



PictureTel

LiveScheduler™

Software Version 1.1 Release Bulletin

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Edition: 800-0183-09/A

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Software Version 1.1 Release Bulletin

This software release bulletin provides information about PictureTel LiveScheduler™ version 1.1.

For installation and configuration instructions for LiveScheduler and LiveScheduler-related components, see the *LiveScheduler Software Version 1.1 Installation Instructions*.

New features available in the Windows® Scheduling Client are described in the *LiveScheduler User's Guide Addendum*.

Release Description

LiveScheduler version 1.1 supports the following features and components.

New with LiveScheduler Release 1.1:

- ❑ Support for Continuous Presence (CP), T.120, Dual Bus, Far-End Camera Control, H.243 Chair Control and Password, and Trunkside Quad BRI
- ❑ A new 32-bit Scheduling Client that runs under Windows 95 and Windows NT™ 4.0 Workstation. Scheduling is now supported from either the 16-bit or 32-bit version of the Scheduling Client, but is no longer supported from the text-based interface (server scheduler).
- ❑ Support for INFORMIX 5
- ❑ Changes to the Montage™ device driver to support T.120 and Continuous Presence
- ❑ Changes to the Facilities form to support T.120 and far-end camera control capabilities for videoconferencing sites
- ❑ A new form, Bridge Features, to indicate Montage capabilities

Activating the LiveScheduler Software and LiveScheduler Options

Before using your LiveScheduler server or any LiveScheduler options, you must obtain a validation number in order to activate the software. Call PictureTel Technical Support at 800-874-2835 (U.S.) or 508-292-5999 (International) to obtain a validation number or to discuss installation procedures and requirements.

Compatibility

Please note the following compatibility and support issues associated with LiveScheduler version 1.1:

Functionality Tested and Supported

The following areas of functionality have been fully tested and are supported by PictureTel for LiveScheduler 1.1:

Note: LiveScheduler version 1.1 is compatible with the Montage and PictureTel Prism™ bridges running MCS software versions **5.0D3** or **5.0E**, with the ConferenceTalk option installed. Refer to the Montage or Prism documentation for more details.

- ❑ Database conversion from LiveScheduler versions 1.0, 1.0.1, and 1.0.2.
- ❑ Database conversion from TCSS version 5.6.
- ❑ Database support:
 - INFORMIX 4.1
 - INFORMIX 5.0
- ❑ Operating system support:
 - SCO version 5.0.2 (LiveScheduler Server)
 - Windows 3.11 (16-bit Scheduling Client)
 - Windows 95 (16-bit Scheduling Client and 32-bit Scheduling Client)
 - Windows NT 4.0 Workstation (32-bit Scheduling Client)
- ❑ Networking support:
 - Ethernet
 - Token Ring
 - PPP (under Windows 3.11, Windows 95 and Windows NT 4.0 with 32-bit Scheduling Client)

- Device driver support:
 - ConferenceTalk (direct and modem)
 - Ascend Max 2.2R and 4.6
 - M-8000 2.5.1 and 2.5.2
 - PictureTel Multipoint Controller (PMC) 3.0.3
 - Teleos version 2.0 with VRSI EIU version 20.10
 - IDNX revisions 11 and 12 HSDN
- TCP/IP stack support:
 - OnNet 2.0 and 2.1
 - Windows 95
 - Windows NT 4.0 TCP/IP Stack
- New bridge functions:
 - T.120
 - Continuous Presence
 - H.243 Chair Control and H.243 Password
 - Trunkside Quad BRI
 - Far-End Camera Control
 - Dual-bus
 - H.243 bridge cascading
- Hot Standby
- New Scheduling Client functions:
 - Bookings on demand
 - Advanced settings
 - Client-based reports
 - Year 2000 support
- Scheduling Client functionality:
 - More than 100 clients logged into one server

Functionality Supported with Limited Testing

The following areas are supported by PictureTel for LiveScheduler 1.1 but have not been fully tested:

- ❑ Database conversion from TCSS versions 5.3, 5.4, and 5.5.2
- ❑ Operating system support:
 - Windows NT 4.0 Server (32-bit Scheduling Client)
- ❑ TCP/IP stacks supported by NobleNet (see page 20)
- ❑ M-8000 device drivers versions 2.5 and earlier
- ❑ INFORMIX INET version 5.0
- ❑ LiveScheduler version 1.0.2 Scheduling Client used with version 1.1 server
- ❑ Client access over Internet

Functionality Not Supported

The following areas are not supported by PictureTel for LiveScheduler 1.1:

- ❑ Montage versions previous to 5.0D3
- ❑ INFORMIX 7 databases
 - INFORMIX OnLine
- ❑ Sun OS and Solaris operating systems
- ❑ Bridge features:
 - Entry and exit tones
 - Cross-span bonding
- ❑ Scheduling Client functionality:
 - Support for Windows NT (Workstation) versions 3.51 and earlier

New Features in Release 1.1

The following enhancements have been made to LiveScheduler at Release 1.1:

Continuous Presence

Continuous Presence (CP) lets a videoconferencing site see and hear up to four other sites simultaneously.

To schedule a conference using Continuous Presence, a Montage bridge with one available Continuous Presence module must be available. The pathing server will evaluate the available resources and return a successfully scheduled conference number or a conflict message. (For more information on scheduling CP conferences, see the *LiveScheduler Version 1.1 User's Guide Addendum*.)

T.120 Support

If the videoconferencing systems and bridges in your conference support T.120 data conferencing, you can reserve bandwidth in the conference for a T.120 channel.

To schedule a T.120 conference, a Montage 5.0 bridge with a T.120 Conference Module (also known as a Data Processing Unit) and a sufficient number of ports (either 12 or 24) must be available.

One T.120 port is required for each site in the conference, and the videoconferencing systems at each site must be T.120 compatible. (For more information on scheduling T.120 conferences, see the *LiveScheduler Version 1.1 User's Guide Addendum*.)

Dual Bus

The dual bus feature allows you to have two physically independent buses on one Montage bridge.

To use a dual bus bridge, you must configure it in the first screen on the Circuits Form and on the Bridge Features Form. On the Circuits Form, you need to enter the bus number (either 1 or 2) that the circuit will be using. On the Bridge Features Form enter the number of BPUs and IMPUs for each bus.

Far-End Camera Control

In a point-to-point conference, far-end camera control allows one site to select, control, and move the camera at the other site providing the other site is configured for far-end camera control. In a multipoint conference using H.243 and Chair Control, the site name is used to specify who has control of the camera. Far-end camera control reserves 4.8 kbps of bandwidth in a video call, so it should only be used if all of the sites in a conference wish to use it.

To use far-end camera control in a multipoint conference the bridges must be designated as H.243 Chair Control capable and Far-End Camera Control capable (on the Bridge Features Form).

Notes: You can have non-H.243 Chair Control capable sites participating in a H.243 chair control conference that are not designated as Far-End Camera Control capable. These sites will not be able to use Far-End Camera Control.

You can also have non-H243 Chair Control capable sites participating in a H.243 chair control conference that are designated as Far-End Camera Control capable. These sites will be able to use Far-End Camera Control only on the sites that they are viewing.

The Low Speed Data channel is used exclusively for far-end camera control. All of the sites in a conference and the bridge must support far-end camera control. (For information on how to schedule a conference with Far-End Camera Control, see the *LiveScheduler Version 1.1 User's Guide Addendum*.)

H.243 Chair Control and Password Settings

Videoconferencing systems and bridges that support the H.243 standard and H.261 video format can use the Chair Control and Conference Password options for more security in their videoconferences.

Chair Control allows you to use a keypad in a multipoint conference to decide which site is viewed by the other sites.

If you are not using Chair Control, the conference is voice activated. In a voice-activated conference, the site with the loudest speaker is

viewed by the other sites. That site continues to view the site it was viewing.

To use Chair Control from LiveScheduler the following conditions must be met:

- All sites in the conference must be designated as H.243 Chair Control capable (with a value of 2 or 3 in the H.243 compatibility field on screen 2 of the Facilities Form).
- The bridges in the conference must be designated as H.243 Chair Control capable (with a value of 2 or 3 in the H.243 compatibility field on the Bridge Features Form.) To accommodate cascading, use a value of 4, 5, 6, or 7 on the Bridge Features Form. Values 6 and 7 indicate H.243 Chair Control capability.

(For more information on scheduling H.243 conferences, see the *LiveScheduler Version 1.1 User's Guide Addendum*).

Trunkside Quad BRI

A Quad BRI board can be configured as a slot on the Montage bridge which is connected to a network cloud as one sharable eight channel line. This can be used for dual calls only or as four separate 2x64 or 2x56 connections to the bridge.

On the LiveScheduler Circuits form, four circuits or circuit pairs must be configured, each with the appropriate slot and port.

H.243 Cascading

To show that a bridge has the H.243 Cascading option you must complete the H.243 Compatibility section on the Bridge Features Form. The values allowed are:

- 0 = No H.243 Features (same)
- 1 = Password (same)
- 2 = Chair Control (same)
- 3 = Password and Chair Control (same)
- 4 = Cascade
- 5 = Cascade and Password
- 6 = Cascade and Chair Control
- 7 = All three

LiveScheduler 32-bit Scheduling Client

The 32-bit version of the LiveScheduler Scheduling Client runs under Windows 95 and Windows NT 4.0. The 32-bit client has many new features to make scheduling conferences more efficient. (For more information about using the 32-bit client, see the *LiveScheduler Version 1.1 User's Guide Addendum*.)



You must use the Scheduling Client to schedule all conferences. Scheduling is no longer supported on the text-based (UNIX) interface.

INFORMIX 5

The INFORMIX 5 database allows you to perform custom reporting using a third-party reporting tool.

Note: INFORMIX NET TCP/IP version 5 must be purchased by the customer and installed on the LiveScheduler server if ODBC access to the LiveScheduler INFORMIX database is required.

Facilities Form

Screens 2, 3, and 4 of the Facilities form have changed. Screen 2 of the Facilities form contains the following new fields:

H.243 Password and Chair Control

This change allows you to indicate whether a site supports the H.243 standard for password and chair control. For H.243, password, and Chair Control support choose 0, 1, 2, 3. (0 = No H.243 Features, 1 = Password, 2 = Chair Control, 3 = Password and Chair Control)

Maximum Bandwidth

This change allows you to indicate the maximum bandwidth for the videoconference (for example, 128 or 384).

T.120 compatibility

This change allows you to indicate whether a site is T.120 compatible. For T.120 support choose Y for Yes or N for No to indicate the presence or absence of T.120 support. N is the default.

□ Far-End Camera Control

This change allows you to indicate whether or not a site supports far-end camera control. Choose Y for Yes or N for No to indicate the presence or absence of far-end camera control. N is the default.

Note: These two fields apply only to sites and are ignored for devices.

Screen 2 of the Facilities form is shown below.

```

Facility Maint. (Room Capacities & Features)                               Screen 2
=====
Action Graphics  :[N]      Hi res Capacity  :[N]      Seats, addt'l   :[0  ]
BW Cameras       :[0]      Keyboard:[      ]      Split Screen    :[N]
Camera in Ceiling:[N]     Light Box       :[N]      35mm Slide Transmt:[N]
Camera Presets   :[N]     Monitor Size    :[35]     User Charge Rate :[0]
Color Camera     :[1  ]    O/H Projector  :[N]     VCR Playback    :[N]
Composite Graphics:[N]    PC in Room     :[N]     VCR Recording   :[N]
Easel           :[N]     Playback Format :[NONE]   Video Printer   :[N]
Face/face Cameras:[1]    Podium Used    :[N]     Videotape Transmit:[N]
Graphics Pointer :[N]     Recording Format:[NONE] V/T Type: [      ]
HardCopy Generation:[N]   Seats at Conf.Table:[0  ] Whiteboard      :[N]

H.243 Password and Chair Control  :[  ]      Maximum Bandwidth  :[      ]
Setup Time           :[0]      Use:[  ]      T.120 Compatible   :[  ]
Normal Workday       :[ XXXXX ]      Far End Camera Control :[  ]
                        SMTWTFS

Room Access Info  :[      ]
    
```

Screen 3 of the Facilities form contains the following fields:

- ❑ Video Algorithm 1, 2, and 3

This change allows you to enter the names of the video algorithms supported by the circuit (for example, SG3, SG4, or H.261).

- ❑ Video Dial Digits 1, 2, and 3

This change allows you to enter up to three video numbers for a site. For example, a number for Video Dial Digits 1 (for Room Profiles only) and Video Dial Digits 2 hold the first and second set of dialed digits for a dual call. Video Dial Digits 3 may hold numbers for BONDED calls.

Screen 3 of the Facilities form is shown below.

```

Facility Maint. (Transmission, Switched Service, Other Info)                Screen 3
=====
Codec Manufacturer:[                ]      Model:[                ]
Encryption          :[                ]      Type:
[                ]      Procedure: [                ]
Video Algorithm 1: [                ]      Video Algorithm 2:
[                ]      Video Algorithm 3: [                ]

Highest Cif/QCif Frame Rates
Low/High Bandwidth Audio Algorithm : [                ]/[                ]

Bridging Region      :[                ]      Locked in Region: [                ]

Audio Bridge         :[                ]      Room Phone 1: [                ]
Facsimile            :[                ]      Room Phone 2: [                ]
Telex                :[                ]

Video Dial Digits 1 : [                ]
Video Dial Digits 2: [                ]
Video Dial Digits 3: [                ]
    
```

Screen 4 of the Facilities form has one new field, Other Information, which lets you add remarks about the videoconferencing site. For example, you may want to include whether a site has handicap access, or whether it is especially small or very large. Previously, this field was on Screen 3.

Bridge Features Form

The server requires a new form, Bridge Features, to describe the configuration of Continuous Presence, dual bus, and T.120 modules for a Montage bridge. This form indicates how many Continuous Presence Modules (CP) are present on the bridge, dual bus data, and T.120 support. The Bridge Features form contains the following fields:

- ❑ **Facility ID/Name** – The name field is read-only and is filled in automatically when you enter the facility (ID) of the bridge.
- ❑ **Single/Dual Bus** – This field indicates whether the bridge has single (indicated by S) or dual (indicated by D) bus support. The default is S.
- ❑ **Bus 1** – This field describes the number of BPU Modules (Bridge Processing Unit) and IMPU Modules (Inverse Multiplexer Processing Unit) present if it is a single bus bridge or on the first bus if it is a dual bus bridge.

Enter the number of BPU Modules and IMPU Modules that exist on the bridge. Values range from 0-12 for BPU and from 0-4 for IMPU with a default of 0.
- ❑ **Bus 2** – Use this field to enter the number of BPU Modules and IMPU Modules on the second bus of a dual bus bridge. Values range from 0-12 for BPU and 0-4 for IMPU with a default of 0.
- ❑ **CP Modules** – This field specifies whether the bridge supports Continuous Presence. If Continuous Presence is supported, enter the number of CP Modules, which ranges from 1-5. If the bridge does not support Continuous Presence, enter 0, which is the default.
- ❑ **T.120 Ports** – If the bridge supports T.120, enter the number of T.120 ports, which can be 12 or 24. If the bridge does not support T.120, enter 0, which is the default.

- H.243 Compatibility** – This field specifies whether the bridge supports H.243 compatibility. Enter one of the following values in the H.243 Compatibility field:
 - 0 = No H.243 Features (same)
 - 1 = Password (same)
 - 2 = Chair Control (same)
 - 3 = Password and Chair Control (same)
 - 4 = Cascade
 - 5 = Cascade and Password
 - 6 = Cascade and Chair Control
 - 7 = All three
- Far-End Camera Control** – This field indicates whether the bridge supports Far-End Camera Control. Enter Y for Yes and N for No. The default is N.

The Bridge Features Form is shown below.

```
Bridge Features
=====
Facility ID/Name:      [      ]/(name          )

Single/Dual Bus:      [ ]
  Bus 1) BPU Modules: [ ]      IMPU Modules:[ ]
  Bus 2) BPU Modules: [ ]      IMPU Modules:[ ]

CP Modules:           [ ]
T120 Ports:           [ ]
H243 Compatibility:   [ ]
Far End Camera Control: [ ]
```

Server Reports

There are two new reports on the server—the Site Actual Usage report and the Bridge Actual Usage Report. These reports show the actual time used for a conference. Actual time data is collected from conferences using a Montage bridge.

To access these reports, select either 29 (Site Actual Usage) or 30 (Bridge Actual Usage Report) from the Reports Menu. For more information on forms and reports, see the *LiveScheduler Administrator's Guide*.

Selecting 29 from the Reports Menu opens the Site Actual Usage report

```

                                05/10/97 - 05/10/97

Site Name: NODE #01 MAX1 31 32
Conference ID Booked Time      Used Time      Percent Used      Bandwidth
1410          14              8              57              2x64
1410          14              2              14              2x64
1410          14              8              57              2x64
1410          14              2              14              2x64
1410          14              2              14              2x64
1410          14              8              57              2x64
1432          14              4              28              2x64
1432          14              1              7              2x64
1433          24              4              4              2x64
1433          24              1              16              2x64
1435          9              6              11              2x64
1435          9              4              66              2x64
1436          13              4              30              2x64
1436          13              4              30              2x64
1436          13              4              30              2x64
1436          13              4              30              2x64

TOP/BOTTOM=T/B  NXT/PRU  NXT LN=L  S/R=SEARCH/REPEAT  E=EXIT  (77%)

```

Selecting 30 from the Reports Menu opens the Bridge Actual Usage Report.

```

                                05/10/97 - 05/10/97

Bridge Name: 20 Slot M570 "BOB"
Conference IDBooked Length   Actual Length   Percent Used   Bandwidth
1405           29           27           93           2x64
1405           29           15           51           2X64
1405           29           1            3           2x64
1410           14           3            21           2x64
1410           14           8            57           2x64
1432           14           11           78           2x64
1413           24           9            37           2x64
1434           29           22           75           2x64
1435           9            5            55           2x64
1436           13           5            30           2x64
1436           13           4            30           2x64
1437           14           14           99           2x64
1439           29           24           82           2x64

TOP/BOTTOM=T/B   NXT/PRU   NXT LN=L   S/R=SEARCH/REPEAT   E=EXIT   (7%)

```

Note: The time increment in both reports is minutes.

With the Site Actual Usage report and the Bridge Actual Usage report you can specify the date range, bridge names, and a detailed or summary version of the report. The list of bridge names is drawn from data downloaded from the Montage bridge. The list of bridge names correlates with the information in the Facilities table on the LiveScheduler server. If a particular bridge has been inactive during the period for which data is available it will not appear on the list of choices.

From both of these reports you can select the sites of interest, a date range, and whether you want a detailed or summary report. The sites are chosen from the data downloaded from the Montage bridge. If a particular site did not participate in any conferences during the period for which data is available, it will not appear on the list of site choices.

Collecting and Loading the Montage Actual Usage Data

To collect data so that you will be able to run the new Site Actual Usage report and the Bridge Actual Usage report, use the following instructions:

1. *Insert a diskette into the Montage bridge.*
2. *Simultaneously press the Ctrl and Esc keys.*
3. *Type cd c:\mcu_prnt.*
4. *Type dir *.acc to get a list of accounting files.*

The accounting files are listed by date in the format *mmddyy.acc*.

5. *Type copy <filename> a: .*

This copies the file that has the data for the day you are interested in. (You cannot retrieve today's file because it is currently being used by the bridge.)

6. *Insert the diskette into the LiveScheduler server.*
7. *Log in to the server as tele.*
8. *Type cd informix.*
9. *Type doscp a:<filename> eagle_t.smp.*
10. *Type eagle.scr to upload the data into the LiveScheduler database.*
11. *Type cd ..*

You can now run the Site Actual Usage and the Bridge Actual Usage reports.

Removing Montage Actual Usage Data

To remove the old actual usage data to improve performance and save on disk space, use the following instructions.

1. *Log in to the server as tele.*
2. *Type cd informix.*
3. *Type isql - eagle_rem.*

This removes all information except that for the current day.

Accessing the LiveScheduler Server Through a Firewall

The LiveScheduler Scheduling Client can be used to access a LiveScheduler server through a firewall. The LiveScheduler version 1.1 release has only been tested with the CheckPoint Firewall 1 firewall. To configure the CheckPoint firewall:

1. **Type \$FWDIR/lib to go to the firewall installed directory.**
2. **Save a copy of fwui_head.def.**
3. **Modify the fwui_head.def file to uncomment the definition #define RPC_OVER_TCP.**
4. **Run the Security Policy GUI.**
5. **Add a rule for LiveScheduler to the rule base and create the new server as an RPC service with the following information:**
 - Name: LiveScheduler
 - Program Number: 300591
6. **Configure the rest of the elements according to the site's appropriate security policy.**
 - Set the action to accept
 - Set the track to long (for the testing period)
7. **Select Properties from the Policy menu in the Security Policy GUI.**

In the Service tab, make sure the Enable RPC Control is selected. This is the default.

8. **From the Policy menu, select Verify and then install the rule base.**

At this point, the LiveScheduler Scheduling Client should be able to connect a LiveScheduler server inside the firewall. The log tells you when the connection is accepted by the firewall.

Accessing LiveScheduler through a CheckPoint Firewall

To access the LiveScheduler server you must know the server's IP address. Once you know the IP address, complete the following procedure:

1. Start the LiveScheduler Client.

The LiveScheduler log in screen appears.

2. Type the user name and password that you always use.

3. Enter the IP address of the server followed by the letter f in the server field of the login dialog box..

For example, if the server's IP address is 1.2.3.4, then enter 1.2.3.4f.

General Firewall Information

It is possible to configure other firewalls to enable LiveScheduler communications to pass through them. The firewall administrator needs to know the following information:

- ❑ The LiveScheduler Scheduling Client and server communicate using RPC over TCP.
- ❑ The LiveScheduler server uses RPC program number 300591, which it registers with the portmapper.
- ❑ The LiveScheduler Scheduling Client initiates communication by sending a TCP portmap request to the LiveScheduler server to determine the port number where RPC program number 300591 is registered.
- ❑ The LiveScheduler server does not have a reserved port number.

Additional Enhancements

The following enhancements have been added to LiveScheduler version 1.1:

- ❑ Folders and sites within folders are now listed alphabetically in the Available Resources window in the Resource Browser.
- ❑ LiveScheduler is now compatible with Release 12 of the NET IDNX software.

- ❑ LiveScheduler's handling of cascading and multiple region sites has been improved.
- ❑ Modem connections to the Montage has been improved.
- ❑ You can now add a new contact to the conference notification list from the LiveScheduler Client instead of having to do so from the LiveScheduler Administrative Client.
- ❑ It is now possible to highlight non-working hours in the Resource Browser.
- ❑ H.243 Chair Control and H.243 Passwords are now supported.
- ❑ H.243 cascading is now supported.
- ❑ You can now schedule a conference in the year 2000 or beyond.
- ❑ Conferences can now be scheduled to span midnight but they cannot be longer than 24 hours.

Server System Requirements

In order to use the LiveScheduler server, your server PC must meet the hardware and software requirements described in the following sections.

Hardware Requirements

The number of concurrent schedulers possible on your system is limited in part by the performance of your server machine. The more people who concurrently access the server, the faster the server machine must be.

You can use the following hardware platform for the LiveScheduler server:

- ❑ An IBM[®] or compatible PC

The server provided is a Pentium[®] PC running at 133 MHz with 32 MB of RAM and 1 GB of hard disk space, CD-ROM drive, backup tape drive, LAN card, and modem.

Software Requirements

To use a PC for the LiveScheduler server, you must install the following software products:

- ❑ SCO[®] UNIX 5.0.2 (the operating system software)
- ❑ INFORMIX 4.11 or INFORMIX 5 (the database software—includes ESQL Runtime, ISQL, and the Standard Engine)
- ❑ LiveScheduler (the scheduling software)

Note: PictureTel delivers the LiveScheduler server as a complete server solution, preconfigured with SCO 5, INFORMIX, and LiveScheduler.

Client System Requirements

In order to use the LiveScheduler client, your client PC must meet the hardware and software requirements described in the following sections.

Note: Client systems that are not connected over dial-in lines (PPP) are presumed to be directly connected to a LAN running the TCP/IP communications protocol.

Hardware Requirements

You should only use the LiveScheduler client on an IBM or compatible PC that has at least the following specifications:

- ❑ Intel 80486 or Pentium processor
- ❑ 8 MB RAM (16 MB recommended)
- ❑ 5 MB RAM for the 16-bit version of LiveScheduler and 15 MB RAM for the 32-bit version of LiveScheduler
- ❑ VGA or SVGA color video adapter (640 x 480 resolution and higher; 16 colors and higher for the 16-bit Scheduling Client and 256 colors for the 32-bit Scheduling Client)
- ❑ A physical network interface appropriate for your network (Ethernet or Token Ring), or a modem for PPP connections

Software Requirements

You can only use the LiveScheduler Scheduling Client on an IBM or compatible PC running the following software:

- ❑ For the 16-bit client — Microsoft Windows for Workgroups 3.11, or Windows 95
- ❑ For the 32-bit client – Windows 95 or Windows NT 4.0 Workstation

Note: Windows NT 3.51 is not a supported platform for LiveScheduler. Although LiveScheduler will run on Windows NT 3.51, application behavior may not always be reliable.

- ❑ One of the following TCP/IP software packages supported by NobleNet, if using a network connection:
 - Beame & Whiteside
 - FireFox Novix
 - Frontier Super TCP
 - FTP OnNet, versions 2.0 and 2.1
 - IBM TCP/IP (2.1)
 - Ipswitch Piper
 - NetManage Chameleon (3.11N)
 - Novell LAN Workplace (4.12)
 - Trumpet
 - Windows for Workgroups TCP/IP
 - Windows 95 or Windows NT
 - Wollongong (Pathway Access at 2.0.0008, winsock.dll 80181 bytes dated 2/23/95)
- ❑ PPP software, if using a dial-up connection

Restrictions Removed in Release 1.1

The following restrictions were removed in release 1.1:

- ❑ Waitlisted conferences are now placed on Hold status when the needed resources become available.
- ❑ The Teleos VideoRouter now recognizes all login prompts.
- ❑ There is no longer an intermittent loss of Montage dial digits on the LiveScheduler Client and in the notifications letters.
- ❑ When circuits are only configured as dual and not both dual and bonding then LiveScheduler will no longer overbake BPU or IMPU ports on a Montage.
- ❑ The scheduler can now schedule conferences on the LiveScheduler Client without having modify permission on the server.
- ❑ The server now correctly handles daylight savings time for all timezones.
- ❑ Selecting Hold from the Conference or Check Availability menu no longer causes a conference to be scheduled.
- ❑ Room coordinators who are not designated to receive notification of a conference no longer receive such notifications.
- ❑ The LiveScheduler Client now imposes a limit of 366 conferences in a recurring set.
- ❑ If the first day in a recurring set is on a holiday it will not be scheduled.

Restrictions and Recommendations

Please note the following restrictions and recommendations when using LiveScheduler version 1.1.

Note: You should not use the Montage Basic Initiator workstation and LiveScheduler at the same time to schedule conferences. If you manually schedule a conference through the Basic Initiator and LiveScheduler needs resources, LiveScheduler will take down the manually scheduled conference.

Using a Non-Multi Tech Modem for the Montage version 5.0E

If you are using the Montage version 5.0E and you are not using a MultiTech modem, you need to do the following before you configure the modem.

1. `cd c:\qm`
2. `copy default.mdm mult_ct.mdm`
3. `copy mcs_ws.mdm mult_ws.mdm`

Continue following the steps provided in the *LiveScheduler Version 1.1 Installation Instructions* in the section “Installing and Configuring the MultiTech Modem on the Montage or Prism MCS.”

Server Restrictions

- LiveScheduler pathing algorithm determines PRI circuit availability based on the number of channels and not the number of dial digits. A PRI circuit is configured in the Dial Digits Pool with enough dial digits to handle the number of channels. If a PRI is configured for Call by Call service, and the PRI has 23 channels, the maximum number of 2x56 or 2x64 calls is 11. Therefore there should be 11 sets of dial digits to handle a fully loaded PRI circuit. If a PRI is configured for regular ISDN service, all 23 channels will need dial digits because the dial digits are linked to the channel.
- PictureTel codecs and LiveScheduler do not support 6B-H0 Compatibility, which is a Montage feature.

- ❑ Occasionally, when server schedulers are concurrently scheduling conferences on a server with a very large database (for example, 2,000 video sites) then the LiveScheduler Client may fail to schedule a conference when the scheduler receives the message, “The LiveScheduler Client can no longer communicate with the server.”

When this happens, the LiveScheduler Client must be closed and restarted in order to continue scheduling. The conference being scheduled may have been incompletely scheduled so the scheduler may need to update some of the fields, including: Conference Title, Requester, Scheduler, Notes, Notification List, and Type.

- ❑ If you modify Call by Call dial digits after conferences have already been scheduled for that PRI circuit, the new dial digits will not be assigned to future conferences. Call PictureTel Customer Service and an engineering representative will be able to make the necessary changes so that future conferences will be able to use the new dial digits.
- ❑ The PC version of the LiveScheduler server runs on SCO 5.0.2 UNIX only. PictureTel delivers a complete server solution that is preconfigured with SCO 5 UNIX, INFORMIX, and LiveScheduler. PictureTel will not support SCO 5 installations on other computers; that support is available through SCO and SCO vendors.
- ❑ LiveScheduler does not support Direct Device Access for the Montage.
- ❑ The maximum number of devices that can be configured in the database is 100. This includes View devices.
- ❑ Any conferences scheduled from the Montage workstation will create conflicts with the LiveScheduler scheduled conferences. LiveScheduler assumes that all conferences are recorded in its database. Any conferences not in its database are removed.
- ❑ M-8000 NIF diagnostics are no longer supported among the LiveScheduler Direct Device Access features.
- ❑ Cross-span Bonding is not supported.
- ❑ The server forms do not allow placing non-video resources out of service.

- ❑ When LiveScheduler is controlling an MCU and an IMUX which is directly connected to the MCU, the MCU and the IMUX must be configured for the same region in the Facilities form. An IMUX device cannot accommodate multiple MCUs if they are assigned to different regions.
- ❑ If you are using a Montage and LiveScheduler is not communicating correctly with the Montage, try sending a modem setup string to initialize the tty ports connected to the Montage (option 4 from the Enable/Disable TTY Ports menu).

Client Restrictions

- ❑ PictureTel does not support running the LiveScheduler 16-bit Scheduling Client, version 1.1 and the 32-bit Scheduling Client on one PC.
- ❑ When you are using the Conference Browser, do not press the Delete key to clear text while the cursor is in the Requester field. If you do this and then press the Search button, LiveScheduler may crash or you may receive a message stating that you performed an illegal operation.
- ❑ Due to a problem with several third party OLE Custom Controls, the 32-bit Scheduling Client will not be offered as a choice for installation if the video display driver is in 16-color mode on Windows 95 or Windows NT. However, the 16-bit Scheduling Client will be offered as a choice for installation under this mode.
- ❑ LiveScheduler will not take down a currently running conference if you modify the conference's start time to begin in the future. To take down the conference, modify the conference to end in the past. Then you can modify the conference to start in the future, if necessary.
- ❑ LiveScheduler currently limits the maximum number of sites in a conference that can be waitlisted to ten.

- You can change the status of a currently running conference from Scheduled to Waitlist or Hold. Doing this causes the conference to be terminated on any devices which LiveScheduler is communicating with. For example, if you try to extend a running Montage conference and you run into a conflict, you can choose to Waitlist the conference. The status of the conference changes to Waitlist with the new conference end time and the conference is terminated on the Montage until the status is changed back to Scheduled.

Usage Notes

Please note the following as you use LiveScheduler version 1.1:

Server Notes

- The LiveScheduler server and the Montage must use the same type of modem, for example, Hayes to Hayes.
- If a server is shut down while clients are still logged on, they may not receive notification of the shutdown.

If you do not receive a conference number when you are scheduling, then it is an indication that the server has shut down. If this happens, exit the LiveScheduler Client. Wait until the server is accessible and then start the LiveScheduler Client.
- If you move a modem from the bridge to a LiveScheduler workstation you must initialize the non-volatile RAM on the modem. See the User's Guide that came with your modem for instructions on how to do this.
- If you are using an Ascend system, you may find that you have to reboot it after you reboot the server and start LiveScheduler.
- If you are using version 2.2 of the Ascend Max you must put it back into MIF mode once you are finished with text mode. To do this:
 - a. Select the Use MIF command in the Sys Diag menu.
 - b. Type the following key sequence in rapid succession:
<ESC>[,ESC>!
 - c. Start MIF using the Send Text command.
For more information see the Ascend manual.

- ❑ If you schedule a call at a transfer rate greater than 128 kbps, and G.728 audio is expected to be selected by LiveScheduler based on the site capabilities, G.711 audio is selected instead by LiveScheduler at the start of the call. This happens for conferences scheduled on a Montage 5.0 bridge because G.728 is only supported at transfer rates up to 128 kbps. This will change with Montage 5.2.
- ❑ When you add sites to a conference, the LiveScheduler communications transactions log and screen indicate whether the site was successfully added to the conference or not. The log and screen do not indicate dialing status. Dialing and channel information must be monitored from the Montage Workstation.
- ❑ The Montage does not support far-end camera control with a G.722, T.120 conference, at bandwidths other than 2x64 or far-end camera control with T.120, G.711 at any bandwidth. If G.711 or G.722 are the selected audio algorithms, then far-end camera control is turned off and a message displays on the communication audit screen.
- ❑ You should not modify Advanced Settings for Video Algorithm, Transfer Rate (Bandwidth), H.243, or T.120 on a running conference. If you make modifications for any of these settings, stop the current conference, make the changes, and then restart the conference.
- ❑ If you need to update the modem_init string:
You should designate modem ports with uppercase letters (for example, ttyA01) and non-modem ports with lowercase letters (for example, ttya01).
- ❑ Do not set schedule permissions for the same user ID more than one time. To avoid getting two sets of permissions for the same user, you should delete the first ID before you create a new one.
- ❑ Line by line screen control may leave a tool bar image in the Communication Transaction log display. Exit the display and restart.
- ❑ The client occasionally fails to find the server when the server is on a different LAN repeater. Keep trying—it may take several attempts.

- ❑ The Circuit Summary and similar displays that reveal Bridge Dial Digits do not show ISDN Call group digits for past conferences. Call group dial digits can be viewed only for currently running conferences or for conferences scheduled in the future.
- ❑ When configuring circuits:
 - If the circuit has the ability to do both dual and bonding, assign dual as the Priority 1 Call Type and bonding as the Priority 2 Call Type. If all of the sites in the conference can use both call types, LiveScheduler will:
 - Use bonding for calls greater than 128 kbps
 - Make dual calls for 112 and 128 kbps conferences
 - Always use circuit pairs when configuring dual call type capable circuits.
- ❑ In the Bridge Usage report, LiveScheduler does not display information about specific ports used for a Montage.
- ❑ When defining communication parameters for the Ascend Multiband MAX in the Device Dialog form, use 9600 for the baud rate. Page A-16 of the *LiveScheduler Network Controller's Guide* incorrectly lists 4800 as the baud rate.
- ❑ There are two new reports on the server — Bridge Actual Usage report and Site Actual Usage report.

Client Notes

- ❑ When you are uninstalling a previous version of the 32-bit Scheduling Client, you may be prompted to remove the unused shared files from your hard disk. If you select the option to remove the files, and then you reinstall the Scheduling Client, the installation program may not install one of the required files, msvcr7.dll. When you start the Scheduling Client, you will receive an error message indicating that this file is missing.

If this happens, reinstall the 32-bit Scheduling Client into the directory in which it was installed when the problem occurred. As an alternative, when uninstalling a previous version of the Scheduling Client, do not remove any unused files from the hard disk.

- ❑ The LiveScheduler installation program may not be able to update a required .dll file in the \windows\system directory because it is locked and in use by another process, for example, Microsoft Plus. If this should happen, the .dll file will be updated when Windows is rebooted.

If the .dll file is not updated, the OLE Custom Controls needed by LiveScheduler to register in the Registry database may fail because they depend on the .dll files to be installed and running for a successful registration. If this should happen, you will have to manually install the .dll file using a utility installed in the runtime directory. After Windows is rebooted, perform the following procedure:

- a. Select Start Menu/Run.
- b. Type c:\sr32\regocx32.3xe mhcal32.ocx in the Open: edit control field.
c:\sr32 is the directory where LiveScheduler is installed.
A message appears stating the OCX file is registered.
- c. Select Start Menu/Run.
- d. Type c:\sr32\regocs32.ese mhanim32.ocx in the Open: edit control field.

A message appears stating the OCX file is registered.

- ❑ If a server is shut down while clients are still logged on, they may not receive notification of the shutdown.
If you do not receive a conference number when you are scheduling, then it is an indication that the server has shut down. If this happens, exit the LiveScheduler Client. Wait until the server is accessible and then start the LiveScheduler Client.
- ❑ Check Availability sometimes reports that all resources are available when they are not. This only happens when you are scheduling a mixed group of video and non-video resources.
- ❑ Not all fonts can be selected under User Preferences, Select Fonts, using Windows NT 4.0 or Windows 95.
- ❑ If Daylight Savings Time falls during the current week displayed on the Resource Browser Calendar, clicking on a cell after that day causes the mouse to select a cell which is off by one hour.

To eliminate the display problem, move the first day of the current week to the next day following the start of Daylight Savings Time. You can also adjust the time manually in the Conference Scheduler Browser window.

- ❑ When you try to display the dial digits for a conference that has been repeatedly modified, the dial digits may not appear. If this occurs, close the conference window and then reopen it.
- ❑ There is a new field called Customer on the bottom of the Customer Contact dialog box. The purpose of this field is to let you add the name of a particular contact to a customer list.

When you open the Contact Browser and double-click on a customer name, the Contact Information dialog box opens. The Customer field is blank because the information is not read back to this screen.

- ❑ If you create a conference that spans midnight, and the second day of the conference is the first day (out of seven) to appear in the Resource Browser, then the conference will not appear.

To display a conference, move the Resource Browser backwards by one day.

- ❑ If you are rescheduling a running conference to a future time, you must terminate the conference by scheduling it in the past and then reschedule it.
- ❑ In the 16-bit version of the Scheduling Client, there is a possibility that you can disable the year button in the drop-down calendar when you open the drop-down calendar and select the scroll year button to display the next ten years. If you leave the drop-down calendar open without selecting a year, and then double-click on a date in the monthly calendar, the year button will be enabled when the calendar is displayed later. To fix the calendar, it is necessary to exit and then reopen the LiveScheduler Client.
- ❑ If you are using the 32-bit Scheduling Client on Windows NT 4.0, the Toolbox icons do not maximize windows so you must manually maximize each window.
- ❑ If you are using Windows NT 4.0, the first time you select a background image it only partially paints on the screen. To correct this, minimize all the windows in the client area, minimize the main window, and then restore the main window to force the entire client area to be repainted.

- ❑ In the 16-bit version of the Scheduling Client, occasionally double-clicking on the left window control button does not work. If this happens, select Close from the drop-down menu to close a window.
- ❑ On the Usage reports, the cost charges do not include the cost of the bridges.
- ❑ To scroll through the LiveScheduler reports, use the mouse and the scroll bar. The Page Up and Page Down keys do not work.
- ❑ Page numbers do not show up on the screen display of the reports, so be cautious if you are going to print a report. It could possibly be a very large document. If you are not sure how large a report is, use the print preview option.
- ❑ On a dual boot PC with Windows 95 and Windows NT 4.0, you must install the 32-bit Scheduling Client on both operating systems to update their Registry databases and allow LiveScheduler to run properly.
- ❑ LiveScheduler has sound support for the 32-bit version only. A .WAV audio file is played after a conference is successfully scheduled and another .wav file is played when a scheduling conflict occurs. To turn the sound off, rename the .WAV files, which are found in the /ls directory. The names of the .WAV files are: SCHEDOK.WAV and SCHEDERR.WAV.

To use audio files of your own, simply rename the present .wav files then add the new files to the /ls directory, using the file names above, SCHEDOK.WAV and SCHEDERR.WAV.

- ❑ If you cancel a conference from the Conference Scheduler window, and it is part of a recurring set, you are asked whether you want to cancel all of the conferences in the set. Answering Yes causes all of the conferences (from that conference forward) to be cancelled.

If you cancel a conference from the Resource Browser or the Conference Browser window, and it is part of a recurring set, only the conference you select is cancelled. To cancel all of the conferences, you must do so from a Conference Scheduler window.

- ❑ If you try to schedule a conference with both video and non-video participants and video resources are available but not all non-video resources are, LiveScheduler still schedules the conference. LiveScheduler displays a message box noting that there were conflicts with non-video participants; to see the list of conflicts, choose Scheduling Conflicts from the View menu.
- ❑ Starting the 32-bit version of LiveScheduler at the same time as any other Microsoft Windows applications, may cause LiveScheduler to crash. Wait until LiveScheduler is finished starting before starting any other applications.
- ❑ Server database requests (for example, while attempting to schedule a conference) can fail if another user is accessing the database and it is therefore locked. If you receive this error, wait a moment and retry.
- ❑ The Charge To field is not applicable to non-video conferences.
- ❑ The LiveScheduler Help window appears initially with a setting of Always on Top, forcing it to remain on top of other Windows applications. To remove this setting for Windows 3.1, choose Always on Top from the Help's Help menu *twice*. To remove this setting for Windows 95, choose Keep Help on Top>Not on Top from the Help's Options menu.
- ❑ The Dialing Information option on the View menu does not show ISDN call group dial digits for past conferences. Call group dial digits can be viewed only for currently running conferences or for conferences scheduled in the future.
- ❑ LiveScheduler allows single site conferences to be scheduled. No circuits or devices are needed or will be reserved for such a conference. If a two-site conference is scheduled, one of the sites can be removed through conference modification. If such a modification occurs while the conference is running, the appropriate site will be removed but the remaining site's circuit connection will remain allocated.
- ❑ If you are scheduling conferences with many sites and users, you may receive the following message, "The client could no longer communicate with the server, please exit and restart the application to reconnect to the server " This message indicates that there is a possible timeout error.

Change the default timeout setting, in the `\windows\schedulr.ini` file, from 60 seconds to 120 seconds.

- ❑ If a typo is made in the date field of a report, the report will still run even though the report dates are not accurate.
- ❑ When you use the Conference Browser and delete information in the Requester field, LiveScheduler may shut down.
- ❑ If you schedule a conference then close and reopen it, you will not be able to modify the Notes field to add new text to the end of the text that currently exists.

If this happens, click on the text in the Notes field and hold down the Ctrl key + End key to force the cursor to move to the end of the blank spaces. Hold down the Backspace key until all of the blank spaces are deleted and the cursor is positioned where you want it. Try typing again.

