

USER'S SOLUTION HANDBOOK

# confidence 2007

Business Edition  
Lite Edition

Version 1.0  
02/01/2007



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## **About this handbook**

Our engineers and support agents at Streamcraft Technologies are asked many questions everyday. Some of these questions are asked several times a day. Those are collected and answered in this handbook, which provides confidence users with solutions and tips for many problems and questions that can be encountered during everyday use of confidence.

The primary audience of this handbook are the regular users of confidence, although network and system administrators may find this handbook useful, too.

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## Checklist and General Tips

Web Conferencing in general and confidence in particular imposes high requirements on the people that use such software, and the hardware, on which this software is operated on. This section acts as a simple guide to prepare you and your computer for effective use with confidence. While this checklist is not the “holy grail” of Web Conferencing and certainly not complete, you probably want to extend it on your own, adjusting it more to your specific conditions and requirements. If you have more recommendations and tips you want to share with us and other users, then feel free to send us an email at [checklist@streamcraft.de](mailto:checklist@streamcraft.de). Your constructive submissions are always very welcome.

### *Tasks to do regularly*

1. **Keep your hardware drivers up-to-date:** Keep drivers for your computer and your hardware devices always up-to-date. This in particular refers to your sound card and graphics card drivers.
2. **Keep confidence up-to-date:** The software comes with an automatic update functionality that checks for the most recent version whenever you restart confidence. For best performance and stability, we recommend installing the latest update, when this becomes available. But make sure you are NOT updating right before a scheduled meeting. Do that a few hours before at latest. Always test after a completed update.
3. **Always test after a computer re-configuration:** Don't update or reconfigure your computer (or the software thereon) immediately before an online meeting. If possible do this well before the meeting, at latest one day before the scheduled meeting time. If you update your computer (e.g. adding new hardware, especially new webcams, and soundcards) or software, make sure confidence still works as expected. A colleague certainly will be helping you to conduct a quick test.

### *Tasks to do before each meeting*

1. **Improve lighting conditions:** A short while ahead the meeting, you should make sure that your lighting conditions are good. This means you should avoid any backlight, and prefer natural light sources (i.e. sunlight) over synthetic light sources. The best results can be expected if your face is (indirectly) lit from the front. Make sure your face is not over lit. You might have to adjust your webcam settings (i.e. contrast and brightness) to optimize your video quality.
2. **Setup webcam:** Make sure your webcam is accessible by confidence (use the Preview button in the video setup of confidence) and properly adjusted, i.e. brightness and contrast are okay and adjusted to your lighting conditions, and your face is well visible even if you move your head around a bit.
3. **Setup microphone:** Also make sure that your soundcard is properly configured. Especially make sure that your microphone is correctly connected and selected in the corresponding configuration dialog. The microphone volume should be set to a value, at which the peak-meter reaches the “yellow area” while you are speaking. If it stays in the “red area” of the peak meter, your microphone volume is probably too high; if it stays in the bottom “green area” the volume is probably too low. Usually it is also required to leave the microphone boost enabled for your microphone.

4. **Eliminate concurrent CPU-intensive background processes:** Before the meeting, use your favourite Task Manager and identify applications that steadily consume more than 3% of CPU resources. If possible, terminate those applications using the Task Manager or the corresponding application's user interface.
5. **Eliminate cross network traffic:** Make sure that no background applications are active that make heavy use of your network connection. Depending on your physically available bandwidth you may experience audio stuttering and decreased communication quality, if other applications are "stealing" bandwidth. For instance, Microsoft Outlook sometimes requires a lot of bandwidth during mail folder synchronization. If possible, close Outlook for the time you are participating in a confidence session. Other good candidates are FTP clients and file-sharing clients (such as eMule or Kazaa).
6. **Eliminate concurrent hardware locking applications:** Close all applications that might access hardware resources used by confidence (e.g. webcam and soundcard) such as Microsoft Live Messenger, Skype or Yahoo Messenger.

## Audio and Video

This section contains solutions and frequently asked questions concerning the use of audio and video in communication sessions.

### **Q1. My favourite USB audio/video input device is not listed in the audio/video device list.**

Make sure you plugged in the USB audio/video device BEFORE starting confidence. Confidence does not recognize devices that have been plugged in after application start-up.

Shutdown confidence, connect all audio/video devices you are planning to use for communication with confidence and restart confidence.

### **Q2. My communication partner cannot hear me.**

Make sure your microphone is properly setup, i.e. not muted, microphone volume level set medium to high (you probably need to enable the microphone boost), and correctly connected to your computer.

Make sure you have your audio enabled for the current session. Go to the Conference tab in the confidence window and assert that the "Audio" checkbox in the section "Media Streams" has a checkmark in it. By default, audio is always enabled when a new session is started.

Make sure the audio input source is selected correctly. You can check this setting in the Windows Audio Mixer Configuration dialog. If you select the automatic device configuration checkbox located in the audio device configuration section confidence will automatically enable and select the microphone as standard input line. The available peak meter will display the current input level of your microphone when you are talking into it.

### **Q3. I can not hear my communication partner.**

If your communication partner already checked his configuration according to Q2 go to the audio device configuration dialog and press the "Test playback" button one time. You should now hear a sound logo playing through your favourite speaker device if everything is configured right.

If this is not the case check that your speakers/headset is connected to the right input plugs.

Check through the Windows Audio Mixer that the correct output line is selected and not muted (typically WAVE and Volume Mixers have to be enabled).

Be sure that the volume slider of the playback device is set to the appropriate level.

### **Q4. I cannot enable my video. The "Video" checkbox in my session's media streams is greyed out.**

You either are not using a Direct-Show compliant webcam, or you did not correctly connect the webcam BEFORE you started confidence. In both cases, confidence cannot detect and access your webcam.

Close confidence and (re)connect your webcam to your computer. Wait until your computer reports the availability of the webcam (in Windows XP this usually is indicated by a yellow "bubble" in the bottom-right corner). Then restart confidence. If your webcam has a "recording

light” then this light should be lit for a half second after login, indicating that your webcam could be detected.

Make sure, the connected webcam is selected in the Video Configuration dialog. Sometimes a computer has more than one video source device (e.g. a TV tuner card). If such a device is available and selected in the configuration dialog (but not physically connected to the computer), confidence cannot access that device.

#### **Q5. During my communication session I experience heavy audio stuttering.**

*If you experience audio stuttering during all your conferences*

Always make sure that you and your colleagues have the latest audio drivers for your soundcard installed on your computer.

Keep in mind that you need at least a download/upload of 56 kBit/sec for audio-only one-to-one conferencing. Any upload bandwidth less than that will always result in heavy audio stuttering.

If you do a group conference with more than two participants and you do not use a confidence Conference Server, then please keep in mind that you need about 40 kBit/sec per additional participant. If you use additional presentation media (such as Application Sharing) you need even more upload bandwidth per participant.

*If you occasionally experience audio stuttering during some of your conferences*

Sometimes a network connection is of bad quality, i.e. high jitter, which prevents the timely delivery of audio packets. In that case a receiver of such an audio stream can manually increase the value for the Jitter Compensation in confidence. Higher values increase the end-to-end delay but allow for compensation of larger audio gaps caused by high jittering along the network path due to severe cross traffic. To do so, switch to the Configuration Settings dialog in confidence and go to the Network Performance category. The slider for Jitter Compensation is located there.

Another source for audio stuttering are processes or applications that (temporarily) steal a lot of CPU resources during the communication. In the most extreme cases this results in audio stuttering, as there are not enough CPU resources available to encode or decode the audio packets in a timely manner. Use your Task Manager to identify applications and processes that steal CPU resources. If possible, disable those for the duration of your session.

#### **Q6. I have an echo during my audio conference.**

Confidence at this time does not implement any echo cancellation algorithms. Therefore, it is strongly recommended to either use headsets, or to use webcams with built-in echo cancellation.

If you use headsets please be aware that the microphones of modern headsets are very sensitive. Therefore you should avoid turning up the audio output volume level too much. Otherwise, the speech that comes from your headset's speakers is reaching your headset's microphone, resulting in a slight echo.

If you use your webcam's built-in echo cancellation, please make sure that this feature is setup properly. Most webcams come with a wizard that helps setting up audio echo cancellation (AEC) in your work environment. Please also make sure that your webcam is selected as audio input device in the confidence configuration dialog.

**Q7. When I start a new video session, my video initially is of very poor quality and improves during the session.**

This is correct behaviour. Confidence continuously probes the effectively available upload bandwidth. In order to prevent audio stuttering it starts with a rather low bandwidth for your video stream, and gradually increases the video bandwidth during the session until the maximum available bandwidth has been found. This procedure assures the best video quality without conflicting with your audio stream, which would result in audio stuttering if confidence would stream your video at a very high bandwidth from right from the start.

**Q8. During a video conference I sometimes observe that video quality suddenly drops significantly.**

This is correct behaviour. Confidence continuously probes the effectively available upload bandwidth. If it detects that this bandwidth has decreased, it takes countermeasures to maintain a reasonable communication quality and avoid audio stuttering. In case of temporary or persistent network congestion (due to cross traffic along the network path) it reduces the bandwidths for the media streams. This results in a drop in video quality, which is determined by the effectively available bandwidth during the congestion. If confidence notices that more bandwidth has become available again, it gradually increases the media bandwidths, thus gradually improving the video quality.

**Q9. My video quality is always rather bad (when compared to the videos I receive from other participants).**

There are different reasons that can cause this bad quality: webcam issues, network issues, CPU issues.

*Webcam and Lighting Issues*

Your webcam may be of poor quality (i.e. delivering bad video quality), not properly setup or the lighting conditions in your room are poor, e.g. not enough light in the room or a light source is located behind you and hits the webcam from the front. Make sure that your face is lit by a light source (preferably a natural light source), and no light source is pointing towards the webcam, and/or buy a better webcam (see the confidence website for recommendations).

*Network Issues*

Or your network upload does not allow for high-bandwidth streaming. We recommend a minimum upload bandwidth of at least 128 kBit/sec for a 1:1 video conference. If you participate in *server-less* group conferences with more than two participants you need at least 128 kBit/s for each additional participant. Decrease the video resolution and frame rate of your video to lower the bandwidth requirements and improving the overall video quality.

*CPU Issues*

Or your CPU is not powerful enough to encode the selected video resolution and frame rate. The higher the resolution or frame rate, the higher the required CPU resources. Insufficient CPU resources result in a blocky and stuttering video. Decrease the video resolution and frame rate of your video to lower the bandwidth requirements and improving the overall video quality. We recommend a Pentium 4 with at least 2 GHz if Video is to be transmitted at a resolution of 352 by

240 at 15 frames per second. If you want to stream in HDTV resolution (1280x960 @ 25 fps) you need a proper webcam and at least a Pentium 4 with 3.4 GHz.

**Q10. I can disable my own audio/video during a session. But can I selectively disable the audio/video of my communication partner?**

No, this function is not available yet. But in the confidence Business Edition you can enable and disable audio/video/application sharing/file transfer for specific group members, if the group conference is moderated by you.

**Q11. The fact sheet states that confidence can stream my video at HDTV resolution. However, I can only select resolutions of up to 640x480. What's wrong?**

HDTV refers to a video resolution of 1280 by 960 pixels. Although confidence supports those very high video resolutions, your webcam probably does not. Thus, confidence lists only those resolutions that are explicitly supported by your webcam. Older and cheap webcams in particular are usually limited to maximum resolutions of 640 by 480 pixels.

## Network

This section contains information and frequently asked questions with respect to network connectivity.

### **Q12. Does confidence support my Firewall? How do I setup confidence with my Firewall?**

confidence supports the following firewall configurations:

- computers directly connected to the internet
- personal firewalls
- computers that are connected to the internet through a router with firewall

#### *Computers directly connected to the Internet*

Those computers that are directly connected to the Internet do not need any special configuration to accept incoming or initiate outgoing calls.

#### *Personal Firewalls*

If you use a Personal Firewall software on your computer (such as the Windows Firewall that comes with Windows XP SP2, or Norton Internet Security 2007) you probably have to add the confidence.exe executable to the list of "trusted applications" of your personal firewall software.

The following Personal Firewalls have been extensively tested with confidence:

- Sygate Firewall (both the free and PRO versions)
- Norton Internet Security 2006
- Norton Internet Security 2007
- Windows Standard Firewall

Computers connected to the Internet through a router with built-in firewall

confidence supports port forwarding. The port range can be freely selected and should not interfere with any other applications that make use of port forwarding.

confidence LE requires different TCP traffic to be able to pass your router in and out:

- a control port (TCP) is listening to incoming call requests
- up to 20 data ports (TCP) are listening for incoming multimedia streams

The control port can be set to any port that is not used by another process on your computer. You can select any port larger than 1024. We recommend a port that is larger than 5000 to avoid collision with ports that are automatically assigned by the operating system.

The same goes for the data ports, for which a continuous port range needs to be used. That range can start with any port, but it is highly recommended to let this range start at ports larger than 5000. Also make sure that no port within this range is either used by another process on your computer at the same time, or used by the control port.

In general we recommend the following ports for confidence:

- port 5000 for the control port
- ports 5001 to 5030 for the data ports

In the network wizard (which is accessible either during initial setup of confidence or anytime through the configuration dialog under "Services > Preferences > Category 'Network'") make sure you use the following settings in order to configure confidence for use with port forwarding:

On the first page select...

1. Do you use a router/firewall to access the Internet? -> Yes
2. Do you share the internet connection with others? -> No
3. Do you have access to the router/firewall configuration? -> Yes

Click on "Next" to access the next page of the wizard. Under "Port Forwarding Ports"...

1. enter the port for the control connections (e.g. 5000).
2. enter the port at which the range for the data connections should start (e.g. 5001). Please be aware that entering a value of X here implicitly means that ports X to X + 29 are used by confidence, too. This fact is indicated by the greyed out input box that shows the end of the reserved port range.

Click on "Next" and save the profile under a convenient name.

Now, enter the setup of your router and go to the "Port Forwarding" configuration section. Some routers (e.g. those of Belkin) are calling this section "Virtual Servers". Please refer to your router's operation manual in order to learn how to setup port forwarding with your router.

In general make sure you use the same ports you entered in the confidence configuration above. Using the sample ports in the description above this means that incoming TCP connection requests to ports from 5000 to 5030 should be forwarded to your computer.

Make also sure that the destination IP address for the port forwarding equals to the actual (private) IP address of your computer.

### *Gatekeeper*

The Business Edition of confidence also supports the streamcraft Gatekeeper solution, which allows for secure and controlled bi-directional Firewall traversal in almost all enterprise networks.

In the network wizard (which is accessible either during initial setup of confidence or anytime through the configuration dialog under "Services > Preferences > Category 'Network'") make sure you use the following settings in order to configure confidence for use with a Gatekeeper:

On the first page select...

1. Do you use a router/firewall to access the Internet? -> Yes
2. Do you share the internet connection with others? -> Yes/No
3. Do you have access to the router/firewall configuration? -> No

This will automatically configure confidence for use with a streamcraft Gatekeeper server.

**Q13. What is “SmartConnect”?**

SmartConnect is an invention of streamcraft Technologies and refers to a set of complementary algorithms and techniques built into confidence in order to provide users with the best possible communication quality under a wide variety of network conditions. SmartConnect runs in the background of a communication session and keeps track of current network conditions, automatically adjusting parameters and algorithms depending on the observations. SmartConnect minimizes audio stuttering and end-to-end delay due to network congestions and jittering, while keeping audio and video quality, and responsiveness as high as possible.

**Q14. When I start confidence, I'm always asked to enter a username and password for a HTTP Proxy. Why is that?**

This happens if you (or a Network Administrator) configured confidence for use with a HTTP proxy (a server that controls access to the public Internet) that requires a user to authenticate before opening connections to the Internet, and if no credentials (i.e. username/password combination) have been added to the Network Profile. If you are asked by confidence to enter username and password for the HTTP proxy, then please enter the credentials that have been assigned to you by your local Network Administrator. Those credentials have nothing to do with your confidence username and password, which always and only are entered in the Login box at start-up.

If you want to save Proxy username/password to the windows registry be sure that you are the only person that is using the computer. Saving password information in the registry is always a not secure process and therefore needs to be activated by the user explicitly.

**Q15. What is a “network profile”?**

Confidence is built with mobility in mind. If installed on a notebook, the operating and network environment is likely to change many times during a day. Network profiles allow you to maintain different network setups for different network environments, such as Home Office, Office, Customer Site. The network environment you want to use can be either selected before login or by selecting the proper network profile in the configuration settings of confidence. The information collected in a network profile includes the Session Server, Firewall traversal configuration, and advanced network configuration settings (e.g. secure tunnels).

**Q16. Can I use confidence in Wireless LANs?**

Yes, we successfully tested confidence in Wireless LANs. However, please make sure that the signal quality of your WLAN connection is in a steady “Good” or better state. Otherwise you are likely to experience audio stuttering and other more severe effects of network congestions, if the signal strength is getting low.

**Q17. Can I use confidence with 3GPP networks such as UMTS or on satellite connections?**

We have successfully tested confidence on UMTS and satellite connections, such as the former “Connexion-by-Boeing” network (now inoperable). On the official confidence website you can find an authentic recording of such a web conference that was done during a flight from Frankfurt to Atlanta aboard a Lufthansa Airbus. However, more extensive testing on those networks needs to be done in future, before we can make any safe statements.

**Q18. Is confidence compliant with any communication standards or communication solutions, such as SIP, RTP, H.323?**

At this time, confidence uses proprietary protocols that address many critical aspects of real-time communication and cooperation much better than the aforementioned protocols/standards. Thus, confidence at this time cannot connect to solutions that use these protocols/standards.

However, we plan to offer a Gateway for 2007/2008 that allows confidence clients to interconnect with solutions that are based on these protocols/standards.

**Q19. Can I make calls to or accept incoming calls from regular landline phones?**

At this time, you cannot make calls to regular landline phones. However, this service may become available soon, allowing regular telephone users to dial into your confidence sessions or getting called by you.

**Q20. I have a 100MBit/s LAN connection but I do not want confidence to use all this bandwidth. Is there any way to limit the maximum bandwidth usage of confidence?**

Yes, confidence offers a simple way to limit the used upload bandwidth through the connection type selector located in the Preferences>Network>Performance settings. Just select the bandwidth you want to dedicate to confidence and confidence will not use more than that.

## Security

This section contains frequently asked questions with respect to security issues.

### **Q21. How does confidence protect my communication against attackers?**

Confidence uses the Secure Sockets Layer v3.0 technology (SSL) in order to protect all (!) data that is leaving from or arriving at the client. While confidence LE only authenticates data connections, confidence BE additionally encrypts all data using the Advanced Encryption Standard (AES).

SSL makes use of strong X.509 certificates, thus confidence supports a X.509-based Public Key Infrastructure (PKI). By default, the PKI is maintained by the confidence Service Provider. However, confidence can reuse an already existing PKI, if the confidence Session Server is operated and maintained by a company. Each user in the confidence universe is equipped with a signed X.509 certificate, which confirms the user's assumed identity.

Therefore, confidence not only protects against eavesdropping but also against Man-in-the-Middle and impersonation attacks.

### **Q22. Is confidence' security suitable for unprotected WLANs?**

Yes. The security in confidence is directly built into the client and end-to-end. In particular, confidence does not require encryption servers or VPN tunnels. This makes confidence suitable for all network environments that require additional security mechanisms.

### **Q23. Can the Service Provider intercept my communication?**

No. At this time, confidence does not contain Key Escrow techniques that would allow the Service Provider to intercept your communication.

However, the latest legal developments may force Streamcraft Technologies to add such technologies to confidence. Please read the user documentation to find out about the latest developments with respect to Key Escrow in confidence.

### **Q24. Can security be disabled in confidence?**

No, the security is integral part of confidence. Be aware that confidence Lite does NOT encrypt data traffic, but only authenticates data connections between clients.



## Communication

This section contains frequently asked questions with respect to the general use of confidence in Web Conferencing sessions.

### **Q25. When I'm the moderator of a conference, I occasionally see a blinking icon besides a participant in my group list. What does that mean?**

Participants in a moderated group conference have the chance to send a signal ("hand signal") to the group moderator in order to ask him/her for interaction privileges or the right to speak to the group. Participants that have sent such a signal to the moderator are marked by a blinking icon in the moderator's group list. The moderator then can decide on whether to ignore the user (resetting the signal) or granting the corresponding user the requested privileges. Of course, a participant can withdraw the signal. In that case, the blinking icon stops blinking.

### **Q26. Why does connection establishment take so long in confidence after my peer accepted the call?**

Confidence applies extensive authentication mechanisms and complex protocols to each connection it opens. This guarantees maximum security, but takes longer than usual. Additionally, confidence relies on TCP connections, whose establishment takes significantly longer than UDP, which is used by competitive products. However, TCP is a lot more firewall-friendly and allows for consequent SSL usage for maximum protection of privacy. Finally, the network setup (i.e. Direct Connection vs. Port Forwarding vs. Gatekeeper) adds additional latency to the connection establishment.

### **Q27. When starting an application sharing session or file transfer, it takes a long time before the communication partner(s) see the shared content. Why is that?**

The answer to this question directly relates to the previous question: application sharing sessions require a new data connection, which is established as soon the application sharing session is requested. As the answer to the previous question reveals, this takes some time, and no application sharing data can flow before establishment of the data connection has been completed.

Additionally, application sharing usually involves transmission of large data quantities over the internet. As confidence probes for available bandwidth, not the complete physical bandwidth might be available at the very beginning, so transmission in the beginning is even slower. Therefore, it takes some time before the complete shared content is transmitted and rendered on the screens of the participants. The situation significantly improves after the initial transmission and should allow for a much lower end-to-end delay and responsiveness due to changes in the shared content (e.g. window movement).

### **Q28. It takes a very long time (>5 seconds) to transfer a complete desktop image during an application sharing session. The responsiveness due to screen changes is poor.**

Application sharing usually involves transfer of very large data quantities between conference participants. Depending on the available and effectively used upload bandwidth, the transfer takes more or less time. The best way to optimize responsiveness during an application sharing

session is to minimize the amount of data that needs to be transmitted during the session due to changes in screen content. Although confidence implements a rich variety of very sophisticated compression algorithms and techniques, we recommend the following:

- if possible, reduce the screen resolution as much as possible before sharing the complete desktop or a full-screen application; the higher the resolution the more data needs to be transferred during screen changes
- remove any wallpaper from the desktop when sharing the desktop, if large portions of the background are visible during the session; structured/complex backgrounds require a lot of data to be transferred between participants
- disable any font smoothing technologies (e.g. Microsoft ClearType) while doing the session; shades of grey around text characters are increasing the screen complexity and thus add to the data volume to be transferred between participants
- if possible, disable your video before you share a desktop or application; this will leave more bandwidth for transferring the application sharing data
- use the Quality slider in the Application Sharing Quick Bar during the session. Drag it to the very left in order to trade transmission speed against lower image quality, drag it to the very right side for best quality but slowest transmission speed. Don't use the "lossless" mode unless you need perfect quality, as this will dramatically increase the amount of data to be exchanged between participants.
- prefer application sharing over desktop sharing. Desktop images usually tend to be more dynamic due to activity of other processes and applications, thus more likely increasing the data volumes to be exchanged between participants.
- make use of confidence' ability to share regions of an application window. E.g. rather than sharing the full application window, just share a region of interest (e.g. the source code window). When you start a new application sharing session, the application selector shows the area to be shared by a yellow rectangle. Always try to use the smallest region. If this is not possible or reasonable then try to avoid maximized application windows, but use smaller windows instead.
- Disable any processes and applications you don't need that usually consume more than 1% of the available CPU resources (due to background activities of these applications). Good candidates are E-Mail clients, virus scanners, or Index services. Use your Task Manager to identify applications that eat a lot of CPU resources.
- reducing the color depth of your desktop does not help at all, because confidence internally always works with 24bit color depth ("True Color"), resulting in best quality images.

**Q29. My CPU load is relatively high when I actively share an application or desktop, but is normal when I just join an application sharing session. Why is that?**

When you actively share an application or desktop, extensive use of compression and screen analysis is made. This optimizes end-to-end delay and allows for higher responsiveness and parallel media streams, but it puts a high load on every CPU. The faster your CPU is, the less the impact on the CPU load. Use the recommendations from the previous question in order to reduce

your CPU load. Also, if possible, terminate all processes and applications that consume a lot of CPU resources.

When you just watch somebody else sharing his/her content, then no screen analysis is made and only decompression of compressed content is required. Decompression is always a lot faster than compression, so significantly less CPU resources are required. Therefore, you usually do not observe a higher CPU load than you usually do during a communication session without an application sharing session.

### **Q30. Why is CPU load so high when I start application sharing while recording**

Recording application sharing sessions requires lots of CPU power since application sharing keyframes have to be created every 10seconds. CPU load is directly related to the size and number of applications you share.

### **Q31. Why is the file transfer so slow?**

The bandwidth that is assigned by SmartConnect to a file transfer stream is determined by the effectively available upload bandwidth and the bandwidth that is required by other media streams, e.g. audio, video, and application sharing. As audio is prioritized over application sharing, application sharing over video, and video over file transfer, file transfers in confidence can be slow.

If you want to accelerate a file transfer, you should temporarily disable your other media streams if possible. This will leave more bandwidth for the file transfer.

By the way, file transfer with confidence is by far faster than comparable features of most competitors on the market. If you disable every kind of data source except for file transfer SmartConnect will be able to utilize nearly the whole available bandwidth after a while making file transfer via confidence sometime even faster as FTP transfers between two communication partners since confidence performs precompression of files before transmission.



## Other

This section contains frequently asked questions that could not be put into one of the previous sections.

### **Q32. “confidence” is spelled wrong. Shouldn't it be “confidance”?**

No, “confidence” is correct. It is an artificial word, mixed together from the words “communication” and “confidential”, indicating its original use for secure communication.

Today, confidence is much more than just secure communication. From a pure audio-only client, it evolved into a Video Conferencing system, and from there into a full Web Conferencing solution. And the evolution does not stop here...

### **Q33. I have an idea for a cool feature I would like to see in confidence. How can I promote my idea?**

We at Streamcraft are always very open for constructive critique and good ideas that make our software the best communication platform in the Internet. If you think that you want and can contribute to this mission, then we are more than happy to hear from you. Please send all your proposals to [feature-request@streamcraft.de](mailto:feature-request@streamcraft.de).

Please do not expect an answer, as our busy engineers are using this address just to collect proposals and comments. If they have questions concerning your suggestion or request, they will come back to you.

Please be as specific and clear as possible in order to make your submission more valuable to us. The more comprehensive your idea the more likely it will be considered in one of the next releases of confidence.