

Frequently Asked Technical Questions on the AARNet booking system to access audio and video conferencing services.

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Overview

AARNet with support from the MCU Review Group have developed a service to enable the Australian R&E sector to gain access to a secure, scalable, resilient and user-friendly video conferencing bridging and booking service. The pilot service is a significant enhancement to AARNet's original video conferencing services. The service is based on a centralised management platform (for remote management of distributed MCU resources and the online booking system) and access to a community of Codian MCU systems that share 30% of their capacity to deliver this service. Those who participate have access to a shared pool of Codian MCU ports to cover peak use or when the local MCU is unavailable due to an unforeseen or scheduled outage.

The remainder of this document contains frequently asked questions for the benefit of end users of the video conferencing bridge booking system.

- **What about ISDN video conferencing?**
- **What's the development road map for this service?**
- **Who can I contact to find out more?**
- **What about other vendors than Codian?**
- **Who supports the development work?**
- **Is there a knowledge base?**

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- **What about ISDN video conferencing?**

At this time ISDN out dial services are outside of the scope of the pilot however bookings utilising either of the AARNet Codian MCUs (SD or HD) may integrate dial-in ISDN users with the following procedure:

Guide to Selecting AARNet MCU for ISDN in dial:

1. Book conference as per normal in 1-2-3 system and escalate to CMP using 'Advanced' button at bottom of screen

2. OR use advanced system at <http://cmp.nvcs.edu.au> directly
3. Locate and select conference to modify and double click on record
4. Change MCU Selection in the 'Video' section on right hand side of page from 'Auto Select' to one of the AARNet MCUs
5. Click 'Save' button at top left of screen and await an updated conference notification email to be generated

At time of conference:

1. Ensure IP address is of AARNet MCU (138.44.1.134 for SD or 202.158.196.141 for HD) as specified in conference confirmation message
2. Have endpoint connect to AARNet ISDN in-dial service of '02 6211 2699' (min 128k bonding up to 512k)
3. When prompted, enter conference number in full dial format, eg 6126211xxxx followed by the hash key '#'
4. ISDN endpoint will be connected through IP bridge to MCU conference issued by booking system

- **What's the development road map for this service?**

Codian Australia will continue to support and maintain the AARNet CMP installation until the end of 2009. The roadmap in the long term may move to a Tandberg Management System (TMS) for AARNet's needs. The Codian Sydney office is currently undertaking a Gap Analysis to document what features available in the current version of CMP are not available in the current version of TMS. It should be noted that TMS currently offers a great deal of additional functionality over CMP, particularly in relation to multi-vendor support and endpoint management. AARNet will issue a request for quotes during 2008 to assess our requirements with the market to ensure due diligence in deciding on a new platform beyond [CMP](#).

- **Who can I contact to find out more?**

NVCS is the first contact point for Video Conferencing and booking system feature requests. For further information on the Codian Management Platform as a commercial or development product please contact Codian directly.

- **What about other vendors than Codian?**

The MCU Review Project group scope was initially to utilise Codian products (MCUs, IPVCRs) to maximum extent based on existing products, with expansion on a primarily open source development tool known as Zimbra.

Since the project inception a number of changes have occurred to both the Zimbra platform (acquired by Yahoo) and the Codian products themselves (acquired by Tandberg) which impacted on future priorities for multi-vendor support pathways. At this point the major contender for moving forward with multi-vendor support is the Tandberg Management System (TMS) product which has become available as supporting Codian MCUs as part of the Codian acquisition, however this is subject to AARNet issuing a Request for Quotes to the market on our requirements as a matter of due diligence.

- **Who supports the development work?**

The Codian Australia R&D group based in North Sydney supports the development effort for CMP and is currently developing additional functionality to reside in the Tandberg Management System, as well as other development work for Tandberg. This development effort relies heavily on feedback provided by members of the MCU Review Project Group

- **Is there a knowledge base?**

At present as the CMP booking system is a Codian product and it relies upon Codian MCU infrastructure, the Codian FAQ pages are an appropriate support knowledgebase:

<http://www.codian.com/support/faqhome.php>

Specific 4200/4500 Codian MCU questions are located at:

<http://www.codian.com/support/viewfaq.php?product=MCU%204200%20/%20MSE%20Media%20blade>

Codian Management Platform (booking system) questions are located at:

<http://www.codian.com/support/viewfaq.php?product=Codian%20Management%20Platform>