Status of the Vidyo Service

ACCU

Tim Smith IT/CIS
Joao Fernandes, Thomas Baron
Vidyo Service Scope

• MultiPoint meetings or Point2Point calls
  – From Vidyo clients – connect to Vidyo router network
    • Desktops (Windows, MacOSX, selected Linux flavors)
    • Mobile devices (iOS and Android)
  – From 3rd party clients – connect via Vidyo gateways
    • VC Rooms (H.323, SIP, MCU bridge)
    • Phones

• Scale
  – All CERN registered users (as of 1st Jan 2012 pre-authorized)
    • ~ 20k accounts
  – Routers: 800 simultaneous video connections
    • 2x capacity available in case of passing paid threshold
  – Gateways: up to 168 simultaneous H323/SIP connections
    • At low resolution, less if HD
Worldwide Service Topology

Portal

Router

Gateway

Proxy

Router

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Vidyo Service Access

- Participants
- Meeting Managers
- Support (via ServiceDesk)
  - Operations: Technicians (10h/5d +) / CERN Engineers
  - Technical: Technicians (24h/5d) / Vidyo Engineers
Access in CERN rooms

Room VC equipment

This PC / Laptop

IT-CIS Management Meeting

Wednesday, 3 October 2012 from 14:00 to 16:00 (Europe/Zurich) at CERN (513-1-024)

Participants: Thomas Baron; Jean-Yves Le Meur; Tibor Simko; Tim Smith

Video Services: Vidyo public room: IT-CIS_Management_Meeting

Room name: IT-CIS_Management_Meeting
Extension: 9211435
Moderator: Tim Smith
VidyoVoice phone numbers: Dial Phone Numbers + Extension + "#" key (CH): +412259
+442030510621, Prague (CZ): +420118890755, Stuttgart (DE: +497113401
Description: CIS Planning
Auto-join URL: https://vidyoportal.cern.ch/flex.html7room

Wednesday, 3 October 2012

14:00 - 14:05 Review of previous Minutes 5'
Speaker: Tim Smith (CERN)

14:05 - 14:25 Communications from Dept Meetings 20'
Speaker: Tim Smith (CERN)

14:25 - 14:45 Budget and Personnel 20'
Speaker: Tim Smith (CERN)

14:45 - 15:05 TEDxCERN planning 20'
Speaker: Thomas Baron (CERN)
Access in non-CERN rooms

IVR: dial gateway IP
CERN or Internet2

Call-in

Report from HEPIX Spring 2012 Meeting
chairs: Ignacio Regueiro
Friday, 11 May 2012 from 10:00 to 12:00 (Europe/Zurich)
at CERN (513-1-024)

Video Services: Vidyo public room: Report_from_HEPIX_Spring_2012_Meeting
Join Now! | Hide info

Room name: Report_from_HEPIX_Spring_2012_Meeting
Description: 

Access URL: https://vidyo.ifi.uzh.ch/file/room.do?roomid=hpix&key=5601testavf

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Milestones

- **December 2011 (deployed with v2.1):**
  - Ramp up; licenses, ports, gateways, routers

- **April 2012 (upgrade to v2.1.4):**
  - Extended Linux Support (Fedora, Debian)
    - Audio system architecture problematic for CERN: Alsa/Pulse

- **September 2012 (upgraded to v2.2.0):**
  - Mute-all & Moderation in portal

- **October 2012 (upgraded to v2.2.1):**
  - Mute-all & Moderator PIN setup via Indico
  - Linux clients with Pulse support
  - Vidyo Gateway with IVR for H323/SIP dial in
  - Skype access pilot

- **December 2012 (upgrade to v2.3):**
  - SSO, unified client, integrated Chat
  - Linux client consolidation: generic package for all supported distros
Further Service Evolution

• **Mute**
  - Stop-gap: Moderator mute-all
    • Clients join muted – moderator unmutes H323 device
  - October release: mute-all on meeting creation (Indico)
    • Desktops join muted, but not H323, phones etc
  - December release: client preference

• **Phone**
  - Using IVR: integrate with institute phone exchanges
    • Production: NIKHEF, CESNET, (DESY)
    • Investigating: INFN, IN2P3, CERN
  - Skype bridge:
    • New HW; February

• **2013**
  - Reconfigure CERN room PCs (security motivated)
  - “Vidyo Ready”
Service Support

Incident average absolute resolution time by Functional Element trend – SO

- CERN Document Server
- Conference Rooms Infrastructure
- Indico
- Onsite Information Screens
- OpenAIRE Document Server
- Print Device Management
- Print Device Support
- Public PC
- Room Videoconferencing
- Specific IT Contract Support
- Vidyo
- Webcast
- Windows Desktops
- ePublishing
- ILC Agenda
- Network Operations
- Virtualisation
- Invenio External Support
- Library processing, bibliographic data
- Printing Infrastructure
- Facilities Operation
- DFS
- Drupal Infrastructure
- Multifunction Copier Support
Questions?

• More info:  
  http://www.cern.ch/vidyo

• Status page:  
  http://avc-dashboard.web.cern.ch/Vidyo

• Contact us at:  
  vidyo-support@cern.ch
• Additional material
Linux Distribution Support

- **Supported (32/64-bit):**
  - Ubuntu 10.04, 10.10, 11.04, 11.10 and 12.04
  - SLC 5.5, 5.7, 5.8, 6.1 and 6.3
  - Fedora Core 14, 15, 16 and 17
  - Debian 5.0.9 and 6.0.3, 5, 6 and 7 (beta)

- **Under qualification:**
  - OpenSUSE 12.1

- **But success depends on HW & SW details:**
  - Graphics: Hardware Acceleration or DRI (not on SLC5)
  - DeskTop Environment (Ubuntu):
    - Gnome ✔, KDE ✔, Unity ✗, XFCE ✔
Service Support

- **1\(^{st}\) level:**
  - CERN Service Desk

- **2\(^{nd}\) level:**
  - Consor
  - Serco onsite technicians

- **3\(^{rd}\) level:**
  - Vidyo Engineers
  - CERN Engineers

Rooms, presence