VidyoConnect client status

By
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On behalf 2nd and 3rd level Video Conference service support

13th December 2018
Overview of the service

• Global infrastructure: VidyoRouters (and Gateways) deployed in many HEP institutes

• In numbers:
  • 11350 active users in the last year (out of 27293 registered)
  • 27k public rooms (Indico), 23k scheduled rooms (VidyoConnect)
  • Top simultaneous users in the system in 2018: 1125 on Jan 25.
  • Top simultaneous users in a conference room in 2018: 490

Conference calls per month in 2018

![Bar chart showing conference calls per month in 2018](chart1.png)

![Line chart showing maximum simultaneous connections](chart2.png)
Major changes

• Server side:
  • WebRTC servers upgrade to 18.2.5
  • Applied different Security Updates to whole infrastructure
  • Migration to 18.2.1 (portal, routers, gateways, record/replay)

• Client side:
  • [https://vidyowebrtc.cern.ch](https://vidyowebrtc.cern.ch) for Linux users as replacement of VidyoDesktop 3.6.3, discontinued by Vidyo see [1]
  • VidyoConnect desktop client for Mac and Windows users
    • Announced at CCEB (CERN Collaborative Environments Board) on 7\textsuperscript{th} May and informed about it at ITUM on 15\textsuperscript{th} October.
    • Pilot setup on 4\textsuperscript{th} June, so admins could start to evaluate it
    • Announced (email list, CERN Bulletin) and deployed on 7\textsuperscript{th} August
    • New version 18.4.0 deployed on 27\textsuperscript{th} November

Support cases

All Vidyo tickets 2nd level last 2 years by month

7th August 2018: VidyoConnect 18.2.3

27th November 2018: VidyoConnect 18.4.0
VidyoConnect vs VidyoDesktop

• Simplified client
• VidyoConnect just for desktop: Mac and Windows, Linux users should use VidyoConnect WebRTC
• New features: sharing white board, waiting room, sync with google/outlook calendar, auto answer, etc.
• No moderation PIN → How to moderate in VidyoConnect
• No point to point chat, just global one
• Vidyoproxy is managed automatically by VidyoConnect
• Audio issues as detection of drivers is not working, sometimes. Expected to be solved on 18.4.0.
• Performance: on Mac some users reported excessive resource consumption. Expected to be solved on 18.4.0.
• “Never sleeping app”, blocking power management on Mac. Expected to be solved on 18.4.0.
• Mute all bug for moderators that dispatches CAM on all attendees → Vidyo support case
• No debugging features, stats can be enabled by special key combination
Third Level cases

• Delay slides, H323 devices
  • Very cumbersome to debug
  • Several Vidyo support cases opened to track this issue → escalated internally to Vidyo engineering
  • A palliative solution found tuning Tandberg devices secondary video output, applied in three rooms with success.

• Audio issues
  • Partially solved with latest upgrade
    • But some issues still e.g. yesterday on CMS plenary session due to a problem on H323 device (OTG0047225)
WebRTC: browser and OS support

• Most issues found on Firefox on “new” OS platforms Ubuntu 18.04, Kubuntu, Fedora, Mandriva,…
  • Vidyo is always “behind” new implementations of WebRTC by Browser vendors, despite being in close contact to both Browser brands (Firefox and Chrome) and being part of WebRTC standardisation committee
• Not “explicit” support of CENTOS or SLC but cases are handled.

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<table>
<thead>
<tr>
<th>Compatible Windows® Platforms</th>
<th>Compatible Mac® OS X Platforms</th>
<th>Other Compatible Platforms</th>
<th>Compatible Browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7 32-bit and 64-bit</td>
<td>Mac OS X 10.12.x</td>
<td>Linux® (Ubuntu 14.04 and 16.04 LTS)</td>
<td>Chrome™ (two most recent stable channel released versions)</td>
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<tr>
<td>Windows 8.1 32-bit and 64-bit</td>
<td>Mac OS X 10.13.x</td>
<td>Chrome OS (two most recent stable channel released versions)</td>
<td>Firefox® (two most recent supported official releases)</td>
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<tr>
<td>Windows 10 32-bit and 64-bit</td>
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The table above reflect Vidyo’s current test matrix. Other platforms and browsers may also work, although they are not officially supported.
Conclusions

• Vidyo service is heavily used with an upwards tendency. It offers an stable video conference service

• VidyoConnect desktop app experience should improve due to:
  • User community gets familiar
  • Application gets more stable: encountered bugs are solved

• VidyoConnect for WebRTC evolves very closed to VidyoConnect desktop on terms of functionality
  • Problems with latest versions of supported browsers are likely to happen in the future. We work closely with Vidyo Support to provide a fix as soon as possible.
Video Conference support

• Please open a case to our CERN Vidyo support whenever you encounter a difficulty
  • Via SNOW
  • Email: service-desk@cern.ch