Kirkwood Community College
Issue Resolution Work Plan Update

January 15 – 16, 2007:

Issue: DL Navigator not launching into session.
- Task: Install and test new DL Navigator drivers
- **RESOLUTION:** A new fix has been loaded, tested and validated in the system to correct the intermittent failed launch sequence. A change has been made to DL-Hub to correct this and a couple of the Navigators were reset. Since the changes we have not seen this recur. We will continue to monitor.

Issue: Gentner echo canceller not recalling correct session type.
- Task: Troubleshoot, install or tweak audio drivers, test
- Resources: Reha, Sippl, Savage
- Engineering Support: Joe Keith
- **RESOLUTION:** This issue has been identified and a fix has been installed and tested. We conducted several test sessions and the preset mapping worked correctly. This will also be monitored in the coming weeks.

Issue: Intermittent video/audio freeze up (hick up).
- Task: Troubleshoot, test
- **UPDATE:** During the two days we were on-site this problem was not present. We did run multiple site sessions during this timeframe and could not reproduce the issue. We will continue to have this monitored to determine if the network has stabilized and this issue has gone away by the recent settings changes made to the Foundry and Vbrick equipment.

Issue: Vbrick encoder start up issue.
- Task: Troubleshoot problem and resolve with Vbrick technical support.
- **RESOLUTION:** An issue existed that required the attention of Renovo. On Monday, January 15th Renovo engineers made a fix to the software that corrected this problem. We have determined through testing that this issue has been resolved. We will continue to monitor.

New: Set up test session/ master control originate and beta site remotes for monitoring.
- Task: Build session in Renovo to link all sites and test.
- Resources: Reha, Sippl, Savage
- Engineering Support: Sippl
- **UPDATE:** This remains to be completed. Dustin will work with Phil to accomplish.

ITFS Classroom Turn Up:
March 12-16, 2007:

Dascom is currently exploring the feasibility of turning up the ITFS classrooms to the new system during spring break. This will be discussed in further detail at our scheduled telephone conference call on Wednesday, January 17th.

**UPDATE:** Attached to this document is the test plan we will use to validate each classroom during turn up. Phil can first use this as a guide to determine the readiness of our remaining ITFS classrooms we will be turning up during spring break.
Please Note: We will hold our next project status telephone conference on Wednesday, January 17 at 10:00 am.
Telephone number: (866) 809-4014
Code: 578 1220