

October 29, 2004

ITV Insight

Published quarterly by the staff of the State Board for Community and Technical Colleges, 319 7th Avenue, PO Box 42495, Olympia, WA 98504-2495. Phone 360-704-4371; Fax 360-586-6440.

Michael Evans, editor
mevans@sbctc.ctc.edu

ITV Insight

Volume 1, Issue 3

Supporting the 2-year College Interactive Video Community

Autumn Activities Abound

The continued development of K-20, implementation of changes and new equipment around the network, and hectic fall schedules are keeping everyone busy now that we are well into the new school year. Read on for information about where the network is and where it is going.

MCU News Update

The two new MGC100s and the older Lucent/Avaya MCUs are all in production mode now, and questions continue to come in regarding the differences between events scheduled on the old MCUs and events scheduled on the new MCUs. The MCU IDs for the Lucent/Avaya units consist of a number without a prefix or a prefix of '2-' and the IDs for the MGCs begin with '3-' or '4-.'

All ISDN connections on the new MCUs *must* be Profile 7, while the older MCUs support both Profile 7 and Profile 9 calls. Another difference I want to mention is that on the older MCUs IP resources are assigned 8 digit (e.g., 03019859) call-in numbers, while IP resources on the new MCUs are assigned 7 digit (e.g., 0312387) numbers. Please feel free to give me a call or send me an email if you have

additional questions or concerns about the ongoing MCU project.

ITV over IP Continues to Grow

Broadband ITV access and IP video both continue to be phased in gradually around the state, as new service options appear and are evaluated/implemented by institutions. On the Kitsap Peninsula, Olympic Community College has implemented a number of new IP-only endpoints and is in the process of beginning to use these additional resources. Wenatchee has also expanded their list of ITV resources with the addition of a number of IP systems at the Confluence Technology Center. If you look at the KORRS resource listings for either of these colleges, you'll see what I'm writing about!

KORRS Version 4 Has Arrived and is Online

While I'm on the subject of KORRS, Version 4 of the online scheduling application was released to production at the end of August. So far, the most popular change was the addition of the ability to select either all the events in a series or only a single event when confirming, making changes to, or

deleting an event or events. One change that I have received a few calls about is observable when a site declines an event. In this instance, the resource information no longer appears on the public Event Status Page. The information for all sites remains viewable from the ITV Schedulers page. Our development team had originally considered the possibility of allowing schedulers to completely delete resources from the list, but there were database integrity issues with that option. Also, if there is a change in the declined site's status, the scheduler can easily change the status to CONFIRMED and the site resource will once again be viewable on the public Event Status Page. A complete listing of all the Version 4 changes to KORRS can be found at

<http://www.k20.ctc.edu/WhatsNew.asp>

How Are KORRS Event Numbers Assigned?

One question that comes up frequently on the KORRS Helpdesk is the issue of Event Numbers not appearing immediately after an ITV Scheduler sets up an event or events. Because there is some confusion about how these numbers are generated, I wanted to provide an answer here in the newsletter.

When a multipoint event is scheduled in KORRS, email is automatically sent to the meeting scheduler, the ITV schedulers at the invited sites, and the staff at MCU Scheduling over at the DIS office here in Olympia. The MCU Scheduling people look at the request, evaluate the available resources for the requested day and time, and enter the event numbers into each KORRS event. Only after all of these steps have been completed are the numbers viewable on the Event Status Page. Because of this process, up to a day or more may pass before numbers are assigned, especially if many requests come in all at once. The MCU Schedulers have to fit these scheduling tasks in with all of the other operational tasks associated with managing four MCUs and they appreciate your patience with this process.

October Tech Tip

On the older Polycom Viewstations, there is an undocumented feature that I've used many times over the years. I haven't checked to see whether it works on the newer units (FX and EX or newer) or not. If you go to the System Information screen on these systems, and press the "*" button followed by 911 and then another "*" the system will do a warm re-boot. This is the same type of re-boot that happens when you use the 'Restart System' option

over the web interface. I recently had trouble connecting to a multipoint conference, and when I finally did connect, I didn't see any video from the far site. After placing the call several times and doing a loopback test, I knew it was likely my system needed to be re-booted, so I did a warm boot. The problem persisted and I ended up having to cold boot the Polycom by powering it off for 30 seconds or so and then powering it back up and letting it re-initialize. I didn't think to do a cold boot right away because I had never seen a Polycom require one for the type of symptoms I had just observed. Fortunately, I dialed in ½ hour early as I almost always do, and so I still had plenty of time before the meeting started. So, I guess there were two lessons for me in this:

- 1) Even an ITV appliance is just a specialized type of computer, and often warm-booting and cold-booting a computer are not at all the same!
- 2) I'm glad I connected early!

New Video over IP Documents Available

For some time, I have been developing guidelines and information to aid you in setting up your local ITV systems for IP calling, obtaining ViDeNet endpoint numbers for your IP-capable systems, and assisting off-net sites who want to join your K-20 calls via IP. The four documents I have put together so far are as follows:

- 1) IP ITV Primer
- 2) IP Setup Guide
- 3) ViDeNet Steps
- 4) Assist Offnet

I'd like to send these documents to sites who are in the planning stages for IP video and/or those sites who already are using IP video. I'd also like to receive feedback on how I can improve the documents in the future. Please contact Michael Evans for details and additional information.

ITV Meetings for the CTC Group

We are in the planning stage for two Friday meetings addressing ITV-related information, goals, and ideas within our sector. Our plan is to schedule a morning meeting (10-12) on December 3rd and an afternoon meeting (2-4) the following Friday - December 10th - in order to include as many people as possible. In the near future, I will send out an email asking for volunteer colleges who are willing to act as ITV host sites for either of these two events. Thanks!

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