



Release Notes:

Helix Server 11.0

Helix Proxy 11.0

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1. Version Information

Release: Helix Server 11.0 and Helix Proxy 11.0

Version: 11.0.0.1596

Build: servproxya11-092105-5395

Release Status: General Availability

Products: Helix Server, Helix Proxy

Files:

Windows Server and Proxy Software:
helix-server-retail-11.0-win32-setup.exe
helix-proxy-retail-11.0-win32-setup.exe

Linux Server and Proxy Software:
helix-server-retail-11.0-rhel4-setup.bin
helix-proxy-retail-11.0-rhel4-setup.bin

Solaris 8 and Solaris 9 Software:
helix-server-retail-11.0-sol28-setup.bin
helix-proxy-retail-11.0-sol28-setup.bin

Documentation:
HelixServerAdmin.pdf
HelixServerConfig.pdf
HelixProxyAdmin.pdf
HelixProxyConfig.pdf

Note: not all files are distributed with all distributions.

2. Hardware/Software Requirements

Supported Platforms:

- Redhat Enterprise Linux 4
- Solaris 8
- Solaris 9
- Windows 2003 Server

Additional information about platform configuration recommendations for operating systems and hardware available at:

http://www.realnetworks.com/resources/contentdelivery/server/recommended_platforms.html

3. What's New

Several new features have been added to Helix Server 11.0 and Helix Proxy 11.0

- Reduced Startup Delay
- Low Latency Live
- Auto Bandwidth Detection
- Delayed Shutdown
- Improved Firewall Support
- SNMP
- 3GP Rel 6 file support
- Improved Client Statistics reporting
- IPv6 Support
- RTP Encoder Redundancy

4. Documentation Additions

4.1 Security Updates

Please review the recent Security Update and Incident Report. The most recent posting can be reviewed by visiting <http://www.service.real.com/help/faq/security>

4.2 Operating System Configuration Changes

4.2.1 Memory Allocation

The Helix Server and Proxy consume memory on a per-client basis. The amount of memory consumed will vary, according to the nature of the presentation streamed to each.

You may allocate up to two gigabytes of memory to the Helix Server. Memory is allocated by using the `-m #` command line flag at startup, where `#` is the amount of memory to allocate, in megabytes. For example, starting the server with the command `Bin/rmsserver rmsserver.cfg -m 512` would allocate 512 megabytes of memory to the server process.

4.2.2 File Descriptor Settings

RealNetworks recommends increasing the default file descriptor setting for your Solaris and Linux servers. File descriptors are heavily used by the server, for each file read, each open socket, etc. The recommended number of file descriptors to set is 65536 for each CPU. So on a dual processor machine you would set the value to 131072, and on a quad processor machine you would set it to 262144.

4.2.2.1 RHEL4

1. Examine system fd limit and ensure it meets or exceeds the recommended minimum:

```
$ cat /proc/sys/fs/file-max
```

If it doesn't, increase it by editing the file `/etc/sysctl.conf` (all file edits will require root access) and adding:

```
fs.file-max = number_of_desired_file_descriptors
```

2. Edit as root `/etc/security/limits.conf` and add the lines:

```
*      soft      nofile      number_of_desired_file_descriptors
*      hard      nofile      number_of_desired_file_descriptors
```

3. Edit `/etc/pam.d/login` and add the following line:

```
session    required    pam_limits.so
```

4. Edit `/etc/pam.d/sshd` and add the following line:

```
session    required    pam_limits.so
```

4.2.2.2 Solaris 8 and Solaris 9

1. examine system fd limit and ensure it exceeds the recommended minimum:

```
$ ulimit -Hn
```

If it doesn't, increase it by editing the file `/etc/system` (all file edits will require root access) and adding:

```
set rlim_fd_max=number_of_desired_file_descriptors
```

4.2.3 Solaris 8 and Solaris 9 Patch Recommendations

Testing at RealNetworks has shown some instability of Solaris 8 and 9 operating systems related to high levels of UDP usage. Sun has provided and recommends the following patch in order to address this situation.

<http://sunsolve.sun.com/search/document.do?assetkey=1-26-57728-1>

This patch is not necessary unless the operating systems experience kernel panic messages related to the UDP module.

4.2.4 RHEL4 Kernel Configuration Recommendations

Testing at RealNetworks has shown some instability on Red Hat Enterprise Linux 4. This instability is manifested as "kernel panics" related to "out of memory and no killable processes". This is partially because the 11.0 release of the Helix Server and Helix Proxy has a larger memory footprint than previous releases. Because of the 1 gigabyte (default) kernel virtual memory limitation on 32-bit systems with less than 4G RAM, we are recommending application of the 4G/4G patch set:

- [linux-2.6.0-4g4g.patch](#)
- [linux-2.6.8-4g4g-backout.patch](#)
- [linux-2.6.9-4g4g-hugemem-warning.patch](#)
- [linux-2.6.9-net-b44-4g4g.patch](#)
- [linux-2.6.9-4g4g-noncacheable.patch](#)

Note: This should only be necessary in cases where there will likely be enough player load on the server that memory usage would exceed 1 gigabyte. If the server is started with a memory flag setting of less than 1 gigabyte (`-m 1024`), this patch solution will not be required.

To install the Linux kernel patches, do the following steps:

1. Download the `kernel-2.6.9-5.0.5.EL.i686` kernel from <http://rhn.redhat.com>; you can find it by searching for "kernel" under "Packages"
2. Please refer to your Linux documentation regarding updating your Linux kernel
3. During the configuration step of your kernel update, make the following changes:
 - a. Under "Processor type and features" change the following:
 - i. Select "4 GB kernel-space and 4 GB user-space virtual memory support"
 - ii. Select "Symmetric multi-processing support"
 - iii. Deselect "Virtual Kernel Preemption"
 - b. Under "High Memory Support (65GB)", select "4GB"
4. Save the configuration, and compile and install the kernel

4.2.5 PSTACK Installation

There are known stability issues on Solaris and Linux systems running Helix Server and Helix Proxy which don't have `pstack` installed. `Pstack` is installed and configured on Solaris by default, however if you are running RHEL4, you will need to install and configure `pstack` for reliable Helix Server and Helix Proxy operation. You find the `pstack` package by searching for "pstack" under Packages at <http://rhn.redhat.com>. Please refer to your Linux documentation for instructions on installing or updating package files.

4.3 Proxy Caching and Fastfile functionality

Fastfile is an undocumented feature which gives a minor performance gain to the Helix Proxy. Due to an issue in the Helix Proxy 11.0, enabling Fastfile will break 3GP file caching. In order to disable Fastfile, you will need to add the line `<Var FastFileEnabled="0"/>` to your Helix Proxy configuration file (`rmproxy.cfg`) in the section shown below:

```
<List Name="RealSystem Media Import Filesystem">
  <Var ShortName="pn-mii-mgr"/>
  <Var MountPoint="/miicache"/>
  <Var CacheShortName="rn-cache"/>
  <Var FastFileEnabled="0"/>           <!-- Add this line -->
</List>
```

4.4 Cross Version Plug-in Compatibility

Plug-ins are not binary-compatible between v9/v10 and v11 on Linux due to changes in compiler versions. The plugins need to be recompiled with the updated build environment to be useful.

4.5 RTPLive Legacy Mode Support

A new configuration variable has been added to fix an issue with live streams using RTP which caused sync, and other QOS issues. The variable is `<Var RTPLiveLegacyMode="1"/>`. When this flag is set to 1, RTP transport forces initial RTPtime and sequence to be 0. After a PAUSE, sequence will be the last sequence number of RTP packet plus 1 and RTPtime will reflect the elapsed time between the PAUSE and PLAY request (i.e. RTPtime is offset only at the initial PLAY request). This is in accordance with 3GPP specifications.

5. Known Issues

Below is a summary of known issues in functional and stability areas of the Helix Server 11.0 and Helix Proxy 11.0.

Admin System

- Clicking on some pages of the Helix Admin System will cause extraneous 404 errors in the server's logs
- Changing the Transmitter Source name in the Admin System requires a server restart for the change to take effect, however the Admin System will not notify the user that this is required
- The Quicktime sample clip will not play if the link is clicked in the Admin System

Content Browser

- RV10 files are listed as RV9
- Restricting Content Browsing to specific extensions does not function
- Directories in the Content Browser windows are improperly displayed as files

Delayed Shutdown

- Disabling "Allow New Client Connections" will not keep new clients from connecting when a Delayed Shutdown of the server is in progress

General

- System time changes of more than a few seconds while the server is running, and particularly while the server is under load can cause severe memory leaks and potentially restarts. This sort of system time change may be triggered by NTP services, daylight savings changes, or simply by manual date/time changes. We recommend disabling these sorts of services on systems running Helix Server and Helix Proxy, and that time adjustments be made during server down times, or times of low load.

Java Monitor

- Bandwidth Usage is not recorded for 3GP Live streams being played

Live

- The Standby message does not work with RTP based broadcasts

Logging

- Superfluous error message: "couldn't lookup session for channel <0x1>" is getting written to the error log

Multicast

- When configuring Scalable Multicast, "VirtualPath" values cannot be numeric only; "2" won't work, but "2a" will

Proxy

- Proxy does not support Caching or Splitting for scenarios where Proxy Routing is used
- 3GP content will not get cached by the proxy if Fastfile is enabled (see section 4.3 of this document)

Reduced Startup Delay

- Setting the variable "CPUThresholdToDisableRSD" to 100 will roll the value back to the default of 65; 99 is the highest value the system will recognize

SNMP

- The SNMP v1 user name must be set to "public" for traps to function properly
- The Trap Interval value has no effect
- The Master Agent doesn't return an error message if it is started with an invalid configuration
- The Master Agent doesn't return an error message if authentication information is invalid
- The Master Agent prints an error when starting without a community string being configured; this error message should be ignored
- Setting the trap values for CPU or MaxConnections to zero doesn't disable these traps; you must set them to a value which is high enough that it won't be reached
- ServerStart trap is never sent

Windows Media Support

- Windows Media 9 live streams won't work if hosted from SLTA
- Windows Media Player will sometime give an error when attempting to connect to the server using ASXGen
- Windows Media Push Splitting fails if setup to use TCP on an IPv6 network
- Windows Media streams fail to connect to the Helix Proxy via an IPv6 network
- Windows Media clips will not play properly if clicked on in the Content Browsing window
- There are various logging errors which occur when playing MMS through the Helix Proxy

Crash Avoidance Issues (CAs)

- Adding a Scalable Multicast channel through the Admin System will cause a CA
- Requesting a MMS stream through the proxy will cause the proxy to CA

6. Checksum

026bb6ef6eb7f5baf4f9b840418abce6	gw1100-linux-RHEL4.tar.gz
f466548f6cf138904098584837206fd3	gw1100-solaris-8.tar.gz
fd0725efaf0ab101a95d7elee2ed92e0	gw1100-win32.zip
6ba431d538db16349ceb8f4ea2bce54d	HelixProxyAdmin.pdf
e6f8f8fe09ae57e0b5178771611d677e	HelixProxyConfig.pdf
e06501924924a42b5a76669ba901279f	HelixServerAdmin.pdf
e00722b0e32070afda165975c571ec3a	HelixServerConfig.pdf
cef633f292b8ac4eb4d4cd23d0cef79d	px1100-linux-RHEL4.tar.gz
0b39941188375406dd7a89decb0fa0e0	px1100-solaris-8.tar.gz
85e4d9d8f75ed005b63301117c2238d7	px1100-win32.zip
dbf0641fff908428ed38ca8014fe78b7	rs1100-linux-RHEL4.tar.gz
6885c49956df910d32f6281ecbb7a822	rs1100-solaris-8.tar.gz
cf6ac246fe6fa1898f350fcbcd21917	rs1100-win32.zip