



**Application Name:** Panopto FlexOS App SMP 300 Series  
**Current Version:** 1.01.0011

The following notes provide the revision history, list of known issues, and added features in the current software release. For more information, please call your Extron Application Engineer.

**Updated:** December 10, 2019

**Extron Products Affected:**

Product/Software	Minimum Version
SMP 351	3.00.0004
SMP 352	3.00.0004

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## TECH NOTES

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**CA Certificate Required** – The SMP communicates with Panopto via HTTPS. To establish a successful connection, the cacert.pem security certificate file must be uploaded to the cert folder in the SMP. The latest cacert.pem file can be downloaded from <https://curl.haxx.se/ca/cacert.pem>. For additional information on how to obtain and upload a CA certificate file to the SMP, see the "Security Certificates" topic in the SMP 300 Embedded Web Pages Help File.

**Scheduled Events Period** – SMP WebUI displays Panopto scheduled events for the next 7 days. This duration is set by Panopto.

**SMP encoding mode and Panopto Scheduling (activated by LinkLicense)**– When SMP acts as a Panopto remote recorder, switching between Composite and Dual channel mode on the SMP will require re-selection of the Primary Video and Audio checkboxes under Panopto's Device Configuration tab. Failing to reselect the checkboxes can result in recordings and schedules not starting.

**SMP configurations for Panopto Webcasting via RTMP streaming (activated by LinkLicense):**

1. *Set the SMP Archive encoders to RTMP protocol before Panopto webcasting starts* - The SMP sends archive RTMP streams to Panopto. In Dual channel mode, both Channel A and Channel B archive encoders are streamed to Panopto.
2. *Select a default encoding preset for Panopto webcasting* – Video bitrate of the default encoding preset on the SMP Archive encoder is 5000kbps which exceeds the maximum bitrate, 4000kbps, supported by Panopto webcasting. Select an encoding preset with video bitrate <4000kbps as default on the SMP Archive encoders in order to successfully stream to Panopto.



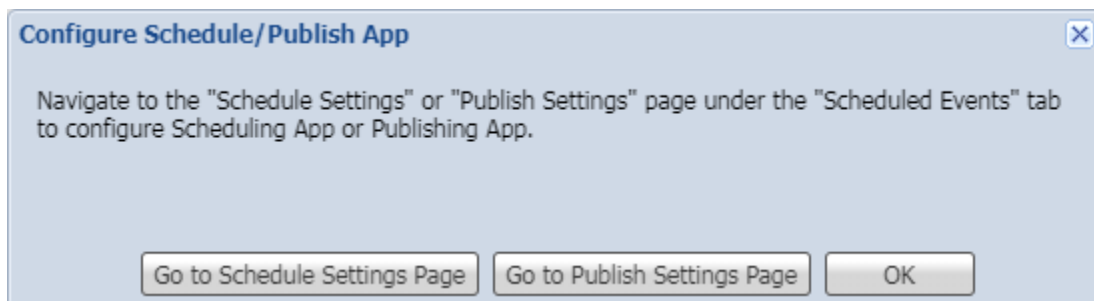
**SMP recording status on Panopto remote recorder page (activated by LinkLicense)**– To ensure the SMP and Panopto recording status are always in sync, start and stop ad hoc recordings from Panopto site. Starting an ad hoc recording on Panopto and stopping the recording on an SMP can result in a syncing issue. Panopto site will show out of sync with the SMP until the ad hoc event is over.

### Updating the SMP for Panopto Integration:

There are two options for Panopto integration: publishing only or both scheduling and publishing.

### To update an SMP 300 Series streaming media recorder to publish recordings to a Panopto system:

1. Install firmware version 3.00 or higher (see "Updating Firmware and Installing a LinkLicense" within the "System Settings" topic in the SMP 300 Series Embedded Web Pages Help File).
2. Download the Panopto FlexOS App from the SMP product page on the Extron website to your computer.
3. Install the Panopto FlexOS app on the SMP via the FlexOS Apps panel in the Configuration > Advanced Features page (see "Uploading a FlexOS® Application to the SMP" in the "Advanced Features" topic in the SMP 300 Series Embedded Web Pages Help File). Once the app is installed and enabled, the SMP automatically sets its publishing destination (publishing source) to Panopto.
4. Navigate to controls to configure Panopto publishing settings by doing one of the following:
  - Click the Configure button within the FlexOS Apps pane then click on Go to Publish Settings Page in the dialog box.



The dialog box closes, and the Publish Settings page opens.

- Navigate directly to the Scheduled Events > Publish Settings page.
5. Configure the settings for integration with the Panopto server.

#### WORLDWIDE HEADQUARTERS

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800.623.9876 • 714.491.1500 • FAX 714.481.1517 • www.extron.com

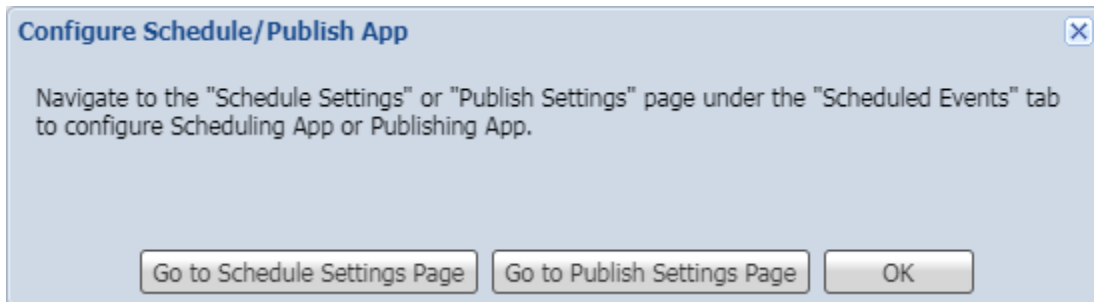
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**TIP:** If you encounter any issues with app installation or file transfers, see the user logs (Troubleshooting > Logs, see "Logs" in the SMP 300 Series Embedded Web Pages Help File) to find any error messages that might be useful in troubleshooting.

**To update an SMP 300 Series streaming media recorder to enable both scheduling and publishing with a Panopto system:**

1. Follow steps 1-3 in the preceding directions for updating the SMP for Panopto publishing, making sure to download and install the Panopto FlexOS App version 1.01 or higher.
2. Purchase a LinkLicense for Enhanced Panopto Features and download it from the Extron website.
3. Install the LinkLicense on the SMP via the Configuration > System Settings page (see "Updating Firmware and Installing a LinkLicense" in the "System Settings" topic in the SMP 300 Series Embedded Web Pages Help File). After the SMP reboots, scheduling configuration controls are now available in the Schedule Settings page, and this help file will become accessible.
4. Navigate to controls to configure Panopto publishing settings by doing one of the following:
  - Click the Configure button within the FlexOS Apps pane, and then click on Go to Publish Settings Page in the dialog box.



The dialog box closes, and the Publish Settings page opens.

- Navigate directly to the Scheduled Events → Publish Settings page.
5. Configure the settings for integration with the Panopto server.

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Recording Calendar | Schedule Settings | Publish Settings

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**Active Profiles** [?] [^]

Active Schedule Source: Panopto [v]

Active Publishing Destination: Panopto [v]

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**Schedule Source Configuration** [?] [^]

Panopto Server: example.hosted.panopto.com [Test Connection] [Save] [Cancel]

Registration key: [Clear all]

Remote Recorder Name: SMP-351-0C-4B-3D

Default Folder ID: 00000000-0000-0000-0000-000000000000

6. For more information click the blue circle “?” help icon for the Panopto Integration Help Files.

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### KNOWN ISSUES

The following is a list of known software issues found in software Version 1.01.0011

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#### **Known Issue for SMP with Panopto Scheduling (Enabled by LinkLicense)**

**No Live Preview** – Currently the SMP live video preview on Panopto site is replaced by a static Extron image. Live preview feature will be enabled in a future firmware update.

**Panopto Video quality settings do not apply to SMP** – Video Quality Settings selected on Panopto do not change the SMP encoding settings. This can cause an issue during Panopto webcasting where Video bitrate of the default encoding preset on the SMP Archive encoder is 5000kbps which exceeds the maximum bitrate, 4000kbps, supported by Panopto webcasting.  
Workaround: On the SMP, create custom encoding presets that match the Panopto video resolution, frame rate and video bitrate that you want to use. Also set the custom encoding preset as default for Archive encoder(s).

**Black Video stream may result on Panopto webcasting** – Intermittently black video can be seen when opening or refreshing the Panopto webcast page. Refreshing the page again should fix the issue. This is caused by the IDR interval requirement on Panopto and will be addressed in future firmware.  
Note that this issue worsens when using dual channel mode where the SMP sends two archive streams to Panopto. We recommend using composite mode for Panopto webcasting in this release.

**Disable secondary capture on Panopto does not apply to SMP** – When the SMP is set to dual channel mode, de-select one channel on Panopto Device configuration page will not disable recording of the SMP channel.  
Workaround: If recording one channel is desired in dual channel mode, disable the recording and/or streaming the second channel on SMP WebUI.

#### **Known Issue for SMP with Panopto Publishing only**

None

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**SOFTWARE RELEASE HISTORY**

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**Version: 1.01.0011****Affects:****Firmware Revision:** 1.00.0002**Date:** December 10, 2019

The following is a list of changes and fixes in this release.

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**New – Enhanced Panopto Features with LinkLicense** — The Enhanced Panopto Features LinkLicense is an annual support license that enables enhanced integration with the Panopto enterprise video platform, bringing new capabilities to enable the SMP 352 to receive recording schedules from the Panopto video platform as well as streaming live video to Panopto for live event broadcast and other applications.

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**SOFTWARE RELEASE HISTORY**

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**Version: 1.00.0002****Affects:****Firmware Revision:** NA**Date:** NA

The following is a list of changes and fixes in this release.

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**Initial Release** – This is the initial release of this software product. The v1.00 Panopto App supports publishing files to Panopto. Panopto Scheduling will be supported in future app version.

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