



InfoWorkSpace Technical Bulletin



TB#: **TB02-008**

InfoWorkSpace Technical Services (800) 760-3205

TB Title:

Router Problems

Platform:

All

Change Request(s)

6179

Category(s)

Documentation

Version:

InfoWorkSpace 2.5.1

Documentation Affected

InfoWorkSpace Administrator's Guide

Synopsis:

Router problems caused by the InfoWorkSpace server remaining in multicast groups after users have left the room.

Multicast groups are staying alive in the routers. The InfoWorkSpace multicast group range (232.0.0.0 - 239.0.0.0) is identified as being present after all users have left the room, but the InfoWorkSpace server's IP still remains in the groups.

The InfoWorkSpace server IP address is not leaving the multicast groups, and keeping them alive for an inordinate amount of time.

Solution:

1. If a network is multicast enabled, there is no reason to allow the InfoWorkSpace server to join the multicast groups. To prevent the InfoWorkSpace server from joining these groups, place the server on an interface that does not have the ability to pass multicast traffic. This will NOT stop the groups from being formed by the InfoWorkSpace server, it only prevents the server from joining the group.
2. Set all client machines to use "multicast" (not automatic) in the audio Preferences tab located in the Tools/Audio Setup/Preferences Tab drop-down menu. Using LaunchPad, the settings are located in Preferences/Audio/Video Setup/Audio/Video Setup/Preferences Tab drop-down menu.
3. Set ALL client machines to use port 8084 in the UPD field for audio on the Transport tab.

Additional Information:

By following the three steps above, you accomplish multiple goals.

- Preventing the InfoWorkSpace server from joining the multicast groups should stop the groups from being kept alive.
- By forcing multicast you verify that the entire network is enabled for this type of traffic. Using "automatic" will mask any interfaces that cannot pass multicast traffic because it defaults back to unicast if it cannot join a group in multicast mode. Since the InfoWorkSpace server IP is

currently joining the multicast groups, if a client falls back to unicast, the server will handle the audio by passing it back to the PlaceWare reflector, thereby giving the end user the impression that they are functioning in multicast.

- Setting the UDP traffic to use port 8084 allows for easier troubleshooting. If left empty, UDP requests will hit random ports - ports that may possibly be closed or not configured to accept UDP requests. This would result in intermittent audio issues.