TANDBERG

Telepresence Server

TS 7010 Series

MSE 8710 blade

Software release notes

Software version 1.1(1.6)

September 2009

D1455501

Introduction

The TANDBERG Telepresence Server 7010 Series and MSE 8710 blade software version 1.1 is a new feature release. This document lists and describes the new features supported in this release.

Software version 1.1(1.6) is a maintenance release that fixes a number of bugs that are outlined in the "Resolved issues" section on page 7 of this document.

CAUTION: This software version requires a screen license key. If upgrading from Telepresence Server software version 1.0 you should first install a screen license key provided by TANDBERG, then upgrade. See the FAQ do I install port and screen licenses and allocate them to MSE blades? Contact your reseller if you do not have a screen license key.

CAUTION: Ensure that you have Supervisor software version 1.2(1.9) or later installed on the Supervisor blade in your MSE 8000 chassis before you install version 1.1 on the Telepresence Server blade.

If you experience any difficulties or unexpected results when using version 1.1 of the Telepresence Server, refer to the online help documentation and also to the Knowledge Base on the web site before contacting TANDBERG Customer Support.

New features in 1.1

- ▶ Screen licenses
- ▶ Improvements to working with the Telepresence T3
- ▶ Working with TMS
- ▶ Improvements to interoperability with third party Telepresence
- ▶ Improvements to working with single-screened endpoints
- ▶ General UI improvements
- ▶ Diagnostic/troubleshooting improvements

The following sections provide further details about these features.

New feature descriptions

Screen licenses

A screen license corresponds to a video port: an 8710 Telepresence Server has up to sixteen video ports, ten audio-only ports and ten content (H.239) ports. Licensing only applies to video ports – in the current release the full number of audio and content ports is always available. Therefore for example if you have five screen licenses then the Telepresence Server will have five video ports, ten audio-only ports and ten content ports.

The master Telepresence Server keeps track of the sum of licensed screens across all its configured Telepresence Servers and uses that total as the total number of ports. It allocates that total number of ports across its Telepresence Server s as appropriate. For example, for two Telepresence Servers each with ten screen licenses, there are twenty screens available: sixteen can be used on one Telepresence Server and four on the other, or a more equal distribution.

Improvements to working with the Telepresence T3

When using a Telepresence T3:

- When you drag two or three site names into the big panes on the touch screen and then start a conference, the Telepresence Server takes note of the screens you chose for the other OneTable T3 sites and displays them in the correct position

- As participants are displayed in different panes during a conference, this is now reflected in on the touch screen

- You can now send DTMF tones for linking to legacy equipment (e.g. entering a PIN when connecting to a conference on an external system) from the touch screen

Working with TMS

- TMS can now schedule conferences on a Telepresence Server and shows more information about conferences hosted on a Telepresence Server

Improvements to interoperability with third party Telepresence

- Option to call out to other group members if one member of a group dials the Telepresence Server. This enables RPX systems to dial into a conference (from their primary) and all primary and secondary endpoints that make up the Telepresence system to be grouped correctly

Improvements to working with single-screen endpoints

The Telepresence Server can now send the content channel video in the main video to those endpoints that don't support H.239 so that presentations can be viewed. This is set by option; *Allow content in main video* in **Configuration > System settings**.

General UI improvements

There have been a number of improvements in version 1.1:

- Security has been much improved by allowing links between masters and slaves to use HTTPS rather than being restricted to HTTP

- Logging in has changed. The Telepresence Server now displays a log in dialog and this has improved use with some browsers such as Safari and Chrome

- There is now a telephone icon that can be displayed in the top left of the screen with a number next to it to show the number of audio ("invisible") participants present. In this way you know there are no participants that you are not aware of. For grouped endpoints (i.e. when you have more than one screen) the icon is displayed in just one of the screens: the middle one in the case of T3 and Experia. For manually-configured groups, the icon is displayed on the screen configured as the *Screen to receive H.239 content / audio*.

By default this feature is off and is controlled by *Indicate presence of audio-only participants* option **Configuration > System settings**.

▶ You can now interrupt another participant's presentation (H.239 contribution) without having to wait for them to stop presenting. This new mode is optional and defaults to being disabled (that is, an upgrade from version 1.0 preserves the previous behavior). To change the mode, select *Allow presentations to be interrupted* in **Configuration > System settings**.

▶ You can now choose where on the screen an overlaid text message is displayed. In the 1.0 release, messages were always in the centre of the screen, now you can choose the vertical and horizontal position (top/middle/bottom and left/center/right***)*** when you click **Send message**.

▶ The Telepresence Server now shows the encryption check code used in a call (if relevant).

▶ You can now configure more users than just the admin user

▶ The Telepresence Server can now display video previews of the content channel as well as main video in the Conference list. Select *Display video preview images* in **Configuration > System settings**" to enable this feature

▶ A **Tidy View** button has been added on endpoints' **Status** page so you can close any gaps left by previous participants.

Diagnostic/ troubleshooting improvements

There are a number of diagnostic improvements in the new release.

▶ You can download a single ".zip" file that combines the configuration, event log, and various other slave / master diagnostics. TANDBERG Customer Support may ask you for this file if you contact them.

▶ The Telepresence Server now shows whether it is unable to register with a gatekeeper because the configured gatekeeper DNS name could not be resolved. If the Telepresence Server is registered, it shows whether the registration is to an alternate rather than the primary gatekeeper.

Checking for updates and getting help

It is a good idea to check for updates of the software image on the web site regularly.

If the documentation does not answer your question or you have a problem with one of our products:

1. Refer to the Troubleshooter and Knowledge Base sections of the web site which are kept up to date with the latest information from our technical support team regarding the resolution of customer issues.

2. Contact your reseller. Our resellers have a wealth of experience with our products and this is often a quick way of solving a problem.

3. If your query remains unsolved, contact TANDBERG Customer Support with the following information:

    - The serial number and product model number (for example: MSE 8710) of the unit

    - The software build number. (To find this, in the web interface, go to **Status**)

    - Where you purchased the unit

    - Your contact email address or telephone number

Upgrading software

Using a web browser

1. Unzip the image file.

2. Browse to the current IP address of the MSE 8710 using an IE-compatible web browser.

3. When prompted, type in **admin** for the user name and its associated password (this is blank in a new unit).

4. Go to the **Configuration > Upgrade** page.

5. In the Main software image section, type in, or browse to the location of the software image file.

6. Click the **Upgrade software image** button.

    The web browser uploads the file to the MSE 8710. This takes some time – dependent on your network connection.

    Caution: Do not move your web browser away from the **Upgrade** page or refresh this page during the upload process; otherwise, it may abort.

    After a number of minutes, the web browser refreshes automatically and displays "Main image upload completed". Close this window.

7. Go to **Configuration > Shutdown**. Click **Shut down Telepresence Server**. This option will now change to **Confirm Telepresence Server shutdown**. Click to confirm.

8. Click the **Restart Telepresence server and upgrade** button. This button only appears in the Upgrade page during this process.

    The unit will reboot and upgrade itself – this also takes a number of minutes.

    Note: If you have been logged out due to inactivity, log in again as admin and click **Restart Telepresence server and upgrade** at the bottom of the Upgrade software page to complete the upgrade.

Using FTP

1. Use an FTP client to connect to the Telepresence Server – e.g. `ftp < IP Address>` from the command prompt.

2. When prompted type in `admin` as the user name and its associated password (this is blank in a new unit).

3. Upload the upgrade file – e.g. `put tandberg_ts8700_1.1(1.6)` from the command prompt.

4. When the upload has completed, reboot the Telepresence Server to start the upgrade. This can be done using the   button on the Upgrade page within the web interface.

Notes

▶ In general FTP is more reliable than using the web interface for upgrades

▶ The progress of the upgrade can be monitored through the serial port

▶ Before upgrading, make sure that the Telepresence Server is not in use. Anyone using the Telepresence server at the time of the upgrade may experience poor performance and loss of connectivity

▶ The time required to download and upgrade depends on the speed of your network connection. With a fast connection the total time to download, upgrade and restart the Telepresence Server is several minutes

Resolved issues

The following issues have been found in previous release and are resolved.

Resolved in 1.1(1.6) – September 2009

Bug ID	Summary
8599	In previous releases, there were video issues related to trailing artifacts when running in certain conditions. This is fixed in release 1.1(1.6)
8669	In previous releases, it was possible for Telepresence Servers that were acting as masters to other slave Telepresence Servers to suffer from impaired performance under certain network conditions. This is fixed in release 1.1(1.6)
8673	In previous releases, the Telepresence Server could become unresponsive when network problems were seen. This is fixed in release 1.1(1.6)

Outstanding limitations and bugs

Encryption required causes issues with some endpoints

Some endpoints such as the Sony XG-80 and HG-90, and the Tandberg Classic 6000s are unable to connect to conferences in which encryption is required, even when encryption is enabled on the endpoint. Setting these conferences to have optional encryption allows these endpoints to connect using encryption.