Suite server.

   When using Single Sign-On (SSO) with the iVIEW Suite, we recommend that you enter the local server name rather than the DNS name or IP address. For example, if the DNS name is <server1.company.com>, configure this setting to <server1>.
4. Enter the HTTP port of the iVIEW Suite server.

   The default HTTP port is 8080.
5. Enter the source H.323 ID of the SCOPIA Desktop.
6. From the SCOPIA Desktop Network Interface list, choose the IP address. The SCOPIA Desktop Server uses this IP address for iVIEW Suite Server communications.
7. If necessary, click **Enable Raise Hand feature in SCOPIA Desktop meetings**.

   For deployments with multiple SCOPIA Desktop Servers, we recommend that you clear this check box. A moderator using one SCOPIA Desktop Server cannot see a request made by a participant using another SCOPIA Desktop Server. For more information, see the SCOPIA Solution Deployment Guide.
8. Click **OK** or **Apply**.

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

DEFINING SECURITY SETTINGS

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

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

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

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Settings** in the sidebar.
2. Click the **Security** tab.
3. Locate the Access Control area.
4. Enter the administrator login information in the relevant fields.
5. Locate the Security area.
6. If necessary, click **Encrypt Media (between Desktop and Server)**.

7 If necessary, click **Allow Users to have SCOPIA Desktop call them back**.

This option is available only after you define a meeting control server for SCOPIA Desktop.

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

Related Topics

- SCOPIA Solution Deployment Guide

CONFIGURING MEETING FEATURES

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

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

Configure the Push to Talk option to define how participants use the microphone button in the SCOPIA 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 click the microphone button to mute themselves.
- Force users to join a meeting with their microphone off—The microphone is off and the audio output is not sent when participants enter a meeting. The participants must click the microphone button to unmute themselves.
- Force users to hold down their microphone button while speaking—Participants must click and hold down the microphone button to activate their microphones and to send their audio output.

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

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

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

You can also use the custom panel URL to specify additional URL parameters. You must use the URL-encoding for the additional URL parameters. For example, if the custom panel URL is "http://www.mycustompanel.com/myservlet?arg1" and the SCOPIA 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".

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Settings** in the sidebar.
2. Click the **Meeting Features** tab.
3. Define the Enable Desktop Sharing and Enable Chat options as desired.

   For deployments with multiple SCOPIA Desktop Servers, we recommend that you do not enable the chat option. A participant using one SCOPIA Desktop Server cannot join the chat started by a participant using another SCOPIA Desktop Server.
4. Define the additional custom panel option as desired:
   a. Click the **Display an additional panel in the conference room** check box to enable the option.
   b. Enter the URL in the field.
5. Define the Push to Talk option as desired.
6. Click **OK** or **Apply**.

Related Topics

- SCOPIA Solution Deployment Guide

CONFIGURING MEETING ACCESS INSTRUCTIONS

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

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

"From Europe, connect to http://europe.server.com/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."

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

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

   The default instructions for accessing the meeting from a desktop, phone or video conferencing device appear in the screen.
3. In the Desktop Access section:
   - Click **Meeting URL** to insert a link to the meeting.
   - Click **Client Installation** to insert a link used to ensure that the SCOPIA Desktop Client is installed and up-to-date.

Note The automatically inserted server address is the SCOPIA Desktop Fully Qualified Domain Name specified during installation.

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

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

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

CONFIGURING GLOBAL CONTACT DIRECTORY

The global contact directory is a list of contacts you define and which SCOPIA Desktop moderators use to invite participants to a SCOPIA Desktop meeting. The address you configure in the global contact directory can be in one of these formats:

- IP address
- E.164 number
- telephone number with the proper dial plan prefix
- SIP address

You can perform configuration described in this section only after meeting control settings are configured.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1 Click **Directory** on the sidebar.

2 To add a contact to the global directory:

   a Click **Add**.

   b Enter the contact display name and the address.

   c Click **OK**.

3 To delete a contact from the global directory:

   a Click the check box next to the contact.

   b Click **Delete**.

How to Configure Streaming Server Settings

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

To designate a single SCOPIA Desktop Server to manage streaming, enable streaming on this SCOPIA Desktop Server. In this case you must disable streaming on other SCOPIA Desktop Servers in the same deployment. However, you can configure those servers to allow watching of webcasts from the SCOPIA Desktop Server on which streaming is enabled.

To enable multiple SCOPIA Desktop Servers for managing streaming, enable streaming on each SCOPIA Desktop Server in this deployment.

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

Table 2-1 compares using a single SCOPIA Desktop Server to using multiple SCOPIA Desktop Servers for streaming.

Table 2-1 *Comparison of Deployment Characteristics*

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

- Configuring This SCOPIA Desktop Server to Manage Streaming on page 26
- Configuring an Alternate SCOPIA Desktop Server for Watching Webcasts on page 29

Configuring This SCOPIA Desktop Server to Manage Streaming

This section describes how to enable this SCOPIA Desktop Server to manage streaming and to configure settings for this server.

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

You can enable and configure multicast streaming to allow unlimited number of simultaneous streaming connections. Multicast streaming in SCOPIA Desktop is performed without Darwin Streaming Server support. If the IP address of a client computer is not within the multicast IP address range you configure, this client will use a unicast streaming connection. During multicast configuration you also need to define the Time to Live value—the number of transmissions of a multicast packet that SCOPIA Desktop performs. Setting this value to 1 means that a multicast packet stays within a local network. The change in the multicast streaming configuration applies only to meetings created after the change takes place; the change does not effect meetings in progress.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Streaming** in the sidebar.
2. Click the **Connection** tab.
3. Choose **Enable Streaming** from the list.
4. Enter the IP address of the Darwin Streaming Server.
5. From the SCOPIA Desktop Network Interface list, choose the IP address.

   The SCOPIA Desktop Server uses this IP address for Darwin Streaming Server communications.
6. In the TCP Port field, enter a TCP streaming port.

   The default port is 7070.

Note If you use a TCP port different from the default value of 7070, you must open this port on the firewall.
For more information about configuring a UDP connection, refer to the “Configuring Streaming or Playback using the UDP connection” section of the SCOPIA Solution Deployment Guide.

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7. In the Public Address field, enter a FQDN.

   We recommend that you use a FQDN that clients can resolve.
8. Click **OK** or **Apply**.

9 Click the **Settings** tab.

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

11 From the Rate list, choose a value to define the bit rate for the streaming feed between SCOPIA MCU and the SCOPIA Desktop Server.

12 If necessary, configure multicast settings:

   a Check the **Enable Multicast** option.

   b Enter the multicast IP address.

   The valid multicast IP address is in the range of 224.0.0.1 and 239.255.255.255.

   c Enter the Time to Live value.

   d Define clients that will be able to watch multicasts by entering IP range in the fields and clicking  .

13 Click **OK** or **Apply**.

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

Related Topics

- Configuring Settings for Single/Multiple-NIC Deployments on page 11
- How to Configure SCOPIA Desktop Server Settings on page 11

Configuring an Alternate SCOPIA Desktop Server for Watching Webcasts

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Streaming** in the sidebar.
2. Click the **Connection** tab.
3. Choose **Disable Streaming** from the list.
4. Check the **Allow watching of webcasts from an alternate SCOPIA Desktop server** option.
5. In the Server URL field, enter the URL of the alternate SCOPIA Desktop Server.
6. Click **OK** or **Apply**.

How to Configure Recording Server Settings

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

- Viewing Recording Server Status on page 29
- About Configuring the SCOPIA Desktop Recording Server Connection on page 31
- Configuring Recording Parameters on page 33
- Modifying the Disk Space and Storage Location for Recordings on page 35

Viewing Recording Server Status

The Recording Status tab displays this information:

- 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 the SCOPIA MCU.
- 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.
- Disk Usage—Shows the amount of disk space used by all recordings. 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.
- Recordings in progress—Shows the number of recordings being recorded at the present moment. The maximum value appears as specified in the recording license installed for this SCOPIA Desktop.
- Completed recordings—Shows the total number of completed recordings available for watching.
- Reconstructed recordings—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. Only 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.

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Status** in the sidebar.
2. Click the **Recording Status** tab.
3. Click the link showing the IP address of the recording server to display the Recording Connection Settings page.

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

About Configuring the SCOPIA Desktop Recording Server Connection

This section describes how to configure SCOPIA Desktop Recording Server settings. Recording can be managed either by a single SCOPIA Desktop Server or by multiple SCOPIA Desktop Servers.

If a single SCOPIA Desktop Server is set to manage recording, only participants connected through that SCOPIA Desktop Server can start or stop recording. In this case, you can configure other SCOPIA Desktop Servers in the deployment to display the list of recordings from the SCOPIA Desktop Server configured to manage recording.

If you configure multiple SCOPIA Desktop Servers to manage recording, the servers manage recording independently causing each SCOPIA Desktop portal to display its own list of recordings.

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

To enable multiple SCOPIA Desktop Server for managing recording, enable recording on each SCOPIA Desktop Server in this deployment.

Configuring This SCOPIA Desktop Server to Manage Recording

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

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

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

   We recommend that you use a FQDN that clients can resolve.
6. Enter the TCP port.

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

   You must configure the TCP port on the Darwin Streaming Server and open this port on the firewall.
   For more information about configuring a UDP connection, refer to the “Configuring Streaming or Playback using the UDP connection” section of the SCOPIA Solution Deployment Guide.

7 From the SCOPIA Desktop Network Interface list, choose the IP address.

The SCOPIA Desktop Server uses this IP address for communications with Darwin Streaming Server and TCP Proxy.

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

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

Related Topics

- SCOPIA Desktop Deployment Guide

Configuring an Alternate SCOPIA Desktop Server to Manage Recording

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1 Click **Recordings** in the sidebar.

2 Click the **Connection** tab.

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

4 In the Server URL field, enter the URL of the alternate SCOPIA Desktop Server.

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

Configuring Recording Parameters

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

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

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

You also define the following parameters during this configuration:

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

  Setting the recording bit rate to a value lower than 256 Kbps can affect the quality and framerate of the H.239 Data in the live connection and streaming modes. We recommend that you set the recording bit rate to 384 Kbps.
- Maximum Recording Duration—The value set for this parameter controls maximum allowed duration for any recording.
- Send tone periodically during recording—This parameter defines the frequency of the tone played during a recording which serves to remind users that their meeting is being recorded.

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

- There are not enough available recording ports on the SCOPIA Desktop at the time when the meeting is scheduled
- There is not enough disk space the disk on which recordings are stored
- The maximum number of simultaneous recordings is reached

If the deployment in use comprises multiple SCOPIA Desktop Servers, automatic recording is performed on all SCOPIA Desktop Servers and several identical recordings are created. In this case we recommend that you allow one of the SCOPIA Desktop Servers to perform automatic recording, while disabling the automatic recording feature on the rest of the SCOPIA Desktop Servers in the deployment. The procedure in this section describes how to disable the automatic recording feature on a SCOPIA Desktop Server.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Recording** in the sidebar.
2. Click the **Settings** tab.
3. From the Video Size list, choose an option.
4. From the Maximum Bit Rate list, choose a value.
5. In the Maximum Recording Duration field, enter a value.
6. From the Send tone periodically during recording list, choose an option.
7. Select the **Allow meeting participants to record the following type of meetings** check box to enable recording for SCOPIA Desktop users.
8. If you enabled recording for users, choose a meeting type:
   - Any meeting
   - Only Moderated Meetings—Users are allowed to record only meetings for which a moderator PIN is configured.
9. To disable automatic recording feature, clear the **Allow virtual rooms and scheduled meetings to be recorded automatically** check box.
10. Click **OK**.

Related Topics

- Modifying the Disk Space and Storage Location for Recordings on page 35

Modifying the Disk Space and Storage Location for Recordings

By default SCOPIA Desktop stores recordings at a location defined during SCOPIA Desktop Server installation, however, you can modify this location if required.

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

Procedure

1. Click **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 click **Next**.
5. In the Program Maintenance screen, choose **Modify**, and click **Next**.
6. In the Custom Setup screen, click **Next**.
7. In the SCOPIA Desktop Serial Key screen, click **Next**.
8. In the SCOPIA Desktop Network Configuration screen, click **Next**.
9. In the SCOPIA Desktop Hostname Configuration screen, click **Next**.
10. In the SCOPIA Desktop Recording Configuration screen, modify the storage location:
    a. Click **Change**.
    b. Navigate to a new location.
    c. Click **OK**.
11. To modify the maximum amount of disk space, enter new value in the field.
12. Click **Next**.
13. Click **Install**.

Updating the SCOPIA Desktop Server IP Address on the Streaming or Recording Servers

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.

When the SCOPIA Desktop Server IP address is not updated on the Streaming or Recording Server, it is indicated on the Status tab of the SCOPIA Desktop Administration web user interface. If you click the Streaming Server or Recording Server indicator, this error is displayed: “5003 Access denied error from proxy”.

Before You Begin

Access the Streaming Server or Recording Server.

Procedure

1. From the Start menu, choose **Programs** > **SCOPIA Desktop** > **TCP Proxy Configuration**.
2. Run the listServers command to display the address of the SCOPIA Desktop Server which is allowed to access the Streaming or Recording Server.
3. If the SCOPIA Desktop Server address is incorrect, run the removeServer command to remove it.
4. Run the addServer command to add the correct address.
5. Follow on-screen directions to complete the procedure.

How to Manage Recordings

- Viewing Recording List on page 37
- Editing Recording Attributes on page 39
- Setting Categories for Multiple Recordings on page 40
- Deleting Recordings on page 40
- Stopping Recordings in Progress on page 41
- Recording Meetings on page 42

Viewing Recording List

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

- Meeting ID
- Name
- Start Time
- Duration

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

- PIN-protected indicator

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

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Recordings** in the sidebar.
2. Click the **Recordings** tab.

   The Recordings tab is displayed showing a list of recordings. By default all recordings are displayed.
3. To filter recordings, select a category from the Show list.
4. To sort recordings, click one of the columns:
   - Meeting ID
   - Name
   - Start Time
   - Duration
5. To search for a specific recording by an attribute:
   - Meeting ID—Click the **Meeting ID** column, enter the meeting ID in the Search field, and then click the **Search** button.
   - Meeting Name—Click any column except the Meeting ID column, enter the meeting name in the Search field, and then click the **Search** button.
6. To display additional information for a specific recording, click the **Information** icon. The Meeting Information window opens.

Editing Recording Attributes

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

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Recording** in the sidebar.
2. Click the **Recordings** tab.
3. Locate the required recording in the list.
4. Click the **Edit** icon.

   The Edit Recording window is displayed.
5. To modify the recording name and description, enter new text in relevant fields.
6. To set offsets:
   - Pull sliders

     Or
   - Edit values in the fields.
7. To modify categories for the recording, select a category in the relevant pane and click the **Transfer** button.
8. To set the owner PIN for the recording, enter the owner PIN.
9. To set the access PIN, enter the access PIN.
10. Click **OK**.

Setting Categories for Multiple Recordings

You can set categories for multiple recordings at one time.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Recording** in the sidebar.
2. Click the **Recordings** tab.
3. In the recording list, click check boxes to select recordings.
4. Click **Categorize**.

   The Categorize Recordings window opens.
5. To assign a category, which is not currently assigned to selected recordings:
   a. In the left pane, click the check box for this category.
   b. Click **Assign**.
6. To remove a category, which is currently assigned to selected recordings:
   a. In the right pane, click the check box for this category.
   b. Click **Remove**.

Deleting Recordings

You can permanently remove a recording from 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. The meeting moderator receives a notification that the recording is deleted by the administrator.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

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

Stopping Recordings in Progress

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

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Recording** in the sidebar.
2. Click the **Recordings** tab.
3. In the recording list, click the check box for recordings you want to stop.
4. Click **Stop**.
5. Click **Yes** in the confirmation message.

Recording Meetings

You can record meetings using the SCOPIA Desktop Administration web user interface.

Before You Begin

- Verify that you have the ID of a meeting you want to record.
- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Recording** in the sidebar.
2. Click the **Recordings** tab.
3. In the Start recording meeting ID field, enter ID.
4. Click **Record**.

   The Start Recording window is displayed.
5. Enter recording name and description.
6. Assign categories as necessary.
7. To set the owner PIN for the recording:
   a. Choose either the **Use the moderator PIN as the Owner PIN** or **Specify an Owner PIN** option.
   b. Enter the owner PIN.
   c. Enter the owner PIN in the Confirm field.
8. To set the meeting PIN:
   a. Choose the **Use the meeting PIN as the Access PIN** or **Specify an Owner PIN** option.
   b. Enter the access PIN.
   c. Enter the access PIN in the Confirm field.
9. Click **Start Recording**.

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

Managing Categories

Apart from standard attributes like an ID, name, and duration, SCOPIA Desktop provides a category—a special attribute that can help organizing and searching recordings. Both users and administrators can assign categories to recordings.

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

If you rename an existing category, 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.

Before You Begin

- Navigate to the SCOPIA Desktop Administration web user interface.

Procedure

1. Click **Recording** in the sidebar.
2. Click the **Categories** tab.
3. To create a new category:
   a. In the Create a new category field, enter the name.
   b. Click **Create**.
      The new category appears in the list.
4. To edit an existing category:
   a. Click the **Edit** icon.
   b. Enter the new name for the category.
   c. Click **OK**.
5. To delete an existing category:
   a. Click the **Delete** icon.
   b. Click **Yes**.

How to Restore Recordings

SCOPIA Desktop saves actual recordings and recording attributes in different folders. In order to restore a recording you need to restore both folders.

- Backing up Recordings on page 44
- Restoring Recordings on page 44

Backing up Recordings

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

Procedure

1. Navigate to the following directory: <installdir>\CSAgent\data.
2. Copy recorder_categories.xml file into a location outside the installation directory.
3. Copy the recordings folder into a location outside the installation directory.
4. Navigate to the folder where recordings are stored.

   By default, the recordings are stored in the <installdir>\Movies\recordings, if not configured otherwise.
5. To check the location where recordings are stored:
   a. Access the SCOPIA Desktop Server Administration web interface.
   b. Click **Status** in the sidebar.
   c. Click the **Recording Status** tab.

      The Recordings Folder information is displayed on the tab.
6. Copy that folder into a location outside the installation directory.

Restoring Recordings

Procedure

1. Stop the service "SCOPIA Desktop - Apache Tomcat".
2. Stop the service "SCOPIA Desktop- TCP Proxy".
3. Navigate to the following directory: <installdir>\csagent\data.
4. Replace recorder_categories.xml file with the backup file.

5. Replace the recordings folder with the backup folder.

   Replacing the recordings folder with the backup folder erases any categories that are currently defined in SCOPIA Desktop.

6. Navigate to the folder in which recordings are stored.

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

7. To check the location where recordings are stored:
   a. Access the SCOPIA Desktop Server Administration web interface.
   b. Click **Status** in the sidebar.
   c. Click the **Recording Status** tab.

      The Recordings Folder information is displayed on the tab.

8. Replace that folder with the backup folder.
9. Start the service "SCOPIA Desktop - Apache Tomcat".
10. Start the service "SCOPIA Desktop - TCP Proxy".

How to Brand SCOPIA Desktop User Interface

SCOPIA Desktop Server is released with a set of default images appearing in the SCOPIA Desktop user interface. However, you can change images and strings displaying irrelevant branding information using the SCOPIA Desktop Branding application.

- Replacing Images on page 45
- Modifying Strings on page 47
- Saving or Restoring Branding-related Changes on page 48
- Restoring Default Images and Strings on page 48

Replacing Images

You can replace images appearing in the SCOPIA Desktop user interface by using the Branding application on SCOPIA Desktop Server. Replacement takes affect immediately, therefore we recommend that you should not replace images on a server that is currently in service. Replacement does not affect the proper function of the SCOPIA Desktop user interface.

Most web browsers store local copies of images to accelerate future views of the same image. This practice is called caching. Any browser that has previously loaded an image that you replace might display its local copy of the old image

rather than your replacement image. If an image in the SCOPIA Desktop user interface does not appear to be the same as the one displayed as the currently installed image, then you must clear your browser's cache.

SCOPIA Desktop Server is released with a set of default images that you can restore at any time.

Procedure

1. Click **Start**.
2. Choose **Programs** > **SCOPIA Desktop** > **Branding Application**.

   The branding application starts.
3. Click the **Images** tab.

   The images that can be replaced are displayed together with the recommended size and a brief description of each image.

   If an image has a transparent background, it appears with a gray and white “checkerboard” background in the preview fields.
4. From the list, choose the image you want to replace.

   A brief description of the image is displayed along with the recommended image size. The Default image area shows the image that was originally distributed with the product. The Currently installed image shows the image that appears in the user interface.
5. Click **Select File,** and then choose the replacement image.

   A preview of the image is displayed.

   If you use an image that the application indicates as not properly sized, a warning appears below the image description. Using an image that does not match the original image size might result in incorrect image display.
6. 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 after replacement to verify that the image appears correctly.

7. Click **Install Image** to use the replacement image.

   This image is replaced.

   If an old image still appears, see your browser's documentation for information about removing temporary internet files.
8. To restore a default image, click **Restore Original Image**.
9. Repeat step 4 through step 7 for other images.

MODIFYING STRINGS

You can modify some strings appearing in the SCOPIA Desktop user interface. New string values you set using the Branding application appear in the user interface only after SCOPIA Desktop Server starts and reads these values. Therefore, you can see modified strings only after the changes are applied and after the server is restarted if it was running when you made the changes.

Procedure

1. Click **Start**.
2. Choose **Programs** > **SCOPIA Desktop** > **Branding Application**.
3. Click the **Strings** tab.

   The strings that can be replaced are displayed along with the their values:

   - The Rebranded Value column displays values that are currently saved. When the SCOPIA Desktop Server is restarted, these are the values that appear in the user interface.
   - The Default Value column displays values that are the original strings that were distributed with SCOPIA Desktop.
4. Click the relevant cell in the New Value column and type in the new string you want to use.

   Or

   Double-click a value in the Rebranded Value column or the Default column to copy it into the New Value column.
5. Repeat step 4 for other strings if necessary.

6. Click **Apply**.

   The new values are saved. The modified values appear in the Rebranded Value column.
7. Restart the “SCOPIA Desktop - Apache Tomcat” service for the changes to take affect.
8. To restore default strings:
   a. Click **Restore All Default Strings**.
   b. Click **Apply**.
   c. Restart the “SCOPIA Desktop - Apache Tomcat” service for the changes to take affect.

Saving or Restoring Branding-related Changes

You can save modified images and strings by exporting them to a file. You can later use this file to import values from it, thus restoring them.

Procedure

1. Click **Start**.
2. Choose **Programs** > **SCOPIA Desktop** > **Branding Application**.
3. To save modified images and strings:
   a. From the File menu, choose **Export**.
   b. Specify the location in which you want to save the file.
   c. Click **Save**.
4. To restore the modified images and strings from the file:
   a. From the File menu, choose **Import**.
   b. Navigate to the export file.
   c. Click **Import**.
5. Restart the “SCOPIA Desktop - Apache Tomcat” service for the changes to take affect.

Restoring Default Images and Strings

SCOPIA Desktop Server is released with a set of default images and string values. You can restore both default images and default string values in one go. Restoring default images and strings overwrites currently used images and string values with default ones.

Procedure

1. Click **Start**.
2. Choose **Programs** > **SCOPIA Desktop** > **Branding Application**.
3. From the File menu, choose **Restore all**.
4. Restart the “SCOPIA Desktop - Apache Tomcat” service for the changes to take affect.

VIEWING THE SCOPIA DESKTOP ONLINE HELP

Procedure

1. Access the SCOPIA Desktop Server Administration web interface.
2. Click the **Help** icon in the top right corner of the Administration web user interface.

Related Topics

- Accessing the Administration Interface on page 10