



Cisco MeetingServer™ 5.1

System Manager's Guide

Release 5.1.0
March 2003

Cisco Document Number OL-5696-01

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CCIP, CCSP, the Cisco Arrow logo, the Cisco *Powered* Network mark, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, GigaStack, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, MGX, MICA, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, Stratm, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0401R)

Cisco MeetingServer 5.1 System Manager's Guide

Copyright © 2003 Cisco Systems, Inc. All rights reserved.

Contents

1	Introduction	1
	Naming Conventions Used in This Guide.....	1
	Who Should Use This Guide.....	1
	What's New in This Release	1
	Visual Cues Used in This Guide	4
	Obtaining Documentation	5
	Cisco.com.....	5
	Ordering Documentation	5
	Documentation Feedback.....	6
	Obtaining Technical Assistance.....	6
	Cisco TAC Website	6
	Opening a TAC Case	7
	TAC Case Priority Definitions	7
	Obtaining Additional Publications and Information	8
2	Getting Started	9
	About MeetingPlace	9
	Attending Conferences	10
	Controlling Conferences In-Session	11
	Advanced Meeting Management Features.....	11
	Meeting Types.....	11
	"Meet Me" Meetings	11
	Lecture-style Meetings	12
	Multiserver Meetings.....	13
	"Zero-port" Meetings.....	13
	Reservationless Meetings	14
	Reserve All Ports Meetings	14
	Scheduling Conferences.....	15
	MeetingTime Software.....	16
	MeetingPlace Options	16
	MeetingPlace Voice-Only Configuration	17
	Additional Software Options	18
	System Manager Responsibilities	19
	Maintaining Profiles	19
	Planning Internal Support	20
	Tracking Resource Usage	20
	Maintaining the System	21
	The System Manager's Schedule.....	21

	Using MeetingTime.....	22
	Accessing MeetingTime	22
	Accessing System Management Functions.....	23
	Understanding the Configure Tab.....	25
	Understanding the Report Tab.....	28
	Understanding the System Tab	30
	Understanding the Capacity Management Tab.....	33
3	Setting Up	35
	Creating User Profiles	35
	Profiles Overview	35
	Benefits of Assigning Profiles	40
	Determining Your Profile Maintenance Strategy	40
	Creating User Groups	42
	Creating User Profiles.....	43
	Creating a Guest Profile.....	44
	Importing User Profile and Group Information	44
	Changing a User Profile Record	51
	Viewing a User Group or User Profile Record.....	52
	Removing Profiles from the System	53
	Teams.....	53
	Search Directory	55
	Establishing Security.....	57
	Securing the MeetingPlace System.....	57
	Securing User Profiles	58
	Securing Meetings	59
	Customizing MeetingPlace.....	62
	Customizing Your Meeting Notifications.....	62
	Creating Flex Fields.....	64
	Choosing Abbreviated and Unabbreviated Voice Prompts	66
	Customizing Voice Prompts	67
4	Managing	71
	Managing Ports.....	71
	Designating Port Types.....	71
	Configuring Ports and Port Groups to Improve Performance	73
	Managing Port Scheduling Using Guard Times	76
	Managing Port Scheduling Using Run Times	79
	Managing Capacity.....	82
	Using the Capacity Management Tools.....	83
	Running Your Daily Operation.....	84
	Monthly Trending Tools.....	90
	Determining System Service Levels	97
	Optimizing Disk Space Usage.....	97
	Viewing Disk Usage Statistics.....	97
	Managing MeetingNotes Disk Space Resources	98

Managing User Access	100
Monitoring MeetingPlace Using SNMP	100
SNMP Feature Overview	101
Setting up Contact and Location Information.....	101
Setting up Community Information	102
Managing Notifications.....	103
How Server Notifications are Sent	104
Viewing Server Notification Status	104
Determining Causes of Notification Failure.....	104
Viewing Meeting Notification Status	105
Canceling Server Notifications	106
Managing Workstation Connections	106
System Manager Agents.....	107
No-show Recurring Meeting.....	107
Recurring Meeting Ending.....	108
Configuring System Manager Agents.....	108
 5 Reporting	 111
Reports Overview.....	111
Generating a Report.....	112
Generating Reports from the Report Tab	112
Generating Batch Reports in Windows Batch Mode.....	112
Scheduling Reports.....	114
Printing the Report.....	114
System Reports.....	114
System Options Report	115
Port Attributes Report.....	116
User Information Report	116
Group Information Report	117
Team Information Report	117
System Usage Reports.....	118
Scheduling Statistics Report	118
Scheduling Failures Report.....	119
Port Usage Report	119
Scheduled vs. Actual by User Report	120
Scheduling Activity by User Report	120
Meeting Attendance by User Report	121
Meeting Information Report	121
Meeting Attachment Information Report.....	122
Permanent Meetings Report.....	123
Question and Answer Usage Report.....	123
Billing Reports	124
Billing Information (Summary) Report	125
Billing Information (Detail) Report.....	125
Disk Usage Information Report	126
Outbound Dialing Report.....	126

Raw Data Reports.....	127
Setting Up the Database.....	127
Summary of Raw Data Reports	128
6 Maintenance.....	131
Backing Up.....	131
Disk Backup.....	131
M3 Shadow Server Backup	132
Tape Backup	132
Guidelines for Tape Backups.....	132
Performing the Tape Backup	132
Results of the Tape Backup	135
Cleaning the Head of the Tape Drive	136
Planning for Outages	136
Shutting Down MeetingPlace	136
Starting MeetingPlace.....	139
Maintaining the MeetingPlace M3 Server	141
Maintaining the User Database	141
MeetingPlace Directory Services.....	142
Maintaining the Database Manually.....	142
Changing Information for a Group of Users.....	148
Changing Information for a Profile User	149
Configuration Record-Keeping	149
System Configuration Records	150
7 Solving Problems	151
How Users Reach Assistance	151
How the Trunk Configuration Affects Assistance.....	151
Support for the System Manager	152
Responding to User Problems and Requests	152
Troubleshooting User Problems	152
Responding to Requests for More Time or Ports	155
Helping Users with MeetingPlace Features	156
Using Meeting Messages	156
Listening to a Roll Call of Meeting Participants	156
Recording a Meeting.....	157
Joining Breakout Sessions	157
Securing a Meeting	157
Scheduling Recurring Meetings.....	158
Rescheduling Recurring Meetings.....	158
Deleting Recurring Meetings.....	158
Scheduling Continuous Meetings	158
Scheduling Immediate Meetings.....	159
Scheduling and Hosting Lecture-style Meetings	159
Scheduling a Large Meeting	161
Scheduling a Q&A Meeting.....	161

Entering a Q&A Meeting.....	162
Scheduling a “Zero-port” Meeting.....	165
Handling System Problems that Affect Users	165
Handling Alarms	166
About the Alarm Table	167
Responding to a Login Error	167
Responding to a T1 Failure.....	169
Responding to an IP Failure.....	169
Responding to a Hardware or Software Failure	169
Checking the Alarm Table	170
Clearing an Alarm in the Alarm Viewer.....	170
Saving Alarm Table Information to a File.....	171
Important Alarm Codes.....	171
Interpreting the Alarm Lights on the Server	172
Ensuring Optimum Sound Quality	173
Techniques for Improving Sound Quality	173
Conditions that Affect Sound Quality	176
Disaster Recovery.....	178
Data Network Failure.....	178
MeetingPlace M3 Server Failure	178
Site Disaster Recovery	179
Importing and Deleting Meetings in Batch Mode	185
8 Multiserver Meetings.....	188
About Multiserver Meetings	188
Multiserver Meeting Requirements.....	189
Configuring MeetingPlace Servers for Multiserver Meetings	191
Providing Users with Profiles on the Other MeetingPlace Servers.....	191
Creating Server Information Records for MeetingPlace Servers	193
Naming MeetingPlace Servers.....	195
Recording a Voice Name for Other MeetingPlace Servers	197
Recording the Breakout Session Warning Prompt	198
Using the Server to Server Connection Parameters.....	198
Monitoring Multiserver Meetings Using MeetingTime	200
Scheduling Multiserver Meetings	201
Using MeetingTime to Schedule Multiserver Meetings.....	202
Multiserver Meeting Features	205
Using the Outdial Feature to Add a Server to a Meeting	206
Using Web Conferencing in Multiserver Meetings	207
Troubleshooting	207
9 MeetingPlace Language System Option.....	210
About MeetingPlace Language System Option	210
Enabling the MeetingPlace Language Option Key	210
Language Selection	211

A	Installing MeetingTime.....	215
	MeetingTime System Requirements	215
	MeetingTime Requirements	215
	Installing MeetingTime	215
	Editing and Storing MeetingTime Settings	218
B	User and Group Profile Parameters	220
	User Profiles	220
	User Groups.....	228
C	Usage Parameters	234
D	Scheduling Parameters.....	238
E	Time Zone Import Codes	244
F	File Import Specifications.....	249
	Import Database Fields.....	249
	Import Database Default Fields.....	254
G	Raw Data Export Specifications.....	256
	Raw Profile Information Data	256
	Raw Group Information Data.....	263
	Raw Meeting Details Information Data	268
	Raw Meeting Participant Information Data	274
	Raw Meeting Outdial (Users) Information Data.....	275
	Raw Meeting Outdial (Servers) Information Data.....	275
	Raw Meeting Attachment Information.....	276
	Raw System Outdial Information Data	277
	Raw Scheduling Failures.....	278
	Raw Participant Join Leave Information Report	279
H	SNMP 280	
	SNMP Traps	280
	MeetingPlace Exceptions Supported by the SNMP Trap	281

I	Reservationless Meetings.....	283
	About Reservationless Meetings	283
	About Reservationless Meetings and Scheduled Meetings	283
	Configuring Reservationless and Scheduled Meetings	284
	Reservationless Meetings Fields.....	285
	Reports	286
	Meeting Conflicts Utility.....	286
	Reservationless Meetings Requirements.....	287
	System Requirements	287
	Recommended Deployment Settings	287
	Recommended Settings for Combined Reservationless and Scheduled Meetings	288
	Profile Number and Meeting ID Management	289
	Starting and Attending Reservationless Meetings	290
	MeetingPlace Web Behavior	293
	System Rules.....	294
J	M3 Shadow Server.....	295
	About the Shadow Server.....	295
	MeetingPlace M3 Shadow Server Feature Differences.....	295
	Installation and Configuration.....	296
	Shadow Server Switchover	297
	What to Do After a Shadow Switchover.....	297
	Alarms	298
	Index	300

1 Introduction

This guide describes how to set up and maintain MeetingPlace after your M3 system has been installed. (For instructions on installing MeetingPlace, see the *MeetingServer 5.1 Installation Planning Guide*.)

Naming Conventions Used in This Guide

Throughout the remainder of this document, we refer to Cisco MeetingPlace as “MeetingServer,” or “MeetingPlace,” and we refer to Cisco MeetingPlace MeetingTime as “MeetingTime.”

Who Should Use This Guide

This guide is for MeetingPlace system managers. It gives you practical and clear guidelines for managing and maintaining the MeetingPlace system, and offers choices and recommendations to help you make the right decisions for your company.

What's New in This Release

The MeetingServer software in this version includes the following new features:

- ***International Deployments***—MeetingPlace M3 systems now support both E1 Euro ISDN and QSIG trunking protocols for deployments in the European Union, Asia, and Australia. E1 systems can scale up to 960 user licenses per M3 system. Mixed IP and PSTN (E1) systems are supported for customers migrating to IP telephony, but mixing E1 and other PSTN protocols are not supported. Customers who wish to deploy a converged IP only solution can scale up to 384 user licenses per M3 system. Information that's unique to E1 trunking types is preceded in this guide by this icon:



- ***North American PRI Support***—MeetingPlace M3 now supports direct connectivity to ISDN Primary Rate Interface (PRI) from the central office or from the PBX. PRI-based systems can scale up to 736 user licenses. Mixing PRI with existing T1 PSTN telephony protocols is not supported within an M3 system, but mixed PRI and IP systems are supported.

System Management Enhancements

- ***Report Enhancements***—Several enhancements have been added to reports to increase their flexibility and ease of use. These improvements include the following new features:
 - ***Ability to Track Number of Meeting Extensions***—Two fields have been added to the Raw Meeting Details report. The first field provides information on the number of successful extensions to each meeting. When a meeting cannot be extended, the second field provides an error code for the reason. Reasons include lack of voice ports, lack of recording space, Meeting ID conflict, and so on. System managers can use this information to assess customer satisfaction in a highly utilized system. For more information, see the *Raw Meeting Details Information Data* section in Appendix G. of the *Cisco MeetingServer System Manager's Guide*.
 - ***Peak Usage and Summary Port Utilization Reports***—This new report in the Capacity Management tab in MeetingTime provides insight to both peak and average port utilization over a user specified period of time. The report can be run in real time or offline with previously generated data. This tool is especially important for reservationless deployments to ensure adequate capacity to support peak load traffic at all times. For more information, see the *Managing Capacity* section in Chapter 4 of the *Cisco MeetingServer System Manager's Guide*.
 - ***Outdial Billing Report***—The Outdial Billing report now allows for a 60 second buffer before outdial calls (calls placed by the server to participants at the time of a meeting) are reported. Any outdial calls that terminate within this initial 60-second time limit are not reported (or billed). These changes apply to all trunk types.
 - ***Report Generation Progress Indication***—While running reports that involve a large amount of data, a report generation progress bar now indicates the percentage of data being retrieved. System managers can more accurately estimate the amount of time the report will take to generate.

Administrative Enhancements

- ***New Meeting Category: Reserve All Ports***—The Reserve All Ports meeting category allows system managers and technicians to book out all the available ports for system maintenance or upgrade activities. The benefits of using this meeting type instead of scheduling a standard meeting include:
 - No need to change system parameters to reserve all available ports.

- The meeting is not terminated even when no invitees are attending the meeting.

Once a Reserve All Ports meeting is in session, nobody is allowed to call into the system or schedule other meetings. The RAP meeting ends at the scheduled end time, or the system manager can terminate the meeting through MeetingTime. For more information, see the *Meeting Types* section in Chapter 2.

- ***New SNMP Alarms***—Four new notification types have been added to the MeetingPlace MIB file to improve system monitoring capabilities. These four notifications correspond to alarms generated within the MeetingPlace server. The categories include: Major Hardware Alarm, Minor Hardware Alarm, Major Software Alarm and Minor Software Alarm. A new MIB file is provided which includes these new notifications with the current ones available on the system. For more information, see the *Monitoring MeetingPlace Using SNMP* section in Chapter 4 of the *Cisco MeetingServer System Manager's Guide*.
- ***Additional Flex Fields***—Four additional flex fields are now available for user or group profiles, and four additional fields for meeting specific information. There is also enhanced flexibility in the definition of these fields such as the ability to specify that input is required to that field as well as provide multiple-choice input options. For more information, see the *Creating Flex Fields* section in Chapter 3 of the *Cisco MeetingServer System Manager's Guide*.
- ***Configurations for Reservationless Meetings***—System configurations related to reservationless meeting deployments are now available in MeetingTime under the System tab. Three new fields have been added (the first, Enable Reservationless Meeting, is read only.) Also, the Reservationless Meetings feature is now available for the Japanese language. For more information, see Appendix I of the *Cisco MeetingServer System Manager's Guide*.
- ***Restrict Changing Vanity IDs through Voice User Interface***—When Vanity IDs are allowed within the MeetingPlace server, the meeting scheduler is prompted with the option to change the system generated meeting ID when scheduling over the phone. A new configuration within a user's profile removes this option. For more information, see the *Securing Meetings* section in Chapter 3 of the *Cisco MeetingServer System Manager's Guide*.

Supportability Improvements

- **Remote Upgrades**—Improvements to the upgrade process will allow M3 software upgrades to be performed remotely. Once the upgrade tape is inserted into the M3 system, technicians can initiate the upgrade by remote access, such as through modem, Telnet, and so on. Progress updates are provided at regular intervals and all diagnostic logs are saved to a file. In the unlikely event that there are problems with the upgrade, technicians can also remotely revert the system back to the existing version of software.



Notes:

- Customizing the “Welcome to MeetingPlace” prompt must now be done through the Latitude Customization Services Group.
- This version of the MeetingPlace M3 server platform does **not** support Analog trunks or alarm relay.
- MeetingServer 5.0 and later does not support EISA or PCI platforms. However, it is possible to convert a server from PCI to M3 through a network transfer. For more information, see the *Cisco MeetingServer Customer Engineer Guide*, or contact your MeetingPlace support representative.

Visual Cues Used in This Guide

Special information in this guide looks like this:



Note: Notes contain “for your information” text that corresponds to a topic.



Tip: Tips offer helpful hints and time-saving suggestions about using MeetingPlace features.



WARNING: Warnings identify essential steps, actions, or system messages that should not be ignored.



U.S.

Canada

U.S./Canada: These icons represent the United States and Canada and specific information for these countries only.



Hong Kong

Hong Kong: This icon represents Hong Kong and specific information for this city.



Japan



European Union

Japan: This icon represents Japan and specific information for this country.

European Union: This icon represents the European Union and specific information for these countries.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com and the Customer Support Resource Center for Cisco MeetingPlace. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at these URLs:

<http://www.cisco.com/univercd/home/home.htm>

or

<http://support.latitude.com/>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

<http://www.cisco.com/go/marketplace/>

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

2 Getting Started

The topics covered in this chapter include:

- About MeetingPlace
- Responsibilities of the system manager
- Using MeetingTime™

About MeetingPlace

MeetingPlace is a leading secure, integrated voice and web conferencing solution. It allows users in different locations to collaborate in real time through live voice communication and by sharing documents over their PCs.

Because MeetingPlace integrates with common interfaces, such as groupware clients, web browsers, and PSTN and IP-based phones, users can quickly schedule and attend conferences using their preferred interface from any location.

MeetingPlace uses your organization's existing telephony and/or IP-based infrastructure to provide voice conferencing over PSTN and IP phones.

MeetingPlace can also be integrated with your organization's standard business applications, such as e-mail, Microsoft Outlook, and Lotus Notes. To facilitate integration with these resources, system options are installed on a Windows-based server that communicates with MeetingPlace over your network.

To facilitate advanced user interfaces and integration with other shared network resources, the MeetingPlace conference server also connects to your Local Area Network (LAN) or Wide Area Network (WAN). The conference server communicates with MeetingPlace desktop software products to facilitate integration with other network resources.

Figure 2-1 displays how the entire MeetingPlace family integrates with your organization's network.

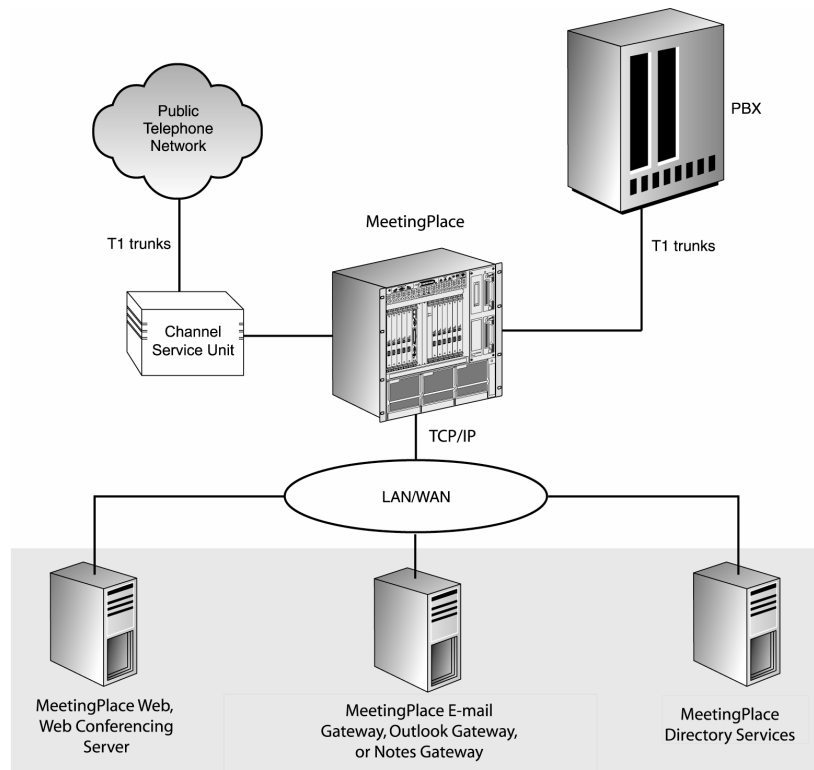


Figure 2-1 How MeetingPlace Integrates with your Network

Attending Conferences

Users can easily attend “meet me” conferences. At a pre-determined time and date, participants dial the MeetingPlace phone number and enter a *meeting ID*, a unique number that identifies each meeting.

By default, MeetingPlace assigns meeting IDs, but you can allow users to assign custom or *vanity* IDs. For example, the VP of Sales may choose a vanity ID of 7355 (“SELL”) on the touchtone phone. For reservationless meetings, each user’s profile number is their reservationless meeting ID. (For more information about vanity IDs, see the *Restricting Vanity Meeting IDs* section, later in this chapter.)

Because you assign the MeetingPlace telephone number, users can dial the same telephone number to attend all of their conferences. Some customers even choose easy-to-remember PBX extensions for their MeetingPlace systems, such as 6338 (“MEET”) and 8255 (“TALK”) on the touchtone phone.

Additionally, when the meeting has finished or has not yet started, the MeetingPlace system delivers the prompt “The meeting has ended” or “The meeting has not started.”

For reservationless meetings that have not yet started, MeetingPlace prompts the invited participants to record their names and then places them in the waiting room. All profile users are given the option to start the meeting with their own MeetingPlace profile if they desire.

Controlling Conferences In-Session

Through a touchtone telephone interface, MeetingPlace provides users with several powerful features to use during a conference, including:

- Breakout sessions
- Roll call/who's talking
- Outdial
- Lock meeting
- Mute line
- MeetingNotes™
- Initiating a reservationless meeting
- End meeting



Note: The roll call feature is limited to announcing a list of the first 120 participants. This applies to roll calls enacted both in session and through MeetingNotes.

Advanced Meeting Management Features

MeetingPlace provides a number of advanced meeting management features over the telephone, such as announced entry and departure, end-of-meeting warning, and automatic extension of meetings if resources are available.

For more information on commands available from the touchtone phone, see the *MeetingPlace Quick Reference Card*.

Meeting Types

“Meet Me” Meetings

MeetingPlace enables users to easily attend “meet me” conference calls at a predetermined time and date by dialing a given telephone number and using a meeting ID number. Each of the participants can speak and listen equally.

MeetingPlace provides meeting features such as breakout sessions, roll call, outdial, lock, mute, and MeetingNotes¹ that can help ensure users conduct organized and productive meetings.

¹ MeetingNotes is an option in the voice-only configuration.

Lecture-style Meetings

MeetingPlace lecture-style meetings are based on the concept that there are one or more *speakers* and the remaining participants are *listeners* and not granted speaking ability. While scheduling a lecture-style meeting, the meeting controller can use the Lecture Meeting Attend Settings parameter to specify how they want listen-only participants to attend the meeting. This parameter contains the following choices:

- *Admit as listeners*—Automatically enables all participants to enter the meeting via the meeting room with their speaking ability turned **off**. Meeting controllers can **“Open the floor”** at any time to allow for general discussion (such as in a town meeting application).
- *Start callers in waiting room*—Automatically enables all participants to enter the meeting via the waiting room where they can listen to on-hold music plus any meeting announcements the moderator may have recorded. This option allows speakers to converse in private in the main meeting room before beginning the meeting.

When the moderators are ready to start the meeting they can **“Call the meeting to order”** and bring all the waiting room participants into the meeting. Participants will automatically have their speaking ability turned off until the moderator chooses to **“Open the floor”**.

- *Start meeting with floor open*—Automatically enables all participants to enter the meeting via the meeting room with their speaking ability turned **on**. When the meeting is set to begin, the meeting controller can **“Close the floor”** and thereby turn off participants' speaking ability.



Note: Speaking ability is tied to whether or not the floor is open or closed. If, however, users mute themselves while the floor is closed and enter a breakout session the mute feature will not take effect until the floor is re-opened. Therefore, if users return to a main meeting where the floor has been re-opened, they may find that they are still “muted” from their earlier request.

For increased efficiency, it is recommended that you schedule **large meetings**—any meeting involving more than 100 participants—as lecture-style rather than “all speaker” meetings. When scheduling large meetings, ensure that all entry/departure announcements are set to **“Silent”** and that the roll call feature is disabled.

In large lecture-style meetings, when multiple participants initiate a request to ask a question, coordination becomes important. Each request must be served on a first-come, first-served basis.

**Notes:**

- Reservationless meetings cannot be lecture-style meetings
- To monitor large meetings, meeting controllers must be using MeetingTime 5.0 or later.

Q&A Meetings

Q&A Meetings are an enhancement to the lecture-style meeting. These meetings consist of a main speaker or set of speakers acting as the facilitator or focus for the meeting. Speakers discuss the subject or topic(s) and then accept questions from meeting participants. With the Q&A feature, *listen-only* participants can “**Request the floor**” to ask a question or address the meeting, and moderators can selectively grant temporary speaking ability to those participants. MeetingTime provides full feature control, and the MeetingPlace touchtone interface provides capabilities for both *listen-only* participants and the meeting moderators.

Multiserver Meetings

Multiserver meetings allow participants on different MeetingPlace servers to communicate with each other as if they were in the same meeting.

Multiserver meetings are ideal for:

- Minimizing long distance calls between major corporate locations.
- Large conference calls (over 550 participants) that require more than one MeetingPlace M3 server. Multiserver meetings can be conducted across both M3 and PCI platforms.

“Zero-port” Meetings

Zero-port meetings allow you to conduct web conferences without corresponding voice conferences. Zero-port meetings are particularly useful for two people engaged in a telephone conversation who want to share documents. Zero-port meetings take up no port resources on your server.

**Notes:**

- Zero-port meetings are subject to user license restrictions. If no user licenses are available, MeetingPlace allows you to schedule a zero-port meeting, but attendance is restricted.
- To protect meeting IDs that can be hacked easily (for example, 1234 and ABCD), create zero-port continuous meetings with those meeting IDs. Limit those meetings to invitees only and don't invite anyone.

Reservationless Meetings

Reservationless meetings enable profile users to create impromptu, “on-the-fly,” voice conferencing meetings. Meetings are started through any touchtone phone with the user’s assigned meeting ID. Reservationless meetings are convenient because they do not require any advanced scheduling of resources.

When used with MeetingPlace Web versions earlier than 3.0, web conferencing can be enabled after the voice conference has been activated. When used with version 3.0 or later, reservationless meetings can be started either from the Web or the phone. For more information on reservationless meetings, see Appendix I.

Reserve All Ports Meetings



WARNINGS:

- It is the system manager’s responsibility to ensure that no regular meetings are scheduled before scheduling a Reserve All Ports meeting.
- Because Reserve All Ports meetings prevent the system from scheduling any meetings, it is strongly recommended that Reserve All Ports meetings are scheduled during lowest usage times.

Reserve All Ports meetings allow system managers to perform system upgrades. When you schedule a Reserve All Ports meeting, MeetingServer performs the following actions:

- Reserves all available ports, or the maximum number of user licenses available in the M3 system
- Blocks out all new callers for the duration of the scheduled meeting
- Prohibits the extension of in-session meetings that began before the Reserve All Ports meeting begins

To schedule a Reserve All Ports meeting: In the MeetingTime Schedule tab, select the # of Calling Sites attribute. Then select Reserve All Ports and click OK.

Reserve All Ports meetings are scheduled, private meetings. The meeting attributes are the same as for a scheduled meeting, with the following exceptions:

Attribute	Value
Frequency	Once
# of calling sites	SysMaintenance
Record meeting?	No
Meeting name	SysMaintenance
Meeting type	All Speaker



Notes:

- You cannot extend a scheduled Reserve All Ports meeting, but you can reschedule the meeting.
- Only one Reserve All Ports meeting can be scheduled at a time (one Reserve All Ports meeting must be finished or deleted before another can be scheduled).
- If a Reserve All Ports meeting overlaps another scheduled meeting that is then canceled, the Reserve All Ports meeting reserves the ports released by the other meeting.
- Scheduled Reserve All Ports meetings appear in the server exception log, and any changes to a meeting (such as deleting or rescheduling) are shown in the log.
- The meeting ID for a Reserve All Ports meeting cannot be changed.

Scheduling Conferences

MeetingPlace users can choose to set up conferences immediately and dial out to parties, or they can schedule “meet me” conferences in advance. MeetingPlace conferences can be scheduled from a touchtone or IP telephone or a computer using MeetingTime client software, Microsoft Outlook, Lotus Notes, or a Web browser. (Scheduling via an IP telephone or a computer requires the appropriate options: MeetingPlace IP Gateway, MeetingPlace for IP Phone, MeetingTime, MeetingPlace for Outlook, MeetingPlace for Notes, or MeetingPlace Web.)

When MeetingPlace users schedule their conferences in advance, the system reserves the necessary resources and guarantees availability at the time of the meeting.

For each conference, MeetingPlace records:

- Date, start time, and length of the conference
- Number of locations

- Meeting ID
- Meeting preferences
- Other fields determined on a company-specific basis
- MeetingPlace phone number

MeetingPlace stores this information internally in the conference server.

MeetingTime Software

MeetingTime is software that runs on desktop computers. It communicates with MeetingPlace over the LAN or WAN using TCP/IP, an industry-standard networking protocol. The software uses an intuitive graphical user interface and provides access to advanced MeetingPlace features that are not available over the telephone.

With every MeetingPlace system, five MeetingTime licenses are included. As system manager, you will use MeetingTime to configure the system, run reports, monitor capacity, and run routine system management functions, as described later in this chapter.

Your organization's help desk department can also use MeetingTime to handle end user problems, monitor meetings, and control in-session features.

Information on using MeetingTime as a system manager is provided later in this chapter.

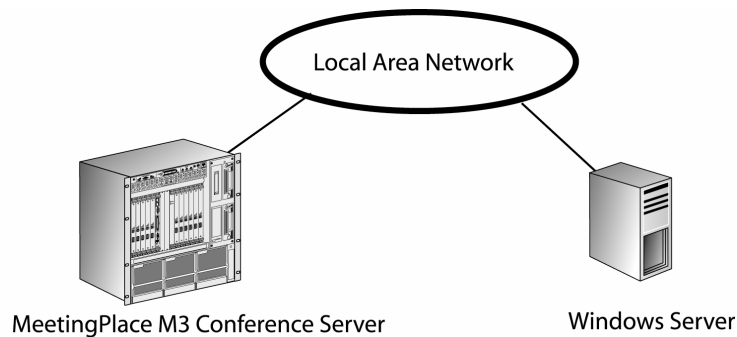
MeetingPlace Options

MeetingPlace can be purchased in a standard, voice-only configuration, which includes server hardware, server software, and desktop software components with additional software options. You can also purchase individual software options.

Server software resides internally in the MeetingPlace server. Desktop software is installed on customer-provided Windows servers. This software communicates with the MeetingPlace server over your LAN or WAN.

For information about server hardware components, see the *MeetingServer Installation Planning Guide*.

Figure 2-2 outlines the MeetingPlace voice-only configuration and software options.



MeetingPlace Voice-Only Configuration

- MeetingPlace User Licenses
- MeetingTime (5 user licenses)
- MeetingPlace Web (for web scheduling only)

Additional Software Options

- MeetingPlace for Outlook
- MeetingPlace IP Gateway
- MeetingPlace Flex Menu Options
- MeetingPlace E-mail Gateway
- MeetingTime
- MeetingPlace for Notes
- MeetingPlace Directory Services
- MeetingPlace for IP Phone
- MeetingPlace Web (for web conferencing)

Figure 2-2 MeetingPlace Configurations and Additional Software Options

MeetingPlace Voice-Only Configuration

- ☐ **MeetingPlace User Licenses**—Software licenses that allow callers to attend conferences over an access port. You may purchase more user licenses than you foresee for conference attendance, to provide telephony connectivity to support MeetingPlace activities outside conferences (for example, to listen to meeting recordings).
- ☐ **MeetingTime**—Software that allows users to access and use MeetingPlace functions from customer-provided Windows computers. The MeetingPlace voice-only configuration includes five MeetingTime licenses.
- ☐ **MeetingPlace Web (Web Scheduling Only)**—Allows users to schedule conferences, share meeting materials, or listen to recorded meetings and voice comments from any web browser. It also allows users to link to meeting list pages for today's meetings, past meetings, and future meetings.

Additional Software Options

MeetingPlace provides several software options beyond those included in the voice-only configuration.

Additional software options include:

- ☐ ***MeetingPlace Web (for web conferencing)***—Allows users to schedule conferences, share meeting materials, or listen to recorded meetings and voice comments from any Web browser, such as Microsoft Internet Explorer or Netscape Navigator. MeetingPlace Web also allows multiple individuals to share and collaborate on the same document in real time using their desktop or laptop computer, with additional features like annotations, polling, chat, and synchronized voice and web recordings.
- ☐ ***MeetingPlace for Outlook***—Integrates MeetingPlace with an Exchange server, allowing users to schedule and attend MeetingPlace meetings using their Outlook client and receive e-mail notifications for meetings they have been invited to. Users can accept notifications and have meetings automatically appear in their Outlook calendar, or decline notifications.
- ☐ ***MeetingPlace for Notes***—Integrates MeetingPlace with a Domino server, allowing users to schedule and attend MeetingPlace meetings using their Notes client and receive e-mail notifications for meetings they have been invited to. Users can accept notifications and have meetings automatically appear in their Notes calendar, or decline notifications.
- ☐ ***MeetingPlace Directory Services***—Offers seamless integration between an existing corporate directory server and MeetingPlace. This integration automatically creates, updates, and deletes user profiles, which eases system management and enhances MeetingPlace's security features.
- ☐ ***MeetingPlace IP Gateway***—Software installed on a customer-provided Windows server that uses H.323 standard protocol to process call activity. The MeetingPlace IP Gateway is used with MeetingPlace IP server hardware and software, to provide users meeting access from Cisco IP phones using Cisco CallManager and H.323 endpoints like Microsoft NetMeeting.
- ☐ ***MeetingPlace for IP Phone***—Software installed on a customer-provided Windows server to allow users to schedule, attend, and locate meetings from Cisco 7960 and 7940 IP phones.

- ❑ **MeetingNotes**—Allows users to manage voice and data information related to a conference. Users may record voice comments, agendas, messages, and the meeting recordings. Users may also submit, manage, and retrieve data files related to conferences such as word processing documents, spreadsheets, and presentations.
- ❑ **MeetingPlace E-mail Gateway**—Fulfills queued requests for automatic meeting notifications and automatic distribution of meeting materials to participants through e-mail.
- ❑ **MeetingPlace Flex Menu**—Allows system managers to assign specific custom recorded menus associated with port group types. If port group “1” was configured for the Sales department to use, customized prompts can be played for Sales department users who call the telephone number associated with that port group. When users dial into a MeetingPlace conference server with Flex Menus, the voice prompts they hear depend on the telephone number they dial.

Instructions for installing and managing these packages are provided in separate documents.

System Manager Responsibilities

MeetingPlace is designed to require a minimal level of management. As system manager, your role will be to:

- Maintain the database of MeetingPlace profiles
- Set up an internal support strategy
- Track resource usage
- Perform traditional maintenance functions
- Handle system alarms
- Ensure system security

Maintaining Profiles

Each person in your user community should have a MeetingPlace *user profile* defined in the MeetingPlace database. User profiles contain information such as:

- User ID and passwords
- Class-of-service privileges
- Meeting preferences
- Notification information (e-mail address)
- Attend information (phone number and pager number)

As the system manager, you are responsible for maintaining a directory of users and their associated privileges (as is the case with many in-house communications systems, such as e-mail, groupware, and voice mail systems).

The amount of ongoing work for profile maintenance often depends on the level of up-front planning and coordination you perform. If you have MeetingPlace Directory Services or can obtain database access to user lists from another source, such as an e-mail system directory or a human resources database, you can easily automate the process of synchronizing MeetingPlace with that other source.

If you do not have a means of synchronizing MeetingPlace with another source of users, you must set up a fulfillment process for new users who request MeetingPlace profiles.

Planning Internal Support

As system manager, you are responsible for planning and implementing the various levels of support in your organization. Some support considerations include:

- *Decentralized, departmental support*—For the bulk of simple requests, such as help with scheduling or forgotten passwords, MeetingPlace can empower departmental support personnel or administrative assistants to provide help. In MeetingPlace, special department *contacts* have privileges to support a subset of the overall user community.
- *Company-wide support*—Either a company receptionist or help desk personnel can provide *attendant*-level support. MeetingPlace attendants have privileges to support all users.
- *Help desk support*—You may consider providing help desk employees with additional capabilities to do problem resolution when you are not available. The range of system management capabilities available to help desk attendants include creating/deleting user profiles and the ability to run reports.

When MeetingPlace encounters more serious problems, such as T1 failure or a system failure, you can set up the system to notify you. A critical part of your internal support strategy is a set of procedures to follow for handling alarm conditions.

Tracking Resource Usage

Tracking resource usage on the system is important for several reasons:

- Ensures that users are effectively distributed across conference servers
- Ensures you have enough capacity for current usage
- Enables you to perform internal bill backs

- Helps audit potential abuse

To help track resource usage, MeetingPlace offers a series of standard reports and capacity management tools. The system also enables you to export database tables in a raw format for analysis or reporting in other applications.

For more information on reporting, see Chapter 5. For more information on capacity management, see Chapter 4.

Maintaining the System

MeetingPlace requires very little system maintenance. See Chapter 6 for more information. However, like any other system, you need to perform backups on a regular basis. You may also need to shut down and restart the system on occasion, such as when moving your offices to another location.

The System Manager's Schedule

Some of your tasks should be performed routinely on a weekly or monthly basis. Others will require your response on an as-needed basis. Table 2-1 summarizes typical system manager tasks.

Table 2-1 Typical System Manager Tasks

When	Task
Weekly	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Add profiles and teams to the MeetingPlace system, distribute documentation, and provide MeetingTime access to support staff <input checked="" type="checkbox"/> Review alarm table activity for the past week <input checked="" type="checkbox"/> Print or save the list of next week's meetings <input checked="" type="checkbox"/> Rotate the tape inside MeetingPlace and run a system backup
Monthly	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Run and review a system usage report <input checked="" type="checkbox"/> Run the monthly trending capacity management tools to review system usage, conferencing growth, and service levels <input checked="" type="checkbox"/> Update and save the historical data file for the monthly trending tools <input checked="" type="checkbox"/> Perform internal bill backs
Planning/Strategy	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Coordinate profile import strategy <input checked="" type="checkbox"/> Train other employees who have user support responsibilities <input checked="" type="checkbox"/> Define processes for handling MeetingPlace alarms <input checked="" type="checkbox"/> Review system usage and capacity requirements
As Needed	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Respond to alarm conditions <input checked="" type="checkbox"/> Coordinate planned outages (such as relocations and software upgrades) <input checked="" type="checkbox"/> Act as contact to MeetingPlace Customer Support Center

Using MeetingTime

MeetingTime is desktop software that communicates with your MeetingPlace M3 conference server over the LAN or WAN. Your users can take advantage of MeetingTime to set up, attend, and review their conferences. You use MeetingTime to perform system management functions.

As system manager, you can use MeetingTime to:

- Configure the system and MeetingPlace user profiles
- Run reports or raw data exports
- Run capacity management tools
- Perform common system management tasks

Accessing MeetingTime

To access MeetingTime, you need the following:

- Your MeetingPlace user ID and password
- The MeetingPlace address

The MeetingPlace user ID and password enable users to access MeetingPlace over their LAN or WAN.




Tip: System managers usually assign MeetingPlace user IDs to match e-mail or network user names.

The MeetingPlace user ID and password are different from the *profile number* and password used for accessing MeetingPlace over the touchtone phone.

The MeetingPlace address is the hostname or IP address of your MeetingPlace conference server. You should have assigned a hostname for your MeetingPlace conference server during the installation process.

To access MeetingTime:

1. Install MeetingTime on your PC.
(For more information about Installing MeetingTime, see Appendix A.)
2. Double-click the MeetingTime icon .

The MeetingTime logon window appears.



Figure 2-3 MeetingTime Logon Window

3. In the MeetingTime logon window, enter your MeetingPlace user ID, password, and address, then click the key button or press Enter. (The user ID and password are *case sensitive*.)

The reception room window appears.



Figure 2-4 MeetingTime Reception Room Window

4. See the following sections for information about working with MeetingTime from the reception room window.

Accessing System Management Functions

To access system management functions, click the book in the reception area window. The Register Book opens with the Configure tab displayed. (Because you are a system manager, clicking on the book always puts you into the Configure tab.)

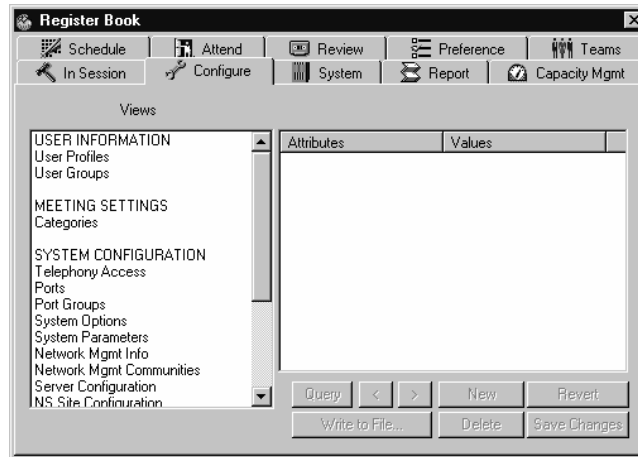


Figure 2-5 MeetingTime Register Book

The tabs in the Register Book provide access to MeetingTime functional areas. Because you logged in to MeetingPlace as a system manager, MeetingTime displays some tabs that are not typically available to end users, contacts, or attendants:

- *Configure*—Use the Configure tab to manually create or modify user profiles, change system parameters, or set up custom database fields (*flex fields*).
- *Report*—Use the Report tab to track system usage or bill your user community. You can also use the Report tab to generate standard reports or export raw data to other applications.
- *System*—Use the System tab to execute actions, such as profile imports, backups, and shutdowns. The System tab also enables you to interact with system internals, such as the alarm table, the list of locked profiles, the disk usage statistics, Flex Menus, and the notification queue.
- *Capacity Mgmt*—Use the Capacity Mgmt tab to monitor the usage and manage the capacity of your MeetingPlace system. From this tab you can display charts that will help you determine the appropriate times to upgrade your system.



Tip: You can access any system management tab directly from the MeetingTime reception room using the Administration menu.

Understanding the Configure Tab

The Configure tab lets you enter system parameters and object tracking options in a series of form-like screens. The left side of the screen lists the different forms you can fill out. To select a particular form, click one of the form names on the left side. (The labels in all capital letters are descriptive headings only and do not represent forms.)

The right side of the screen shows the forms themselves. In the Configure tab, MeetingTime does not automatically populate the forms. This enables you to browse for the form you need without querying MeetingPlace for the information.

Form Types

The Configure tab uses two different kinds of forms:

- *Parameter forms*—Use these forms to set up system parameters, such as Telephony Access, Usage Parameters, Scheduling Parameters, and NS Site Configuration.
- *Object forms*—Use these forms to set up objects that MeetingPlace tracks. Objects include User Profiles, User Groups, Ports, Port Groups, System Options, Time Zone Import Codes, and Flex Fields.

These two types of forms behave essentially the same. The difference is that Object forms display only one of many records at a time. For example, the User Profiles form displays only one profile at a time even if many profiles are defined.

Viewing Form Field Values

To view the field values for a form:

1. Click a form name on the left side of the Configure tab.

Be sure not to select a topic heading denoted by all capital letters. These topic headings are included for descriptive purposes only.

2. Click the Query button on the bottom of the tab.

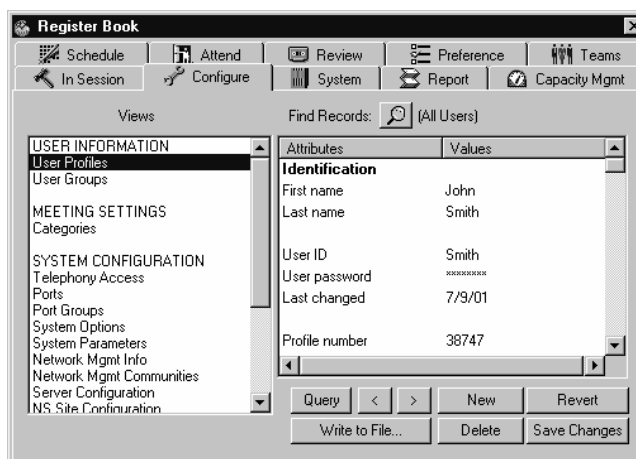


Figure 2-6 MeetingTime User Profile Window

Use the scroll bars on the right side if necessary. You can also resize the MeetingTime Register Book. To scroll among multiple records in an Object form, click the left or right arrow buttons (< or >) on the bottom of the tab. These buttons are disabled when in a Parameter form.



Tip: For quick access to a particular user group or user profile, click the Find Records (Search) button above the form.

Editing Values in a Form

To edit values on a form:

1. Select the desired form and display its values. For an Object form, ensure that you are looking at the correct record.
2. Select the field to change and click on its current value. An edit box is displayed.

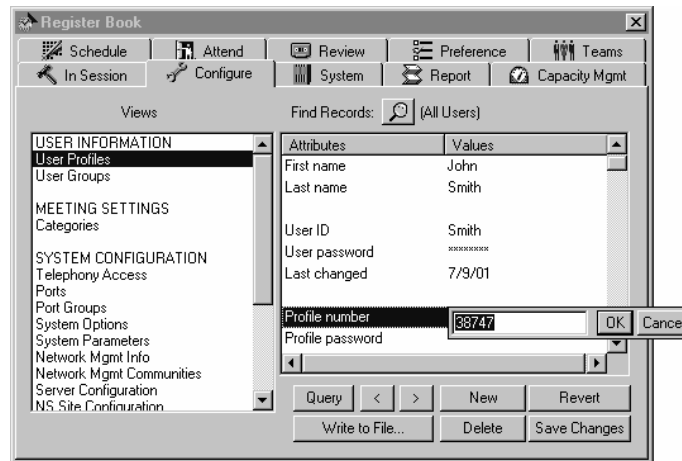


Figure 2-7 MeetingTime Edit Box

3. Change the existing value.
4. Click OK to accept your new value or click Cancel to revert to the current value stored in MeetingPlace.
5. Repeat steps 2 through 4 for all fields on that form.
6. Click Save Changes to commit your changes to MeetingPlace.

Adding New Records in an Object Form

For many Object forms, such as user group, user profile, port group, and port, you can add new objects of that type. To create a new record, click **New** at the bottom of the tab.

The **New** button is disabled when you are in a Parameter form.

Deleting Records from an Object Form

To remove an object record from the database, use the **Delete** button. The **Delete** button removes the information from the screen and permanently deletes the record from the database.

The **Delete** button is disabled when you are in a Parameter Form.



Tip: When users leave your organization, you may not want to delete their user profiles. If you do, historical report information, which may refer to that user, may no longer make sense. Instead, keep the profile and deactivate it.

Understanding the Report Tab

The Report tab lets you run system reports or export raw data for creating reports. The left side of the screen lists the type of report to run. The right side of the screen lists the report attributes, such as the output destination (screen, file, or printer) and date range. Clicking the Generate Report button at the bottom of the tab always submits the reporting job to the server.

To run a report in MeetingTime:

1. From the left side of the Report tab, choose a report to run. A topic heading with all capital letters is for descriptive purposes only and cannot be selected.

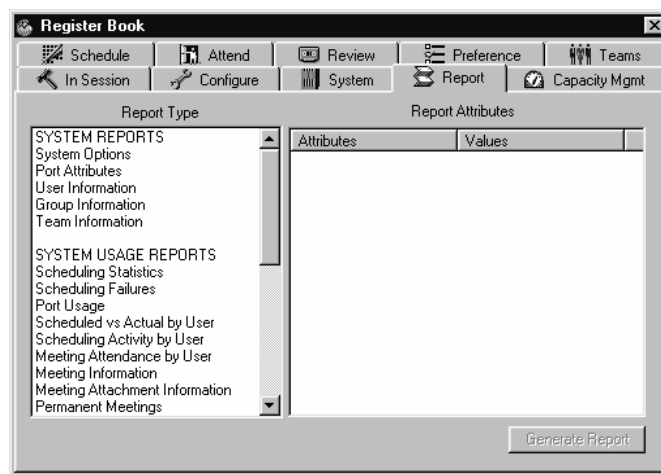


Figure 2-8 MeetingTime Report Tab

2. On the right side of the Report tab, choose the Destination type:
 - **Screen** when you want to view the data that is being retrieved
 - **File** when you want to download the data to a file for import to a spreadsheet or database program
 - **Printer** to send the report directly to your local printer.

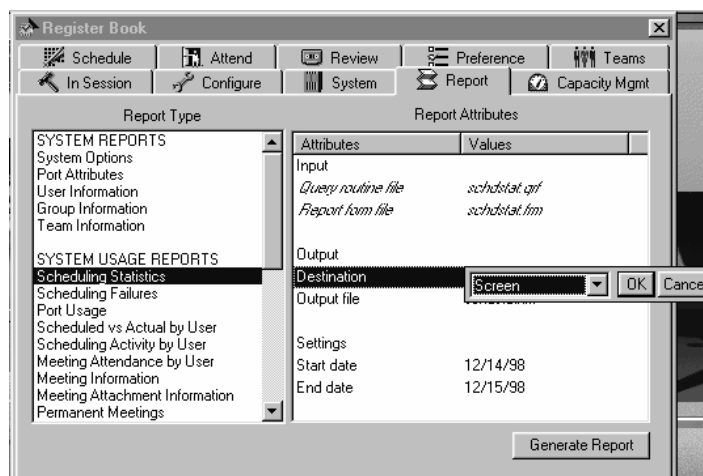


Figure 2-9 MeetingTime System Report Display

3. Fill in the OUTPUT and SETTINGS parameters by clicking on the values.

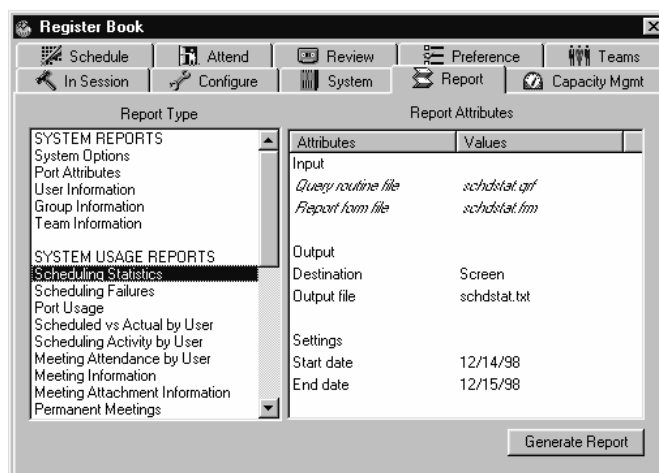


Figure 2-10 MeetingTime Report Generation

4. Click Generate Report to submit the job to the server.

A message displays, telling you that you may cancel the report generation after the server has received the query instructions.

5. To continue, click Yes.

Depending on the size of your MeetingPlace system, it may take up to several minutes for the report to generate. As the server processes your query instructions and retrieves the report data, you see a progress bar, the current size of the report file, the percentage of the job completed, and other report status information.

The generated report displays in the Report Viewer window.

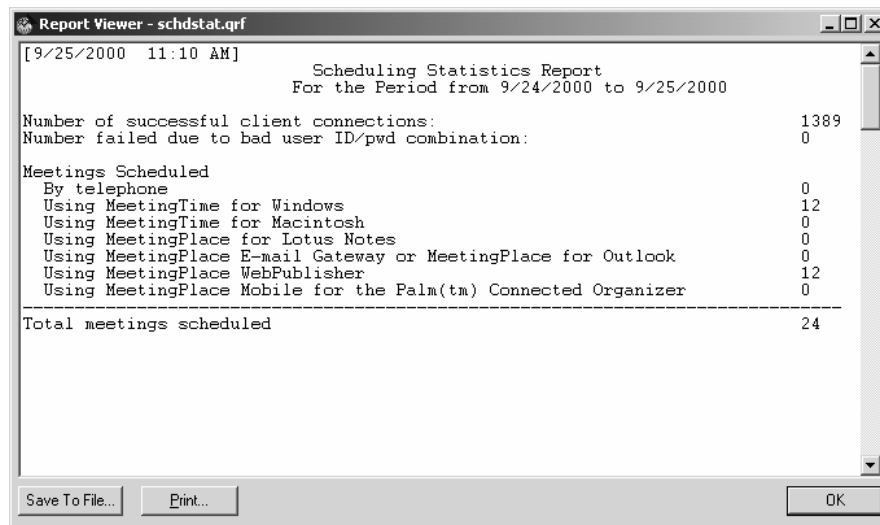


Figure 2-11 MeetingTime Report Window

Understanding the System Tab

The System tab enables you to execute actions on the server or to interact with system internals.

Executing an Action

Actions include System Shutdown, Import User Profiles and Group Profiles, Import Meetings, Database Backup, and Manage and Import Flex Menus, and Help Desk Privileges for Attendants. All actions have certain run-time parameters listed on the right side that you must fill out prior to executing the action.

To execute an action:

1. From the System tab, choose an action. The right side of the screen populates with Attributes.

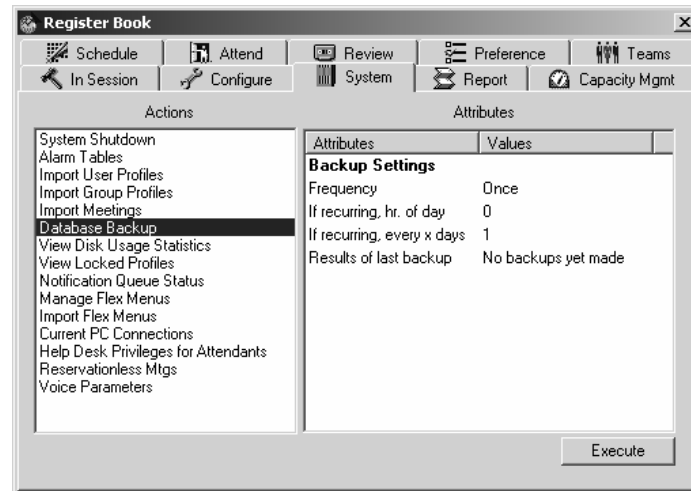
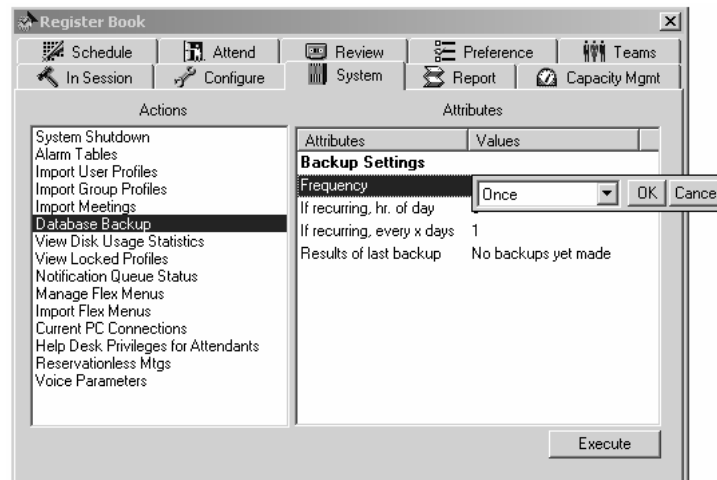


Figure 2-12 MeetingTime Systems Tab

2. On the right side of the screen, edit the necessary parameters.



3. Figure 2-13 MeetingTime Database Backup Dialog Box Click Execute.

Configuring Help Desk Privileges for Attendants

System managers may decide to extend the range of system manager privileges available to their help desk staff or attendants. This provides greater flexibility for the system manager to delegate certain responsibilities to attendants. The list of available privileges includes:

- Create Profiles
- Delete Profiles

- Lock/Unlock Profiles
- Run Reports
- Monitor Capacity Management
- View Alarms
- End Meetings



Note: A system manager or above will need to perform the following steps to extend system manager capabilities to attendants. By default, attendants are not able to complete any system manager functions other than ending meetings currently in session.

To extend system manager privileges to attendants:

1. Log into MeetingTime.
2. From the left side of the System tab, choose Help Desk Privileges for Attendants.

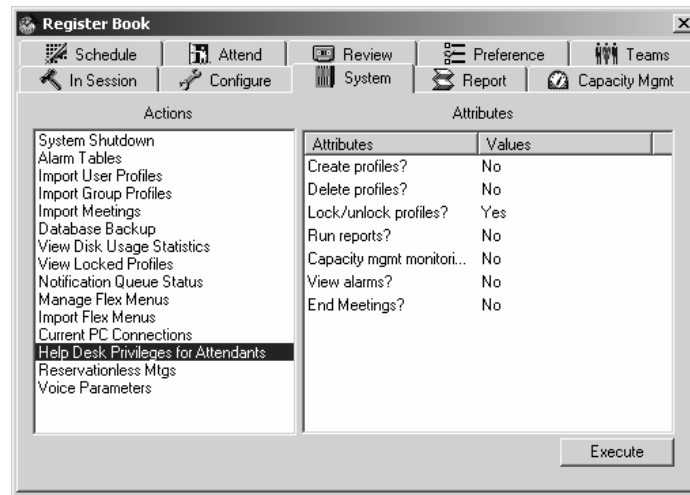


Figure 2-14 MeetingTime Help Desk Privileges

3. Review the list of available options and select Yes or No as desired.
4. Click Execute.

Interacting with System Internals

System internals include Alarm Tables, Disk Usage Statistics, Locked Profiles, Notification Queue, and PC Connections. The system internals have their own associated windows to view and manipulate the associated objects.

To view or manipulate system internals:

1. From the System tab, choose a system internal.

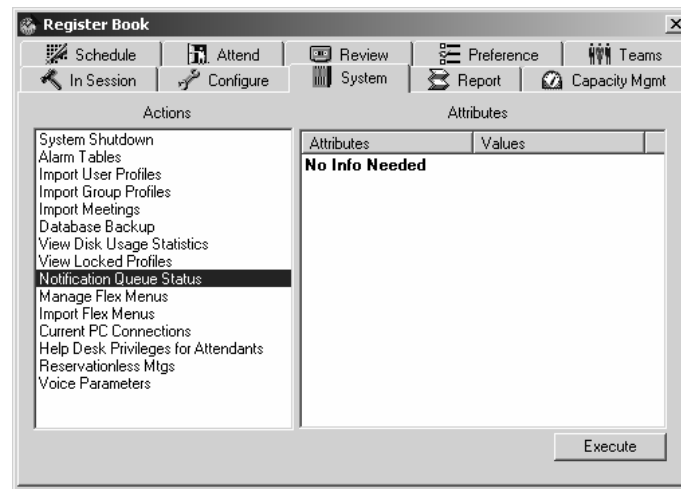


Figure 2-15 MeetingTime System Internals

2. Click Execute. A resulting window for that system internal appears.

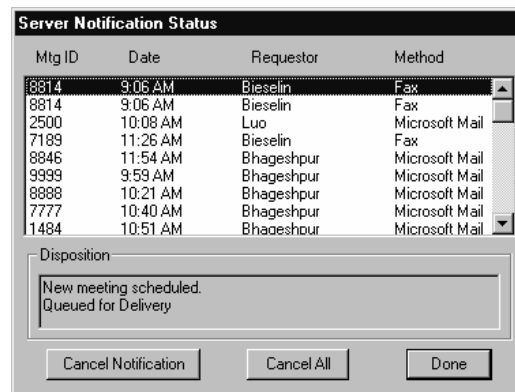


Figure 2-16 MeetingTime Notification Status Window

Understanding the Capacity Management Tab

The Capacity Management tab contains tools that can help you manage the capacity and monitor the usage of your MeetingPlace system. The left side of the screen lists each capacity management tool, and the right side displays the attributes for each tool.

For more information about the capacity management tools, see the *Managing Capacity* section in Chapter 4.

To use a capacity management tool:

1. In the Capacity Mgmt tab, from the Capacity Management Tools list, select a Daily Analysis or Monthly Trending tool.

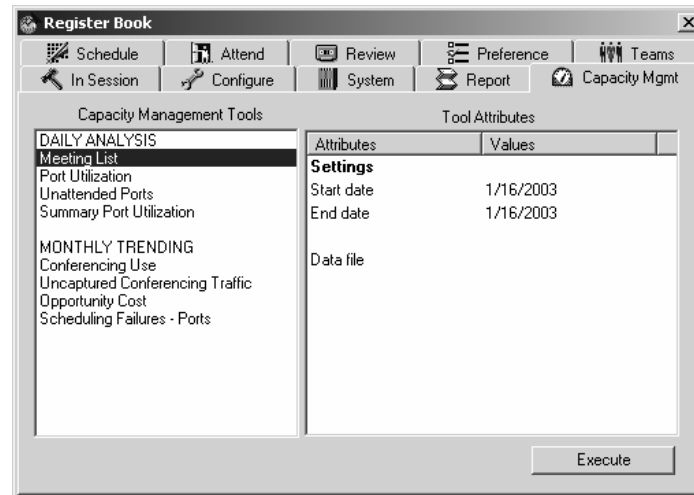


Figure 2-17 MeetingTime Capacity Management Tab

2. In the Attributes list (at the right of the screen), set attributes for the tool.
3. Click Execute.

After you run a Monthly Trending tool for the first time, save the data for that month in a centrally located file before you exit the application. You can copy and past the information, including any graphs, into other word processing programs.

After you create this file, update it monthly so you can archive information about your MeetingPlace system. You can then analyze the information that's stored in the data file to determine system usage trends.

For more information on creating and updating a historical data file, see the *Managing Capacity* section in Chapter 4.

3 Setting Up

The topics covered in this chapter include:

- Creating user profiles
- Establishing system security
- Customizing MeetingPlace

Creating User Profiles

Profiles make it possible for you to offer different levels of service to different users, track usage for billing, maintain better security on your system, and provide effective ways for your users to conduct secure meetings.

Profiles Overview

A user profile contains all information about known users in MeetingPlace. Profiles contain the following types of information:

- User ID and passwords
- Address information, including phone and e-mail
- Billing information
- Class-of-service privileges
- Type of user
- Departmental support contacts
- Time zone
- Language
- Meeting preferences

All users should have profiles in the system. Users who set up their own meetings must have their own profiles. Users who attend meetings regularly should also have profiles on the system.

User ID and Profile Number

MeetingPlace identifies users based on their *user ID*. The user ID is a unique alphanumeric string of 3 to 17 characters. MeetingTime references users by their user IDs in all of its screens and reports.

Users also need their user ID and a corresponding alphanumeric password to use MeetingTime and MeetingPlace Web over the Local Area Network (LAN) or Wide Area Network (WAN). You should assign users MeetingPlace user IDs that are the same as either their network or e-mail user names.

In addition to the user ID, MeetingPlace profiles also have a unique *profile number*. The profile number—3 to 17 digits—is used to identify users over the telephone. Typically, the profile number is the same as a user's telephone number, extension, or voice mailbox. Profile numbers have corresponding numeric passwords that are independent of the alphanumeric passwords associated with the user ID for LAN or WAN access.



WARNING: Do not set the user ID and profile numbers to the same value. Using numeric-only user IDs makes reports difficult to read. Moreover, because MeetingTime consistently refers to conference participants by user ID, managing conferences from within MeetingTime becomes difficult when you assign numeric-only user IDs.



Note: When the Reservationless Meetings feature is turned on, profile numbers cannot match existing meeting IDs, since reservationless meetings use profile numbers as reservationless meeting IDs. If you attempt to create a profile number that matches an existing meeting ID, the system will notify you of the conflict. To resolve the conflict, you must either change the meeting ID or select another profile number for the user.

User-Specific Address Information

MeetingPlace maintains directory information for use with advanced features, such as automated outdialing (automatically dialing a participant at the time of the meeting) and paging. For each user, MeetingPlace tracks the:

- Phone number to use for system outdials
- Pager type and phone number for start-of-meeting notification
- E-mail address to use for notifications
- Internet e-mail address used by MeetingPlace Web

For telephone and pager numbers, MeetingPlace uses its internal translation tables to map telephone numbers stored in MeetingPlace profiles to actual dialing strings. If your MeetingPlace translation tables are set up correctly, you should not need to put in extra digits required for dialing strings (such as a 9 to dial out from your PBX) in the profile entries.

To make the best use of MeetingPlace capabilities, you should enter all the address information that applies to your particular system. This information may be available if you are importing profiles from a company directory or other source.



Note: The MeetingPlace translation tables are not configurable by customers. Please contact your MeetingPlace support representative to ensure that your translation tables are set up correctly for your particular telephony configuration.

For e-mail addresses, you should use the e-mail addresses used by your particular e-mail system. One common error that people make is to enter Internet e-mail addresses in this field when an Internet mail system is not the primary mail system interfacing with their e-mail system. Table 0-1 shows the e-mail addresses to use.

Table 0-1 Sample E-mail Addresses

Type of e-mail system	E-mail address	Example
cc:Mail	User Name at PostOffice	John Jones at Latitude
Microsoft Mail	User Name	John Jones
Lotus Notes	User Name/Server	John Jones/Latitude
Microsoft Exchange	User Name	John Jones
Netscape Messenger	Internet address	JohnJones@Latitude.com
Qualcomm Eudora	Internet address	JohnJones@Latitude.com
Other	Internet address	JohnJones@Latitude.com

Billing Information

MeetingPlace makes it possible to assign billing codes to both profiles and meetings. This capability enables companies to choose billing schemes based on scheduling or meeting participation.

You assign a billing code to user profiles. Meeting schedulers can override their default billing code on a per-meeting basis. Typically, user profiles inherit their billing codes from their user group (discussed later in this chapter).

Class-of-Service Privileges

MeetingPlace lets you limit resource usage based on users' privileges, including:

- Scheduling privileges
- Outdialing privileges
- Recording privileges (MeetingNotes Option)

Typically, user profiles inherit their class-of-service privileges from their user group (discussed later in this chapter). For more information on using class-of-service privileges to control resource usage, see Chapter 4. For more information on securing MeetingPlace through class-of-service privileges, see the *Establishing Security* section later in this chapter.

Outdialing Privileges

Outdialing enables users to quickly and easily join meetings as well as add other users to meetings they are attending. Specifically, the Outdial feature allows users to:

- Add a user, team, missing invitees, or another MeetingPlace server to a meeting in progress
- Join a meeting over the web by clicking the Join Voice Conference button and having MeetingPlace outdial to their phone
- Have MeetingPlace call invited participants at the start of a meeting

For MeetingPlace to perform these functions, a user must have outdial privileges. To provide outdial privileges to a user, set the Can Call Out from Mtgs parameter to Yes in their user profile.

Even though outdialing increases MeetingPlace usability, toll fraud may occur if unauthorized users gain access to MeetingPlace. For information on protecting your system from toll fraud, see page 61.

Enabling Guests to Join Meetings from the Web

By default, your MeetingPlace system is configured to prevent outdialing to guests when they click the Join Voice Conference button from the web. However, you can change this configuration to allow users to schedule meetings that allow guests to be outdialed when they click the Join Voice Conference button. This functionality makes the attending process much easier for guest users and is particularly useful in meetings that are attended by people outside your organization, such as customers, partners, or suppliers.

If you want your users to be able to schedule meetings that allow guests to attend over the web:

1. Make sure your users have outdial privileges (set the Can Call Out from Mtgs parameter to Yes in their user profiles).
2. Set the Can Schedule Guest Outdial Mtgs parameter to Yes in your users' profiles.
3. Determine the default setting for the Allow Outdials to Guests from Web parameter. For security reasons, it is recommended you set this parameter to No.

Users can change this parameter on a per-meeting basis at the time of scheduling to either allow or disallow guest attendance over the web.



Notes:

- This also allows profile users without outdial privileges to have MeetingPlace outdial to them by using the Join Voice Conference button from the web.
- Because of a hardware limitation, the total number of outdials and breakout sessions permitted at any time is $N/6$, where “N” is equal to the maximum number of access ports on your system.

For a description of the various outdial parameters in a user's profile, see Appendix B.

Types of Users

The user and group profiles enable you to control the level of access each user has to MeetingPlace. The four types of users are:

End Users—End users can schedule meetings, attend meetings they have been invited to, and change certain settings in their profile.

Contacts—Contacts are typically administrative assistants who are responsible for scheduling and managing MeetingPlace meetings for a group of end users. Contacts can schedule and reschedule meetings on behalf of these users and also manage these users' profiles. In addition, contacts have access to the In Session tab in MeetingTime, which enables them to monitor and end meetings that have been scheduled by them or their end users.

Attendants—Attendants are typically MeetingPlace help desk staff who support all end users and contacts. Attendants can view all meetings that have been scheduled on MeetingPlace and can use the In Session tab to monitor or end meetings that are currently taking place. Attendants may also create/delete profiles, lock/unlock profiles, run reports, monitor capacity management, and view alarms if a system manager has given them these privileges. Attendants are typically the “zero out” position that users connect to when they need help during a meeting.

System Managers—The system manager sets up and maintains MeetingPlace. As system manager, you need access to all of the information in the MeetingPlace database, including system configuration information and information about the user community.

Departmental Support Contacts

You assign a *contact* to each MeetingPlace profile. A contact is a departmental support person or administrator who can act on behalf of the profile user.

With each user profile, you must specify the MeetingPlace user ID of the contact. Typically, user profiles inherit their contacts from their user group.



Note: The MeetingPlace system may be configured to allow users to reach assistance prior to entering a meeting if they do not enter a number at the first voice prompt or if they attempt to access an inactive profile. For more information on reaching assistance, see Chapter 7.

Time Zones

Each profile has a time zone setting. The time zone should be set to reflect the location of the office where the user does business. For all meetings the user schedules or is invited to, MeetingPlace accepts and reports start times in that user's time zone.

When participants in different time zones are invited to the same meeting, the times reported to each participant are converted into their own time zones.



Note: When scheduling a recurring meeting, all instances of that meeting will be at the same time of day in the scheduler's time zone. Thus, if someone in Arizona schedules a weekly meeting, callers from New York will have to adjust their schedules when daylight savings time takes effect.

Meeting Preferences

Associated with each user profile are default meeting preferences. When users schedule new meetings, these default meeting preferences initially determine the behavior of the meeting, such as whether it should be automatically recorded. Users can override their default meeting preferences on a per-meeting basis.

Because users set up different types of meetings, you should select a set of default meeting preferences for a user group that make sense for their application.

Benefits of Assigning Profiles

Users who have profiles established for them can take advantage of important MeetingPlace features, such as:

- Schedule meetings
- Query the system for a list of their meetings
- Attend meetings secured by profile
- Be invited as speakers to lecture-style meetings
- Have the system page or dial them at the time of their meetings
- Have the system dial up to three different phone numbers in an attempt to “find” them at the time of their meeting
- Access meeting-related documents or voice comments that are secured by profile (if MeetingNotes is installed)
- Be notified of meetings and changes to meetings (if the Notification option is installed)
- Access MeetingPlace over the LAN or WAN through MeetingTime, or MeetingPlace Web

Determining Your Profile Maintenance Strategy

You can choose to set up profiles for:

- Only targeted meeting schedulers
- Only those who ask for profiles
- Your entire user community

As a rule, we recommend setting up profiles for your entire user community.

Providing Profiles for Targeted Meeting Schedulers

To get started, you can choose to minimize the number of profiles that you maintain on your system. At the most basic level, you need only establish profiles for people who schedule conferences and create reservationless meetings. These people might be departmental administrators, company operators, or specific “power users” within your organization.

Using this strategy, anyone can attend the conference as a *guest* user if the meeting scheduler allows guest participation. The intent of providing guest access to meetings is to enable vendors, customers, and other partners to participate in conferences. However, you can choose to have your users who do not need to schedule their own conferences attend all meetings as guests.

While this approach requires the least up-front planning, users without profiles are unable to use all MeetingPlace features.

Providing Profiles On Request

You can choose to provide profiles for only users who request them. This strategy may be similar to the process you already have in place for requesting other types of information systems or telecommunications resources.

If you plan to provide profiles on request, you should define the process for creating these profiles on a regular basis. You may decide to assign help desk staff with the task of creating new profiles to allow you, the system manager, with time for other responsibilities.

Importing Profiles for All Users

MeetingPlace provides automated tools for synchronizing its internal list of profile users with other user lists in your company, such as e-mail directories, voice mail directories, or human resources databases. While creating a process for importing the initial database and keeping it up to date requires up-front planning, this approach enables you to save time on an ongoing basis. Rather than worrying about accepting ad hoc requests, you can manage the process on a proactive basis.

Alternatively, MeetingPlace Directory Services automatically synchronizes information in your corporate directory server with information in your MeetingPlace server. For more information on this software option, see page 45.



WARNING: To ensure that the import process does not fail because of missing information, be sure to define your user groups before importing profiles.

Creating User Groups

After you have chosen your profile maintenance strategy, you should determine how to segment your user population into *user groups*. Groups provide a convenient means of specifying many like users. In MeetingPlace, user groups are organized according to a shared set of attributes.

You should decide how to segment your users into groups by taking into account the following information:

- Billing information
- Class-of-service privileges
- Organizational boundaries
- Departmental support contacts

Each MeetingPlace profile contains over 50 attributes that control the user's class-of-service privileges and their meeting preferences. By segmenting your users into groups, you can easily maintain profiles for like sets of users. When something about that group changes, such as the departmental contact, you can update the entire group at once.

Groups also determine the sort order of records in MeetingPlace standard reports. Information from users in the same group appears together.

To define a user group:

1. Log on to MeetingPlace using MeetingTime.
2. From the MeetingTime reception room, click the Register book. The Register window opens with the Configure tab displayed.
3. On the left side of the Configure tab, choose User Groups.

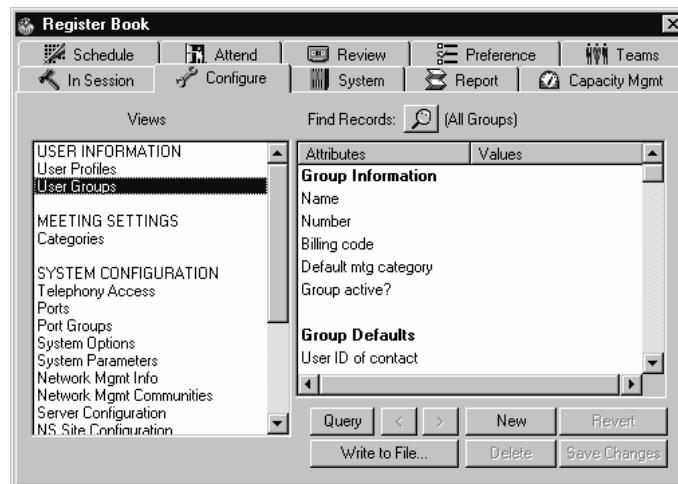


Figure 0-1 MeetingTime User Group

4. Click New.

5. Enter values for all of the parameters.

For information on each of the user group parameters, see Appendix B.

Creating User Profiles

After your user groups are defined, you can create user profiles easily. To create user profiles, you should know the following for each user:

- User group (optional)
- Unique user ID and profile number (for the user ID, consider using the person's network or e-mail user names)
- User-specific address information (phone, e-mail, pager)



Note: When the Reservationless Meetings feature is turned on, new profile numbers cannot match existing meeting IDs. If you attempt to create a profile number that matches an existing meeting ID, the system will notify you of the conflict. To resolve the conflict, you must either change the meeting ID or select another profile number for the user.

To create a user profile:

1. From the left side of the Configure tab, choose User Profiles.

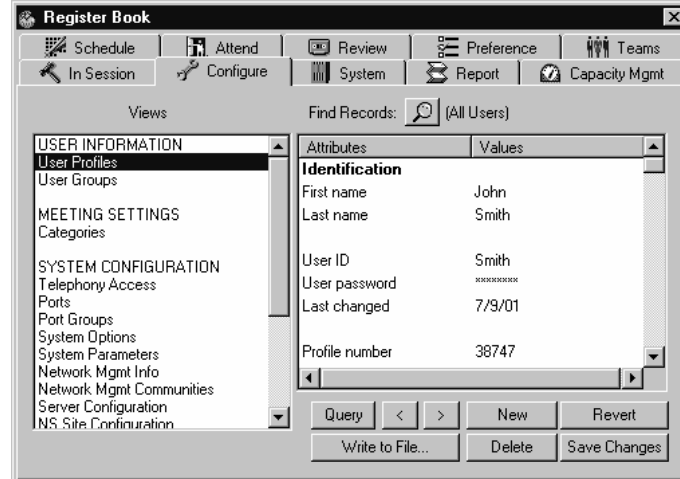


Figure 0-2 MeetingTime User Profiles

2. Click New.
3. Enter values for the user-specific parameters.
4. For information on each of the user profile parameters, see Appendix B.
5. Specify the user group for the profile.

6. Ensure that the other parameters to be inherited from the user group are set to Group Dflt.



Note: Attendants may create new end user, contact, or attendant user profiles if the system manager grants them such privileges. By default, attendants are not able to create user profiles.

For more information on how to configure this functionality, see the *Configuring Help Desk Privileges for Attendants* section in Chapter 2.

Creating a Guest Profile

MeetingPlace has a special profile in the system with the user ID *guest*. The settings in this profile define the default profile settings for guest users. As system manager, you can modify the guest profile, but you cannot delete it.

Examples of parameters you might want to change for guests include:

- Billing code
- Prompt level (standard vs. abbreviated)
- Default time zone to appear on notifications

While not recommended, you can also modify the class-of-service privileges for guest users. For example, you can enable guests to start meeting recordings or initiate outdials from within a meeting.



Tip: The guest profile is also used as a template for future profiles created in MeetingTime. To speed the process of creating profiles, ensure that all guest profile settings are set to “Group Dflt.”

Importing User Profile and Group Information

If the information required for user profiles or user groups already exists in another database, such as an e-mail directory, a voice mail directory, or a human resources database, you can import the profile information directly into the MeetingPlace database. There are two options available:

- MeetingPlace Directory Services
- Manual File Import

Important: For best results when doing any imports into a MeetingPlace 5.1 server, keep these points in mind:

- Plan the import for when network activity and MeetingPlace usage are both at an absolute minimum. The import process needs exclusive MeetingPlace server rights to ensure that packet timing happens in a predictable manner.

- If the import process is unsuccessful, the Import Status dialog box shows the last record that was processed. In this case, restart MeetingTime, edit the import file to remove the meetings that successfully loaded, and continue importing the remaining meetings.

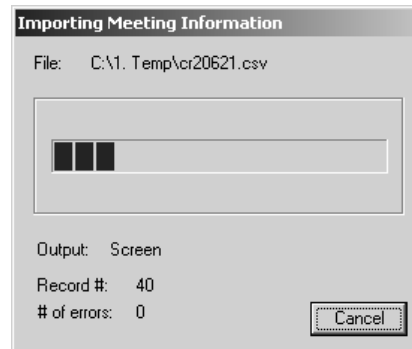


Figure 3-3 Import Status Dialog Box Showing Last Record Processed

MeetingPlace Directory Services

A directory service allows a company to store information on all of its resources and personnel in one place and allow other applications to access that information from a single source. Utilization of directory services decreases the cost of managing information, increases control and consistency of information, and makes security uniform across applications.

MeetingPlace Directory Services synchronizes information in your corporate directory server with information in your MeetingPlace server. It interacts with common corporate directories such as Microsoft Active Directory and Netscape Directory Server via LDAP (Lightweight Data Access Protocol).

When a new employee enters the company, that person's information is entered into the corporate directory. MeetingPlace Directory Services detects the addition and instantaneously creates a profile for the person.

As employees change departments and offices their contact information changes. To ensure that MeetingPlace has the most accurate information available, changes to a person's information on the corporate directory are recognized and replicated on MeetingPlace Directory Services. Automatic profile updates ease system use and limit help-desk calls.

For further information, see the *MeetingPlace Directory Services System Manager's Guide*.

Manual File Import

If you do not have MeetingPlace Directory Services installed, you must complete a manual file import. To simplify this process, you can choose to import only those fields that contain profile or group-specific information, such as user IDs, profile numbers, group names, group numbers, and contact information (e-mail addresses, phone numbers, etc.). The items marked with an asterisk (*) in Appendix F identify user-specific fields and the items marked by two asterisks (**) identify group-specific fields.

Any fields you do not include in the import file will automatically derive their value from either the guest profile or from the user group to which the user has been assigned.

If you are not assigning users to groups, you should review the settings in the guest profile to make sure they are appropriate for the users you are adding to the system. For example, if you want users to be able to outdial from meetings but the guest profile has the Can Call Out from Mtgs parameter set to No, you need to change this setting in the guest profile before importing your profiles. Once the profiles have been imported, make sure to change the settings in the guest profile back to their original values.

If you are assigning users to groups, make sure to include the Group Name or Group Number field in the import file.



Note: The import file *must* include unique values for the profile number and user ID. If used, the group name and group number values must also be unique.

You can use any value as the user ID and profile number as long as it is unique. For example, if you are importing the data from your voice mail system, you may want to use each person's telephone number as his or her profile number. If you are obtaining the information from an e-mail system database, you might want to use the person's e-mail user ID as the MeetingPlace user ID.

Import File Requirements

The import file must be a comma-delimited ASCII file (an unformatted or flat file). The first line of the file is a group of keywords that acts as a header and identifies the order in which data appears in all subsequent lines.

For example, if each line of information starts with the first name of the user and then lists the person's last name, user ID, profile number, phone number, contact user ID, group name, and time zone code, it would look like the example in Figure 3-4.

```
fnm,lnm,uid,prfnum,phnum,ctcuid,grpnm,tzcode  
Alex,Bell,Bell,206,5551234,Patton,system,87  
Joe,Smith,Smith,202,5556789,Patton,system,87
```



Note: Before creating your import file, note the following points:

- Any spaces placed at the beginning or end of a value will automatically be deleted during the import process unless the value and the leading or ending spaces are enclosed in quotation marks. Spaces within a value, for example using *Tech Support* for a billing code, will be imported without being deleted.
- Any commas used in a value must be enclosed in quotation marks, such as using “Yuen,Diane” for a user ID.
- None of the text types are case sensitive.

Procedure for Importing a File

Before importing user or group profiles, be sure to define user groups. To import a file into the MeetingPlace database, follow these steps:

1. Create the import file.

The import file should contain the user's first name, last name, user ID, profile number, group name or number, and specific address information (phone number, Internet e-mail address, e-mail address, and pager number).

For group profiles, the import file should contain the group name and group number.

2. From the left side of the System tab, click Import User Profiles or Import Group Profiles.

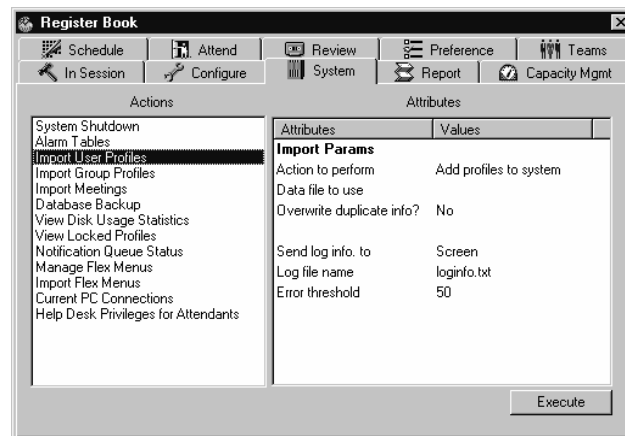


Figure 0-5 MeetingTime Import User Profiles

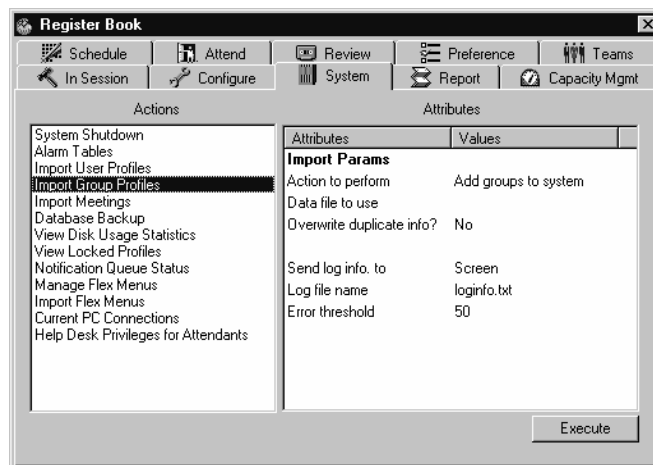


Figure 0-6 MeetingTime Import Group Profiles

3. On the right side of the System tab, set the Action to Perform parameter to Add Profiles to System or Add Groups to System.
4. Click in the value area of the Data File to Use parameter. A pop-up input box appears.

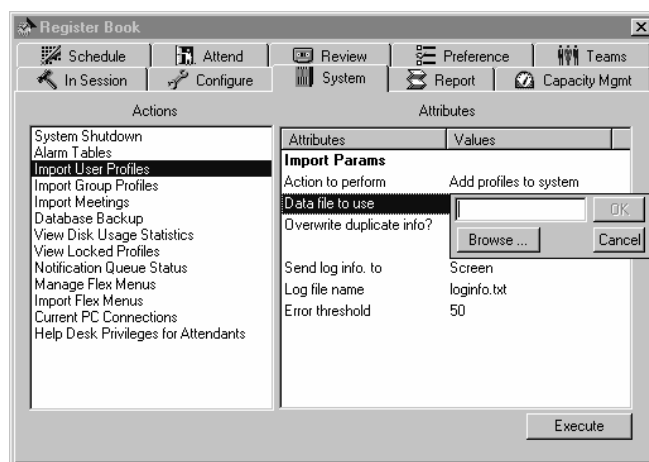


Figure 0-7 MeetingTime Data Dialog Box

5. Type the file name of the import file or use the Browse button to locate the file.
6. Select OK.
7. Set the Overwrite Duplicate Info parameter.

In general, performance is better when you set this parameter to No. Also, you will avoid writing over any changes that users have made to their own profiles.

If for some reason, you want to reset your system back to a particular state, you can set this parameter to Yes.

8. Set the destination for error information. If you are importing a large number of records, you should enter a file name to log the error to.
9. Set the error threshold. This value specifies the number of errors that MeetingTime will allow before aborting the import process. You should not set this number too high because large numbers of errors may be an indication there is a problem with the import file itself.

A status dialog box reports any error conditions that occur during the import process.

Automating the Import Process

If you do not have MeetingPlace Directory Services installed, you can simplify the process of maintaining your MeetingPlace database by writing a script that will use the Windows Batch Mode described below. The goal of automating the import process is to deactivate employees who have left your company and to add new employees. If done on an automated basis, you can publish the MeetingPlace login schema through your intranet and greatly reduce your involvement in database management.

When writing a script to automate the import process, the high level steps to follow are:

1. Export your source database (NT, Human Resources, etc.) to a LAN drive.
2. Compare the database to your last export.
3. Create two files (one for additions and one for deactivations).
4. Put the files into the proper import format. See page 46 for more information.
5. Run the two imports into MeetingPlace (one to deactivate users and one to add new users).

This can be a substantial project. Therefore it is only discussed at a conceptual level here. For more assistance, please contact your MeetingPlace support representative. Writing this script is the customer's responsibility or can be quoted as a customization services engagement.

Importing and Deleting Profiles in Windows Batch Mode

Importing or deleting profiles in batch mode allows you to perform the process overnight and avoid tying up your machine (importing takes about one second per profile). You can perform all the import operations in batch mode using command line options.

To generate the import in batch mode:

1. Create the import file.

The import file should contain the user's first name, last name, user ID, profile number, group name or number, and specific address information (phone number, Internet e-mail address, e-mail address, and pager number).

2. Run MeetingTime using one of the command line options shown in Table 0-2.

Your command line string should begin with your login information as shown below, unless you have stored this information in the MeetingTime Settings.

```
C:\Program Files\Latitude\Mtgtime\mtgtime.exe
[user ID] [user password] [hostname]
```

For information on storing logon settings, see Appendix A.

Table 0-2 Batch Profile Import/Delete Options

Import Options	Sample Import String
Adding Profiles	ImportProfiles [Data file to use] [Add/Delete] ² For example, importProfiles impfile.csv yes
Adding Groups	ImportGroups [Data file to use] [Add/Delete] For example, importGroups impfile.csv yes
Adding Profiles with error file and threshold defined	ImportProfiles [Data file to use] [Add/Delete] [Log file name] ³ [Error threshold] ⁴ For example, importProfiles impfile.csv yes logfile.txt 50
Deleting Profiles	ImportProfiles [Data file to use] [Add/Delete] For example,, importProfiles impfile.csv no
Deleting Profiles with error file and threshold defined	ImportProfiles [Data file to use] [Add/Delete] [Log file name] [Error threshold] For example, importProfiles impfile.csv no logfile.txt 50

² If the batch profile import string does not specify the action of adding (yes) or deleting (no), the system automatically defaults to yes.

³ If the batch profile import string does not specify the log file name, by default the system creates a file called loginfo.txt.

⁴ If the batch profile import string does not specify the error threshold number, the system automatically defaults to 50.

All of the parameters shown, including import file name, should be typed as one line (do not press Enter until after you type the import file name).

3. To enter a command line from Windows 98 or Windows 2000, choose Run from the Start menu.

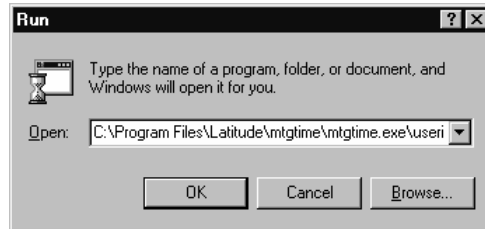


Figure 3-8 MeetingTime Run Screen



Tip: If you plan on running the batch import process frequently, you can create a shortcut for quick access to the file without having to remember the import string each time.

4. Click OK.



WARNING: The batch import process *will* overwrite duplicate profile information in the system.

Changing a User Profile Record

It is also possible to change a user's ID or profile number using the Import Profiles action.

1. Create an import file with a minimum of four fields: uid (user ID) and prfnum (profile number). These fields will be used to find the existing user record.
2. Edit the import file by adding two new fields: **newuid** and **newprfnum**. Under these fields, specify the new user IDs and profile numbers.

For users whose information does not change, copy the values from the original user ID and profile number fields. For example, importing the file displayed in Figure 3-9 will change Alex Bell's user ID to Bell_newID and his profile number to 20611. It will also change Joe Smith's user ID to Smith_Mgr but maintain his previous profile number. Tom Leeman's user ID and profile number remain the same.

fnm,lnm,uid,prfnum,newuid,newprfnum
Alex,Bell,Bell,206,Bell_newID,20611
Joe,Smith,Smith,202,Smith_Mgr,202
Tom,Leeman,Leeman,204,Leeman,204

Figure 3-9 Sample Import File with New Fields

Viewing a User Group or User Profile Record

In the Configure tab of the Register Book, you can quickly access a particular user group or user profile record using the Find Records button (magnifying glass).

- *User group*—Select *User Groups* on the left side of the Configure tab and click the Find Records button to display a list of all defined groups.

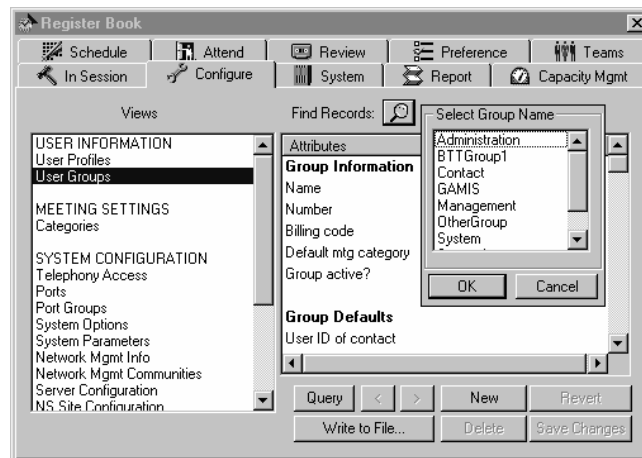


Figure 3-10 MeetingTime List of Defined Groups

- *User profile*—Select *User Profiles* on the left side of the Configure tab and click the Find Records button to search for users by user ID, profile number, or last name.

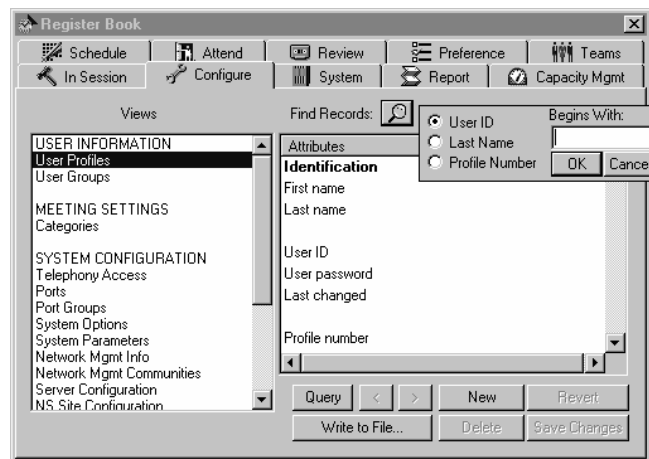


Figure 3-11 MeetingTime User Profile Dialog Box

Removing Profiles from the System

For instructions on deleting or deactivating profiles, see Chapter 6.

Teams

This feature allows users to build a team (or list) of MeetingPlace users and then use this list to invite people when scheduling a meeting or to outdial a number of people from a meeting.

A team is available for use by all MeetingPlace users. They can be created or modified by authorized MeetingPlace users in the Teams tab. MeetingPlace system managers can set a limit on the number of teams an end user creates.

Teams are set up in the Teams tab of the Register Book. This tab displays the configured teams in the MeetingPlace system and the properties associated with each team.



Figure 3-12 MeetingTime Teams Tab

This screen allows MeetingPlace users to create and delete a Team using the **New** and **Delete** buttons. It also allows users to add, change, or modify the properties of teams. MeetingPlace users can search for teams in the system by using the Find Teams button (magnifying glass).

Properties of Teams

All the properties of teams are displayed on the right side of the window. Team properties include the following:

- *Name*—The name of the team. This must be a unique name. This is a required entry.
- *Number*—A numeric identifier of teams, used to access Teams from a touchtone telephone. This must be a unique number. This is a required entry.
- *Owner*—The name of the owner or creator of the team. This is a read-only field.
- *Editable by Others?*—Designates whether this team can be modified by other users. By default, Teams are created as non-editable.



WARNING: All teams are public in the sense that users can see and use them for inviting or outdialing purposes.

- *Members*—Displays a list of all team members.

Details Button:

- *Description*—A description of the Team. You can enter up to 127 characters in this description field.
- *Last Modifier*—For shared teams this field specifies the user ID of the person who last modified the team. For non-shared teams this field will always display the creator who originated the team.
- *Last Modified*—For shared teams this field specifies the date and time of the last modification. For non-shared teams this field will always display the date and time the team was originally created.

Searching for Teams

To search for teams, click the Find Teams button (magnifying glass). MeetingPlace searches for teams by name or number. If the name and number fields are left blank, the system will display all the teams in the system. Selecting the Add button displays the Directory screen.

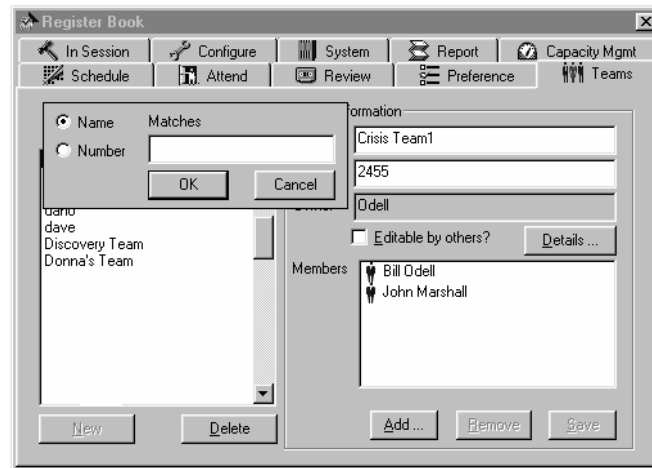


Figure 3-13 Searching for Teams

Search Directory

The Directory screen will help you locate a MeetingPlace user or users from three different databases:

- Users
- Groups
- Teams

The Directory screen is used to locate profiles in the MeetingPlace system. The Directory screen is displayed when:

- Inviting MeetingPlace profile users to a meeting
- Adding new members to Teams
- Searching profiles to do managed outdial

Searching for Profiles

To begin a search, enter a number or text in the **Search for profiles...** data entry field, or click the options button to change search type, and then click the binoculars button. Results of the search are displayed in the **Found** box. Each search clears the previous Found box display.

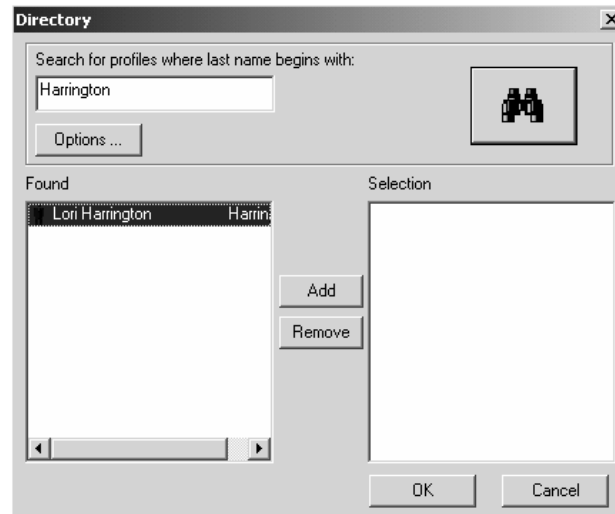


Figure 3-14 MeetingTime Search Directory

Adding Profiles

Select the profiles or Teams in the Found box, and click on the Add button to move the selected items into the **Selection** box.

Removing Profiles

Select the profile, and click the Remove button.



Tip: If you want to run reports that include this profile, you should deactivate this profile until all reports have been run for the time period that the profile was active. For information on deactivating profiles, see Chapter 6.

Search Options

By default, the Directory screen searches “smartly” for profiles according to the nature of the search string. This means that if the search string is a number, it searches for profiles where *profile number* matches the search number, as well as teams where the team number matches the search number. If the search string is text, it searches for profiles where *user ID* matches the text, as well as teams where name matches the search text.

Search options can be changed by clicking the Options button.

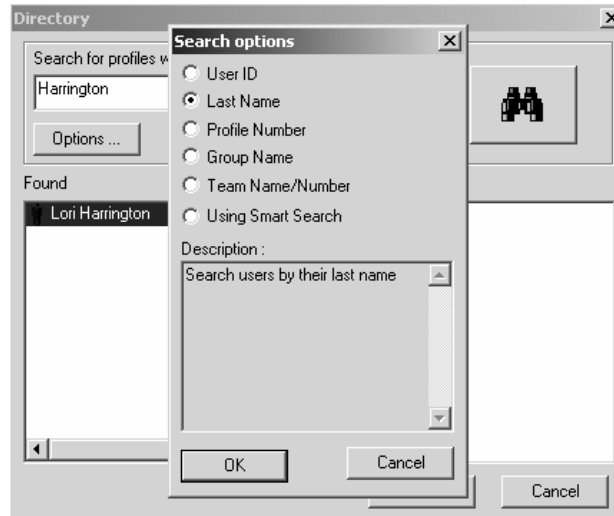


Figure 3-15 MeetingTime Search Options

Search options include:

- *Using Smart Search*—Searches for all profile entries (everything) according to the nature of the search string as typed in the data entry field. This is the default option.
- *By User ID*—To search for profiles that begin with the search text string that you typed in the data entry field.
- *By Last Name*—To search for profiles that begin with the search text string that you typed in the data entry field.
- *By Profile Number*—To search for profiles where the profile number matches the search string that you typed in the data entry field.
- *By Group Name*—To search for all the profiles in a group where the name matches the search string that you typed in the data entry field.

***By Team*—To search for all the profiles in teams where the team name or number matches the search string that you typed in the data entry field.**

The security of your MeetingPlace system includes physical security, software security, and toll-fraud prevention. Your company may already have guidelines for protecting the security of its computer systems.

Securing the MeetingPlace System

Securing the location of your MeetingPlace system prevents unauthorized access to the system technician console port.



Tip: Keep the system in an area protected by a lock or a card-key system.

Securing User Profiles

To prevent unauthorized users from accessing MeetingPlace over the telephone or from a computer, use the following security measures:

Password Protection

Passwords are required to access MeetingPlace over the telephone or from a computer. User passwords permit access from a computer, and profile passwords permit access over the telephone.

Ensure effective use of profile passwords by administering the minimum password length and password change parameters. Use the Usage Parameters topic in the Configure tab to define password information, including:

- Min profile pwd length (minimum profile password length for telephone access)
- Change profile pwd (how often users must change their profile passwords)
- Min user pwd length (minimum workstation access password length)
- Change user pwd (how often users must change their workstation access passwords)
- Min meeting pwd length (minimum length for a meeting password)

It is recommended that you require users to change passwords according to your company's policies for similar systems. For more information on these parameters, see Appendix C.

Hacker Lockout

MeetingPlace offers a "hacker lockout" feature. The system will automatically deactivate any user profile after a number of consecutive unsuccessful login attempts. In the Usage Parameters topic on the Configure tab, you can set the maximum number of attempts to access the user profiles.

As a safeguard, the profile will be locked after the maximum number of retries by telephone is reached. Subsequent attempts to enter the profile will result in a "Profile is Invalid" message, the caller will be transferred to the attendant, and a minor alarm will be generated.

To unlock a user's profile, you must change the User Active? setting in the profile to Yes before the profile can be used. This can be done from the View Locked Profiles action on the System tab. For detailed instructions on resetting locked profiles, see the *Troubleshooting User Problems* section in Chapter 7.

Users who exceed the limit when entering passwords from the computer (MeetingTime) are exited from the application. The user can then double-click on the MeetingTime icon and try again. (Security is less stringent from the computer than from the phone because outdialing is not an issue.)

Up-To-Date Database

You also ensure user profile security by maintaining an up-to-date user database. For example, delete or deactivate user profiles of employees who leave the company. See Chapter 6 for instructions on removing profiles from the system.

MeetingPlace SNMP Agent

The MeetingPlace Simple Network Management Protocol (SNMP) agent comes preconfigured with communities labeled “public” and “private.” To prevent unauthorized queries, Latitude recommends changing these community names to names chosen by the customer. For details on changing community names, see the *Monitoring MeetingPlace Using SNMP* section in Chapter 4.

The MeetingPlace SNMP agent is based on SNMPv1 code, which has security vulnerabilities that are known to hackers. Latitude recommends blocking the SNMP port using a firewall. If the MeetingPlace server will be located so that a firewall cannot protect the SNMP port, Latitude recommends shutting down the SNMP agent. If you want to shut down the SNMP agent, please contact Latitude Customer Support.

Securing Meetings

All meetings are protected by meeting ID numbers. On a meeting-by-meeting basis, you can determine whether a scheduled meeting requires a password in addition to a meeting ID.

If you do not want end users to see listings for meetings they have not been invited to, the Display Meeting to Everyone? parameter must be set to No when scheduling a meeting. If this parameter is set to Yes, any profile user will be able to view information about this meeting from the Browse Meetings link in MeetingPlace Web as well as from the MeetingTime interface.

Using Meeting Passwords

Meeting passwords provide an additional level of security to the meeting. Using the Usage Parameters topic in the Configure tab, you can define the minimum length for a meeting password (Min meeting pwd length).

Restricting Meeting Attendance

The Who Can Attend parameter enables meeting schedulers to restrict meeting attendance to those users with MeetingPlace profiles or to profile users who are explicitly invited to meetings. Restricting meeting attendance prevents guest users from joining the meeting.

Securing Meetings In Session

During a meeting, a user can access the in-session meeting features and use the admittance options to control who can come into the meeting. The options are as follows:

- #21 Takes a roll call of current participants
- #41 Locks the meeting to prevent additional parties from joining the meeting without permission
- #42 Admits an announced participant to the meeting
- #43 Drops the last participant that enters the meeting

Restricting Access to Meeting Recordings

You can restrict a user's ability to record meetings from the User Profile and User Groups topics in the Configure tab. When scheduling meetings you can determine whether access to recordings of certain meetings will be restricted to specific users or require a password.

Restricting Vanity Meeting IDs

When users schedule meetings, by default they may assign *vanity* (custom or common) meeting IDs, such as 1234. Although vanity meeting IDs are easier for meeting participants to remember and identify, you may want to restrict their use. Doing so adds a level of security and prevents unauthorized users or hackers from easily guessing the ID and gaining access to the meeting.

To restrict vanity IDs:

1. In the Configure tab, select System Parameters.
2. For the Allow Vanity Mtg IDs field, choose No.

MeetingPlace assigns a unique, randomly generated ID (which users can't change) to every meeting scheduled from then on.

When users are allowed to assign vanity IDs, you can add a level of security by restricting groups or individual users from assigning vanity IDs to meetings that are scheduled by phone. To do so:

1. In the Configure tab, select User Groups or User Profiles.
2. For the Can Chg Mtg ID via Phone field, choose No.

User profiles inherit the group setting, but system managers can change the setting for individual users.



Note: To protect meeting IDs that can be hacked easily (such as 1234 or ABCD), create zero-port continuous meetings and assign those meeting IDs. Limit those meetings to invitees only, and don't invite other people.

Preventing Toll Fraud

Although recent court decisions and Federal Communications Commission (FCC) regulations stipulate that toll fraud is the customer's responsibility and not the responsibility of the equipment vendors, MeetingPlace provides you with several methods for preventing unauthorized use. Because MeetingPlace is a powerful telecommunications system allowing calls in and out, it is important to take steps to prevent unauthorized access to your system.

Restricting Outdialing Privileges

The first level of protection against toll fraud is the user profile, which determines a user's outdial privileges and whether they can schedule meetings that allow guests to attend over the web.

You can restrict outdialing privileges to specific user groups, such as sales and marketing, or to specific user profiles, such as Jones and Smith. In the most extreme case, you can choose to disable ad hoc outdialing for all users, virtually eliminating the potential for toll fraud.

From the User Profiles and User Groups topic in the Configure tab, you can ensure that only registered users can outdial from within meetings by keeping the Can Call Out From Mtgs? parameter set to No in the guest profile. If you want to simply restrict the number of outdials a user or guest can make from within a meeting, set the Max Outdials per Mtg parameter to a small number.

In addition, if you don't want MeetingPlace to outdial to guests when they click the Join Voice Conference button from the web, make sure the Can Allow Guest Outdial in Mtgs parameter is set to No in all user profiles. For more information on this parameter, see the *Creating User Profiles* section earlier in this chapter.

Limiting Near-Term Meetings

You can limit the number of near-term meetings (meetings scheduled to occur within six hours of the scheduling time) by setting the near-term limit for User Groups and User Profiles.

Setting Up System-Wide Restrictions

The next level of security consists of the system outdialing translation tables. The translation tables contain the rules on what phone numbers can be called by the MeetingPlace system. The system can be configured with up to 16 different tables to provide unique capabilities for different user communities on the system. Tables can also be set up through a PBX.

In setting up system-wide restrictions:

- Be specific about who can and cannot outdial. In the Port Groups and Ports topics in the Configure tab, you can set which ports can handle outgoing calls. You can also set users' outdial privileges in their individual

user profiles, or restrict the number of outdials users can make during a meeting.

- Set up an internal dialing table to restrict specific long distance calls. Your MeetingPlace support representative can assist you in setting up a dialing table.
- Through a PBX, use blocking tables to block outdial to certain area codes.
- Check with your long distance vendor to monitor the use of outgoing lines for unusual outgoing calls.

Monitoring Usage Through Reports

You can easily review outdialing usage to look for toll fraud patterns. MeetingPlace provides both a standard outbound dialing report and the capability to export raw data to third party software programs.

Use the MeetingTime Outbound Dialing Report, Port Usage Report, Raw Meeting Outdial Information (Users) Report, or Raw System Outdial Report to monitor unusual inbound and outbound activity on a trunk. See Chapter 5 for a description and examples of these reports.

Customizing MeetingPlace

While MeetingPlace is completely functional as installed, you can customize the system to suit your special uses and applications. You can customize MeetingPlace by:

- Customizing your meeting notifications
- Creating database flex fields for customizing reports
- Selecting unabbreviated or abbreviated voice prompts
- Configuring time zones for your company's locale
- Recording custom voice prompts for the telephone interface
- Setting up custom access for the telephone interface using Flex Menus.

Customizing Your Meeting Notifications

To assist users receiving notifications via e-mail, you can customize your company's e-mail messages with information on how to attend meetings on MeetingPlace and how to access MeetingNotes.

To enter custom messages:

1. From the Configure tab, select the Company Information topic. This topic is located under the Company Specific Information heading in the Views window.
2. Click the Query button.

3. When the values for the various attributes are displayed, scroll down until you see the **How to Attend a Meeting** and **How to Access MeetingNotes** parameters.
4. Click on the value area of these fields and enter the message that you want to appear in your users' notifications.

Below are examples of messages to use for the custom notification fields:

How to attend a meeting

“Welcome to [Your Company's Name] MeetingPlace conference server. To attend voice conferences on the system, dial the MeetingPlace phone number and follow the voice prompts.”

How to access MeetingNotes

The MeetingNotes feature of the MeetingPlace system allows meeting participants to record meetings, leave voice comments about a meeting, or to attach relevant meeting materials. To access MeetingNotes over the phone, dial the MeetingPlace phone number and select option 3.



Note: If your system uses DID/DDI access for attending meetings and listening to meeting recordings, be sure to provide the appropriate telephone access number for each custom notification text field.

Listing Alternative MeetingPlace Phone Numbers in Meeting Notifications

As a system manager, you can identify up to three different phone numbers that can be used to access a MeetingPlace conference server. Examples of different phone numbers that can be used for the same server include:

- A toll-free (1-800) number for participants outside of the area
- A local phone number for field staff or local participants
- An extension number for participants to use when calling from within the company

To enter alternative phone numbers for a MeetingPlace server:

1. Using MeetingTime, log into the MeetingPlace server.
2. Open the Register Book, and click the Configure tab.
3. Select the Telephony Access topic, and then click Query.
4. Click in the value area of the 1st Alternate Ph Number parameter, and enter the alternate number.

- Click in the value area of the Label for Notifications parameter, and enter a label for the phone number, such as Toll-Free Number or Extension Number.

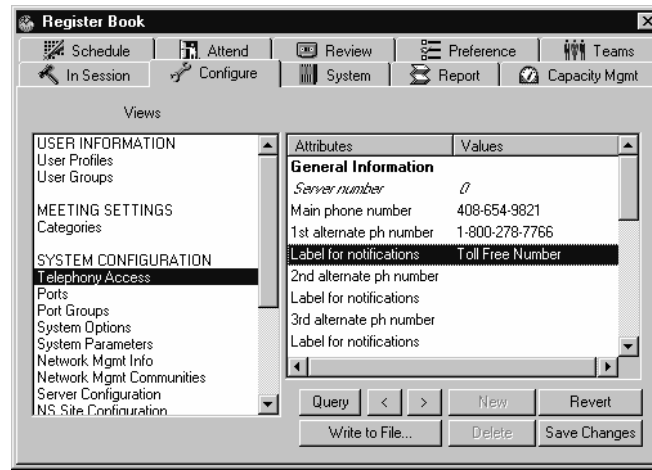


Figure 3-16 Entering Alternate Phone Numbers in MeetingTime

- If your MeetingPlace system has a second or third alternative phone number, repeat the steps above using the remaining Alternate Phone Number parameters.
- Click Save Changes.

Creating Flex Fields

Flex fields allow you to customize profile or meeting fields with your own business information. The information specified in flex fields is used for reports.



Note: Flex fields 4–7 are available only in MeetingTime 5.1 and higher. Earlier versions do not display these fields in the user, group, and meeting records.

You may create seven profile and seven meeting flex fields on your system. As the system manager, you specify the protection level of each field (editable, read-only, or invisible to users). For flex fields 4–7, you can also choose whether users must choose fields values from a list of possible entries (which you create), and whether a flex field requires a value.

Examples of Flex Fields

Examples of profile and meeting flex fields you may want to use for your company are:

Profile	Meeting
Cost Center	Conference Room
Billing Exemption	Building Number
Hire Date	Instructor Name
Department Name	Project Name

Procedure for Creating Flex Fields

When creating a flex field, you specify the field title and import title information. The required information for a flex field can be of several different types—text, number, date, or yes/no.



Notes:

- The first seven flex fields are for profile use, and the last seven flex fields are for meeting use.
- Flex field values are always visible to system managers in the Configure Profiles and Groups windows.

To create a flex field:

1. In the Views list in the Configure tab, click the Flex Fields topic.
2. Click the Query button at the bottom of the screen.
3. Assign attributes to the field, then click OK.

The following information describes each attribute. (Your settings display as field attributes and values in the Configure tab.)

Active?—Whether this flex field is active.

When this attribute is Yes, the field is displayed and users can enter a value for it through MeetingTime and MeetingPlace Web.

Title—The text that displays for this field in MeetingTime and MeetingPlace Web.

Type—The type of information the flex field contains: text, number, yes/no, or date.

Import title—The field title used when importing raw profile report information containing flex field data.

Protection level—The access that end users have to this flex field—invisible, read-only, or editable. Protection levels are useful for flex fields with attributes you don't want users to override (such as billing codes).

When this attribute is Invisible, end users cannot see the flex field. When the attribute is Read-only, end users can see, but not edit, the flex field. When the attribute is Editable, end users can see and edit the flex field.

Active and visible flex fields are displayed to end users in the scheduling and profile management sections of MeetingTime and MeetingPlace Web.

Uses data from profile?—Whether the default value for this flex field is taken from the user's profile.



Note: The next three fields are available only for Profile Flex Fields 4–7 and Meeting Flex Fields 4–7.

Use Defined Choices (for flex fields 4–7)—Whether users must choose from a list of predefined values (which you create) to enter in a flex field, or enter an unrestricted value. When this attribute is Yes (the default), users see the list of predefined values in the Schedule and Review tabs. To define values, see **User Choice Strings**, next.

User Choice Strings (for flex fields 4–7)—Use to define a list of predefined values when Use Defined Choices is Yes. (When Use Defined Choices is No, no list displays.)

To define the values (when Use Defined Choices is Yes), click User Choice Strings. Then click Add, type the first value (up to 23 characters) and click OK. Repeat for each value you want in the list. (The combined length of all values cannot exceed 299 characters. Do not include commas in values.) Click OK to save all the values.

Required Field? (for flex fields 4–7)—Whether a flex field requires a value when users schedule or change a meeting (in the Schedule tab). The default is No. When this attribute is Yes and users try to save a record that includes an empty required field, they see an error message.

A flex field in a user profile that inherits the default value from the group profile flex field satisfies the requirement to contain a value.

Choosing Abbreviated and Unabbreviated Voice Prompts

MeetingPlace allows users to choose between hearing longer introductory prompts or shorter versions of the prompts while using the system. The prompts they hear depend on their Abbreviated prompts? profile setting. When Abbreviated prompts? is set to Yes, users hear shorter versions of the prompts. (Some standard unabbreviated prompts do not have corresponding abbreviated prompts.)

The following table gives examples of how MeetingPlace abbreviates prompts.

Table 0-3 Unabbreviated and Abbreviated Voice Prompts

Unabbreviated	Abbreviated
"Enter the month for your meeting, followed by the pound key."	"Enter month then pound."
"Enter the length of your meeting in minutes, followed by the pound key."	"Enter length, then pound."
"Enter the starting time for the meeting in 12-hour format. When finished, press the pound key."	"Enter starting time, then pound."
"Enter the number of locations, including your location, followed by the pound key."	"Enter number of locations, then pound."
"Your meeting has been scheduled."	"Meeting scheduled."

You can listen to abbreviated and unabbreviated prompts by accessing the voice prompts menu then choosing the option for listening to these prompts (see Customizing Voice Prompts next).

Customizing Voice Prompts

The MeetingPlace touchtone telephone interface operates by playing a series of voice prompts and requesting touchtone or spoken input from users. All of the prompts played are customizable by MeetingPlace system managers from any touchtone phone.

Important: When you customize company identification and voice prompts, *it is required* that you include the word "MeetingPlace" somewhere in the prompt.

You might want to customize your voice prompts for several reasons, including:

- *Company identification*—This option is available only through Customization Services for professional studio recording.
- *Music preferences*—You can change the music that MeetingPlace plays while users wait for others to attend a conference or for MeetingPlace to verify scheduling. (You do this by customizing prompts.) You can also replace the music with silence.
- *Customized prompts*— You can change prompts that users hear when they invoke specific features. For example, the prompt could remind people to dial internal network numbers rather than outside lines when outdialing to internal parties.



Note: If you would like your prompts professionally recorded, contact the Latitude Customization Services Group.

Accessing the Voice Prompts Menu

The voice prompts menu allows you to customize the voice prompts. As system manager, you have access to the voice prompts menu from your touchtone phone. End users, contacts, and attendants do not have access to this menu.

To access the voice prompts menu:

1. Dial the MeetingPlace telephone number.
2. Enter your profile number and password.
After the standard functions, you hear a menu choice "For system manager options, press 9."
3. Press **9** for system manager options.
4. Press **1** to access the voice prompts menu.
5. Enter the number of the voice prompt you want to change followed by **#**. (See Table 0-4 for a partial list of voice prompts by number.)

At that point, you can do one of the following:

Press To

- | | |
|----------|---|
| 1 | Listen to the unabbreviated prompt. |
| 2 | Listen to the abbreviated prompt. |
| 3 | Listen to or record a custom prompt. |
| 4 | Listen to or record a custom prompt for use with a Flex Menu application. |

Recording a New Prompt

1. Follow steps 1 through 5 above.
2. Press **3**, then press **2** to record a new prompt.
3. Record the new prompt, and press **#** when you finish speaking.
4. Press **1** to keep the prompt, **2** to record a new prompt, or **3** to delete the prompt and use the factory standard prompt.

Although you can change any voice prompt in the system, you should limit the voice prompts you change to those that greet callers or that provide specific telephony access instructions. Changing any of the prompts related to system features could confuse users.

Table 0-4 lists the prompts that you may want to change and provides examples of how you might alter the wording. Use this list to decide whether to change any of the prompts.

Table 0-4 Partial List of MeetingPlace Voice Prompts

Prompt No.	Delivered Prompt	Prompt at Your Company
464	Welcome to MeetingNotes.	Welcome to MeetingNotes at (your company name).
155	Thank you for calling.	Thank you for calling (your company's name) MeetingPlace system.
303	Scheduling music	Your music, or silence to replace the music. (You must record a minute or more of music or silence.)
304	Meeting music	Your music, or silence to replace the music. (You must record a minute or more of music or silence.)
320	The system will prompt you for the date, the time, the length of the meeting and the number of locations in the meeting. The system will confirm availability and issue a meeting identification number.	Your explanation of scheduling future meetings.
394	Make a note of the following meeting ID number. If you do not reach your party, you may choose to leave the meeting ID and MeetingPlace phone number with an assistant or in a voice mail message.	Your explanation of scheduling immediate meetings.
485	Enter the phone number to be dialed. When finished press the pound key.	Your explanation of how to outdial from a meeting.
486	The phone number is being dialed. After connecting with the party, you may add them to the meeting by pressing pound, then 1. To disconnect the party and return yourself to the meeting, press pound, then 2.	Your explanation of how to add outdialed parties to a conference.

Common Questions about Voice Prompts

Q. Can I backup voice prompts that I record?

A. No. Custom voice prompts are not backed up.

Q. Is the original recording erased when I record a new voice prompt?

A. No. The new voice prompt becomes a custom prompt. You cannot record over factory standard prompts; you can revert to factory standard prompts.

4 Managing

The topics covered in this chapter include:

- Managing ports
- Managing capacity
- Optimizing disk space usage
- Managing user access
- Monitoring MeetingPlace with SNMP
- Managing notifications
- Managing workstation connections
- System Manager Agents

Managing Ports

You can optimize resource usage by the way you designate port types and manage port scheduling.

Designating Port Types

The connection between MeetingPlace and the telephone network is called a port. The ports that connect MeetingPlace to the telephone network are classified as *access* ports. Access ports are the total number of possible simultaneous connections to MeetingPlace. All ports are automatically designated as access ports.

How Ports are Distributed

A subset of your access ports are preconfigured as *conference* ports. There is no physical difference between an access port and a conference port; the distinction is purely logical. Access ports that are not configured as conference ports are used for scheduling meetings and, if you have MeetingNotes, for listening to recorded meetings.

Figure 0-1 illustrates the distribution of ports in a MeetingPlace system.

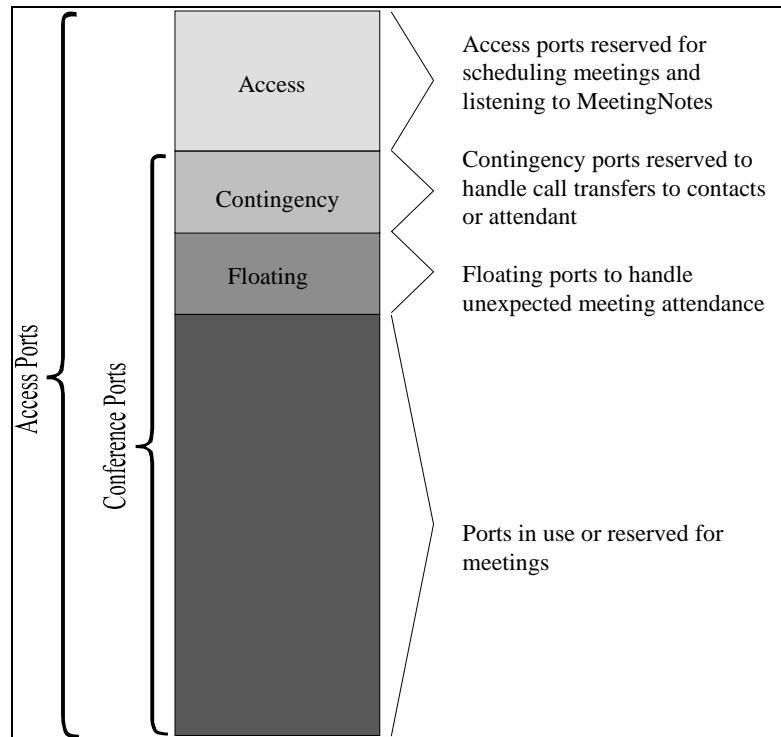


Figure 0-1 Distribution of port types

Figure 0-1 illustrates the following:

- All access ports are *not* necessarily preconfigured as conference ports. The number of conference port licenses you acquire (as listed on your sales order) is the total number of conference ports in your system.
- A certain number of conference ports can be reserved to handle call transfers. These are *contingency* ports. Contingency ports are ports that the system keeps in reserve, making it possible for meeting participants to reach a contact or attendant for assistance during a meeting and for the system manager to dial in to meetings. The values entered in the Number of Contingency Ports field (Configure tab, Server Configuration topic) determine the number of contingency ports in your system.
- The remaining conference ports, called floating ports, are available for unexpected port needs. Floating ports can float between meetings, taking up the slack when an extra person decides to attend a meeting that is already full. The values entered in the Number of Floating Ports field (Configure tab, Server Configuration topic) determine how many ports are floating ports.

It is recommended that you dedicate 10% of the total number of conference ports as contingency ports and 15% as floating ports. See Appendix I for Reservationless Meetings floater ports recommendations.

Designating Overbook Ports

You can also designate *overbook* ports. The values entered in the Overbook Ports field (Configure tab, Server Configuration topic) allow MeetingPlace to schedule more ports than are really available. For example, imagine you have 96 conference ports and all 96 are booked for a meeting. If you have set Overbook to 2, a user can still schedule another two-person meeting at the same time.

Overbook takes advantage of the fact that all those who are scheduled to attend often do not in fact attend, so that unused ports are usually available. In the rare case that all ports are scheduled and all people attend the meeting—including those who are overbooked—the last people to call into any of the meetings would not be able to get through. If such a meeting were critical, the system manager or attendant could ask the overbooked callers to reschedule for later. See Appendix I for Reservationless Meetings overbook ports recommendations.

Configuring Ports and Port Groups to Improve Performance

MeetingPlace provides a number of parameters that allow you to control the port configuration to maximize users' access to the system. In most cases the default parameters (or the parameters set by your MeetingPlace support representative during installation) will suffice. However, as your users increase their interest in the system, you may want to alter the port configuration to improve performance.

The MeetingPlace database includes *individual ports* and *port groups*. Organizing ports into groups is a convenient way of configuring multiple ports at one time.

Configuring Individual Ports

Port configuration information includes a default port access type. When MeetingPlace receives dialed number information (DID/DDI), the DID access plan determines which port access type is assigned to a call.

With DID access, the number the user dials causes a particular set of digits to pass to the MeetingPlace server. Each digit set is assigned to one of the MeetingPlace service types (scheduling, profile access, MeetingNotes access, participation in a meeting). The call can come in on any port, so that the ports are dynamically allocated. If, for example, all users call the number that corresponds to MeetingNotes access, then all unscheduled ports will be allocated to MeetingNotes, and no new meetings can be scheduled.

With direct access, ports are pre-assigned to a particular service type. For example, ports 1 through 3 to scheduling, 4 through 5 to MeetingNotes, and 6 through 12 to meetings. The number the users dial determines which ports they access, and thus which service they receive.

When MeetingPlace does not receive dialed number information, the default port access type assigned to a call is the type assigned in the Ports topic (Configure tab) to the port that is handling the call. If your system does not receive dialed number information, you may want to map out the connections between MeetingPlace and the telephone network. Then decide what access type to assign to each line or group of lines that connects to MeetingPlace, or choose to use all ports universally with combined access.

If you find that users are having difficulty accessing a particular service, you may wish to reconfigure the number of ports assigned to each of the MeetingPlace services using the Ports topic.

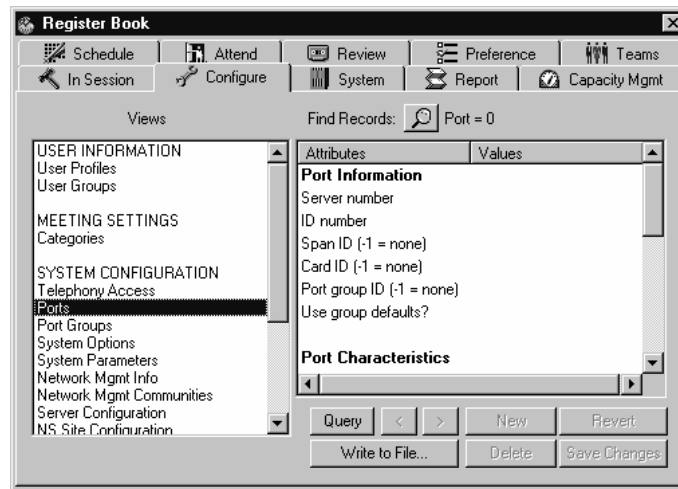


Figure 0-2 MeetingPlace Port Configuration Tab



Note: If you assign an individual port to a port group, you do not have to re-enter data that is already provided for the port group.

You can configure MeetingPlace ports to allow or disallow outdialing. Make sure that the trunk is configured in MeetingPlace the same way your telephony provider has configured it (it can either make outgoing calls or cannot make outgoing calls). MeetingPlace can block certain numbers and dialing patterns system-wide, by group, or by individual user. Call blocking is controlled by an internal MeetingPlace table. Contact your MeetingPlace support representative to configure this table.

Configuring Port Groups

Because multiple ports may use identical settings, the MeetingPlace database uses port groups to define the settings for multiple ports simultaneously. You define a port group by selecting the Port Groups topic in the Configure tab.

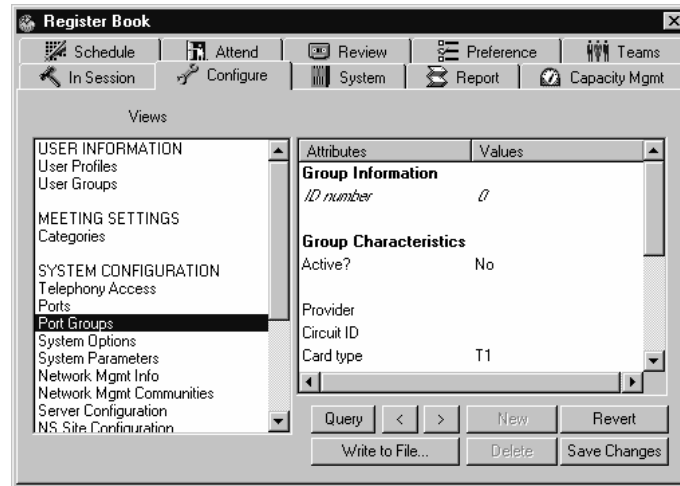


Figure 0-3 MeetingPlace Port Groups Configuration Tab

Some of the information for individual ports is also included in the port group definition. You do not have to provide this information twice when a port is a member of a port group. (Group information has precedence over individual port information.)

The configuration information you enter to define a port group, which includes a port access type, applies by default to all ports that are assigned to the group in the absence of individual port configuration information or a DID access plan. Table 0-1 explains the port groups.

Table 0-1 Port Groups

Field	Description	Choices/Recommendations
ID number	A number from 0 to 31 that identifies this port group. This number is predefined.	Assign every line coming into MeetingPlace to a port group. The port group ID number is your choice.
Active	Whether to use this port group definition. You may want to define port groups now for later use.	Yes or No. Most likely, port groups are always active. You may wish to make port groups inactive during servicing.
Provider	An abbreviation that identifies the service provider.	Alpha, numeric, or both—your choice.
Circuit ID	A number that identifies the circuit.	Assigned by the circuit provider.
Card type	Whether this trunk is a digital T1, IP, or unassigned.	T1, IP, or none (unassigned).
Signaling protocol	The signaling type used by this trunk.	Loop start, ground start, E&M wink start, immediate start, DID/DDI, clear channel, IP, protocol table, any E1.

Field	Description	Choices/Recommendations
Protocol table	Contains the configuration information for the type of signaling used.	All T1 PRI systems are shipped from the factory with protocol table 2 set to use the default setting of ATT PRI protocol; protocol 3 to use Nortel PRI; and table 4 to use Bell PRI.
# of DID digits expected	Indicates the number of digits sent by the PBX or network.	Your choice (either 0 or a number from 2 to 6; 1 is not valid).
Mtg. ID for direct mtg. access or Default digits for system	Indicates which meeting callers to this port will attend when DID/DDI digits = 0 and the default access type = "meeting."	Meeting ID or DID/DDI number of the meeting in which you want callers to be placed.
Default access type	Which MeetingPlace access type is applicable to all ports in the group in the absence of dialed number information.	DID Meeting, Profile, MeetingNotes, or Combined. Your choice depends on the level of access you want users to have on these ports.
Language	The language in which prompts will play.	English (USA), English (UK), Japanese, French-Canadian, or No Language. Selecting No Language will result in the caller hearing a language prompt when they dial into MeetingPlace.
Human assistance?	When someone in a meeting needs help, MeetingPlace uses another port to connect that person (via a call transfer) to a contact or attendant. The value in this field determines whether the ports in this group can be used for call transfer during a meeting.	Yes or No. Set to Yes assuming that an individual who can provide assistance to users can be reached on this port group.
Flash transfer?	Whether these ports initiate a call transfer by using a hook flash.	Yes or No. Your telephony network provider can provide this answer.
Outdial?	Whether these ports can be used for outgoing calls.	Yes or No. For most applications, you should set ports to handle outdial.

Managing Port Scheduling Using Guard Times

Guard times ensure that meetings do not overlap each other or that two meetings are not scheduled back-to-back with the same meeting ID.

Guard times become part of the scheduled meeting record. For example, if you schedule a meeting with the system start and end guard time parameters set at 0 minutes, then change the system start and end guard times to 60 minutes, your meeting will *not* take on the new guard time settings. To ensure the meeting in the example takes on the current system start and end guard time minutes, you must reschedule your meeting. Back-to-back reservationless meetings are permitted regardless of guard times. In effect, the guard time for reservationless meetings is equal to zero.

MeetingPlace uses guard times to manage three resources:

- *Conference ports*—Every MeetingPlace conference server has a finite number of ports available for users, as described earlier. The parameters discussed in this section determine how long before, during, and after a scheduled meeting the ports are reserved (and therefore when the ports become available to other users).
- *Meeting IDs*—Every meeting has an ID number, which is how users identify the meeting they want to attend. During any given time, a meeting ID must be unique, so that the system knows which meeting to put a caller into. The meeting guard time fields determine how long before and after a meeting the meeting ID is protected. This protection prevents another person from scheduling another meeting at the same time with that particular meeting ID number. The meeting ID guard time also defines the period before and after a meeting that the caller hears that the meeting has not yet started or has ended, rather than hearing that MeetingPlace does not recognize the meeting.



Note: When using the Reservationless Meetings feature, profile numbers cannot match existing meeting IDs, because reservationless meetings use profile numbers as reservationless meeting IDs.

- *Voice storage*—If you have MeetingNotes, guard times reserve space for recording a meeting (if the organizers have elected to record the meetings at the time they scheduled the meetings).

Figure 0-4 shows how guard time settings affect users.

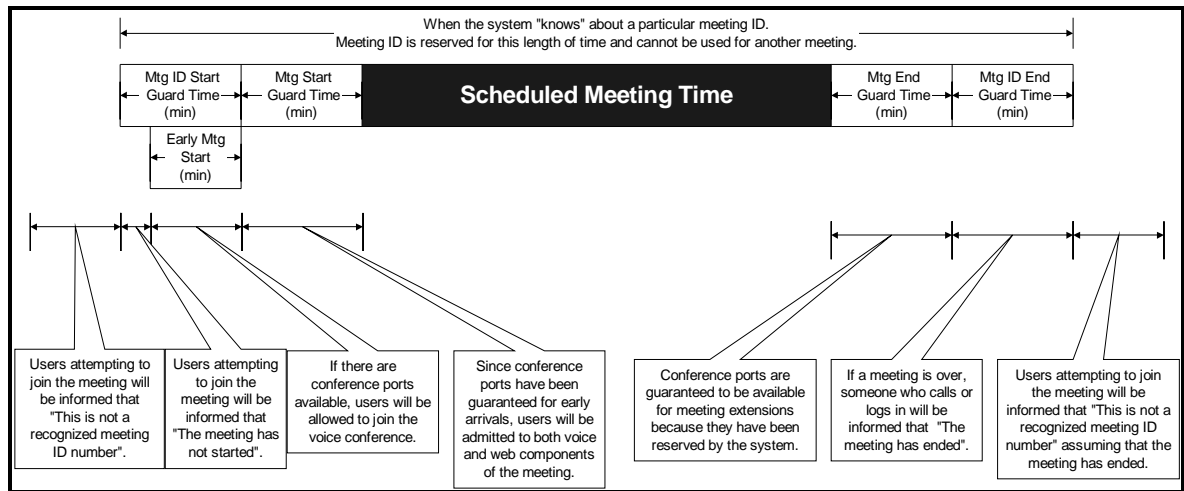


Figure 0-4 Guard Time Definitions

Setting Guard Time Parameters

You specify the parameters for each of these “consumable” resources by choosing the Scheduling Parameters topic of the Configure tab.

- Mtg. start guard time (min)***—The number of minutes in advance of the requested meeting start time that *ports* are reserved for the meeting. MeetingPlace automatically adds this advance time to the requested start time. This time guarantees ports for early arrivals to the voice component of a meeting. Set this parameter to 0 minutes and use Mtg. ID start guard time to ensure that MeetingPlace acknowledges the meeting and that users hear “The meeting has not started” when they attempt to enter the meeting.
- Mtg. end guard time (min)***—The number of minutes after the scheduled meeting end time that ports, or a “zero-port” meeting, will remain reserved. MeetingPlace adds this extra time to the reserved end time of the meeting. This time guarantees ports when a voice meeting overruns its scheduled end time. Set this parameter to 0 minutes if you want to be able to schedule back-to-back meetings. Set this parameter for a longer period if your users tend to have longer meetings and/or your system is relatively less busy. When your guard time expires and no ports are available, you will not be able to extend the voice component of your meeting.

Although non-zero guard times guarantee ports before and after a meeting, most users simply schedule some “padding” into their meetings. For example, if a user wants an hour-long meeting and wants to pad it to allow callers time to enter the meeting, listen to the roll call and agenda, and greet one another, the user would simply schedule the meeting for 70 minutes. In this case, managing guard times can be an unnecessary complication.

- *Mtg. ID start guard time (min)*—The number of minutes before a meeting that the associated meeting ID or DID/DDI number is reserved. Both this parameter and Mtg. ID end guard time control when meeting IDs become available to be re-used. This is to ensure that two meetings do not have the same ID at the same time. Therefore, callers will not inadvertently enter the wrong meeting.

If users attempt to enter the meeting before the meeting ID start guard time begins, they are informed, “This is not a recognized meeting ID number”. Callers in the voice conference hear it as a voice prompt. Users logging into a web conference see it on their screen.

After the Mtg. start guard time begins, callers attempting to enter the voice conference hear the message “The meeting has not started.” The recommended value for this parameter is 15 minutes.

Mtg. ID end guard time (min)—The number of minutes after a meeting that the associated Meeting ID or DID/DDI number is reserved. If callers call into a voice conference during this period, they hear “The meeting has ended.” Users logging into a web conference see it on their screen. After this period, users will be informed, “This is not a recognized meeting ID number.” The recommended value for this parameter is 15 minutes.



Note: If two people are on a zero-port meeting and forget to log out, the meeting will continue extending itself for a maximum of 24 hours. The meeting will expire if it encounters a meeting ID conflict.

Managing Port Scheduling Using Run Times

Run times determine how early someone can call into a meeting before its scheduled start time, how long a meeting can be extended, and when ports should be released.

Run time parameters take affect at the start of each meeting. As each new meeting begins, the system will look to the current run time settings to determine how to manage the meeting.

- *End of mtg. warning (min)*—Determines when users are first warned that their meeting will end. (Recommended time is 10 minutes.) Users receive another warning two minutes before the meeting ends.
- *Extend meeting (min)*—The time that a meeting gets extended if the time runs over and ports are available (0 to 60 minutes). Callers receive warnings informing participants when the meeting will end. The system can continue to extend the meeting time provided ports are not reserved for other meetings. The recommended value for this parameter is 15 minutes.

End of meeting announcements and Meeting extension announcements are configurable on a per meeting basis, independent of each other. However, the number of minutes set for each parameter is system wide.

Neither warning is supported during a zero-port meeting.

- *Early mtg. start (min)*—The maximum time before the scheduled start of a meeting that early arrivals can enter the meeting. This time is added to the Mtg start guard time, but must be less than the Mtg. ID start guard time. The recommended value for this parameter is 15 minutes.

For example, if the conference start time is 9:00, the *Mtg. start guard time* is 15 minutes, and the *Early mtg start minutes* is set to 15 minutes (and ports are available), callers can enter the meeting at 8:30.



Note: Because it is not based on the reservation of voice ports, MeetingPlace's zero-port meeting feature does not support the *early mtg. start* function. If the meeting in the above example is scheduled with both voice and web components, callers will be able to join the voice conference at 8:30, but will be unable to access the web conference until 8:45 when the Meeting Start Guard Time takes effect.

- *Disconnect empty port (min)*—The number of minutes that ports are held after *everyone* hangs up or one person remains on a web conference. This parameter accommodates longer meetings where people might want to take breaks and re-enter the meeting. This parameter also determines how long to hold ports, after the scheduled start time, if no one shows up for the meeting.
- *Early meeting release (min)*—The number of minutes before the scheduled end time of a meeting when ports will be released if none are in use for that meeting.



Note: The early meeting release feature takes effect in a zero-port meeting when only one person remains on the web conference.

The interaction of the release time parameters is illustrated in Figure 0-5.

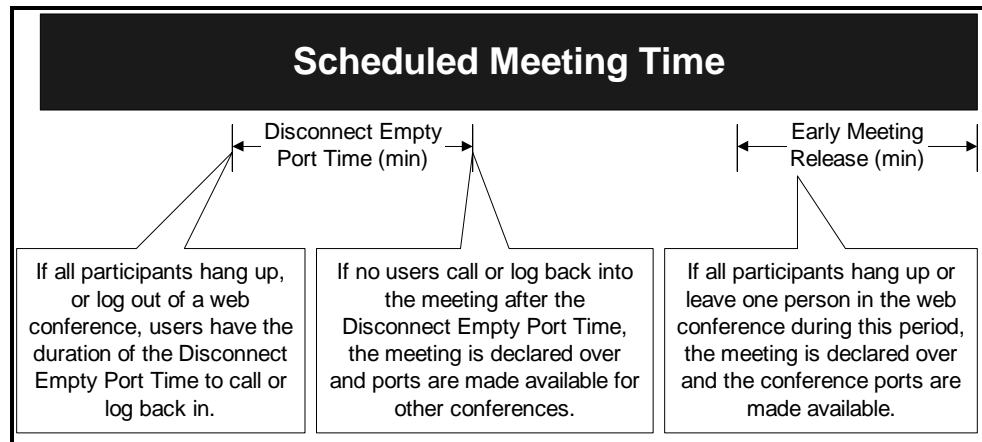


Figure 0-5 Release Times

Setting Immediate Meeting Parameters

Immediate meetings also use ports. They (by definition) do not use pre-meeting guard times, but do use resources while they are in progress and use Mtg end guard time, Mtg end ID guard time, Disconnect empty port, Early Mtg release, Extend Meeting, and the parameters for reserving space for recording meetings.

The system manager sets the default port and meeting length. The scheduler is given the option to change the defaults. In the Scheduling Parameters topic (under Company Specific Information), the following fields affect immediate meetings:

- *Immediate meeting ports*—The default number of conference ports offered by MeetingPlace when callers ask for immediate meetings. These ports are *not* reserved for general use by immediate meetings. A caller can only schedule an immediate meeting if ports are available.
- *Immediate meeting length*—The default meeting length offered by the system when callers ask for immediate meetings.

Reservationless meetings use immediate meeting parameters to determine the length and size of the meeting.



Note: When the Reservationless Meetings feature is enabled and you try to schedule an immediate meeting (or a scheduled meeting with the start time of now or earlier) and do not specify the meeting ID, the meeting becomes a reservationless meeting.

How Meeting Guard Time Minutes and Meeting ID Guard Times Interact

Meeting guard time minutes and meeting ID guard times are additive for meeting ID purposes. For example, if the Start and End guard times are both set for 10 minutes, the meeting itself is scheduled for an hour, and the Start and End meeting ID guard times are set to 10 minutes, the time reserved for the *meeting ID* is one hour and forty minutes.

Commonly Asked Questions About Schedules

The most common questions about MeetingPlace schedules are:

Q. Why can't I schedule back-to-back meetings?

A. Start and End guard times are probably not set to zero.

Q. How can I ensure that users hear or see 'The meeting has not yet started' rather than 'That is not a valid meeting ID' if they call or log in too early.

A. Set the meeting ID Start/End guard times to be large values, such as 60 minutes.

Q. I want a permanent meeting that never goes away, even if everyone hangs up.

A. Schedule the meeting with the frequency field set to Continuous. (Note that continuous meetings can't be recorded.) This setting is useful when, for example, an all-day meeting is planned and users will take breaks. To cancel the meeting click End Mtg. on the In-Session tab.



Note: MeetingPlace allows 1000 continuous meetings to be in progress at any given time.

Managing Capacity

MeetingPlace offers various tools to help you monitor and manage the use of your system. These capacity management tools generate charts that provide a graphical overview of system statistics.

By tracking usage on your MeetingPlace system you can:

- Manage your daily operation by understanding individual meeting and port usage throughout each day.
- Monitor your capacity utilization to determine whether your system is being used efficiently and effectively.

Measure the service levels you are providing to MeetingPlace users.

Efficient use of system resources can prevent scheduling failures, which will ensure quality of service and end user satisfaction.

For detailed instructions on how to execute a capacity management tool, see the *Using MeetingTime* section in Chapter 2.

Using the Capacity Management Tools

There are two types of capacity management tools you can use:

- **Daily Analysis**—Provides information about individual meetings and port usage on a day-by-day basis, and peak usage across several days.
- **Monthly Trending**—Provides information about your system's total conferencing usage and scheduling conflicts on a monthly basis.

In the Capacity Management tab of the MeetingTime Register Book (shown in Figure 0-6), the list of daily analysis and monthly trending tools appears on the left, and the tool attributes appear on the right.

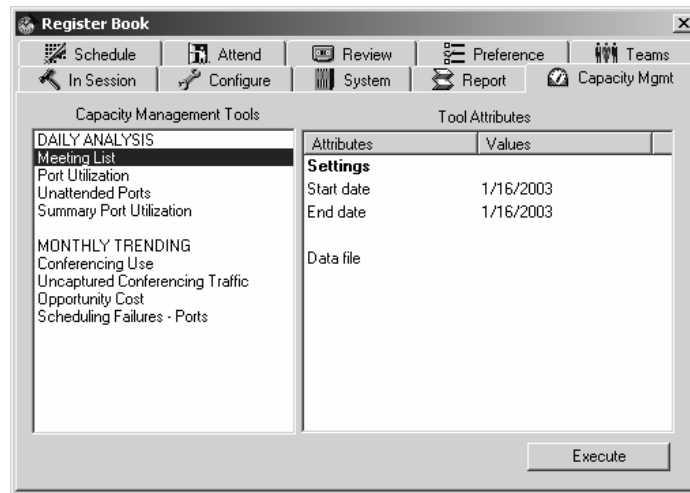



Figure 0-6 Capacity Management Tab

To use a capacity management tool:

1. Select the tool in the Capacity Mgmt tab.
2. Set the tool attributes (in the right-hand list).
3. Click Execute.

A chart is generated and displays in the Capacity Management Tools window.

4. You can then do the following:
 - Select other capacity management tools from the View menu or the tool bar. (Each tool is shown in the following sections.)
 - Configure the display parameters for each tool (to show different data and elements in the chart) by choosing options in the Display Options dialog box. (From the View menu, select Display Options, or click  in the toolbar.)

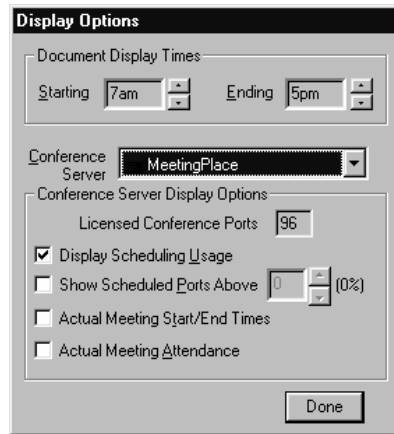


Figure 0-7 Display Options Dialog Box for Meeting List Tool

Running Your Daily Operation

The daily analysis tools display the meetings scheduled during a specified time, the total number of ports reserved for meetings, and actual number of ports used.


The daily analysis tools include:

- Meeting List
- Port Utilization
- Unattended Ports
- Summary Port Utilization

The following sections describe each chart.

Meeting List

The Meeting List tool displays the meetings scheduled for a specified number of days, and includes the scheduled length and scheduled number of ports for each meeting. If users cannot schedule meetings because of a lack of resources, you can use this tool to identify which meetings can be rescheduled to free up the needed ports.

To create a Meeting List chart, choose Meeting List in the Capacity Mgmt tab. Or choose Meeting List from the View menu, or click  in the toolbar.

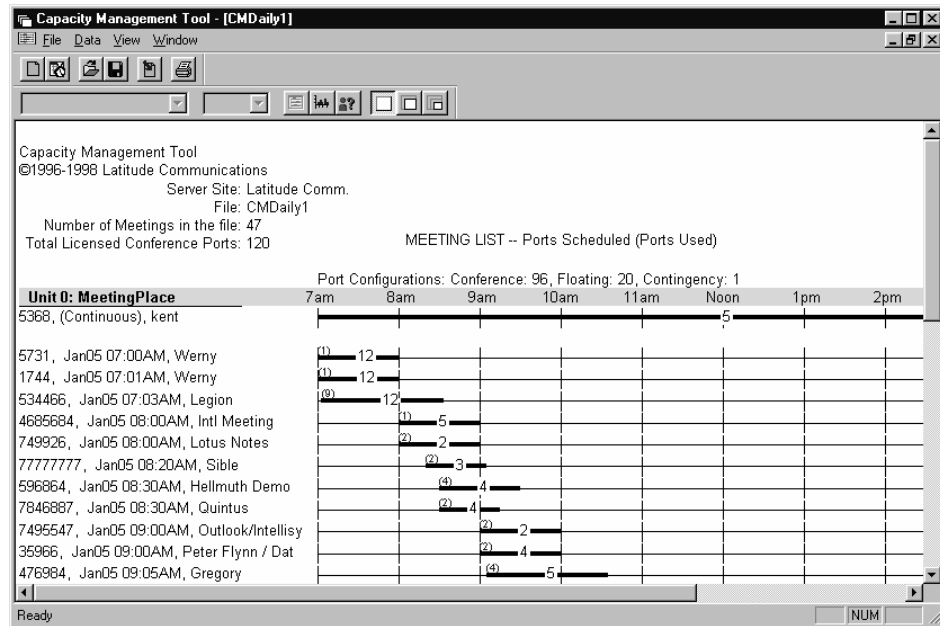


Figure 0-8 Meeting List Tool


In the Display Options dialog box, you can choose to display the following information:

- The scheduled meeting start and end times, and the actual start and end times
- The number of ports scheduled for a meeting, and the actual number of participants that attended

The Meeting List tool is also useful to see a quick list of meetings for any day in the recent past, present, or near future.

Port Utilization

The Port Utilization tool compares the number of ports scheduled to the number of ports actually used during a specified period of time, on a day-to-day basis. You can use this tool to determine the peak and off-peak times of your MeetingPlace system and compare usage on your system with its available capacity.

To create a Port Utilization chart, choose Port Utilization in the Capacity Mgmt tab. Or choose Port Utilization from the View menu, or click  in the toolbar.

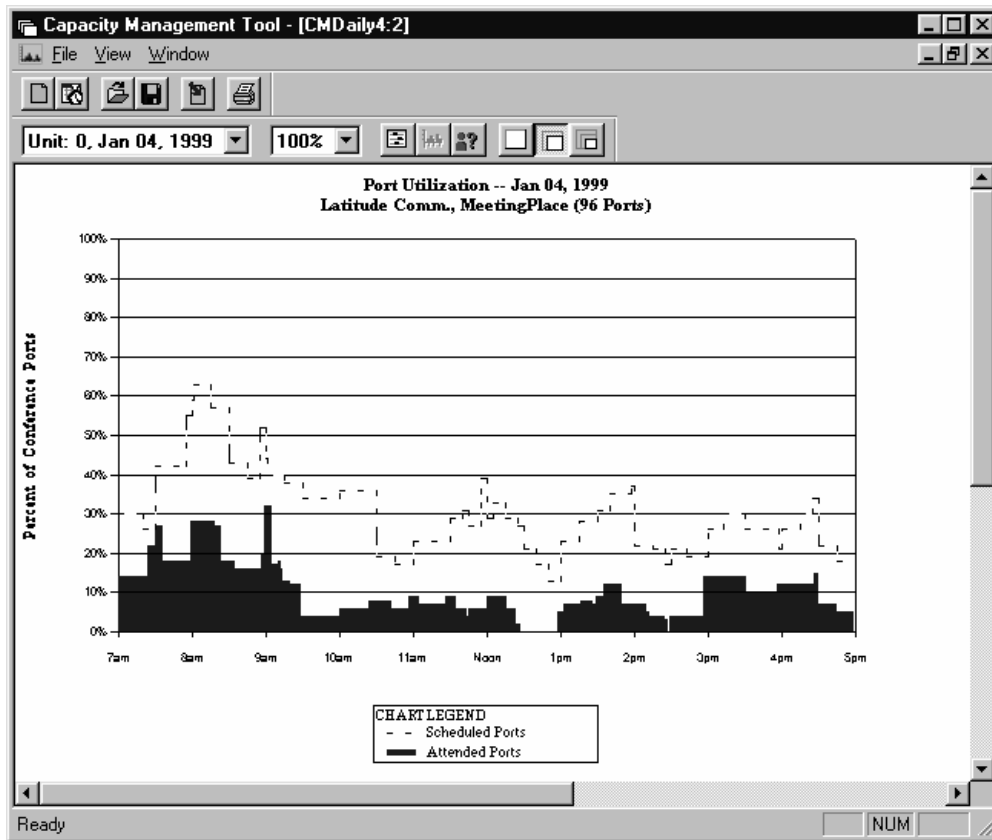



Figure 0-9 Port Utilization Tool

Unattended Ports

The Unattended Ports tool shows the total number of ports that were scheduled on your system but not actually used. These unused ports fall into two categories:

- Scheduled ports that exceeded the actual number of meeting participants
- Scheduled ports for a meeting that never took place

To create an Unattended Port chart, choose Unattended Port in the Capacity Mgmt tab. Or choose Unattended Port from the View menu, or click  in the toolbar.

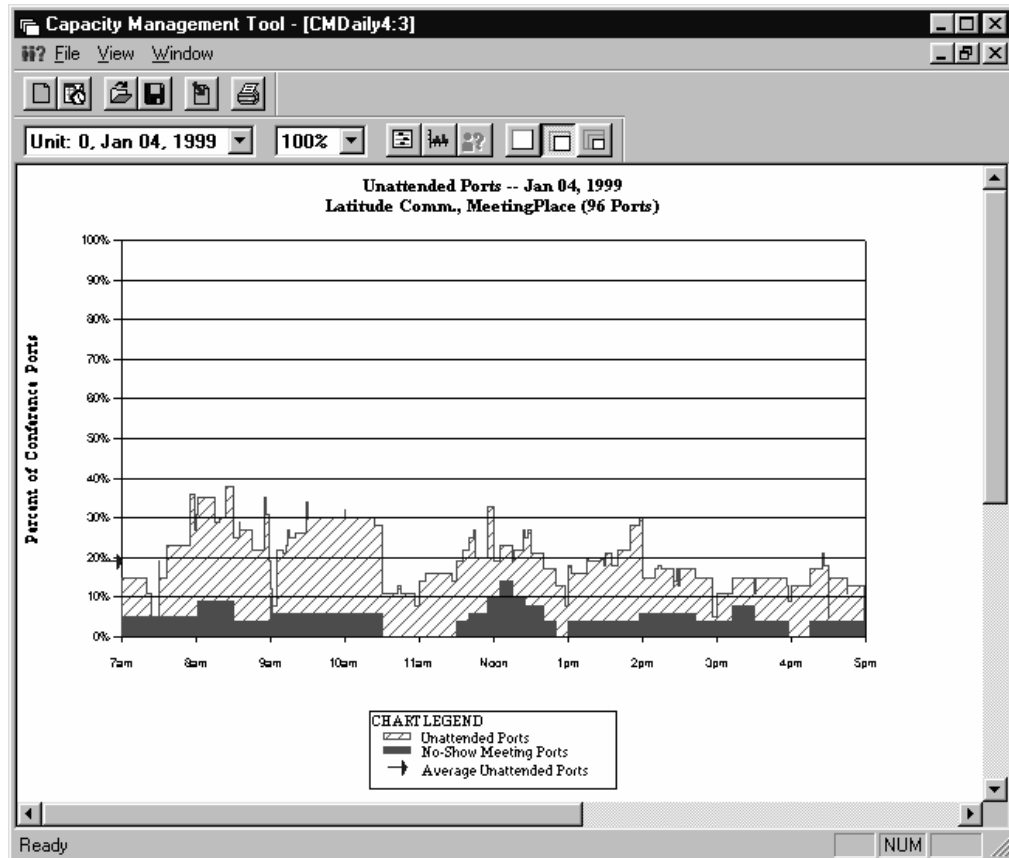


Figure 0-10 Unattended Ports Tool

The Unattended Ports tool can help you determine the appropriate settings for your overbook and floating ports (discussed earlier in this chapter).


Your MeetingPlace support representative can help you use the Unattended Ports tool to determine the appropriate settings for your overbook and floating ports.

Peak Port and Summary Port Usage

System managers and technicians can view scheduled and actual peak port usage that occurs across several days by using the Summary Port Utilization Tool. This tool generates a Summary Port Usage chart. Each chart can show up to one month of peak port usage, including summary port utilization, and can optionally display the following information:

- Average and distribution range for scheduled ports
- Average and distribution range for actual ports used

The information displayed is a combination of data you request to include and available data that was retrieved from the server.

To create a Summary Port Usage chart, select Summary Port Utilization in the Capacity Mgmt tab. Or choose Summary Port Utilization from the View menu, or click  in the toolbar.



Note: You can analyze peak usage from earlier MeetingPlace versions (such as 5.0). To do so, create a Daily Analysis chart in the earlier version and save it to a file (from the File menu, choose Save As). Then, open the file in version 5.1, and create a Summary Port Utilization chart using the instructions above.

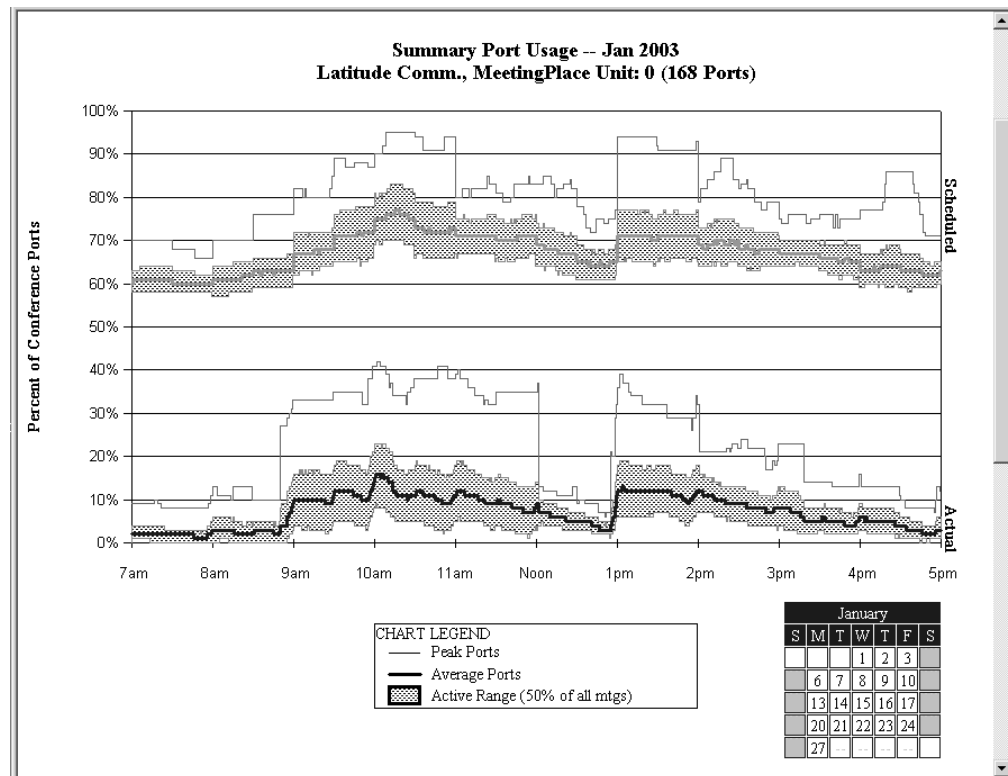






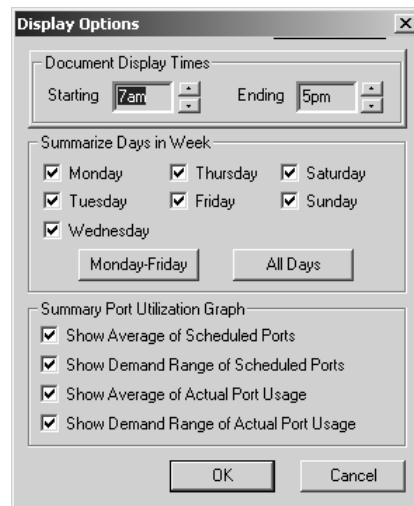
Figure 0-11 Summary Port Utilization Tool

In this example, peak scheduled and actual port usage is indicated by the solid, thin line above the shaded region. The shaded region indicates the range of scheduled and actual port usage. The thick, dotted line indicates the average of scheduled and actual port usage. (Note that the information included in each Summary Port Usage chart depends on the Display Options dialog box settings.)

The calendar legend in the lower right corner of the window indicates the way in which the raw data is evaluated, as described in the following table.

Element	Description
	Summary Port Utilization has data for this day and uses it in calculating Average and Demand Range values
	Although this day was selected (in the Display Options dialog box) for inclusion in the chart, the retrieved data lacks meeting information for this day
	This day was not selected (in the Display Options dialog box) for inclusion in the chart

To customize the data that displays in a Summary Port Usage chart, choose Display Options from the View menu, or click  in the toolbar.



To	Do this
Specify a range of time for each day	Choose a Starting and Ending time.
Specify the days to include in the chart	<p>For Summarize Days in Week, do one of the following:</p> <ul style="list-style-type: none"> To include individual days, select the checkboxes for each day to include. To include business days, click Monday–Friday. (To deselect this option, click the button again.) To include all seven days of the week, click All Days. (To deselect this option, click the button again.)
Specify which information to display in the chart	<p>For Summary Port Utilization Graph, select options.</p> <ul style="list-style-type: none"> Show Average of Scheduled Ports displays a solid line showing the average of all data from the selected days. Show Demand Range of Scheduled Ports displays a shaded region above and below the average, representing 50% distribution of all port demand. Show Average of Actual Port Usage displays a dotted line showing the average of actual port use on the selected days. Show Demand Range of Actual Port Usage displays a shaded region above and below the average, representing 50% distribution of actual port demand.

Monthly Trending Tools

The monthly trending tools display information to help you review your system's conferencing growth and determine the right time to upgrade MeetingPlace.

The monthly trending tools include:

- Conferencing Minutes
- Uncaptured Conferencing Traffic
- Opportunity Costs
- Scheduling Failures

The data that MeetingTime uses to create the monthly trending charts is stored on the MeetingPlace system and is purged after a specified amount of time. The amount of time MeetingPlace stores this data is determined by the Days Until Mtg Stats Purged parameter, which is located in the Configure tab under Scheduling Parameters.



Note: To ensure that meeting data is not lost after it is purged from the system, you must save this data in a historical file and update this file on a monthly basis. When you update the historical file, data for the current month(s) is appended to the existing data. This enables you to analyze system usage over an extended period of time even after the meeting data for past months has been purged.

Before you can save your data, you must first create the historical data file:

1. Run a monthly trending tool.
2. In the Capacity Management window, from the File menu, select Save, then specify a name and directory for this file.

The first time you update the historical data file, you must enter the file name specified above. From then on, MeetingTime remembers the file name entered into the MeetingTime attributes.

To update an historical data file:

1. From the MeetingTime Capacity Management tab, select the monthly trending tool to use.
2. Set the Update History File parameter to Yes, and enter the directory for this file in the Historical Data File parameter.
3. Click Execute. The Capacity Management Tool window appears.
4. From the File menu, select Save.

Conferencing Minutes

The Conferencing Minutes tool displays the amount of monthly conferencing minutes that took place on your system on an aggregate and per-port basis. To help you manage your system's conferencing growth, this tool shows usage threshold lines that indicate when the use of your system has reached congested levels.

The usage threshold lines also indicate when more capacity was added to your system, as seen in Figure 4-12.

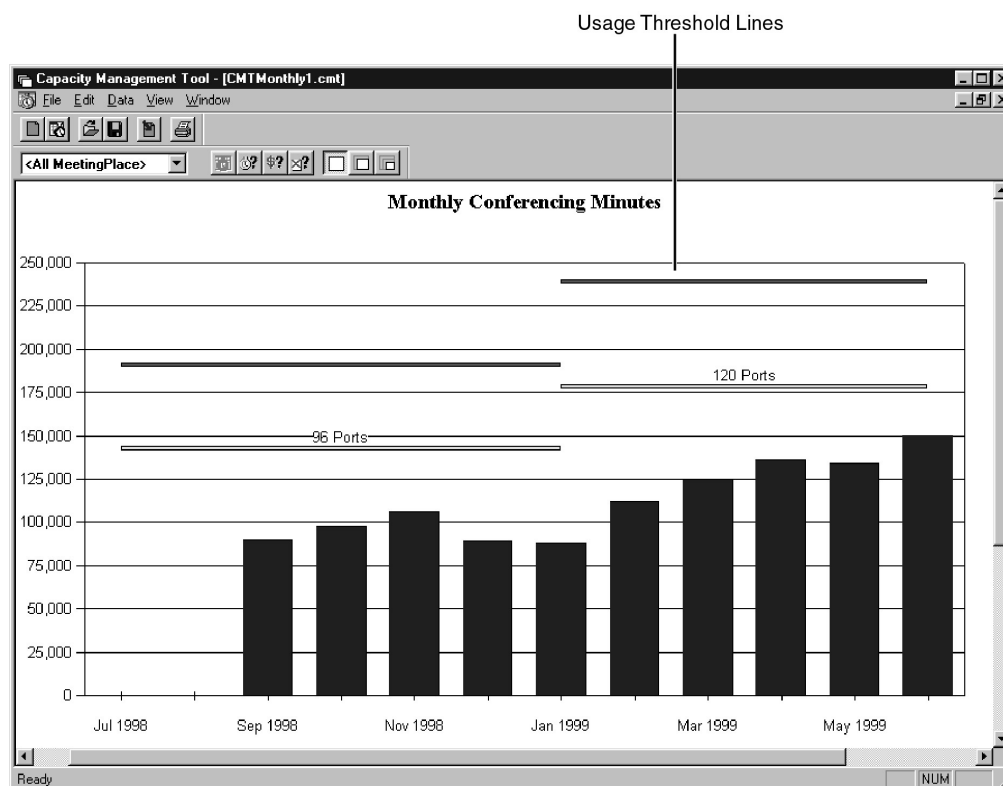


Figure 0-12 Conferencing Minutes Tool

To view the usage thresholds, go to the View menu, select Display Options, and place a check in the Show Usage Thresholds box. You can also use the Display Options dialog box to view monthly conferencing minutes on a per-port basis.

Recommendations on Managing Capacity

To determine how efficiently your MeetingPlace system is being used, run the Conferencing Use (minutes per port) capacity management tool at the end of each month. Table 4-2 provides information on how to interpret the usage threshold levels.

Table 0-2 Usage Threshold Levels

Threshold Levels	Minutes per Port (Monthly)	Description
Efficient Usage (below the yellow line)	Under 1,500	System is running efficiently. Capacity is available and meetings are able to extend and grow.
Busy Usage (between yellow and red lines)	1,500-2,000	Users can schedule and hold conferences, although some scheduling requests may not be satisfied because conferencing ports are unavailable. User satisfaction is beginning to decline.

		System manager should add more capacity to offset scheduling failures.
Constrained Usage (above the red line)	Over 2,000	Users are likely to experience a number of scheduling and attendance failures because ports are in high use. Overflow traffic is most likely going to service bureaus. During peak hours, meetings are not extending and growing. System manager needs to add more capacity.



Note: These figures are suggested target points for your organization. Your results may vary depending on factors such as your peak conferencing business hours, international use, the size of your system, and specific conferencing applications. As you continue to track your MeetingPlace use and service levels, you will be able to better define appropriate minutes per port conferencing levels for your organization.

MeetingPlace provides default values for the usage thresholds based on general conferencing use, although these default values should be customized to reflect your company's unique conferencing environment.

Scheduling failures mean that users cannot join meetings, in addition to being unable to schedule meetings. This will have an impact on user experience. You will need to check peak level usage and contact Latitude Customer Support for advice.

To change the value of the usage thresholds:

1. Make sure the usage thresholds are being displayed in the chart.
2. Select Adjust Thresholds from the View menu.
3. Enter the desired value.

If you need assistance in adjusting the thresholds, contact your MeetingPlace support representative.

Uncaptured Conferencing Traffic

The Uncaptured Conferencing Traffic tool displays how many minutes of monthly conferencing could not be conducted on MeetingPlace because the system was busy. Upgrading your system can enable MeetingPlace to fulfill this additional conferencing demand.

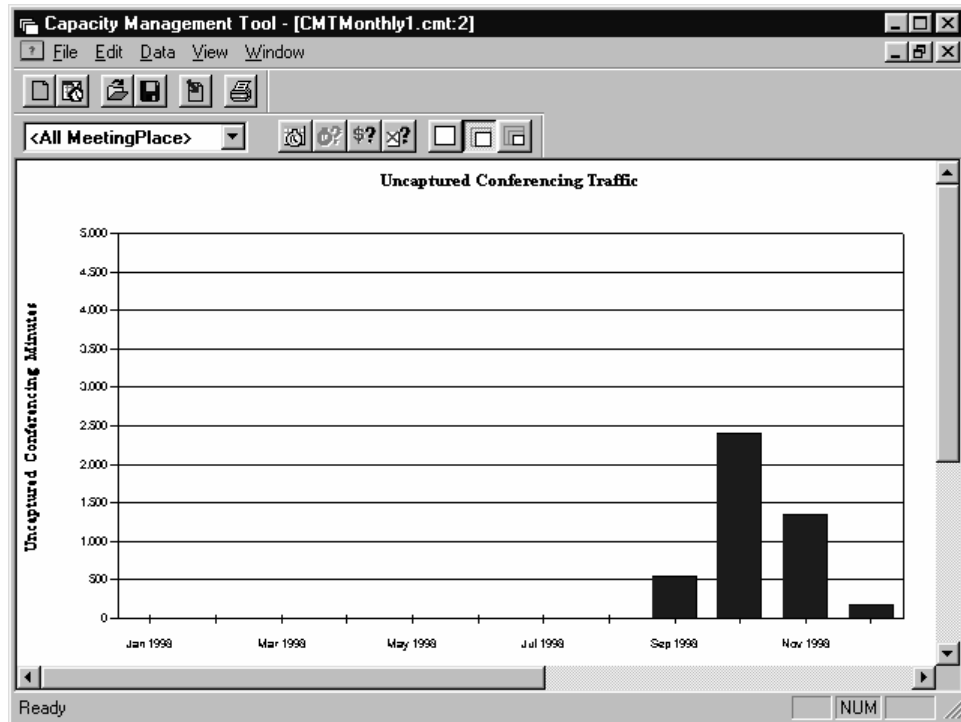


Figure 0-13 Uncaptured Conferencing Traffic Tool

Opportunity Cost

This tool calculates the cost spent on your uncaptured traffic, assuming the uncaptured traffic went to a service bureau instead of waiting for MeetingPlace to become available.

To make sure MeetingPlace correctly calculates the cost of your uncaptured traffic, you need to enter the cents-per-minute rate of your service bureau. You can enter this rate in the tool attributes area in the Capacity Management tab or in the Display Options dialog box.

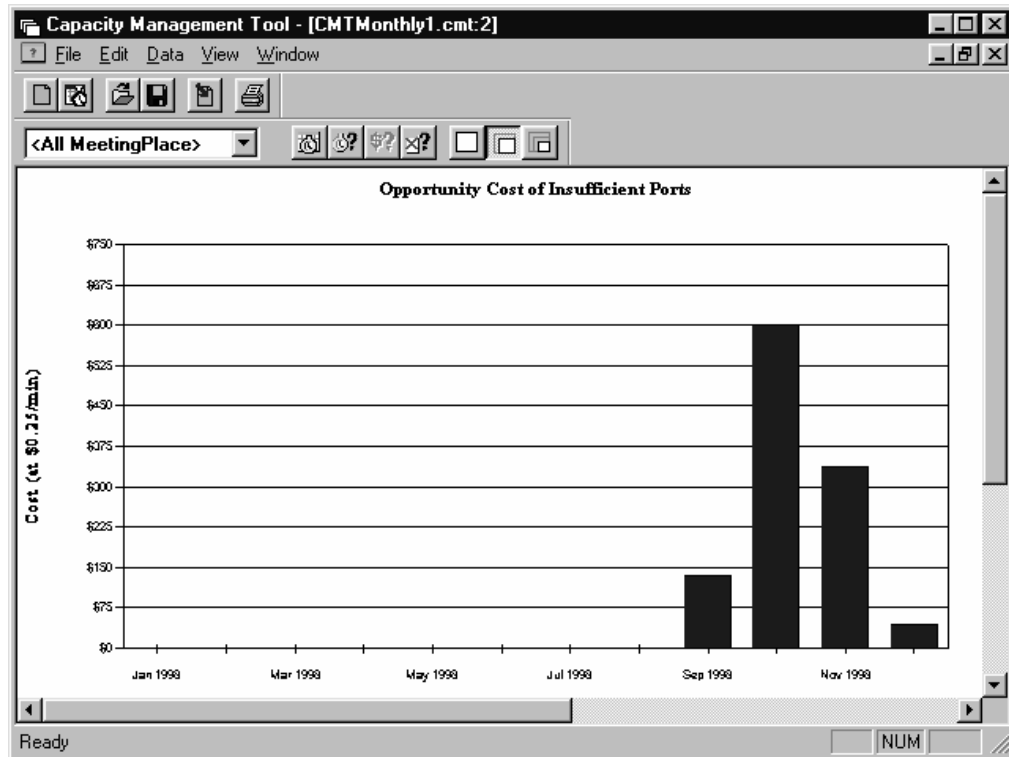


Figure 0-14 Opportunity Cost Tool

Scheduling Failures Tool

The Scheduling Failures tool displays the percent of scheduling attempts that were not satisfied due to insufficient ports. This tool supplies a graphical indication of how often MeetingPlace could not schedule meetings because the system was busy.

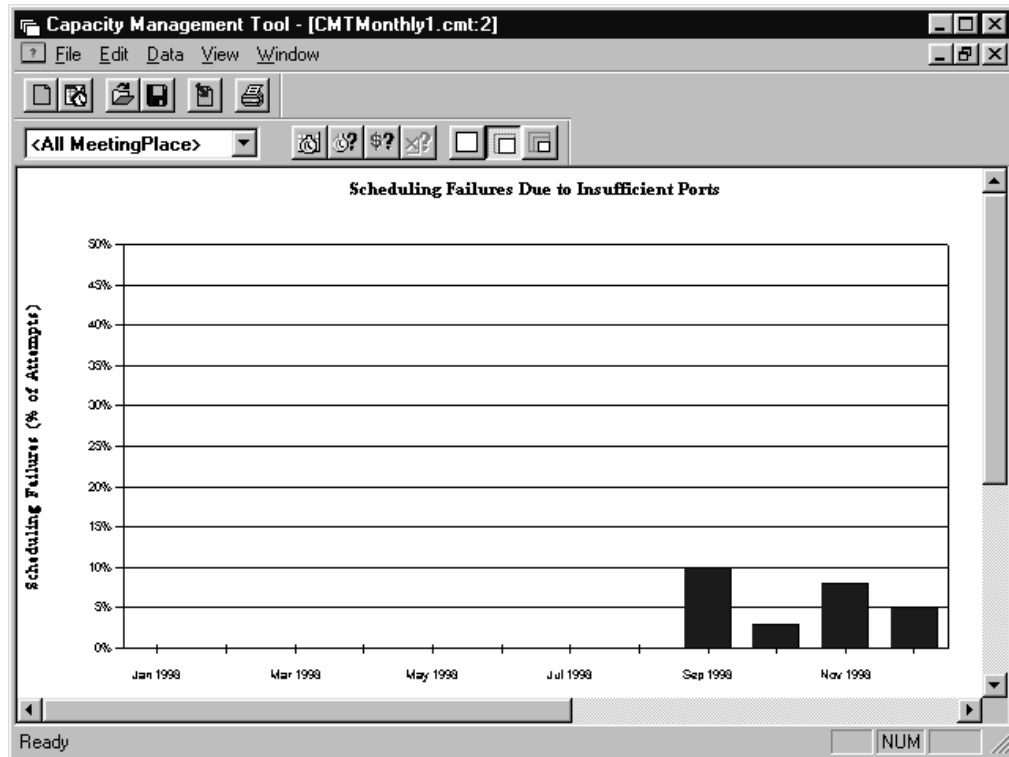


Figure 0-15 Scheduling Failures Tool

Determining System Service Levels

In addition to determining your minutes-per-port ratio on a monthly basis, you should also view the Scheduling Failures chart to determine the percentage of scheduling failures that occurred on your system.

If your scheduling failures rate is above 5 percent, run the Scheduling Failures Report (described in Chapter 5) for detailed information about each failure. Usually, these scheduling failures come in two types:

Not enough ports are available—To solve this problem, run the Port Utilization capacity management tool to determine the time of day MeetingPlace is most busy, and then suggest to your users that they schedule meetings at off-peak times.

The requested meeting ID is currently unavailable—To solve this issue, inform your users to assign personalized staff meeting IDs to the meetings they schedule in place of commonly used numeric IDs. Scheduling conflicts occur when two meetings are scheduled for the same time with the same meeting ID.

Optimizing Disk Space Usage

To optimize disk space usage, you can begin by gathering disk usage statistics using the View Disk Usage option on the System tab as well as the Disk Usage Report.

Viewing Disk Usage Statistics

In the System tab, the View Disk Usage Statistics choice assists you in monitoring the amount of disk space currently being used in the MeetingPlace system. Unlike the Disk Usage Report (Chapter 5), which shows you usage statistics for each user, these disk usage statistics include values for the entire MeetingPlace system, including:

- Total voice storage space on disk (in minutes)
- Meeting agenda minutes
- Meeting guest name minutes
- System profile name minutes
- Custom prompt minutes
- Meeting title minutes
- Meeting recording minutes
- Miscellaneous recording space minutes
- Total voice storage space available on disk

To view the system disk usage statistics select View Disk Usage Statistics from the System tab, then click Execute. Figure 4-16 shows an example of the statistics display.

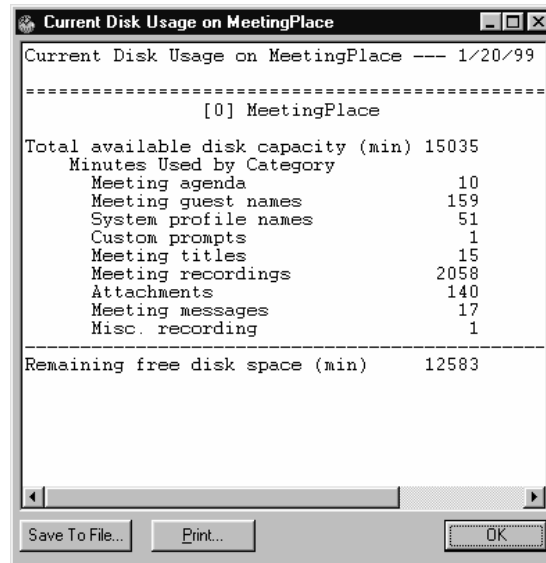


Figure 0-16 View Disk Usage Statistics Window

Managing MeetingNotes Disk Space Resources

You can use several parameters to adjust how disk space is allocated.

System-Wide Parameters

In the Configure tab, the Scheduling Parameters topic allows you to assign the following system-wide parameters:

- *Max mtg recdg length (min)*—Limits the number of minutes any meeting can be recorded. Set this parameter when you need to manage disk space.
- *# of days to retain*—Should be set according to your disk space constraints. Users should be informed of this setting, and advised if it will change. If the parameter is changed, the change affects only newly scheduled or re-scheduled meetings.

In the Configure tab, from the Server Configuration topic you can assign the following parameters:

- *Max recdg space (min)*—Ensures that, if there is enough disk space at the time the meeting is scheduled, enough space will be reserved for recording the entire meeting. You may find users reserving space for meetings that they do not in fact record.

Recording and Message Parameters

The system-wide scheduling and recording parameters listed below also affect time available for the meeting as well as disk space usage.

- *Max agenda recdg (sec)*
- *Max mtg name recdg (sec)*
- *Max user name recdg (sec)*
- *Max voice comment (sec)*
- *Max mtg message length (sec)*

You can also control disk space usage by the way you set up a profile user's individual recording parameters:

- *Able to record meetings?*—Yes or No. This is set by the system manager and cannot be changed by the user.
- *Record Meetings?*—If able to record meetings is set to Yes, the Record Meetings parameter determines whether meetings are *automatically* recorded (unless the user manually turns recording off during the meeting). This parameter should normally be set to no.

How Permanent Meetings Affect MeetingNotes Disk Space Resources

A user can mark meetings from the Review tab as non-purgable. If a meeting marked as non-purgable is modified to be purgable, the system will set the purge date for the meeting to be the date specified by the user. Anytime before the meeting is actually purged, users can mark the meeting as non-purgable.

When a meeting that has a meeting recording is marked non-purgable, the system manages this resource by:

- Deleting the voice storage reservation associated with the meeting recording
- Adding the meeting recording length to the running total of non-purgable meeting recordings
- Reducing the total available voice storage amount used up by the non-purgable meeting
- Marking the meeting as non-purgable

When a non-purgable meeting that has a meeting recording is marked purgable, the system manages this resource by:

- Subtracting the meeting recording length from the running total of non-purgable meeting recordings
- Making a new voice storage reservation for the meeting recording until the specified purge date
- Increasing the total available voice storage

- Marking the meeting as purgable

Use the Disk Usage Information Report and Permanent Meetings Report on the Report tab to determine which users are using up disk space.

Use input from your users to decide whether their level of MeetingNotes usage will exceed your disk capacity. If this is the case, contact your MeetingPlace support representative for information about upgrading disk drives.

Managing User Access

Scheduling parameters specify how much leeway users have in scheduling meetings. Some of these settings also affect disk space. Those parameters that affect user access are listed below. For a complete list of Scheduling Parameters, see Appendix D.

- *Max meeting length (min)*—Can be set up to 1440 minutes (24 hours).
- *Max ports per meeting*—Does not include contingency or floating ports.
- *Max advance days to schedule*—Can be set up to 330 days.
- *Max agenda recdg (sec)*—The maximum length of a prerecorded agenda.
- *Max mtg name recdg (sec)*—The maximum length of a meeting name.
- *Max user name recdg (sec)*—The maximum length of a user's name.
- *Max mtg message length (sec)*—The maximum length of a single meeting message in seconds.
- *Days until mtg stats purged*—The number of days historical meeting data is kept on the system. (All recordings related to the meeting are purged, including any MeetingNotes. The system manager, the attendant, and the meeting's contact can purge individual meeting recordings on an ad hoc basis.)

Monitoring MeetingPlace Using SNMP

The MeetingPlace SNMP feature lets you monitor MeetingPlace the same way you manage other devices on the network. By using a Simple Network Management Protocol (SNMP) management tool, and configuring it appropriately, you can obtain network status information and gain access to MeetingPlace.



Note: SNMP is turned on by default on all new systems. To disable the SNMP option, contact your MeetingPlace customer support representative.

SNMP Feature Overview

The MeetingPlace SNMP feature supports all the standard “MIB II” queries and a set of MeetingPlace MIB traps. The MIB II queries include information such as the MeetingPlace server name, location, and contact name, plus various statistics regarding the network interface.

The MeetingPlace MIB traps are generated under the following conditions:

- *T1 status*—If a T1 line goes down
- *Gateway System Integrity Manager (SIM)*—Whenever the Gateway SIM registers an alarm
- *Server startup*—Whenever the server restarts or crashes (cold start)
- *Major hardware alarm*—Whenever a major hardware failure occurs
- *Major software alarm*—Whenever a major software failure occurs
- *Minor hardware alarm*—Whenever a minor hardware failure occurs
- *Minor software alarm*—Whenever a minor software failure occurs

Each major and minor hardware and software notification includes an integer alarm code, codes that indicate which software module and server reported the alarm. For hardware alarms, four additional codes identify the device type, the device address, slot number, and port number. The MIB defines these fields.

A new MIB file, named *lattraps.mib* (which is in SNMP version 1 format) contains all the MIB alarms. It replaces the three current files. You must load the new MIB file into your monitoring system and configure it to enable the trap messages to display properly. To download *lattraps.mib*, go to the Latitude Customer Support Resource Center (<http://support.latitude.com/>).



Note: As a rule, each alarm instance generates a separate notification. However, in some cases, one specific incident could trigger multiple types of alarms.

For more information about SNMP, see Appendix H. For a list of major and minor alarms, go to the Latitude Customer Support Resource Center (<http://support.latitude.com/>), click Diagnostic Knowledge Base, and then MeetingPlace Server Alarms Reference.

Setting up Contact and Location Information

With the MeetingPlace SNMP option installed, you can see MeetingPlace servers from any SNMP Management station without supplying special configuration information. However, to control access to the MeetingPlace SNMP module and set up SNMP data exchange, you must supply information in the Network Management Information and Network Management Communities topics of the Configure tab.

Network Management Information controls high level access to the MeetingPlace SNMP module and allows MeetingPlace to exchange SNMP data with the rest of your network.

To ensure the SNMP system manager contacts the right person for any issues related to the MeetingPlace system, enter data in the System contact and System location fields.



Note: The MeetingPlace system contact and location can also be set from the SNMP management station.

Under the Network Management Information topic in the Configure tab, configure the following information:

- *IP “port number”*—The port on which MeetingPlace can find incoming SNMP messages. Port 161 is most commonly used.
- *System contact*—The name of the MeetingPlace system manager.
- *System location*—The physical location of the MeetingPlace system.

Setting up Community Information

The Network Management Communities topic on the Configure tab allows you to define SNMP communities for controlling access to MeetingPlace through SNMP. The Network Management Communities topic also shows you the network information available from the SNMP module.

You can configure two types of network management communities:

- *A trap community*—Defines a host to which MeetingPlace sends standard MIB II traps.
- *A non-trap community*—Controls the type of access that is provided in response to an SNMP message: read-write, read only, or no access.

Under the Network Mgmt Communities topic in the Configure tab, configure the following information:

- *Name*—The name of the network management community. Standard “public” and “private” communities are predefined. You may use these values or replace them with your own.
- *IP address*—The IP address to which traps are sent for trap communities. This parameter is ignored for non-trap communities.
- *Read-write?*—When set to Yes, SNMP messages for this community can modify stored SNMP data. (Ignored for trap communities.) Typically, managers choose read-only in the “public” community; “private” communities are often used for read-write access.

- *Is it a trap?*—SNMP agents can proactively notify the manager via a “trap” (for example, “I am restarting”). The SNMP module can activate traps when the system restarts, when one of the network links changes state, or when an SNMP message that fails authentication is received.

Traps appear on SNMP management tools as events with a trap code. Since most SNMP management tools permit configuration of both the event message and the alarm severity, it is recommended that the system manager configure T1 and Gateway SIM traps so that they are easy to spot and understand. For a list of generic codes, see Appendix H.

The following figures provide examples of an event log before configuration (Figure 4-17) and an event log after configuration (Figure 4-18).

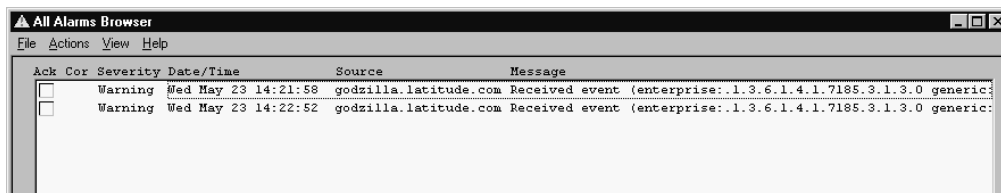


Figure 4-17 All Alarms Browser without Configured Traps

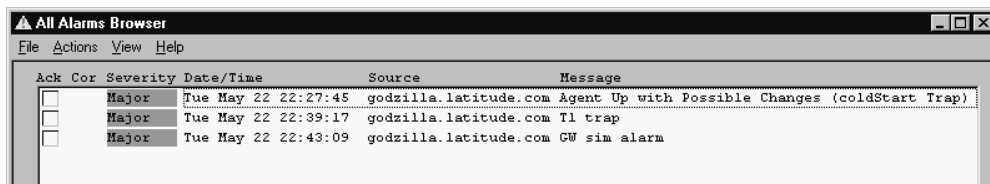


Figure 4-18 All Alarms Browser with Configured Traps



Note: For a sample trap configuration, see the MeetingPlace Customer Support Resource Center at <http://support.latitude.com>

Managing Notifications

MeetingPlace can automatically send out e-mail notifications to all invited participants whenever users schedule, reschedule, or cancel meetings. This depends on the gateway products purchased and a user's profile preference settings. Notifications are not distributed for reservationless meetings.

The MeetingPlace Notification Option requires little monitoring or maintenance. However, situations may arise in which users need help determining the notification status of a particular meeting or request. This section describes how to review and diagnose any problems that may occur.

How Server Notifications are Sent

Specific events such as scheduling and rescheduling meetings, inviting or uninviting participants, and adding or replacing attachments trigger the notification process. MeetingPlace automatically sends notifications to all meeting participants.

Viewing Server Notification Status

To view the status of server notifications, such as the backlog of requests in the queue or the status of a particular event, follow these steps:

1. From the System tab select Notification Queue Status.
2. Click Execute to view the status window.
3. Click the desired notification message to view the disposition.

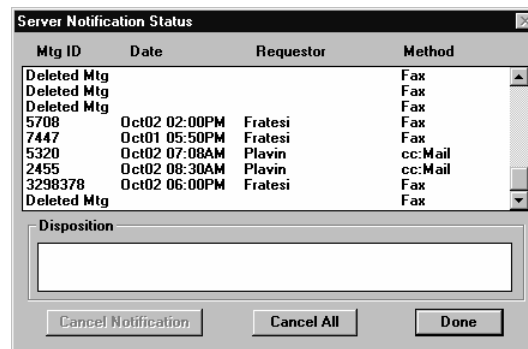


Figure 4-19 MeetingPlace Server Notification Status

4. Click Done to exit.

Determining Causes of Notification Failure

From the *Disposition* area of the server notification status window you can determine the state of a particular notification. Some common causes of failure are listed in Table 4-3 below:

Table 0-3 Causes of Notification Failure

Status Message	Description
Party has notif off	The intended recipient has selected None for both primary and alternate notification methods.
E-mail is not selected by user	The recipient has selected e-mail as their notification method, however, they have not specified the type of e-mail system.
User has no primary notif method	The recipient has not specified a primary notification method.

The term “Dispatch” refers to a set of documents intended to be delivered by a gateway. Typical dispatches are notifications (and attachments if included) and personal meeting schedules. Note that a notification-type dispatch may be initiated either by MeetingPlace as the result of a scheduling event *or* a user-requested notification (called in by phone and requested meeting information).

There may be times when you cannot determine the cause of the failure. In such cases, contact your MeetingPlace support representative for more information.

Viewing Meeting Notification Status

You may need further information to diagnose a particular problem. You can use the meeting ID, date and requester to locate a particular meeting, then view the status of specific meeting notifications from the Schedule, Attend, or Review tabs.

To view the status of a specific notification:

1. From the Schedule, Attend, or Review tab click the desired meeting record.
2. Click the Participants option button.
3. Click the Status button in the Notifications area.

The Notification Status window opens. (If a document has been attached to the meeting, information about that document will be displayed in the Attachment Information box. To obtain information about an Attachment, click the Details button.)

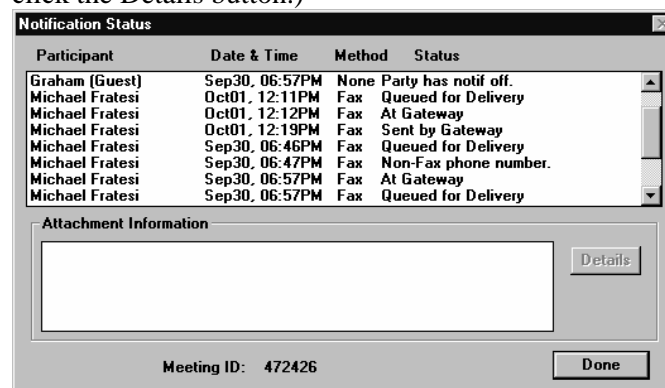


Figure 4-20 MeetingPlace Notification Status Window

4. Click Done to exit.

Canceling Server Notifications

After viewing the notification status information and diagnosing any problems, you may cancel one or all notifications. Reasons for canceling a notification include:

- A user determines they have incorrectly invited participants to a particular meeting.
- A user attached a non-renderable image to a meeting.

To cancel server notifications:

1. From the Server Notification Status window, click the desired notification message.

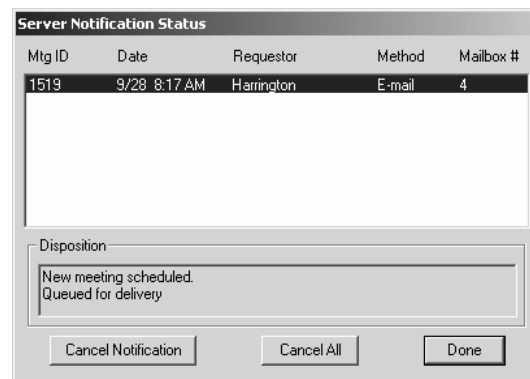


Figure 0-21 MeetingPlace Server Notification Status

2. Click Cancel Notification or Cancel All.
3. When the verification message appears, click Yes to cancel the selected notification(s).
3. Click Done to exit.

Managing Workstation Connections

To help manage the number of workstation connections available to users, MeetingPlace offers a series of options:

- View current connections
- Always allow system manager access
- Logoff of idle connections

Viewing Current PC Connections

The Current PC Connections topic in the System tab allows you to view MeetingTime connections and gateways that are currently logged in.

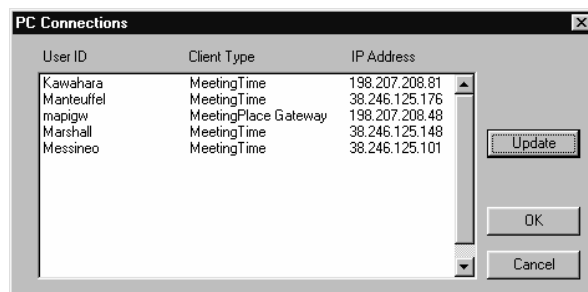


Figure 0-22 PC Connections Dialog Box

The PC Connections dialog box displays a user ID, client type and IP address for each active connection. The Update button is available to refresh the dialog box as needed.

System Manager Access

There may be instances when all MeetingTime licenses are in use for scheduling, attending, or reviewing conferences. At the point that all MeetingTime licenses have been used up, the system will allow one system manager to enter the system.

MeetingTime Idle Timeout Configurable Parameter

In the Configure tab, Usage Parameters topic, you can assign the following parameter to determine how long MeetingTime connections remain idle:

- *Minutes before auto logoff*—Controls the number of minutes a MeetingTime connection can be idle before the connection is severed. You may find that users are logged into MeetingTime but not actively using the system.

System Manager Agents

System Manager Agents allow system managers to configure the following parameters:

- No-show recurring meeting
- Recurring meeting ending



Note: This feature is not supported with MeetingPlace E-Mail Gateway version 4.2.0 and earlier.

No-show Recurring Meeting

If a recurring meeting has no attendance for more than a pre-specified number of periods, an e-mail notification is sent to the meeting organizer suggesting that they cancel the remainder of the recurring meeting chain.

If the meeting was scheduled from MeetingPlace Web or MeetingTime, the notification includes a “Click here to Cancel Meetings” link that will lead the user to a cancellation page on MeetingPlace Web. If the meeting was scheduled from groupware (i.e., Microsoft Outlook or Lotus Notes), the notification suggests cancellation from the user’s groupware.

Recurring Meeting Ending

In most cases, if a recurring meeting chain is within a specified number of periods before expiration, an e-mail notification is sent to the meeting organizer. The notification informs the meeting organizer that the chain is set to expire and reminds them to schedule another recurring meeting if the chain is to continue. The exception is when the value set for the “Periods before recurring end” parameter is equal to or greater than the number of meetings in the recurring meeting chain, no notification is sent.

If the meeting was scheduled from MeetingPlace Web or MeetingTime, the notification includes a “Click here to Schedule Another Series” link that will lead the user to the scheduling page where they can renew the meeting. If the meeting was scheduled from groupware (Microsoft Outlook or Lotus Notes), the notification suggests extending the chain from the user’s groupware.

No other notifications will be sent out as the recurring meeting continues towards its expiration.



Note: If the two recurring meeting triggers overlap, the no-show recurring meeting trigger will override the recurring meeting ending trigger. The scheduler will only receive the no-show notification.

Configuring System Manager Agents

System manager agents are system-wide parameters. To configure system manager agents:

1. From the MeetingTime Register Book, select the Configure tab and click Scheduling Parameters near the bottom of the left-hand column.
2. Scroll down the right-hand column to the Scheduling Notifications section.
3. Click in the value area of the After # No-Show Recurring Mtgs parameter and select a number. This number indicates the number of no-show recurring meetings allowed before the system triggers a notification. For example, if you set this value to two, the system will send a notification to the meeting scheduler after two consecutive no-show recurring meetings have occurred.

Set this value to zero if you do not want any no-show notifications. Click OK.

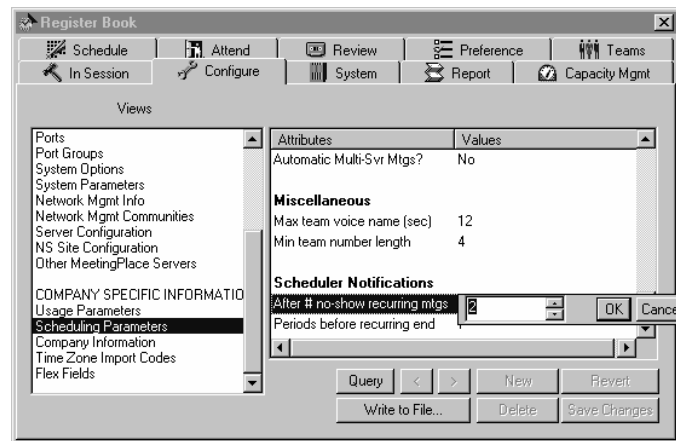


Figure 4-23 After # No-Show Recurring Parameter



Note: This feature depends on the number of **consecutive** no-shows. If a no-show meeting is followed by an attended meeting, the count of no-show meetings returns to zero.

4. Click in the value area of the Periods Before Recurring End parameter and select a number. This number indicates which meeting, prior to the last recurring meeting, triggers the end-meeting notification. For example, if you set this value to one, then one meeting before the last recurring meeting, the system will send a notification to the meeting scheduler asking if they would like to schedule another recurring meeting chain. (However, if you set a value equal to or greater than the number of meetings in the recurring meeting chain, no notification is sent.)

Set this value to zero if you do not want any end-meeting notifications.
Click OK.

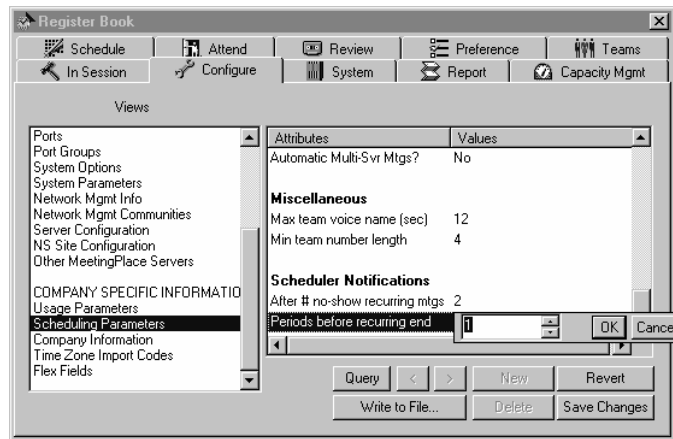


Figure 4-24 Periods Before Recurring Parameter

5 Reporting

The topics covered in this chapter include:

- Reports overview
- Generating reports
- System reports
- System usage reports
- Billing reports
- Raw data reports

Reports Overview

The MeetingPlace system offers a set of standard reports that provide information on the level of system usage, user activity, and system parameters. Information in the reports can help you answer questions such as:

- How frequently are people in my company using MeetingPlace? What is the number of calls that a user scheduled or attended?
- Are there enough trunks, voice recording space, and other system resources to support the number of calls being made by users?
- Has anyone attempted to gain unauthorized access to the system? Are there an unusual number of calls on one port?

MeetingPlace reports include the following types:

- *System reports*—Describes the hardware and software in the system.
- *System usage reports*—Describes meeting scheduling and attendance activities by user. Run these reports frequently to identify cases of system abuse and to document telephone billing charges.
- *Billing reports*—Provides dialing and billing information. You can run billing reports weekly or biweekly to monitor outbound dialing by users and the total number of calls being made by users.
- *Raw data reports*—Consists of unformatted data that can be exported to other database or spreadsheet applications. You can then format this data to suit a wide variety of purposes.

Generating a Report

You can generate reports from the Report tab or you can generate batch reports using the Windows shell.

Generating Reports from the Report Tab

In the Reports tab of the MeetingTime Register Book, the types of reports you can generate appear on the left while details about each report's input and output file and settings appear on the right. To generate a report, select a report type, and then choose an output file destination and name. For some reports, you can also select settings such as a date.

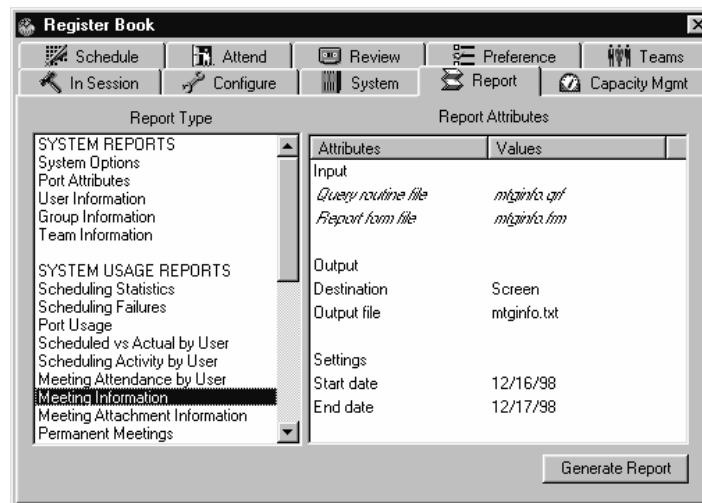


Figure 0-1 Report Tab

For detailed instructions on generating reports from the Reports tab, see the *Using MeetingTime* section of Chapter 2.



Note: Reports generated in MeetingTime display the MeetingPlace conference server time zone. If the time zones for the user and the server are different, the dates and times in the report are different from the dates and times displayed in MeetingTime for that user.

Generating Batch Reports in Windows Batch Mode

To generate reports in Windows batch mode:

1. From the Windows Start menu, choose File, then choose Run.
2. In the Run dialog box, enter the following command line, followed by a parameter from Table 5-1:

```
C:\Program Files\Latitude\Mtgtime\ mtgtime.exe
userid [user ID] userpwd [password] hostname
[MeetingPlace host name] [report type parameter]
```

Type all the parameters shown, including the report type parameter, as one line (do not press Enter until after *[report type parameter]*). Replace the items shown in brackets with the appropriate values.

For information about storing logon settings, see Appendix A.

The following table shows supported report type options.

Table 0-1 Batch Mode Report Type Parameters

Report Type	Parameter
<i>SYSTEM REPORTS</i>	
System Options	Genreport sysoptns [output]
Port Attributes	Genreport portattr [output]
User Information	Genreport userinfo [output]
Group Information	Genreport grpinfo [output]
Team Information	Genreport teaminfo [output]
<i>SYSTEM USAGE REPORTS</i>	
Scheduling Statistics	Genreport schdstat [output] [start date] [end date]
Scheduling Failures	Genreport schdfail [output] [start date] [end date]
Port Usage	Genreport portusag [output]
Scheduled vs Actual by User	Genreport scdvsact [output] [start date] [end date]
Scheduling Activity by User	Genreport schdling [output] [start date] [end date]
Meeting Attendance by User	Genreport attndnce [output] [start date] [end date]
Meeting Information	Genreport mtginfo [output] [start date] [end date]
Meeting Attachment Info	Genreport mtgattch [output] [start date] [end date]
Permanent Meetings	Genreport permmtgs [output] [start date] [end date]
Question and Answer Usage	Genreport qnausage [output] [start date] [end date]
<i>BILLING REPORTS</i>	
Billing Information	Genreport billing [output] [start date] [end date] [voice rate] [data rate]
Billing Information (Detail)	Genreport billdet [output] [start date] [end date] [voice rate] [data rate]
Disk Usage Information	genreport dskusage [output] [start date] [end date]
Outbound Dialing	genreport outdial [output] [start date] [end date]
<i>RAW DATA REPORTS</i>	
Raw Profile Info	genreport rawprof [output] [Yes/No]
Raw Group Info	genreport rawgroup [output] [Yes/No]
Raw Meeting Details Info	genreport rawmtdet [output] [start date] [end date] [Yes/No]
Raw Mtg Participant Info	genreport rawmtptr [output] [start date] [end date] [Yes/No]
Raw Mtg Outdial Info (users)	genreport rawmtout [output] [start date] [end date] [Yes/No]
Raw Mtg Outdial Info (servers)	genreport rawsvout [output] [start date] [end date] [Yes/No]
Raw Mtg Attachment Info	genreport mtgattch [output] [start date] [end date] [Yes/No]
Raw System Outdial Info	genreport rawsyout [output] [start date] [end date] [Yes/No]
Raw Scheduling Failures	genreport rawschfl [output] [start date] [end date] [Yes/No]
Raw Participant Join Leave Info	genreport rawprtjl [output] [start date] [end date] [Yes/No]

For the Output parameter, enter the file name of the destination file. For the start date and end date, enter a date in the format mm/dd/yyyy. For the rate, enter a per minute rate in cents (for example, 20). For raw reports, enter Yes or No depending on whether you want to include the field names as the first record of the report.

Scheduling Reports

To schedule the generation of reports, you can use scheduling programs provided by other software vendors. For assistance in this matter, contact your MeetingPlace support representative.

Printing the Report

You can print reports directly from MeetingPlace. When you select Printer as the destination type you may specify the number of copies, select a specific printer, or change print properties before sending the report to the printer.

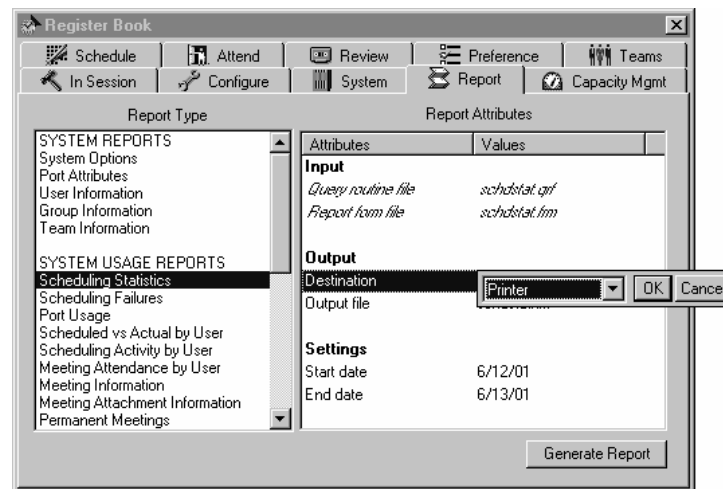


Figure 0-2 Printing a Report from the Report Tab

Additionally, you can transfer report information to other programs such as Microsoft Excel, Microsoft Word, or another spreadsheet or word-processing program. After your report information is placed into another software application, you can use that program to print your report. For information on how to export a raw data report into Microsoft Excel, refer to page 127.



Note: Before printing a report in another application, change the text to a small size, fixed-pitch font such as Courier 10. Using a fixed-pitch font helps align the columns of text in the report.

System Reports

System reports provide system configuration information about MeetingPlace—both the configuration of system hardware and software and the state of installed trunks.

MeetingPlace includes five system reports:

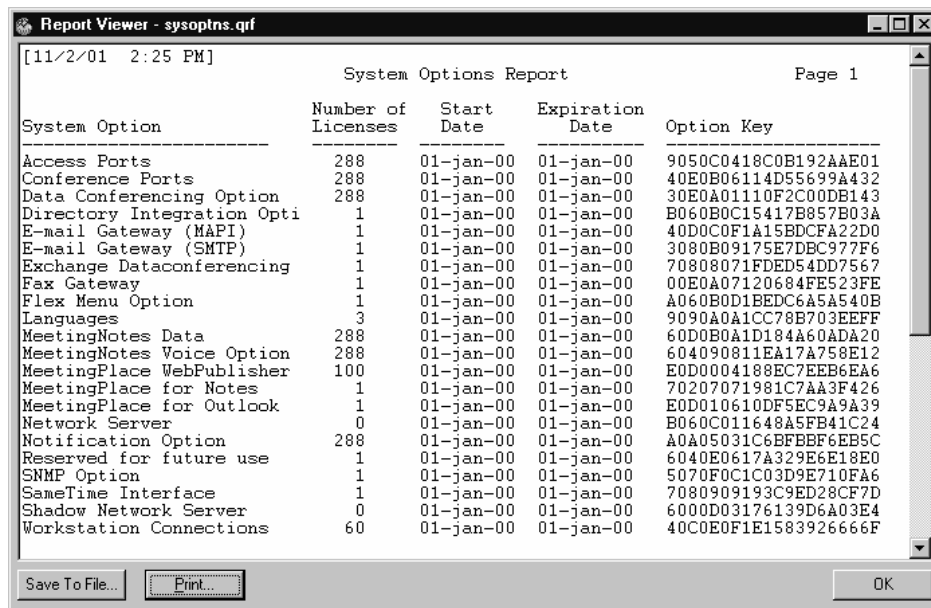
- System Options Report
- Port Attributes Report
- User Information Report
- Group Information Report
- Team Information Report

System Options Report

The System Options Report (Figure 5-3) summarizes the ports, licenses, and options on the system.

The report shows:

- The number of access and conference ports installed
- The number of workstation licenses installed
- The installation status of software, recording, scheduling, attachments, and gateway options



System Option	Number of Licenses	Start Date	Expiration Date	Option Key
Access Ports	288	01-jan-00	01-jan-00	9050C0418C0B192AAE01
Conference Ports	288	01-jan-00	01-jan-00	40E0B06114D55699A432
Data Conferencing Option	288	01-jan-00	01-jan-00	30E0A01110F2C00DB143
Directory Integration Opti	1	01-jan-00	01-jan-00	B060B0C15417B857B03A
E-mail Gateway (MAPI)	1	01-jan-00	01-jan-00	40D0C0F1A15BDCFA22D0
E-mail Gateway (SMTP)	1	01-jan-00	01-jan-00	3080B09175E7DEC977F6
Exchange Dataconferencing	1	01-jan-00	01-jan-00	70808071FDED54DD7567
Fax Gateway	1	01-jan-00	01-jan-00	00E0A07120684FE523FE
Flex Menu Option	1	01-jan-00	01-jan-00	A060B0D1BEDC6A5A540B
Languages	3	01-jan-00	01-jan-00	9090A0A1CC78B703EEFF
MeetingNotes Data	288	01-jan-00	01-jan-00	60D0B0A1D184A60ADA20
MeetingNotes Voice Option	288	01-jan-00	01-jan-00	604090811EA17A758E12
MeetingPlace WebPublisher	100	01-jan-00	01-jan-00	E0D0004188EC7EEB6EA6
MeetingPlace for Notes	1	01-jan-00	01-jan-00	70207071981C7AA3F426
MeetingPlace for Outlook	1	01-jan-00	01-jan-00	E0D010610DF5EC9A9A39
Network Server	0	01-jan-00	01-jan-00	B060C011648A5FB41C24
Notification Option	288	01-jan-00	01-jan-00	A0A05031C6BFBFB6EB5C
Reserved for future use	1	01-jan-00	01-jan-00	6040E0617A329E6E18E0
SNMP Option	1	01-jan-00	01-jan-00	5070F0C1C03D9E710FA6
SameTime Interface	1	01-jan-00	01-jan-00	7080909193C9ED28CF7D
Shadow Network Server	0	01-jan-00	01-jan-00	6000D03176139D6A03E4
Workstation Connections	60	01-jan-00	01-jan-00	40C0E0F1E1583926666F

Figure 0-3 System Options Report

Port Attributes Report

The Port Attributes Report, Figure 0-4, shows the status of your server's installed ports.

[9/28/2000 9:21 AM]

Port Attributes Report									
Page 1									
Server [2] MeetingPlace									
Site [0] Santa Clara									
ID	Grp	Use	Default Human						
#	ID	Grp	Active	Type	Signal	Language	Access	Assist	Flash Outdial

0	2	Yes	Yes	Digital	E & M Wink	English (USA)	Combined	No	Yes Yes
1	2	Yes	Yes	Digital	E & M Wink	English (USA)	Combined	No	Yes Yes
2	2	Yes	Yes	Digital	E & M Wink	English (USA)	Combined	No	Yes Yes
3	2	Yes	Yes	Digital	E & M Wink	English (USA)	Combined	No	Yes Yes
4	2	Yes	Yes	Digital	E & M Wink	English (USA)	Combined	No	Yes Yes
5	2	Yes	Yes	Digital	E & M Wink	English (USA)	Combined	No	Yes Yes

Figure 0-4 Port Attributes Report

User Information Report

The User Information Report, Figure 0-5, lists all the active and non-active users by group. Also included are billing code and type of user.

[11/10/98 02:35 PM]						
User Information Report						
Page 1						
Group Name: Human Resources			Group Number: 100			
Name	User ID	Profile Number	Contact User ID	Billing Code	Active	Type
George Benedict	Benedict	436743		1200	Yes	End User
Dale Brown	DBrown	327696		1200	Yes	End User
Jeanne Rose	JRose	7673		1200	Yes	End User
Jon Wurtzbarger	Jon472	5669		1200	Yes	End User

Total in Group		4				

Figure 0-5 User Information Report

Group Information Report

The Group Information Report, Figure 0-6, lists each active and non-active group configured in MeetingPlace. Also included are billing code and contact user ID for each group.

[01/04/99 02:48 PM]				
Group Information Report				Page 1
Name	Number	Billing Code	Contact User ID	Active
Human Resources	100	1200	JRose	Yes
Marketing	101	1250		Yes
Admins	105	1297	Contact	Yes
System	0			Yes
Engineering	4	1500	CKim	Yes
Total number of Groups:		5		

Figure 0-6 Group Information Report

Team Information Report

The Team Information Report, Figure 0-7, provides details on all of the teams defined on the system. The report provides information about the team itself, such as:

- Team name
- Team ID
- Team description
- Whether or not the team is shared
- Last modified date

The report also provides summary information about the team's members including:

- First name and last name
- User ID
- Profile number
- Telephone number

[11/11/98 08:16 PM]

Team Information Report

Page 7

Team Name: Crisis Team

Team Number: 911

Shared: Yes

Last Modified: 10/18/98

Last Modified By: Larry Smith

Owned By: Larry Smith

Description: Emergency response for disruption in food service.

Team Members

Name	User ID	Profile Number	Phone Number
Larry Smith	Smith	7302	9867302
Joe McHaddon	McHaddon	7103	9867103
Steve Pao	Pao	7380	9867380

Figure 0-7 Team Information Report

System Usage Reports

System usage reports provide administrative, scheduling, attachment, and outbound dialing information. MeetingPlace provides the following system usage reports:

- Scheduling Statistics Report
- Scheduling Failures Report
- Port Usage Report
- Scheduled vs. Actual by User Report
- Scheduling Activity by User Report
- Meeting Attendance by User Report
- Meeting Information Report
- Meeting Attachment Information Report
- Permanent Meetings Report
- Question and Answer Usage Report

Scheduling Statistics Report

The Scheduling Statistics Report, Figure 0-8, shows the number of meetings scheduled for a specified time period and the method used to schedule each meeting. This report also shows the number of successful and failed client connections.

[09/25/00 11:10 AM]	
Scheduling Statistics Report	
For the Period from 09/24/00 to 09/25/00	
Number of successful client connections:	200
Number failed due to bad user ID/pwd combination:	5
Meetings Scheduled	
By telephone	8
Using MeetingTime for Windows	21
Using MeetingTime for Macintosh	0
Using MeetingPlace for Lotus Notes	0
Using MeetingPlace E-mail Gateway or MeetingPlace for Outlook	0
Using MeetingPlace Web	1
Using MeetingPlace Mobile for the Palm™ Connected Organizer	0

Total meetings scheduled	30

Figure 0-8 Scheduling Statistics Report

Scheduling Failures Report

The Scheduling Failures Report, Figure 0-9, gives information on how often users were unable to schedule a meeting for various reasons, such as a lack of available ports or meeting ID conflicts. This report also shows the date and time the scheduling attempt was made, when the meeting failure occurred, and requested statistics about the meeting. This information is useful in determining when to expand the system or free up recording disk space.



Note: Scheduling failures are maintained in a database that is pre-allocated to hold 20,000 records. The database begins to overwrite the first records once the 20,000th record is reached.

[01/04/99 03:00 PM]		Scheduling Failures Report		Page 1
		For the Period from 01/01/99 to 01/18/99		
Organizer: Wayne Fenton				

Date Scheduled on	Jan 4, 1999	2:37 PM		
Date To be held on	Jan 4, 1999	2:37 PM		
mtg ID	1113			
# sites	4			
mtg length (minutes)	30			
Failure code	5144			
Reason for failure:				
Not enough voice storage is available				

Total failures for User:	1			
Total failures for System:	1			

Figure 0-9 Scheduling Failures Report

Port Usage Report

The Port Usage Report, Figure 0-10, shows how each port is being used by MeetingPlace—the number of incoming and outgoing calls. Run this report frequently to monitor problems with ports. Watch for large numbers of calls on one port, possibly an indication of unauthorized access or toll fraud. Also watch for no activity on a port, which might indicate that the port is bad.

```
[2/7/99 01:55 PM]
Port Usage Report
Server [ 0 ]
----- Number of Calls -----
Incoming      Outgoing      Total
Port 0        19          10          29
Port 1         6          11          17
Port 2         3          13          16
Port 3         2           4           6
Port 4         0           3           3
Port 5         2           4           6
Port 6         0           3           3
Port 7         2           4           6
Port 8         0           3           3
Port 9         1           0           1
Port 10        0           0           0
```

Figure 0-10 Port Usage Report

Scheduled vs. Actual by User Report

The Scheduled vs. Actual by User Report, Figure 0-11, compares scheduled calls to completed calls for a specific day and time. It also shows the number of participants, allowing you to see if the organizers scheduled too few ports or too many. The report shows the following information:

- Activity by date
- Activity by start time
- Scheduled number of active ports
- Actual number of active ports

[02/04/99 02:38 PM]		
Scheduled vs. Actual by User Report		Page 1
For the Period from 02/04/99 to 02/05/99		
Organizer	John Marshall	
Meeting ID	3366	Norstan
Billing Code		
	Scheduled	Actual
Start Date	02/04/99	02/04/99
Start Time	6:15 AM	6:16 AM
Length	120	60
Participants	5	4

Figure 0-11 Scheduled vs. Actual by User Report

Scheduling Activity by User Report

The Scheduling Activity by User Report, Figure 0-12, shows the number of meetings scheduled by a user for a specified time period. Included in this report is the following information:

- Total number of calls in the specified time period
- Meeting IDs for meetings held at specified times
- Scheduled length of meeting
- Number of participants
- Date and time of meetings

[02/04/99 03:08 PM]					
Scheduling Activity by User Report					Page 1
For the Period from 02/04/99 to 02/05/99					
Organizer: Kim Low		Group Number: 0		Group Name: System	
----- Meeting -----	-----	Scheduled	-----		
ID	Name	Date	Time	Length	Participants
83781	Status	02/04/99	1:45 PM	30	4
83783	Staff Mtg	02/04/99	2:32 PM	30	4
Total Meetings scheduled by this user:			2		

Figure 0-12 Scheduling Activity by User Report

Meeting Attendance by User Report

The Meeting Attendance by User Report, Figure 0-13, allows you to monitor the number of meetings attended by a specific user. This report lists information about a user for a specified time period. Included in this report are the number of meetings attended and the total number of calls in the specified time period.

[02/04/99 02:42 PM]						
Meeting Attendance by User Report				Page 1		
For the Period from 02/04/99 to 02/05/99						
Name	Meeting ID	Mtg Date/Time	Meeting Name	Phone	Time in Mtg Wkstn DataC	
Michael Luo	1234	02/04/99 14:22	Team	0	18	0
Michael Luo	9876	02/05/99 09:00	Support	20	0	10

Total Attended	2					

Tamma Davis	3366	02/04/99 06:15	Sales	25	0	15

Total Attended	1					

Figure 0-13 Meeting Attendance by User Report

Meeting Information Report

The Meeting Information Report, Figure 0-14, provides detailed information specific to a meeting, including:

- Meeting identification number
- Name of scheduler
- Scheduled date, time, length, participants
- Actual date, time, length, participants
- Peak number of callers
- Time in the meeting for each attendee

[02/04/99 03:12 PM]

Meeting Information Report

Page 12

For the Period from 08/04/99 to 08/05/99

Meeting ID: 6272

Meeting Name: Demo

Organizer: Janet Gregory

Contact: <None>

Billing Code:

Scheduled

Actual

Date of Meeting: 02/04/99 02/04/99

Start time of Meeting: 10:00 AM 10:14 AM

Participants: 8 4

Length (minutes): 90 62

Total recording minutes 0

Peak Number of Participants in meeting 3

Number of profile accesses to recording : 0

Number of guest accesses to recording: 0

Number of MeetingTime accesses to recording: 0

Attendees (includes those invited + those attended):

. Time in Meeting

User ID Voice Workstation Data Conference

Gregory 0 min 0 min 0 min

Hollwedel 26 min 26 min 10 min

McFadden 24 min 25 min 15 min

guest 62 min 0 min 15 min

guest 3 min 0 min 0 min

Figure 0-14 Meeting Information Report

Meeting Attachment Information Report

The Meeting Attachment Information Report, Figure 0-15, provides details, for a specific time interval, about the meeting and the meeting attachments. This report includes:

- Scheduled date and time of meetings
- Number of attachments per meeting
- Attachment size

[12/15/98 09:41 AM]		Meeting Attachment Information Report		Page 1
		For the Period from 12/15/98 to 12/16/98		
Organizer:	Tatyana Moiseyev	Group Number:	0	Group Name: System
----- Meeting -----				
ID	Name	Date	Time	#Attachments #bytes used
9723	Moiseyeva	12/15/98	9:35 AM	1 8987
97231	Moiseyeva	12/15/98	9:38 AM	0 0
Total Meetings scheduled by this user:				2
Total # attachments for user:				1
Total size of attachments for user:				8987

Figure 0-15 Meeting Attachment Information Report

Permanent Meetings Report

The Permanent Meetings Report, Figure 0-16, is used to gather information about meetings that remain after normal meeting information is purged from the system (non-purgable or continuous meetings). This report provides detailed information specific to permanent meetings and their recordings, including:

- Meeting name and identification number
- Name of scheduler
- Scheduled date, time
- Actual length
- Peak number of callers
- Number of profile, guest, MeetingTime accesses to recording

[02/17/99 10:42 AM]		Permanent Meeting Information Report	Page 1
		For the Period from 08/28/99 to 09/16/99	

Meeting ID:	78233		
Meeting Name:	Staff		
Organizer:	Kiran Bhageshpur		
Contact:	Dave Bieselin		
Billing Code:			
Type of Meeting:	Non-Purgable		
Scheduled Date/Time of Meeting:	01/28/99 9:35 AM		
Actual # of Participants:	2		
Actual Length (minutes):	27		
Total recording minutes:	1		
Peak Number of Participants in meeting	2		
Number of profile accesses to recording:	1		
Number of guest accesses to recording:	0		
Number of MeetingTime accesses to recording:	1		
Total number of voice participant minutes	51		
Total number of data participant minutes	30		

Figure 0-16 Permanent Meetings Report

Question and Answer Usage Report

The Question and Answer Usage Report, Figure 0-17, provides details, for a specific time interval, about meetings in which one or more participants were granted the floor using the Q&A feature. This report is useful for analyzing dynamics of Q&A meetings held on your MeetingPlace system.

The Q&A Usage Report provides information about the meeting, including:

- Meeting ID
- Meeting name
- Meeting organizer
- Meeting contact
- Billing code
- Scheduled vs. actual start date, time, length, number of locations
- Peak number of participants in meeting

Moreover, the report also details information about the use of the Q&A feature during the meeting, including:

- The number of requests for the floor
- The number of times the floor was given

[02/11/99 08:24 PM]

Question and Answer Usage Report

Page 1

For the Period from 02/01/99 to 02/02/99

Meeting ID: 1234

Meeting Name: Expert Roundtable

Organizer: Steve Pao

Contact: Kent Kawahara

Billing Code: 7500

Scheduled

Actual

Date of Meeting: 02/01/99 02/01/99

Start time of Meeting: 8:30 AM 8:30 AM

Participants: 30 23

Length (minutes): 90 94

Peak Number of Participants in meeting 23

Attendees (includes those invited + those attended):

User ID # of requests for floor # times floor given

Eaton 0 times 0 times

Pao 0 times 0 times

Fratesi 0 times 0 times

Stein 1 times 1 times

Burnett 3 times 2 times

McFadden 0 times 0 times

Wang 2 times 1 times

Bieselin 0 times 0 times

Atchison 0 times 0 times

Hahn 1 times 1 times

Luo 0 times 0 times

Tracy 0 times 0 times

Bhageshpur 2 times 2 times

Bader 0 times 0 times

Guilford 0 times 0 times

Wilkerson 1 times 1 times

Gregory 0 times 0 times

Figure 0-17 Question and Answer Usage Report

Billing Reports

Billing reports list the usage associated with individual users or groups of users for billing purposes. These reports can be run monthly to provide a bill-back report for other groups in a company. The billing code is based on the billing code assigned to a meeting.

Billing reports include the following:

- Billing information
- Billing information (detail)
- Disk usage information
- Outbound dialing

Billing Information (Summary) Report

The Billing Information (Summary) Report, Figure 0-18, provides information for a specific time interval. When running this report, users must enter a per minute charge. Included in this report is the following information:

- Billing code
- Total voice and web (data) conference minutes and cost per billing code
- Total voice and web (data) conference minutes and cost per system

[02/11/99 08:57 PM]

Page 1

Billing Information (Summary) Report

For the Period from 02/01/99 to 02/08/99

Voice Rate per minute is \$0.20

Data Rate per minute is \$0.15

Billing Code	Number of Mtgs.	Voice Minutes	Voice Cost	Data Minutes	Data Cost	Total Cost
7500	920	38670	\$7734.00	5340	\$801.00	\$8535.00
7510	55	2490	\$498.00	233	\$34.95	\$532.95
7610	0	0	\$0.00	0	\$0.00	\$0.00
8000	2	40	\$8.00	0	\$0.00	\$8.00
9010	68	2890	\$578.00	345	\$51.75	\$629.75
9030	37	1670	\$334.90	107	\$16.05	\$350.95
=====						
System Totals:	1082	45760	\$9152.90	6025	\$903.75	\$10056.65

Figure 0-18 Billing Information Report

Billing Information (Detail) Report

The Billing Information (Detail) Report, Figure 0-19, provides billing information by billing code and by user for a specific time interval. This report includes the following information:

- Date, time, minutes, and cost of meetings
- Total billing minutes and cost for each user by billing code
- Total billing minutes and cost by billing code
- Total billing minutes and cost for the system

[02/11/99 09:09 PM]

Billing Information (Detail) Report
For the Period from 08/01/99 to 08/08/99
Voice rate per minute is \$0.20
Data rate per minute is \$0.15

Page 1

Billing Code	User ID	Name	Date/Time	ID	Voice Minutes	Voice Cost	Data Minutes	Data Cost	Total Cost
9010	Ley	Gary Ley	08/01/99 09:30	8378	372	\$74.40	50	\$7.50	\$81.90
9010	Ley	Gary Ley	08/03/99 03:00	66689	401	\$80.20	90	\$13.50	\$93.70
9010	Ley	Gary Ley	08/07/99 11:00	3742	129	\$25.80	0	\$0.00	\$25.80
Total Meeting Stats for User:					902	\$180.40	140	\$21.00	\$201.40
Total Meetings for User:					3				
9010	Payne	Bob Payne	08/02/99 11:00	3266	643	\$128.60	200	\$30.00	\$158.60
9010	Payne	Bob Payne	08/03/99 07:00	4323	1080	\$216.00	358	\$53.70	\$269.70
9010	Payne	Bob Payne	08/04/99 11:00	3742	265	\$53.00	50	\$7.50	\$60.50
Total Meeting Stats for User:					1988	\$397.60	608	\$91.20	\$488.80
Total Meetings for User:					3				

Figure 0-19 Billing Information (Detail) Report

Disk Usage Information Report

The Disk Usage Information Report, Figure 0-20, breaks down disk consumption, in minutes, for each meeting. Information includes the server the meeting was held on, and recording and attachment space used for the meeting.

[11/2/01 2:32 PM]			
Disk Usage Information Report			Page 1
For the Period from 11/1/01 to 11/2/01			
Meeting 1234	Staff Mtg		
Organizer	John Smith		
Date Held	11/01/2001 11:07		
Billing Code			
Disk Space Purge Date	11/08/2001 11:37		
Server [0]	MeetingPlace		
Scheduled Length	(Minutes)	120	
Actual Length	(Minutes)	58	
Recording Space:			
Meeting Name	(Minutes)	1	
Roll Call	(Minutes)	1	
Meeting Recording	(Minutes)	47	
Total	(Minutes)	49	
Attachment Space:			
Voice Attachments	(Bytes)	851968	
Data Attachments	(Bytes)	7077	
Total	(Bytes)	859045	

Totals for John Smith			
Total Meetings		1	
Scheduled Length	(Minutes)	120	
Actual Length	(Minutes)	58	
Recordings Space:			
Meeting Name	(Minutes)	1	
Roll Call	(Minutes)	1	
Meeting Recording	(Minutes)	1	
Total	(Minutes)	3	
Attachment Space:			
Voice Attachments	(Bytes)	0	
Data Attachments	(Bytes)	0	
Total	(Bytes)	0	

Figure 0-20 Disk Usage Information Report

Outbound Dialing Report

The Outbound Dialing Report, Figure 0-21, lists outbound calls by user. This report allows you to monitor the system and to watch for large numbers of calls, which could indicate possible unauthorized access or toll fraud. This report includes:

- Total number of outbound calls made by user
- Total number of minutes of outbound calls
- Times of day when outbound calls occurred
- Destinations of outbound calls
- Meetings in which the calls were made

[02/04/99 03:36 PM]	
Outbound Dialing Report	
For the Period from 02/04/99 to 02/05/99	
Page 1	
User: JoLynn Johnson	

Meeting ID:	2375
Meeting Name:	Johnson
Time/Date:	02/04/99 11:22
Billing Code:	
Destination:	3725502
Length	1 minutes

Total Number of outdial calls for User:	1
Total Minutes spent on outdial calls:	1 minutes

Total Number of outdial calls for System	44
Total Minutes spent on outdial calls:	78 minutes

Figure 0-21 Outbound Dialing Report

Raw Data Reports

Information stored in the MeetingPlace database is also available in the form of raw data reports. These reports allow you to use the Report tab to export raw data to a spreadsheet or database program for further processing and formatting. Because the data contained in these reports is initially unformatted, raw data reports allow you a wide range of options for formatting information.

Setting Up the Database

When setting up the target spreadsheet or database, start by defining the fields in terms of the field names given in this section. When you are ready to export raw data from MeetingPlace, be sure to name the raw data file using a file name extension, such as .CSV, recognized by the target program. You may also find that macros are useful for managing tables and reading raw data as it is exported to your target file. You may also include the field names as the first record in your export file.

Because the data in raw data reports is related, the order in which data is exported to the target file can be important. One suitable sequence is the following: group information, user profiles, meeting participants, meeting outdial, system outdial.

Exporting Raw Data Reports into Microsoft Excel

If Excel is your target spreadsheet program, follow the instructions below to open a raw data file in Excel:

1. Generate a Raw Data Report.
2. When the Report Viewer appears, click the Save To File button and save the file as a .csv.

3. Launch Microsoft Excel, and open the raw data file.
4. Click Finish.

For information about raw data export specifications, see Appendix G.

Summary of Raw Data Reports

MeetingPlace includes ten raw data reports:

- Raw profile information report
- Raw group information report
- Raw meeting details information report
- Raw meeting participant information report
- Raw meeting outdial information (users) report
- Raw meeting outdial information (servers) report
- Raw meeting attachment information report
- Raw system outdial information report
- Raw scheduling failures report
- Raw participant join leave information report

Raw Profile Information Report

The Raw Profile Information Report lists all users and their attributes. Included in this report are privileges and restrictions for each user. The report also specifies which attributes differ from those of each user's group profile.

Raw Group Information Report

The Raw Group Information Report lists all the user groups and their attributes. Included in this report is the following information:

- Privileges and restrictions for each group's users
- Billing code for each group
- Attributes of meetings scheduled by each group's users

Raw Meeting Details Information Report

The Raw Meeting Details Information Report provides you with information about every MeetingPlace meeting. You can specify a range of meetings to be included in this report.

Raw Meeting Participant Information Report

The Raw Meeting Participant Information Report lists all conference calls within a given time period and shows information about the conference participants. The Meeting Participant report shows the following information:

- Time each participant spent in the voice and web conference, and time spent in MeetingNotes
- Whether a participant was a speaker in the conference
- Outdial calls initiated by each participant

Raw Meeting Outdial Information (Users) Report

The Raw Meeting Outdial Information (Users) Report lists all conference calls for a given time period and shows information about outdialing to other users for each conference, including the destination, duration, and originator of each outdial.

Raw Meeting Outdial Information (Servers) Report

The Raw Meeting Outdial Information (Servers) Report lists all conference calls for a given time period and shows which MeetingPlace servers have been outdialed to for each conference, including the destination, duration, and originator of each outdial.

Raw Meeting Attachment Information Report

The Raw Meeting Attachment Information Report provides details about attachments submitted to a particular meeting. Information includes the submitter's name, the attachment format, size, and file type, the platform from which it was submitted, and the number of people who accessed the attachment.

Raw System Outdial Information Report

The Raw System Outdial Information Report lists all outbound calls by the system within a given time period. System outdials include alarms, blast outdials, and call transfers when no meeting has been identified. This report includes the type, destination, and duration of each call.

When a user enters an invalid profile number multiple times, the MeetingPlace system automatically outdials to the attendant for user assistance. Outdials to the MeetingPlace attendant can be an indicator of someone trying to gain unauthorized access to a profile. Use this report to determine the time a profile has been unsuccessfully accessed.

Raw Scheduling Failures Report

The Scheduling Failures Report lists all scheduling failures. Included in this report is the user ID of the scheduler, the requested ID of the meeting, the date and time of each failure, and the cause of the failure. For reservationless meetings, this report also shows meetings that cannot be started due to a lack of resources.

This report gives a more detailed look at scheduling failures, which allows you to determine the current traffic on your MeetingPlace system.

Raw Participant Join Leave Information Report

The Raw Participant Join Leave Information Report provides a detailed account of when users join and leave a meeting. For PBXs that provide DNIS information, these digits are captured and can be used to identify the phone number and meeting participant dialed. Likewise, for PBXs that provide ANI information, these digits are captured and can be used to identify the caller. This report can be used to determine whether toll-free or local numbers were used to attend the meeting.

This report also tracks profile caller information on recording playbacks. Details include who, when, which recording, and length of time spent listening to the recording. Guests who attend are indicated as guests in the record.

6 Maintenance

The topics covered in this chapter include:

- Backing up
- Planning for outages (shutting down/restarting MeetingPlace)
- Maintaining the MeetingPlace M3 server
- Maintaining the user database
- Configuration record-keeping

Backing Up

Backing up the information stored on your system is essential if you expect to be able to recover from a hardware or software failure, or from a user error.

Restoring backup files can be done only under the guidance of your MeetingPlace support representative. If your system suffers a hardware or software failure, you will probably need to restore your system files from backup tapes. For assistance, contact your MeetingPlace support representative.



Tip: Remember that backups are the key to recovering your system information in case of an emergency.

Disk Backup

As a redundancy feature, the MeetingPlace M3 server database is stored on two separate disk drives (Disk 1 and Disk 2). One is established as the primary drive, the other as a backup. Assuming that the database on Disk 1 is the active one, the system periodically takes a “snapshot” of its contents and copy all database contents to the database on Disk 2.

The frequency of backups is determined by the amount of data (particularly user profiles, and future and past meeting records) on Disk 1. For example, a full database (typical of a 1000 port system) is backed up approximately once per day while a small database (typical of a 144 port system) is backed up several times per day.

This process occurs in the background, while the system is in operation. It does not affect system performance.

If Disk 1 fails, the system can be restarted using Disk 2 with the latest copy of the database. If Disk 2 fails, the system continues to operate. However, voice files on Disk 2 are lost.

M3 Shadow Server Backup

Another backup method is MeetingPlace M3 Shadow Server. The M3 Shadow Server is a backup system that can replace the M3 conference server in case there is a system or site failure. The switchover of the shadow server ensures that complete MeetingPlace functionality (excluding voice and attachment data) can be returned with a minimum loss of time and disruption in service. For more information regarding the M3 Shadow Server, see Appendix J.

Tape Backup

As a second line of resort, the MeetingPlace M3 server is also equipped with a tape drive for tape backups. A tape backup only copies the configuration and scheduled meeting information in your MeetingPlace database. None of the voice recordings, such as profile names and meeting names, are included in the backup.

The length of time a backup takes depends on the amount of load on your system. In general, backing up the MeetingPlace database takes approximately one hour, but it could take longer if your system is heavily loaded with lots of meetings and scheduling activity at the time of backup.

Guidelines for Tape Backups

When backing up your system, consider these suggestions:

- Schedule regular daily backups
- Schedule backups at night
- Rotate the tapes regularly
- Label backup tapes clearly
- Protect your backup tapes. Write-protect them, and keep them in a locked cabinet
- Keep one recent backup tape off-site in a locked, fireproof location

The scheduling of your backups depends on the number of users, the frequency of configuration changes that occur in your system, and your own corporate backup guidelines.

Performing the Tape Backup

To back up the MeetingPlace database, insert the backup tape into the MeetingPlace system, and then, from your workstation, enter information about the backup in the Database Backup topic located in the System tab.

Loading the Cartridge Tape

Your MeetingPlace M3 system is configured with a high-capacity tape drive that provides 10 gigabytes of data storage on a single $\frac{1}{4}$ inch tape. The tape drive uses the Travan-NS 20 cartridge tape.

To load a cartridge tape, follow these steps:

1. Hold the cartridge tape so that the Travan-NS label faces the LED lights in the center of the chassis and the metal baselight faces the outer right edge of the chassis. Insert the cartridge tape into the slot in the front of the tape drive. See Figure 0-1 for tape drive location.
2. Gently push the cartridge in until it is loaded into the drive. Fully inserted, it still sticks out of the drive bay about 1".

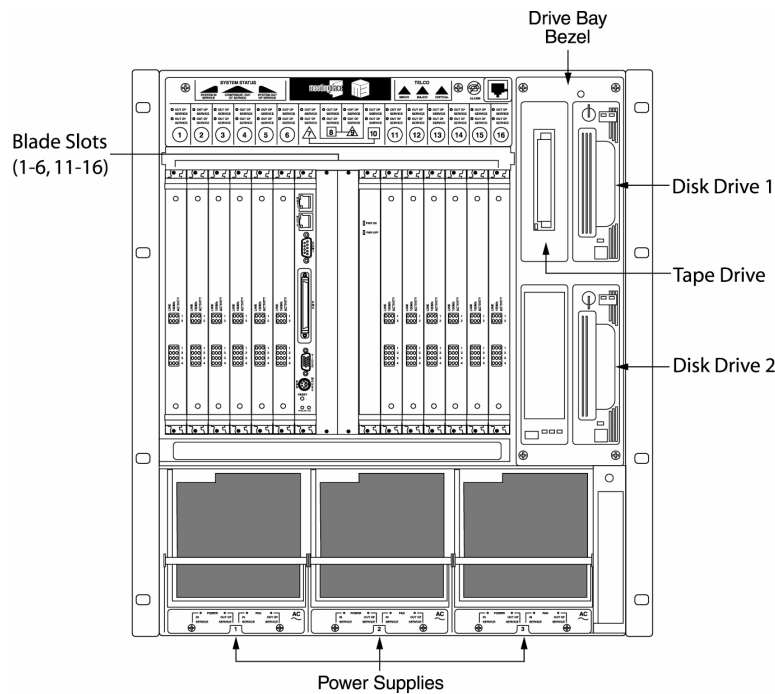


Figure 0-1 Front of MeetingPlace M3 System



Note:

Only Travan-NS 20 cartridges should be used in the drive. Never use DDS cartridges. You should also ensure that only one label is stuck firmly to the label area of the cartridge. Do not stick anything to the cartridge other than in the label area.

3. To unload the cartridge tape, simply pull the tape out.



Note:

To write-protect a cartridge tape, slide the tab on the rear of the cartridge so that the hole is open.

Starting the Tape Backup

To back up the database, follow these steps:

1. From the Register Book, select the System tab.

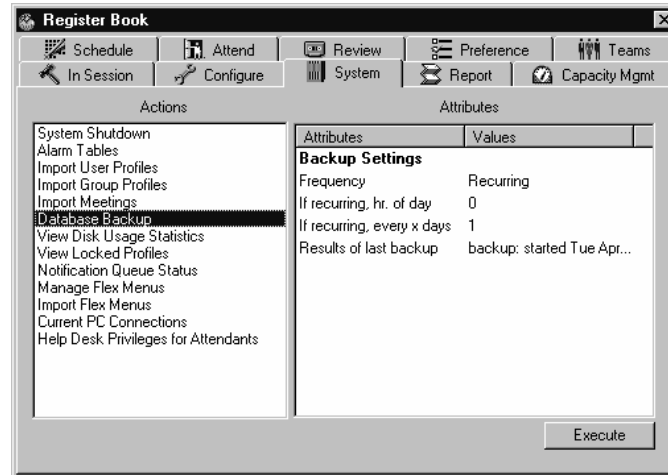


Figure 0-2 Database Backup Window

2. Select Database Backup.
3. In the Frequency parameter, choose Once or Recurring.

Select Once when you are doing a single backup that is not going to be repeated. (If you select Once and press Execute, the tape backup occurs immediately.) Select Recurring when you want the backup to start at a specific time and day.

4. If you selected Recurring, enter the time you want to begin the backup in the If Recurring, hr. of Day parameter.

You can schedule a backup during normal business hours even when the system is being used, but we recommend backing up your system at night to ensure changes made to the database during the day are included in the backup.

5. In the Recurring Every x Days parameter, enter the number of days between backups. For example, if you want to backup your system every other day, enter 2.
6. Select Execute.

Results of the Tape Backup

Viewing the Results of the Backup

The system performs a full backup of all the information in the system and displays the outcome of the backup in the Results of Last Backup parameter.

To view the results of the last backup:

1. From the Register Book, select the System tab.
2. Select Database Backup.
3. Click in the value area of the Results of Last Backup parameter.

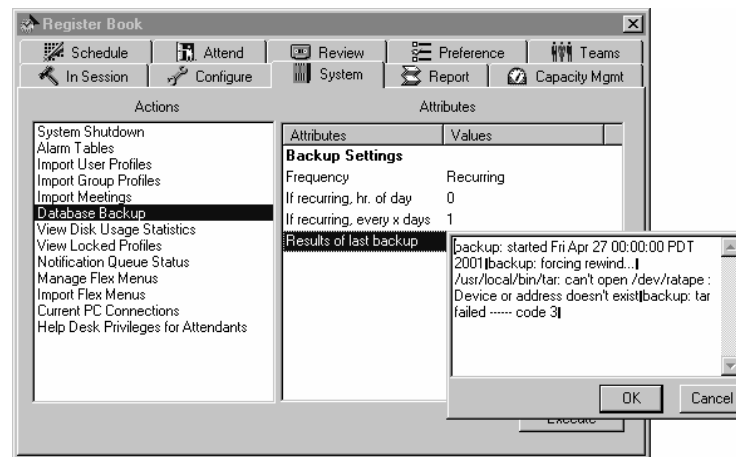


Figure 0-3 Viewing Results of Backup

Understanding the Results of the Backup

If there is a problem with the backup an alarm is generated on the system, and a description of the problem is logged in the results of last backup field. Use the following table to determine the source of some common problems you may encounter during the backup.

Table 0-1 Common Backup Problems

If the result of last backup field shows	It means
backup: forcing rewind.../usr/local/bin/tar: can't open /dev/ratape : Device or address doesn't exist backup: tar failed ----- code 3	There is no backup tape in the drive
backup: forcing rewind.../usr/local/bin/tar: can't open /dev/ratape : File system is read-only backup: tar failed ----- code 3	The backup tape is write-protected
backup: started rewind.../usr/local/bin/tar: can't write /dev/ratape : I/O error backup: tar failed ----- code 3	Error writing to the tape—backup tape may be damaged

Cleaning the Head of the Tape Drive

Periodically, you need to perform light maintenance on your system by cleaning the head of the tape drive. Regularly scheduled maintenance keep your tape drive running smoothly and reduce the chance of system failures.

The head of the tape drive should be cleaned after 25 hours of use. This adds up to approximately once a month if you perform backups nightly. To use a cleaning cartridge, insert the Travan-NS dry process head cleaning cartridge into the drive. The drive automatically loads the cartridge and clean the head. When finished, simply rewind the tape and mark the date in the space provided. After 30 uses, discard the cleaning cartridge.

Planning for Outages

There may be times when you need to shut down and restart your MeetingPlace system. For example, there may be a problem in your switch room, or you know that you are about to lose power. It is a good idea to plan for these outages by reading the following sections.



Note: The system automatically restarts if the number of functional Smart Blades falls below 25% of your original capacity. If you also have your system configured for IP, it restarts if you experience a complete loss of IP functionality.

Shutting Down MeetingPlace

Before shutting down the system, it is very important to follow a few simple procedures to ensure a smooth shutdown.



WARNING: If MeetingPlace is not shut down properly, it could take as long as one hour to restart your system while MeetingPlace performs a full consistency check on its database.

Preparing for a System Shutdown

In preparing for a system shutdown, it is a good idea to let your users know that the system will be unavailable. To notify your users, you might want to do the following:

- Join any conference in progress, and let participants know about the system shutdown.
- Send a voice message in advance that tells users what time the system will be unavailable and for how long.
- Send your users an e-mail message in advance advising them of the shutdown.

However you choose to notify your users, be sure to let them know how long the shutdown period will be and when you expect the system to be restarted.



Tip: In advance, schedule all ports so that they are all busy for the length of time you expect the system to be unavailable. That way, no one can schedule a meeting during the shutdown.

Understanding the Levels of a System Shutdown

Before starting a system shutdown, it is important to understand the levels of the shutdown process. The system allows for multiple levels of shutdown, depending on the status of your system and the nature of your requirements.

- When the system is *fully operational*, users are allowed to access MeetingPlace from a workstation or telephone to schedule and attend meetings or to change user profiles.
- When you select *telephony shutdown* in the System Shutdown window, the system is still running, but other users cannot access MeetingPlace from a telephone. This allows the system manager to make system-level changes to the database without interference.
- When you perform a *full shutdown*, the system conducts an orderly shutdown before power is turned off. During a full shutdown, users cannot access MeetingPlace.
- When you perform a *system restart*, the system begins a full shutdown and restart of the operating system. During a system restart, users cannot access MeetingPlace.

Table 6-2 summarizes the levels of shutdown.

Table 0-2 Levels of System Activity

Type of Shutdown	System Activity
Telephony Shutdown	This option is used when you need to prevent users from calling in so that you can make system-level changes to the database, such as changing scheduling parameters or making a trunk configuration change.
Full Shutdown	This option is used to complete an orderly shutdown before turning off the power to the system. Warning: If this option is not invoked <i>before</i> the power is turned off, the system could take longer to restart. This option should be selected only under the guidance of your customer support representative.
System Restart	This option fully shuts down and restarts the operating system. Warning: This procedure has serious consequences if not done properly. Do not attempt to reboot your system without direction from your customer support representative.

Initiating a Shutdown



Note: The system must be powered down within 15 minutes of executing the shutdown button in MeetingTime. If the elapse time exceeds 15 minutes, the system restarts itself automatically. For more information, go to the Customer Support Resource Center at <http://support.latitude.com>.

To initiate a system shutdown:

1. In the System tab, select System Shutdown.

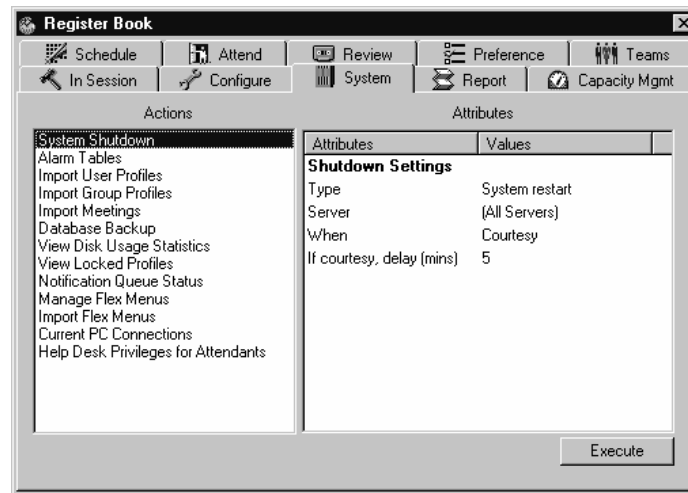


Figure 0-4 System Shutdown Tab

2. In the Shutdown form, select the Type field. To shutdown the MeetingPlace system, choose Full Shutdown.
3. The Server field is read-only for standalone MeetingPlace systems.
4. Select the When field.
 - To shutdown the system immediately, choose Immediate.
 - If you have time to notify your users, choose Courtesy. You can use the courtesy period to notify your users of the shutdown (if you haven't done so already).
5. In the Delay field enter the number of minutes until the shutdown begins. During the delay period, users are asked to hang up before MeetingPlace is shut down. Logging on to MeetingTime during the courtesy period is not permitted.

When the delay period is over, all users are disconnected from the system.

6. To begin the shutdown, select Execute.

Starting MeetingPlace

Starting MeetingPlace should be done only under the guidance of your MeetingPlace support representative.

Turning on the MeetingPlace System

To turn on the MeetingPlace system move the server power switch in the back of the system chassis to the “On”, 1 position. Allow up to 10 minutes for the server to initialize.

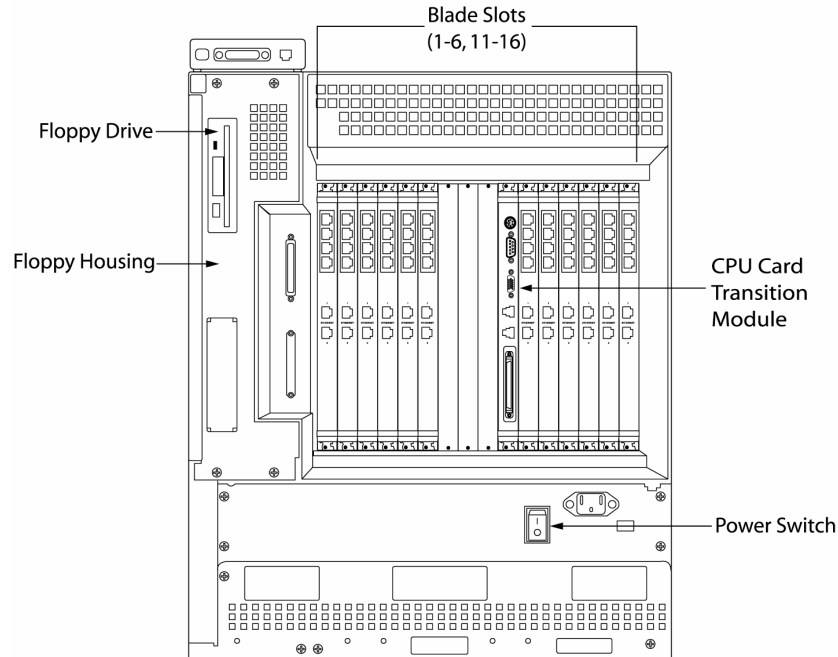


Figure 0-5 Back of MeetingPlace M3 System



WARNING: If the system is shut down in a disorderly manner, such as the result of a power failure, the restart time may be longer, depending on the number of disks used by your system.

The system generates an alarm after the power failure. The alarm should be cleared if the system appears to be running normally. If the system fails to recover or behaves inappropriately following a power failure, contact your MeetingPlace support representative. Do not attempt to reboot your MeetingPlace server or Windows NT gateway machine(s).

Monitoring Progress

To monitor progress after a system startup, watch the lights on the upper part of the front panel (see Figure 6-6). The Alarm lights on the right indicate minor, major, and critical alarms respectively. The System In Service light on the far left comes on when the system is all the way up.

For a detailed explanation of each light, refer to *Interpreting the Alarm Lights on the Server* in Chapter 7.

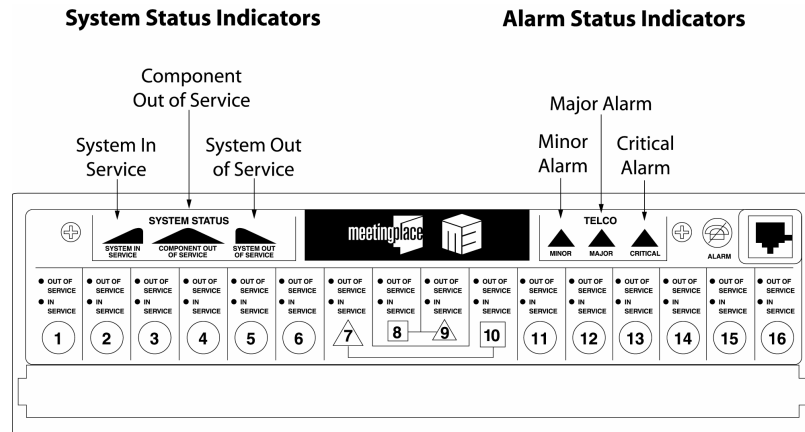


Figure 6-6 Out of Service/In Service LEDs

Maintaining the MeetingPlace M3 Server

The MeetingPlace M3 server requires little hardware maintenance. However, due to general dust accumulation, the filter screens on each of the fans need to be replaced once per year.

This type of maintenance is included in your Full Care Support package. Please consult with your MeetingPlace support representative or the *MeetingServer Customer Engineer Guide* for further instructions on general hardware maintenance.

Maintaining the User Database

When users leave your organization, you should disable their access to MeetingPlace by either deactivating them or removing them from your user database.

- When you **deactivate** users, you disable their access while maintaining historical information about that user in the database.
- When you **remove** users, you disable their access and remove their profile records from the MeetingPlace database.

In general, you should deactivate users immediately as a first step. When you run reports, you can still properly retrieve information about meetings scheduled by these deactivated users. After the other MeetingPlace objects (meetings) no longer reference that particular user, you can remove the user from the database.

MeetingPlace Directory Services

If you have MeetingPlace Directory Services installed, maintenance of your user database occurs automatically. By utilizing the corporate directory as the source of profile information, MeetingPlace Directory Services greatly simplifies profile management and guarantees a more accurate record of the profiles stored in the MeetingPlace server.

It also adds a new level of security by automatically deleting profiles when the user is removed from the corporate directory. Properly managing profiles means former employees cannot continue accessing the MeetingPlace system.

For more information, see the *MeetingPlace Directory Services System Manager's Guide*.

Maintaining the Database Manually

If you do not have MeetingPlace Directory Services installed, you must maintain your system manually. The remainder of this section discusses how to manually maintain your user database.

Deactivating User Profiles and Groups

You can deactivate a single user profile or group, multiple profiles simultaneously, or multiple groups simultaneously.

To deactivate a single user profile or group:

1. Open the Register Book, and select the Configure tab.
2. View the record for the user profile or group you want to deactivate.
3. For profiles, select No from the User active? field.

For groups, select No from the Group active? field.

4. Click Save Changes.

This action deactivates all user profiles for all users in the group whose User Active? fields are set to Group Dflt.

To deactivate multiple profiles using the import process:

If you have a list of users you want to deactivate, you can deactivate all of them automatically using the import process.

1. Create an import file with three fields: uid (user ID), prfnum (profile number), and uactive (user active). Under these fields, list the user IDs and profile numbers of the profiles you want to become deactivated followed by a comma and then “no”, as shown below.

```
uid,prfnum,uactive  
ABell,1234,no  
JSmith,5678,no
```

2. Open the Register Book, and select the System tab.
3. From the left side of the tab, click Import User Profiles.
4. On the right side of the System tab, set the Action to Perform parameter to Add Profiles to System.
5. Click in the value area of the Data File to Use parameter. An input box appears.

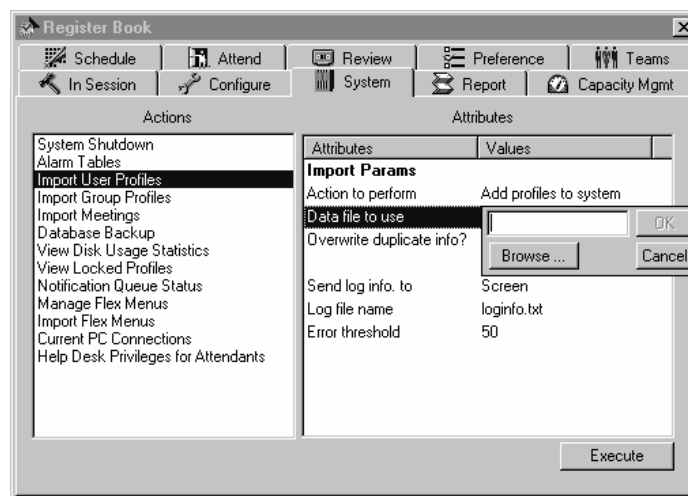


Figure 0-7 Import User Profiles

6. Type in the location and filename of the import file or use the Browse button to locate the file.



Note: When using Browse to import a file, MeetingPlace specifies the file type as Import Files (*.imp). If your import file has an extension other than .imp you must change the List of File Type to either .csv or All Files.

7. Select OK.
8. Set the Overwrite Duplicate Information parameter to Yes.
9. Set the error threshold. This value specifies the number of errors that MeetingTime allows before aborting the import process. Do not set this number too high, because large numbers of errors may be an indication there is a problem with the import file itself.

A status dialog box reports any error conditions that occur during the import process.

10. Click Execute to begin the import and update the existing user records.

To deactivate a group using the import process:

If you have a group or a list of groups you want to deactivate, you can deactivate them automatically using the import process.

1. Create an import file with two fields: Name (group name) and IsActive (group active). Under these two fields, list the name(s) of the groups you want to become deactivated followed by a comma and then “no”, as shown below.

<pre>Name,IsActive Corporate,no Sales,no</pre>
--

2. Open the Register Book, and select the System tab.
3. From the left side of the tab, click Import Group Profiles.
4. On the right side of the System tab, set the Action to Perform parameter to Add Groups to System.

- Click in the value area of the Data File to Use parameter. An input box appears.

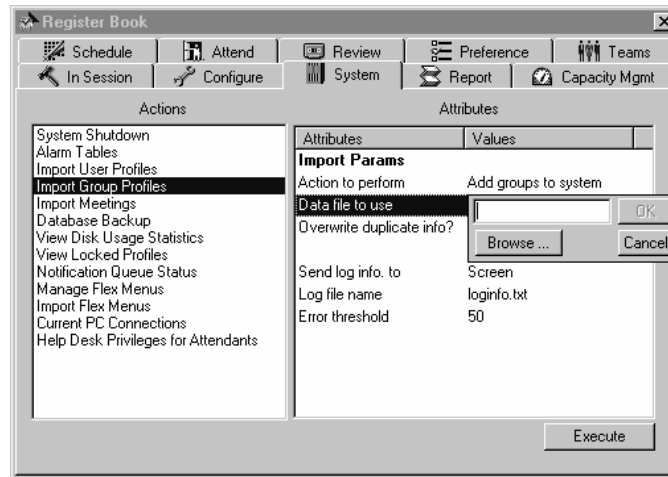


Figure 0-8 Import Group Profiles

- Type in the location and filename of the import file or use the Browse button to locate the file.



Note: When using Browse to import a file, MeetingPlace specifies the file type as Import Files (*.imp). If your import file has an extension other than .imp you must change the List of File Type to either .csv or All Files.

- Select OK.
- Set the Overwrite Duplicate Information parameter to Yes.
- Set the error threshold. This value specifies the number of errors that MeetingTime allows before aborting the import process. Do not set this number too high, because large numbers of errors may be an indication there is a problem with the import file itself.

A status dialog box reports any error conditions that occur during the import process.

- Click Execute to begin the import and update the existing group records.

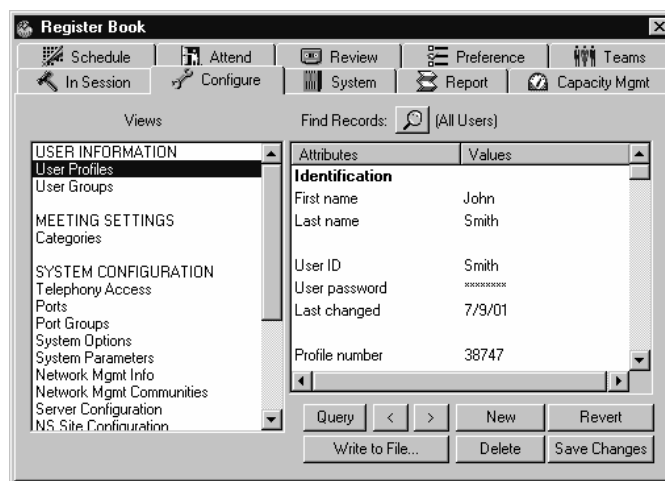
Deleting a Single Group or Profile



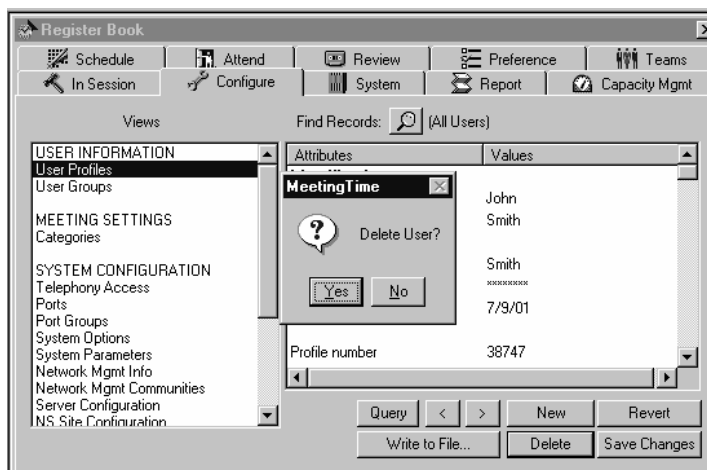
Note: System managers may decide to allow their help desk staff or attendants to delete user profiles. For further information on how to configure this functionality, refer to Chapter 2.

To delete a user group or profile:

1. From the Configure tab on the Register Book, find the record you want to delete.

*Figure 0-9 Deleting a Group or Profile*

2. Click Delete and when prompted to confirm your deletion, click Yes.

*Figure 0-10 Delete Verification Window*

Deleting Multiple Profiles Using the Import Process

You can delete user profiles in a batch as follows:

1. Create an import file with two fields: uid (user ID) and prfnum (profile number) Under these two fields, list the user IDs and profile numbers of the profiles you want to delete.

```
Uid,prfnum  
ABell,1234  
JSmith,5678
```

2. Open the Register Book, and select the System tab.
3. From the left side of the System tab, click Import User Profiles.
4. On the right side of the System tab, set the Action to Perform parameter to Delete Profiles From System.
5. Click in the value area of the Data File to Use parameter. An input box appears.
6. Type in the filename of the import file or use the Browse button to locate the file.
7. Use the Send Log Info To parameter to set the destination for the error information. If you are importing a large number of records, you should save the error information to a file. Use the Log File Name parameter to specify a name for this error file.
8. Set the error threshold in the Error Threshold parameter. This value specifies the number of errors that MeetingTime allows before aborting the import process. Do not set this number too high, because large numbers of errors may be an indication there is a problem with the import file itself.
9. Select OK.
10. Click Execute to begin the import and update the existing user records.

Deleting Groups Using the Import Process

You can delete group profiles in a batch as follows:

1. Create an import file with two fields for grpnum (group number) and Name (group name) with the list of groups you want to delete.

```
Grpnum,Name  
1837,Corporate  
6272,Sales
```

2. Open the Register Book, and select the System tab.
3. From the left side of the System tab, click Import Group Profiles.
4. On the right side of the System tab, set the Action to Perform parameter to Delete Groups From System.
5. Click in the value area of the Data File to Use parameter. An input box appears.
6. Type in the filename of the import file or use the Browse button to locate the file.
7. Use the Send Log Info To parameter to set the destination for the error information. If you are importing a large number of records, you should save the error information to a file. Use the Log File Name parameter to specify a name for this error file.
8. Set the error threshold in the Error Threshold parameter. This value specifies the number of errors that MeetingTime allows before aborting the import process. Do not set this number too high, because large numbers of errors may be an indication there is a problem with the import file itself.
9. Select OK.
10. Click Execute to begin the import and update the existing group records.

Changing Information for a Group of Users

You can change common attributes for a group of users. For example, if the contact person for a group of users changes, you may change the group information rather than having to change multiple user profiles.

To change group information:

1. From the Register Book, select the Configure tab.
2. From the left side of the Configure tab, click User Groups.
3. Click the Find Records button to display a list of all defined groups, and select the desired group from the list.
4. Select OK.
5. Change group attributes as desired.
6. When you have finished, click Save Changes.

Changing Information for a Profile User

You can change user profiles as follows:

1. From the Register Book, select the Configure tab.
2. From the left side of the Configure tab, click User Profiles.
3. Click the Find Records button to search for the desired user by user ID, profile number, or last name.
4. Select OK.
5. Change user attributes as desired.
6. When you have finished, click Save Changes.

Changing Multiple Profiles Using the Export and Import Process

You can change attributes for multiple user profiles by exporting the Raw Profile Information report into a spreadsheet or database. From the target spreadsheet or database, make the desired changes using the commands and features available in your application. When the changes are complete, save the file as a comma delimited (.csv) file type. Import the file into MeetingPlace with the Overwrite Duplicate parameter set to Yes.

For detailed instructions on importing a file see Chapter 3.

Import and Export of Encrypted Passwords

Profiles containing a user's encrypted passwords can be exported by running the Raw Profile Information report. The profiles can then be imported into another MeetingPlace conference server, thus replicating the database. For example, if you have multiple standalone conference servers, you may export profiles from one conference server and import them into another preserving all passwords.

Configuration Record-Keeping

When installation is complete, the *MeetingServer Installation Planning Guide* worksheets serve as complete documentation of your initial MeetingPlace configuration. If you change the configuration of your system, however, you should create new documents that reflect these changes.

System Configuration Records

An easy way to keep a record of your system's new configuration is to have MeetingPlace create an electronic file that lists your system settings. To do this, select any of the topics in the Configure tab, and then click the Write to File button. MeetingPlace then creates an electronic file of your system's settings for that topic.

Meeting Records

If you want to keep a list of scheduled meetings for a specific time period or create a record of a meeting's details, you can use MeetingTime to either save these records to a file or print them. Figure 0-11 displays the button used to create these meeting records.

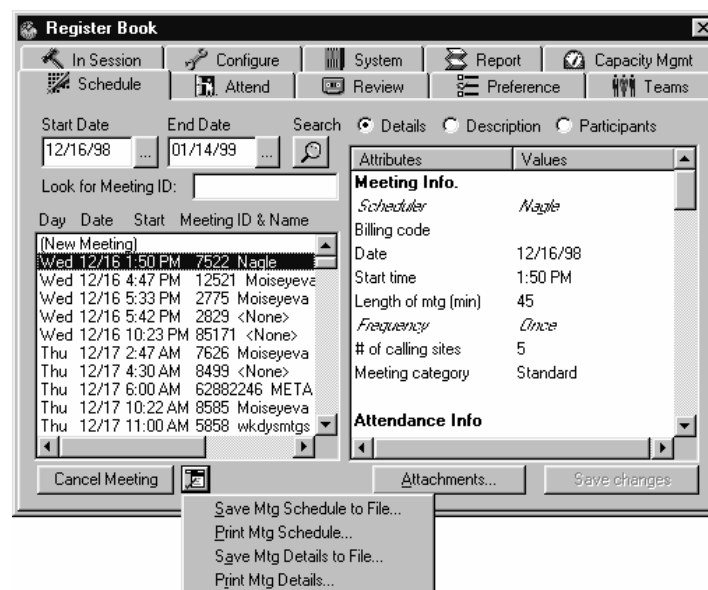


Figure 0-11 Printing and Saving Meeting Schedules and Details

7 Solving Problems

The topics in this chapter include:

- How users reach assistance
- Responding to user problems and requests
- Handling alarms
- Interpreting alarms on the server
- Ensuring optimum sound quality
- Disaster recovery

How Users Reach Assistance

Occasionally, users need assistance before entering a meeting or need to ask questions about MeetingPlace features while a meeting is in progress. The person who provides telephone assistance is the system *attendant* (company operator, as designated in the usage parameters).

- *Before joining a meeting*—If a caller has entered MeetingPlace and has not identified a meeting number, pressing zero on the telephone transfers the caller to the attendant.
- *While in a meeting*—If a caller has identified a meeting or is in a meeting and selects zero, that caller is transferred to the attendant.

While connected to the attendant from within a meeting, the user can either press #2 to disconnect the attendant or press #1 to return to the meeting *with* the attendant.

How the Trunk Configuration Affects Assistance

Depending on how you have trunked your system, callers can get assistance in different ways.

- *In-meeting assistance*—When a user presses #0, MeetingPlace seizes a second trunk and creates a loop-through connection to the attendant while the person is talking.
- *Out-of-meeting assistance*—If the caller is connected to MeetingPlace on a trunk that can be flashed, a flash transfer is used to connect the caller to assistance. If the incoming trunk is not capable of receiving a flash, a loop-through connection is made.

Support for the System Manager

Although you designate contacts and an attendant to answer users' questions and help solve their problems, you may also get questions from users. For more information on end-user and attendant topics, check their documentation: the *Quick Reference Cards*, the online *MeetingPlace Reference Center*, and online help.

You should be able to answer all users' questions, unless the questions refer to problems caused by the system. If the problem cannot be resolved using this *MeetingServer System Manager's Guide* or the system manager's online help, contact your MeetingPlace support representative.

Responding to User Problems and Requests

This section describes common user problems and requests and provides suggestions for handling them.

Troubleshooting User Problems

User Forgot Profile, Log On, or Meeting Password

Users may forget their telephone profile passwords, MeetingTime logon passwords, or meeting passwords:

- *Telephone passwords*—Issue a new password using the MeetingTime Preferences tab (User Profile, Profile Password field).
- *MeetingTime passwords*—Assign a new password using either the Preferences tab or Configure tab (User Profiles, Workstation Password field).
- *Meeting passwords*—Look up the password in the Schedule tab.

User Can't Log In

When users can't log in to the system there may be several causes and solutions to the problem.

- *Forgotten password*—A user forgot either their telephone profile password or workstation (MeetingTime or MeetingPlace Web) password. See the preceding section for solutions.
- *Missing profile*—A user does not have a profile on the system. Assign a new profile using the Configure tab (User Profiles). For detailed instructions on creating a profile see Chapter 3.

- *Locked profile*—The user's profile may be locked—caused by too many unsuccessful login attempts from the phone. Reset the locked profile as follows:
 1. From the MeetingTime Configure tab, select the User Profile topic.
 2. Locate the user's profile by performing a search on their User ID.
 3. Enter a new password for the user in the User Password field.

When creating the new password, enter a value in the Last Changed field that is beyond the Change User Password (Days) value to ensure that the user enters a new password the next time they log into the system.



Notes:

- If you cannot locate a user profile, make sure you have selected the appropriate option button in the Find dialog box. There are three buttons from which to choose:
 - User ID
 - Last Name
 - Profile Number
- You may have confused the profile number with the User ID. The *Profile Number* is the number you enter over the phone to identify yourself to MeetingPlace. This is often an extension number. The *User ID* identifies users to the MeetingTime software and is often the user's e-mail or LAN login name.
- System managers may decide to allow their help desk staff or attendants to lock/unlock profiles. For further information on how to configure this functionality, refer to Chapter 2.

User Forgot Meeting IDs or Meeting Dates

If the user has forgotten the meeting ID or date, you can locate the information from the Schedule or Attend tabs in MeetingTime by identifying the date, the person who scheduled the meeting, and/or the Meeting Name. If the user does not have sufficient information to locate the meeting, the person who scheduled it should be contacted. (Make sure that contacts and attendants know how to find meetings for users in MeetingTime.)

MeetingPlace Does Not Recognize Meeting IDs

If a user reports that the system is not recognizing a meeting ID, first ask which meeting ID he or she is trying to access. Check the MeetingTime Attend tab and/or Review tab to search for the specified meeting ID. The result of your search may lead you to the following conclusions:

- The time of the meeting is different from the current time. The meeting may have already concluded or not have started.
- The user may be using an incorrect meeting ID. Using the Attend tab, try, with the caller's help, to identify the correct ID. Check the time for the meeting, the name of the scheduler of the meeting, or the meeting name.
- The meeting wasn't scheduled. At the discretion of the Help Desk analyst, the meeting organizer can use the Schedule tab to schedule a new meeting using the same meeting ID.

User Can't Find Scheduled Meetings

After scheduling a meeting, the user reports that, when calling into the meeting, the meeting does not seem to exist. Check the Time Zone setting in the user's profile. The user's expectations of the meeting time may be inconsistent with the time zone setting.

User Reports Poor Sound Quality

If a meeting participant calls from within a meeting to report an audio quality problem, such as static, echo, random noise, or music-on-hold, you can help by instructing him or her on how to mute lines.

If the participant has contacted you from within the meeting by entering # 0, either:

- Provide a brief "how to" discussion then tell the participant to disconnect you by pressing #2, or
- Instruct the participant to add you to the meeting by pressing #1.

If you join the meeting by phone, enter the MeetingTime In In-Session tab at the same time. Once in the meeting, take the following steps to troubleshoot an audio quality problem:

- Instruct all of the participants to mute their lines by pressing # 5 when not speaking in the meeting. (Tell them they can unmute their lines by pressing #5 again.)

- If the audio problem persists, use the In-Session tab to begin toggling speaking ability of each participant. The *active speaker* icon may provide clues as to which participants are injecting noise into the conference. As each participant's speaking ability is toggled off, then on, you should be able to identify which participant is creating the audio problem.

After identifying the participant who is injecting noise into the meeting, you may move that participant to a breakout session, then join him or her and explain how to mute themselves when not speaking. If the participant is a primary speaker for the meeting, you can also instruct him or her to use a hand set instead of a speaker phone or to call back (if the problem is a noisy network line). The participant can then be moved back into the main meeting, either with your help, using the In-Session tab or by pressing #10 on his or her touchtone phone.

User is Unable to Schedule a Meeting

If a user reports they are unable to schedule a meeting, first check his or her profile to see that the Scheduling Restriction parameter in their user profile is *not* set to Cannot Schedule.

You can also check the settings that control the port limits as well as the number and length of meetings that a user can schedule. For example, a solution may be to reduce the number of guard- time minutes before the start of meetings, or after the end of meetings. Check the Scheduling Parameters (Configure tab,

Company Specific Information settings), and Ports (Configure tab, System Configuration settings). See Chapter 4 for information on managing these resources.

If the problem is caused by a shortage of ports—and this is a frequent occurrence—adding more ports to your system helps solve this problem. Contact your MeetingPlace sales representative to purchase more ports.

When the Reservationless Meetings feature is turned on, profile numbers cannot match existing meeting IDs. Check that the user is not attempting to schedule a meeting with an ID that matches any other users' profile number.

Responding to Requests for More Time or Ports

Extending a Meeting in Progress

If a meeting participant asks to extend a meeting beyond its originally scheduled time, you can inform the participant that after a meeting has started, it may not be rescheduled but the system automatically extends meetings if ports are available on the system.

At the scheduled end time of a meeting, if callers remain in the meeting, MeetingPlace compares the number of ports necessary to extend the meeting with the other scheduled meetings on the system. If ports are available, the system automatically extends the meeting by the amount of time specified by the system configuration. The system announces to participants in the meeting that their meeting has been extended by [n] minutes.

Increasing the Number of Ports for a Meeting in Progress

If a meeting scheduler calls from within a meeting asking you to increase the number of ports for the meeting, tell the caller that, after a meeting has started, the number of participants scheduled for the meeting cannot be altered. However, the dynamic nature of port allocation on MeetingPlace allows additional callers to join a meeting in progress, if there are available ports on the system.

Helping Users with MeetingPlace Features

Users may call asking how to use popular in-session MeetingPlace features. The following suggestions help you respond to these calls.

Using Meeting Messages

Meeting organizers may want to communicate with meeting attendees prior to the start of a meeting. They do this by accessing the MeetingNotes option in MeetingPlace and selecting the option to record meeting messages. Messages played to all participants currently in the meeting and to all new participants as they enter the meeting.

For example, meeting organizers can leave messages such as:

“The meeting time has been changed to ...”

“Please prepare the following before the meeting begins...”

“When you are not speaking during our call, please press #5 to mute your phone and ensure optimum audio quality for everyone else. Before you speak, press #5 to unmute...”

Users can also record meeting messages after a meeting has started by pressing (# 64) from within a meeting.

Listening to a Roll Call of Meeting Participants

Meeting participants can hear a roll call of the first 120 participants in the meeting by pressing #21 from their touchtone phones. (The tones are suppressed from the meeting and the roll call is played only to the ear of the participant who requested the roll call.) In addition, callers are given the option to listen to a roll call of current participants before joining a meeting.

Recording a Meeting

Participants may want to record meetings for group members who are unable to attend the meeting or as an aid in transcribing meeting minutes. Recordings can be used for training, marketing, or communicating technical information.

Users can schedule meetings to be recorded prior to the start of a meeting, using MeetingTime, MeetingPlace Web, or the telephone interface. Even meetings that were not scheduled to be recorded can have recording turned on during a meeting by pressing # 61, if space is available on the system. (Scheduling recordings in advance ensures that space is reserved for the meeting recording.) The meeting recording can be toggled off and on throughout the meeting by using the # 61 command. All participants in a meeting, as well as new attendees to a meeting, are informed that the meeting is being recorded.

Joining Breakout Sessions

Meeting participants can break into subgroups to confer outside of the main meetings. To move to a breakout session, participants press #1, then a number (1-9) for the breakout session. For example, to go to breakout session two, the user presses #12. (Participants should convey the breakout session number to anyone who will join the session.)

Participants can lock the breakout session by pressing #41, then listen to a roll call (#2) to confirm the participants in the breakout session.

To return to the main meeting, participants press #10.

Securing a Meeting

A meeting organizer who wants to ensure the security of a meeting can require participants to enter a password before joining a meeting (set the Password required option on the Schedule tab to Yes). Participants must enter the password and meeting ID.

During a meeting, any participant can lock the meeting by pressing #41. Participants can also listen to a roll call (#21) to ensure that the meeting is still secure. After a meeting is locked, additional participants must request entry before entering the meeting.

Also, if a person enters who should not be in the meeting, participants can press #43 (delete the last party) to disconnect that person.

Scheduling Recurring Meetings

Organizers can schedule recurring meetings—such as weekly or monthly meetings—by using the Frequency and # of Occurrences parameters in the Schedule tab. (Recurring meetings cannot be scheduled using the telephone interface.)

Rescheduling Recurring Meetings

Users can reschedule a recurring meeting and apply the change to a single meeting in the chain or to all future occurrences of the meeting. Because port availability and meeting ID conflicts may prevent certain meetings in a chain from being rescheduled, MeetingPlace enables users to view any scheduling conflicts that would occur as a result of the rescheduling request. After viewing the results, the user can commit to the changes or cancel the rescheduling process. The following figure displays the dialog box that appears whenever a user reschedules a recurring meeting.



Figure 0-1 Rescheduling Recurring Meetings

Deleting Recurring Meetings

After a recurring meeting has been scheduled, MeetingPlace enables users to delete a specific session of the recurring meeting or the entire recurring meeting chain.



Note: This is different from MeetingPlace's System Manager Agents feature, which prompts schedulers with a reminder notification when there has been a pre-set number of no-show recurring meetings. For more information on how to configure System Manager Agents, refer to Chapter 4.

Scheduling Continuous Meetings

Someone may want to schedule a continuous meeting—to handle crisis management situations, for example—by selecting the Frequency option on the Schedule tab.



Note: Up to 1000 continuous meetings may be scheduled per MeetingPlace system. They can only be scheduled by a user with system manager access via Meetingtime. Continuous meetings cannot be scheduled using the telephone interface.

Scheduling Immediate Meetings

Someone may want to schedule a meeting to start right away—an immediate meeting. Immediate meetings can be scheduled either through the telephone interface, MeetingPlace Web, or using the MeetingTime Schedule tab. Immediate meetings are scheduled using the scheduler's profile settings.

When reservationless meetings is turned on, if a meeting ID is not selected and a user clicks the Immediate Meeting button on the MeetingPlace Web home page, the system initiates a reservationless meeting with the user's profile number.

Scheduling and Hosting Lecture-style Meetings

With the Question and Answer feature in MeetingPlace, you can set up lecture-style meetings that have only one (or more) main speakers. All other participants in the meeting have listen-only privileges and must request to speak by pressing #71 on their telephone.

Setting Up a Lecture-style Meeting

1. Open the MeetingTime Schedule tab, and fill in the details for your meeting.
2. Scroll down to the Meeting Features topic, and set the Meeting Type parameter to Lecture.

This turns off all participants' speaking ability except for the person who scheduled the meeting.

3. To specify how you want listen-only participants to attend the meeting, set the Lecture Meeting Attend Settings parameter to one of the following:

Admit as listeners—Places participants directly into the meeting as listeners.

Start callers in waiting room—Places participants in the waiting room where they listen to on-hold music until the meeting is called to order.

Start mtg with floor open—Places participants directly into the meeting where they can talk with each other until the meeting is called to order. Once the meeting is called to order, participants no longer have speaking ability.

4. Scroll down the Q&A Meetings topic, and set the following options:

- For the Off At Mtg Startup parameter, choose No.
 - For the Notify Attendees About Q&A parameter, choose Yes.
5. Set the Q&A introduction and Q&A departure parameters to: Beep Only, Beep + Name, Silent (None).
 6. To allow the meeting moderator to control when a participant is moved to the floor and can speak, set the Automatically Ask Next Question parameter to No. If you set this parameter to Yes, participants waiting in line to ask questions are moved automatically to the floor at their turn.
 7. For the More Than One Question Per Site parameter, choose No. This parameter limits the number of times participants can be listed in the queue, but does not limit the number of questions they can ask when they have the floor.
 8. If you are not hosting or moderating this Q&A session, invite the host and moderator to the meeting, making sure their speaking ability is turned on.
 9. Finish scheduling the meeting.

Hosting Lecture-style Meetings

This section describes the meeting functions that hosts and moderators can perform. To activate a function, on your phone's keypad, press the key combination shown. (Press the pound key (#) followed by the numbers.)



Note: You can activate all functions at any time, as many times as you want, during a meeting. To disable an active function, repeat the key combination that activated it.

Bring the meeting to order

#45

If you start your participants in a waiting room, you need to bring the meeting to order. When you're ready to begin, bring the meeting to order by pressing #45 on the phone keypad. You hear a beep and the announcement: "The meeting is now in session."

Return a guest to the waiting room

#45

Open the floor to all

#44

If at any point you want to turn on the speaking capabilities for all participants (for example, to do an informal question and answer session), press #44 on the phone keypad. You hear the announcement: "The floor is now open."

Close the floor to all

#44

To close the floor (when the floor is open) to everyone except speakers and return to a lecture format, press #44 again. Everyone hears the announcement: "The floor is now closed."

(Participants) Getting into queue **#71**

After you announce you're taking questions, tell participants to press #71 if they want to be placed in a queue to ask questions.

Move a queued participant to the floor **#793**

When a participant is next in the queue, press #793 to move that participant to the floor.

Move participant off the floor **#791**

To move a participant off the floor, press #791. You can then move the next queued participant to the floor by pressing #793.

Continue moving participants on and off the floor until all questions have been asked or you want to return to the presentation portion of the meeting.

Scheduling a Large Meeting

MeetingPlace allows you to schedule meetings with up to 550 participants in either "all speaker" or lecture-style format. However, it is recommended that you schedule large meetings (anything over 100 participants) as lecture-style for greater efficiency.

Along with setting the Lecture Meeting Attend Settings parameter, the following parameters are recommended for large meetings:

- *Entry announcement*—Announces participants as they enter the meeting. Set this parameter to "Silent" so that the meeting is not disturbed by late arrivals.
- *Departure announcement*—Announces participants every time they exit the meeting. Set this parameter to "Silent" so that the meeting is not disturbed.
- *Disable roll call*—The roll call feature allows participants to hear a list of the first 120 users currently in the meeting. For large meetings, it is recommended that you set this parameter to "yes" thereby disabling the roll call feature.

To enhance any lecture-style meeting with Q&A features, refer to the section below.

Scheduling a Q&A Meeting

When a Q&A meeting is scheduled, the meeting creator or controller must set the following parameters:

- *Off at meeting startup?*—Yes or No. This indicates whether Q&A is on or off.
- *Notify attendees about Q&A?*—Yes or No. This controls whether an instructional Q&A prompt is played as people enter the meeting.
- *Q&A introduction*—Silent, Beep, or Beep+Name. This controls whether other people hear an announcement as a participant is given the floor.
- *Q & A departure*—Silent, Beep, or Beep+Name. This controls whether other people hear an announcement when people leave the floor.
- *Automatically ask next question?*—Yes or No. This controls whether or not participants in line to ask a question are automatically granted speaking ability when their turn arrives.

If you want the meeting moderator to control when a participant is moved to the floor and granted speaking ability, set this parameter to No. If you want participants to be automatically moved to the floor and granted speaking ability when their turn arrives, set this parameter to Yes.

- *More than one question per site?*—Yes or No. This allows the scheduler to specify how many positions a participant can occupy in the queue (waiting to ask a question).

This parameter does not limit the number of questions a participant can ask, but does limit the number of times they can be listed in the queue to ask a question.

Entering a Q&A Meeting

Listeners From the Telephone

In lecture-style meetings, *speakers* who enter the meeting are placed in the meeting normally and are able to confer with other speakers. If the Lecture Mtg Attend Settings parameter has been set to Start Callers in Waiting Room, participants designated as *listeners* are placed in a “waiting room” and listen to music on hold until the meeting is called to order. While in the waiting room, they cannot speak or hear the speakers in the main meeting. *Listeners* are admitted to the meeting by the *speakers*.

Speakers

When the speaker(s) decides that it is time to start the meeting they call the meeting to order (from MeetingTime by clicking on the gavel on the meeting room table or from a touchtone telephone by pressing #45 in the meeting). Once the meeting has been brought to order, any participants in the waiting room and all newly arriving participants are placed directly into the meeting.

Asking a Question

From the Telephone

When Q&A is enabled, any participant can press **#71** on the telephone keypad and be placed at the end of the first-come, first-serve queue of participants waiting to address the meeting. A participant can leave the line by pressing **#72**, which removes a participant from the queue of people waiting to ask a question of the speakers.

Once the request is made the participant hears the following prompt:

“Please wait to speak in the meeting. You are the *<nth>* participant waiting.”

And then the participant is returned to the meeting.



Tips:

- Participants can be in queue multiple times if the Allow More Than one Question per Site? parameter was set to Yes during scheduling.
- Participant are informed about their position in line only if their profile preferences has the Tell My Position in Line? parameter set to Yes.

Moderating a Q&A Meeting from MeetingTime

To monitor a Q&A meeting using MeetingTime, click the microphone icon on the MeetingTime meeting room table and the Q&A screen appears.

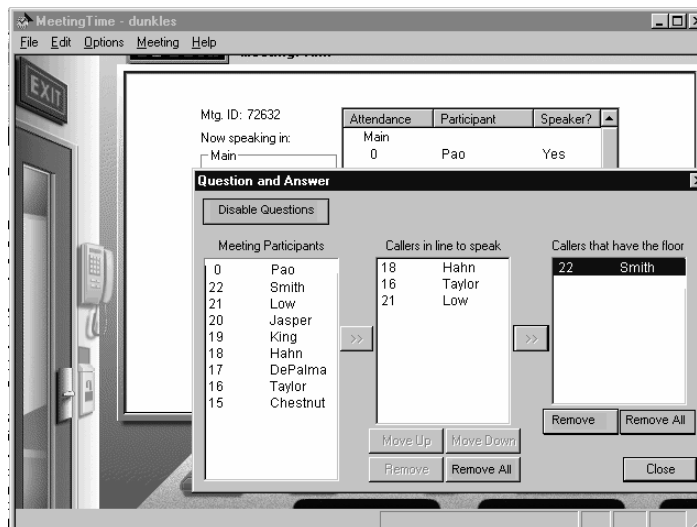


Figure 0-2 MeetingTime Q&A Meeting Window

The following elements can be found on the Question and Answer Screen:

- *Disable Questions*—This button toggles the Q&A mode. If this button is pressed no one can be placed in the queue for questions. People already in queue are allowed to ask their question, but no new participants are added to the line of people waiting to ask a question.
- *Meeting Participants*—This lists the meeting participants attending by telephone.
- *>>*—This button is used to place a participant in the *Waiting to Ask a Question* list.
- *Waiting to Ask a Question*—This queue grants the floor to the selected participant in the queue while at the same time removing the current occupants from the floor.
- *>>*—This button moves the selected participant from the *Waiting to Ask a Question* queue to the floor.
- *Asking a Question*—This is a list of meeting participants already “on the floor.”
- *Remove*—This button removes the selected participant from the queue or floor. Participants may remove themselves, or a meeting controller can remove them.
- *Move Up*—This button moves the selected participant one step up in the queue.
- *Move Down*—This button moves the selected participant one step down in the queue.
- *Remove All*—Removes all participants from either the *Waiting to Ask a Question* queue or the *Asking a Question* list.
- *Close*—This button closes the Q&A window.



Tip: When a listen-only participant invokes the Q&A screen from the MeetingTime conference room, buttons such as *Add caller to the floor*, *Move Up*, *Move Down*, and *Remove All* are grayed out (disabled).

Any MeetingPlace user that has at least contact privileges is by default a speaker (or meeting moderator), and the Q&A screen invoked from the In-Session tab is that of a meeting moderator's. A **meeting moderator** can ask a question on behalf of any participant in the meeting while a **listen only** participant can only listen or ask a question for themselves even if they are granted speaking privileges.

Scheduling a “Zero-port” Meeting

Someone may want to schedule a web conference independent of a voice conference. This option allows users to share documents via a MeetingPlace meeting without taking up any ports. If ports are available, users may choose to join a voice conference as well. To schedule a “zero-port” meeting, schedule a MeetingPlace meeting by accessing the Schedule tab. In the values area of the # of Calling Sites parameter, select 0 and click OK.

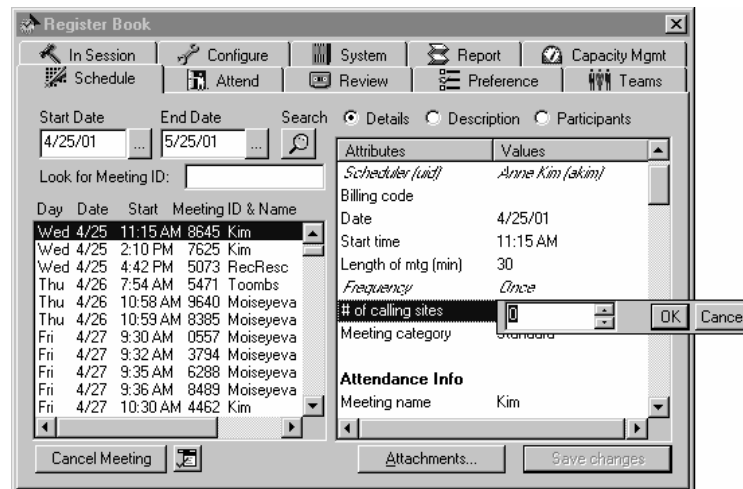


Figure 7-3 Modifying the Number of Calling Sites Parameter Handling System Problems that Affect Users

System problems may affect the quality of meetings or a user's ability to use MeetingPlace features.

The System is Out of Voice Space

If the system is out of voice space, users cannot record meeting names, profile names, agendas, or entire meetings. To find out how many meeting recordings are on the MeetingPlace system and how much disk space is available, check the View Disk Usage parameter on the System tab.

Also, check to see that the Max Recording Space (min) setting (Configure tab, Server Configuration) is configured properly. This setting separates voice storage space into two parts: Meeting Recordings and Other. Other includes profile names, guest participant names, meeting names, and recorded agendas.

In addition, you can ask users to delete outdated MeetingNotes recordings by using the Delete MeetingNotes button on the Review tab.



Tip: Consult your MeetingPlace support representative for information on how to add more disk space.

DID/DDI Numbers Are Not Available

If users are not able to use a DID/DDI number, or if there are no meeting ID numbers available, it means either that all DID/DDI numbers are being used or that there is a scheduling conflict with that number.

Select Telephony Access (Configure tab) to assign different port access types to blocks of telephone numbers and reserve the numbers in each block for certain uses. If MeetingPlace is to receive dialed number information, you decide how many numbers to reserve for each use.



Tip: Add more DID/DDI numbers to your system. If your system does not use DID/DDI numbers, you can increase the number of IDs available using the Minimum Mtg ID Length field (Configure tab, Scheduling parameters).

Ports are Not Disconnecting from Meetings

Normally, when a meeting participant hangs up the phone, disconnect signals are passed through the network and recognized by the MeetingPlace system. MeetingPlace then removes the corresponding port from the meeting and plays a prompt to remaining meeting participants to notify them of the departing party.

If disconnect supervision is not conveyed through the network, noise or tones may interfere with the meeting when the far-end party hangs up. If this occurs, contact your MeetingPlace support representative for assistance. In most cases, the PBX or telephone service provider must be involved to isolate the trunk that is not conveying disconnect signals.

Handling Alarms

As the system manager, it is essential that you be able to detect system hardware and software malfunctions, unauthorized access, toll fraud, or other error conditions in the system.

The MeetingPlace system uses three methods to notify you when a problem occurs:

- The Alarm Table in the MeetingTime System tab reports abnormal events that occur in the MeetingPlace system.
- The Alarm indicator lights on the front of the MeetingPlace chassis are red when a problem has occurred (see the section on Interpreting the Alarm Lights on the Server later in this chapter).
- MeetingPlace can be configured to call you when an alarm occurs. You can configure this feature from the Configure tab in the Usage Parameters window.

This section discusses the Alarm Table and how to use it.

About the Alarm Table

In addition to reporting abnormal events, the Alarm Table also shows you how many times the alarm condition occurred, the date of its first and last occurrences, the server number where the alarm occurred, and a brief description of the alarm condition.

When an alarm occurs, MeetingPlace assigns it an alarm code identifying the type of alarm. If you wish to be notified in case of an alarm, configure MeetingPlace to outdial to a specific destination.

When to Check the Alarm Table



Note: Report immediately any alarm condition that you do not understand to your MeetingPlace support representative.



Tip: It is recommended that you check the Alarm Table weekly. You can save the information from the Alarm Table in a file so that you have it for future reference, and then clear the alarms in the table. If the alarms in the table are not cleared, the table overflows and you cannot view new alarm entries.

System managers may allow attendants to view alarms (but not clear them). For more information on configuring this functionality, see *Configuring Help Desk Privileges for Attendants* in Chapter 2.

Alarm Types

The Alarm Table reports five types of alarms:

- Repeated unsuccessful attempts to log in (locked profile)
- Trunk malfunction (T1 failure)
- Gateway malfunction (IP failure)
- Hardware or software failures
- System outages

As the system manager, you deal directly with only some of the alarm types. Other alarm types require contacting your MeetingPlace support representative.

Responding to a Login Error

Code[40728] Too many attempts to log into profile

The above login error alarm means that a user has unsuccessfully attempted to log in more than the number of attempts specified in the Usage Parameters.

The Alarm Table reports the *last* user who unsuccessfully attempted login since you last cleared the alarm. (See the instructions on clearing alarms later in this chapter.)

Unlocking a Profile

Because more than one user may have unsuccessfully attempted to login, there may be more than one user whose profile is locked. To review a list of locked profiles:

1. Select View Locked Profiles on the System tab.

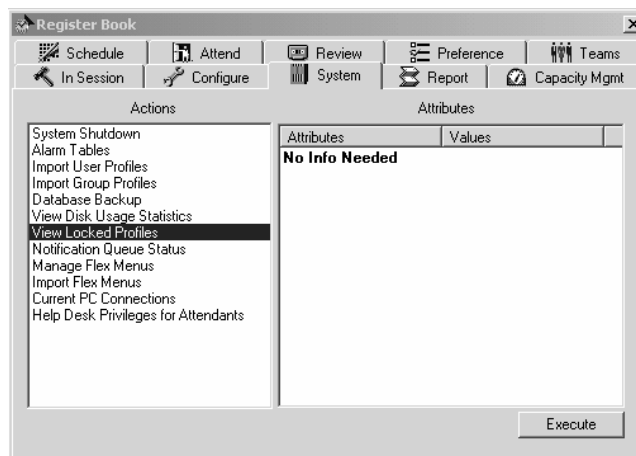


Figure 0-4 Unlocking A Profile

The report displays the user ID, the active state of the profile, the group default value of the User Active? field, and the state that the profile will be set to.

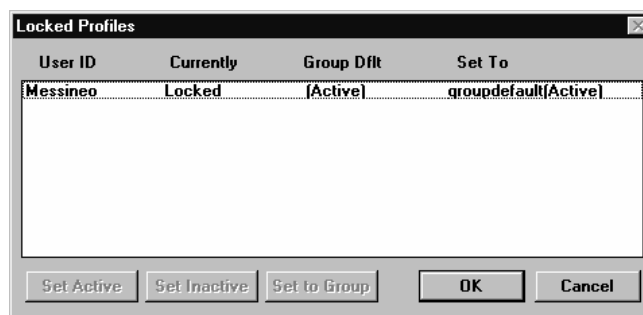


Figure 0-5 Locked Profile Screen

2. From the Locked Profiles screen, select the profile(s) displayed then click one of the buttons defined below to unlock and reset the profile:

- *Set Active*—Updates the User Active? profile field to Active (Yes), enabling the locked profile.
- *Set Inactive*—Updates the User Active? profile field to Inactive (No), disabling the locked profile.
- *Set to Group*—Updates the User Active? profile field to the value specified in the group assigned to the user.

3. Click OK.



Note: If the lock/unlock profiles Help Desk privilege has been turned on, you can also view locked profiles by clicking on the View Locked Profiles button on the Preference tab. This button is made visible to Attendants and above when this Help Desk privilege has been enabled.

Removing a Profile From the List

To remove a profile from the list without re-activating it, select Set Inactive. You might choose this option when, for example, you need to research the user's security status within your organization or to prevent a user from using the system until after training.

Responding to a T1 Failure

Code[4916105] Red Alarm detected on this T1 span

The T1 failure alarm above appears when one of the T1 lines is down, such as occurs during a power failure. Call your telephony service provider for reactivation.

Responding to an IP Failure

Server related IP failures might result in the generation of an alarm or a log. All server related IP failures should be referred to your MeetingPlace support representative.

If the IP Gateway fails, refer to the Troubleshooting section of your *MeetingPlace IP Gateway System Manager's Guide*. Contact your support representative for further information.

Responding to a Hardware or Software Failure

Code [1048593] DB disk backup is disabled. Run 'save' to enable

This is a minor alarm that is posted when, during a system re-start, the system detects that the internal disk- to-disk database backup is disabled. The disk-to-disk database backup is disabled automatically by several maintenance procedures—notably any software upgrade.

To prevent this alarm condition, a technician should run the "save" command, thereby making the upgrade permanent.

Checking the Alarm Table

To check the Alarm Table, select the System tab, then select the Alarm Tables topic, and click Execute. You may also choose to check the Alarm Table by selecting View Alarms from the Administration menu.

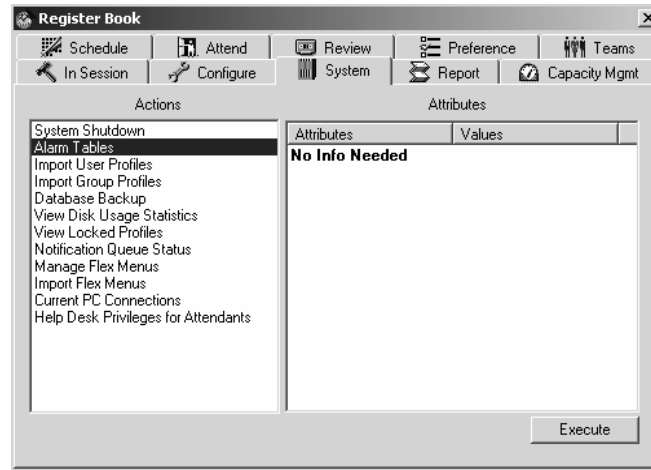


Figure 0-6 Checking the MeetingPlace Alarm Tables

The Alarm Viewer window shows the alarm table. Each alarm is listed by server with a corresponding alarm number. Click on a log code to see the type of alarm and a description of the alarm.

Clearing an Alarm in the Alarm Viewer

To remove an alarm entry from the Alarm Viewer window, select the alarm number then select Clear Alarm (select Clear All to clear all alarms).

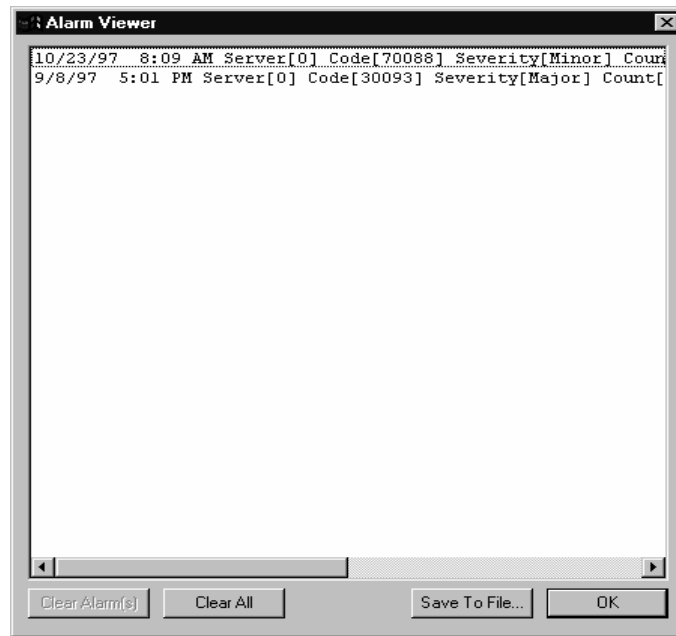


Figure 0-7 Clearing Alarms



Note: Clearing an alarm *does not* resolve the problem from which it resulted. For example, if you clear an alarm on “Too many attempts to login to profile,” the profile for the user is still locked by the system. Follow the procedure described earlier to review and unlock user profiles.

Saving Alarm Table Information to a File

To save the Alarm Table information to a file:

1. In the Alarm Viewer window, click Save to File.
2. Enter a filename that identifies the alarm table. For example, AT608.TXT could be the file name for the Alarm Table saved on June 8.
3. Click OK.

Important Alarm Codes

The following are ranges of Alarm Codes that represent unusual conditions in the MeetingPlace system that should be reported to your MeetingPlace support representative:

050000-05FFFF—Conference Scheduler

This failure affects the writing or reading of a single database record.

060000-06FFFF—Workstation Server Failure

This failure affects one workstation's connection to MeetingTime.

080000-08FFFF—Voice User Interface

An error in the VUI module typically affects a single caller.

090000-09FFFF—Data Base Failure

This failure can affect a single phone call or the entire system.

Interpreting the Alarm Lights on the Server

The MeetingPlace M3 server has System Status and Alarm lights on the upper part of the front panel. It also has System Status lights on each Smart Blade and the Hot Swap Controller (HSC).

When the system is functioning properly, the lights are green. When the system detects a problem, one or more lights are either red or yellow. In such cases, refer to the Alarm Table for more information and contact your MeetingPlace support representative as required.

Figure 7-8 shows the location of specific lights on the front of the system chassis.

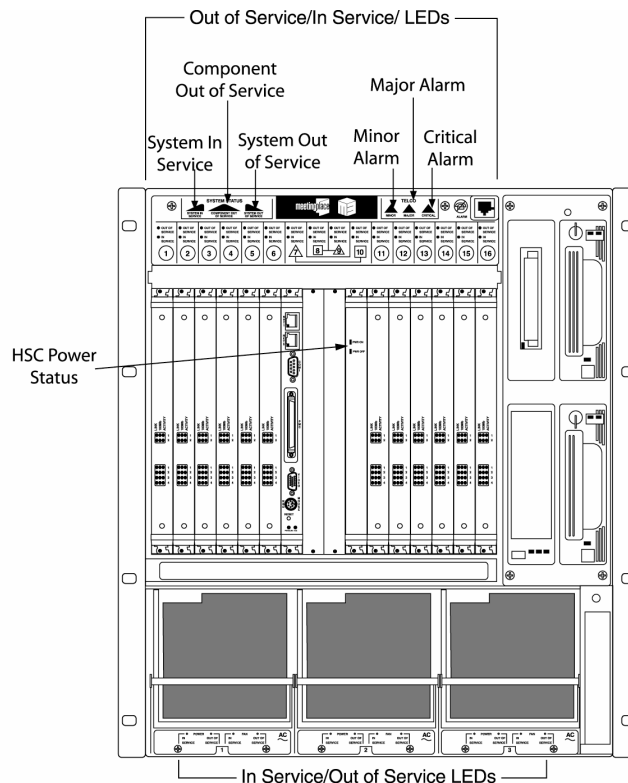


Figure 7-8 Alarm Lights on the Server

- *System In Service*—Appears green when the system is fully in service.

- *Component Out of Service*—Appears yellow if there is something wrong with a server component (disk drives, disks, tape drive etc.)
- *System Out of Service*—Appears red when the system is out of service.
- *Minor Alarm*—Appears yellow when a problem has occurred in your MeetingPlace system but is not currently affecting the system functions. This kind of condition may not immediately affect system operation but should be addressed quickly.
- *Major Alarm*—Appears red when a serious problem exists with your MeetingPlace system. This kind of condition usually interrupts system operation.
- *Critical Alarm*—Disregard. Currently not in use.
- *Hot Swap Controller (HSC) power light*—Appears green when there is power to the card, which also means that there is power to the system.

Ensuring Optimum Sound Quality

Excellent sound quality is an essential element of MeetingPlace conferences. Improving the sound quality depends on understanding and adjusting for several “real-world” factors:

- Network trunk operating conditions (audio levels, background noise, echo, and so forth) are inconsistent throughout the world.
- Varying audio levels differ among speakers in a conference.
- Large meetings often have rapidly changing speakers.
- Room operating conditions vary (offices, conference rooms, auditoriums, and so forth).

MeetingPlace has been designed to take all of these factors into account, and its Digital Signal Processing algorithms provide the best overall sound quality for a wide range of operating conditions.

Techniques for Improving Sound Quality

Some MeetingPlace installations have encountered and resolved sound problems caused by a variety of conditions, ranging from trunk type configurations to the acoustics in conference rooms. The problems and their resolution are discussed below.

Line Termination Types

The MeetingPlace system can work with a variety of trunk types and configurations, but minimizing the equipment between the network and the system is ideal.

For example, direct T1 digital connections to the PSTN often produce the cleanest sound quality. If the system is separated from the network by a PBX, or is separated from the PSTN by additional gear, there is a greater chance of impaired sound quality.

Acoustic Treatment of Conference Rooms

Large conference rooms are challenging because of the likelihood that sound echoes around the room several times before being reintroduced into the sound system. High ceilings, glass walls, and hard tables may all produce this type of acoustic echo problem.

To improve acoustics in conference rooms, consider the following recommendations:

- Obtain advice from an acoustic consultant.
- Invest in a high-performance acoustic echo canceler. Echo cancelers are designed to cancel acoustic echo signals.
- Modify conference room decor. For example, acoustic tiling, window drapes, and flowers can reduce room echo.

Room Calibration

Even if a room has been equipped for improved acoustics, operating conditions can change significantly from day to day. Room temperature, participant movement, and line connections can all change the acoustic performance of echo canceler gear.

We recommend performing *room calibration* before starting a conference call if the room has previously suffered from bad sound quality. Contact your MeetingPlace support representative for details.

Background Noise Muting

The meeting intelligibility and overall experience may be enhanced if a low background noise level is maintained.



Tip: To prevent background noise from entering the meeting, participants can use the mute feature when they are not speaking. To activate muting, participants press #5 on their touchtone telephone. When they want to contribute to the meeting again, muting can be turned off by pressing #5 again.

Varied Line Levels

For conferences in which attendees consistently complain about audio volume levels that are too high or too low, MeetingPlace can be adjusted to help line level mismatches. This problem may occur when rural locations are called and the overall conference level is at a very low audio level.

Conversely, loud connections may occur if a short-distance, all-digital connection is provided. Your MeetingPlace support representative can remotely adjust the conference target levels that are too high or too low.

**Tips:**

- If a headset user's volume level is consistently low and sometimes accompanied by elevated background noise, it may indicate that their headset amplifier module requires new batteries. Replace the amplifier's batteries with fresh ones of the same type to resolve this issue.
- If a headset user's volume level is consistently loud and distorted, it may mean that their headset microphone boom is too close to their mouth. Move the microphone boom slightly away from the mouth to lower the volume to comfortable levels. This should also reduce or eliminate distortion.

Conditions that Affect Sound Quality

The sound quality of MeetingPlace meetings depends on the type of telephone you are using, the type of telephone network you are calling on, and the amount and type of ambient noise in the environment from which you are calling.

The following tables present an overview of the sound quality you can expect in different calling situations.

Type of Telephone

The telephone from which the user speaks to the conference influences sound quality significantly. Table 0-1 summarizes how various types of telephones affect sound quality.

Table 0-1 Sound Quality for Different Telephone Types

Telephone Type	Quality Expectations and Issues
Handset or Headset	Excellent. A single user is directly coupled into the conference to produce minimal background noise and strong input signals.
Inexpensive Speakerphone	Average. This type of phone works fine when used by a single user in a private office or small conference room. However, voices are occasionally "clipped" when multiple parties speak.
High-Quality Speakerphone	Good. These telephones can handle larger groups in one location. Most units have extension microphones which obtain better coverage for all speakers.
Audio Echo Canceler Device	Excellent. This type produces the finest sound quality results for a room—but often with the greatest cost.
Cellular and Car Phones	Average. The speech is highly compressed and occasionally sounds distorted, compared with other devices. Intermittent blackouts may occur as the user switches between cells. Background noise is frequently encountered.

Telephone Type	Quality Expectations and Issues
Air Phone	Fair. Often suffers from clipped and distorted speech. Background noise is typically quite high. User should use muting whenever possible.

Room Setting

An important factor in improving sound quality for a conference is the room setting of each of the individual participants. Table 0-2 summarizes how various room environments affect sound quality.

Table 0-2 Sound Quality for Different Room Settings

Room Setting	Quality Expectations and Issues
Single Office	Excellent. Background noise should be nonexistent, and acoustic echoes should be minimal. Speakerphone use should not be a problem.
Open Cubicle	Average. Background noise can be significant at times. Speakerphone use should be discouraged for this room setting.
Small Conference Room	Excellent. These rooms generally have little background noise and minimal acoustic echo problems. Speakerphone use should not be a problem.
Large Conference Room	Average. Should not pose a problem, but a speakerphone is generally required. With these units, groups of 10 to 15 can be handled comfortably, although extension microphones are recommended. Check the room for hard surfaces and reflective walls, which produce acoustic echo.
Executive Board Room	Average. This type of room presents a challenge to audio quality. Board rooms are usually large with highly reflective surfaces. Because acoustic echo problems can be expected, it is highly recommended that you use audio systems (microphones and speakers) and a high-performance echo canceler.
Auditorium	Average. Problems similar to those of the board room, with the additional problem of increased ambient noise. The use of high-performance audio equipment is essential.
Lab or Switch Room	Fair. This environment is the most difficult for sound quality, due to a high level of ambient noise. Muting of the lines in this room type is highly recommended.

Disaster Recovery

MeetingPlace M3 is a carrier-class conferencing platform that has a number of built-in redundancy and reliability features. This section provides an overview of such features available as well as recommendations for disaster recovery planning when the following conditions occur:

- Data Network failure
- MeetingPlace M3 server failure
- Site Disaster

Data Network Failure

When a data network failure occurs, assuming that the voice network is still in operation, MeetingPlace M3 continues to operate. This means that previously scheduled meetings can start and meetings that are taking place can continue. Scheduling future or immediate meetings, however, is limited to the voice user interface only and no notifications are available until the data network is back up. Web conferences are affected since the data network is a critical backbone for web conferencing. This functions similarly to the Continuous Service Mode currently available in the PCI platform.

MeetingPlace M3 Server Failure

MeetingPlace M3 is designed to be able to handle a number of critical component failures without impacting service. The types of redundancy features include:

N+1 hot swappable redundant power supply/fans

If one of the power supplies fail, the system remains operational with no experienced downtime. In addition, a new replacement power supply can be inserted while the system is up and running—i.e., “hot swapped”.

Duplicate databases

The server database is stored on two separate disk drives (Disk 1 and Disk 2). One is established as the primary drive, the other as a backup. Assuming that the database on Disk 1 is the active one, the system copies all database contents to the database on Disk 2. This process occurs in the background, while the system is in operation. It does not affect system performance.

If Disk 1 fails, the system can be restarted using Disk 2 with the latest copy of the database. If Disk 2 fails, the system continues to operate. However, there is the potential for voice files on Disk 2 to be lost in this instance.

Tape Backup

A Travan-NS tape drive is available on each MeetingPlace M3 system. It is recommended that tape backups be performed and a rotating system with off-site storage be implemented in addition to available disaster recovery mechanisms.

Site Disaster Recovery

M3 Shadow Server

One site disaster recovery method is the MeetingPlace M3 Shadow Server. The M3 Shadow Server is a backup system that can replace the M3 conference server in case there is a system or site failure. The switchover of the shadow server ensures that complete MeetingPlace functionality can be returned with a minimum loss of time and disruption in service. For more information regarding the M3 Shadow Server, refer to Appendix J.

Import Meetings

The Import Meeting feature that is especially designed for site disaster recovery purposes. This feature allows for a Raw Meeting Details report containing all meeting information including the scheduler, date, time, the Meeting ID and number of reserved ports to be imported into a spare conference server in a separate location. The import process is handled through MeetingTime (release 4.3 or higher). Once the information has been imported, a meeting with the same Meeting ID is created in the new system and notifications with the correct phone number are sent to the meeting scheduler.

It is recommended that as part of the disaster recovery preparations, the Raw Meeting Details report is generated at least once a day and stored on the network in a location different from the physical server location.



Notes:

- This feature supports importing meetings from a MeetingPlace 2001 (4.3) system to a MeetingServer 5.0 and above system, but not vice-versa.
- User profiles and meeting categories must be synchronized on both the active and target server before attempting to import meetings. If a meeting is imported onto the target server without a corresponding scheduler profile, the meeting schedules using the user ID in the “scheduler user ID” field, which defaults to the user ID of the system manager running the import.
- For information about best results when importing, see “Importing User Profile and Group Information” in

Chapter 3.

Importing meetings is completed in two parts:

- Generating meeting details into a report
- Importing meeting details into a target server.

Part 1: Generate a report



Tip: It is recommended that you establish a folder for the purpose of importing such reports.

1. From the MeetingTime Register Book of the active server, select the Report tab.
2. Click Raw Meeting Details Info in the left-hand column.

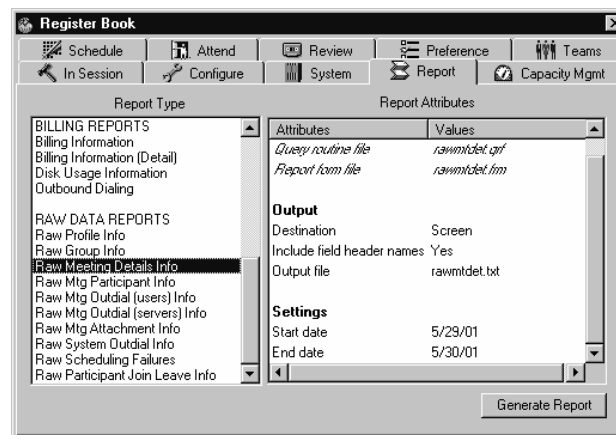


Figure 7-9 Raw Meeting Details Information

3. Type in the Start date and End date under Settings in the right-hand column. Details for all meetings scheduled to start between these dates are exported.



Note: The Import Meetings feature only imports meetings scheduled to start within 30 minutes of import meeting completion and after. To import details of all future meetings scheduled beyond the current date, you must set the **End Date** with the following parameter in mind:

Max Adv Days to Schedule—determines the number of days before a proposed meeting that the system all scheduling.

Therefore, to include all future meetings scheduled, the End

Date should be equal to the current date **plus** the Max Adv Days to Schedule parameter. For example, if today is June 1, 2004 and your Max Adv Days to Schedule parameter is set to 20, your End Date should be 6/21/04 to ensure that all scheduled meetings are captured.

This parameter is configurable from the Configure tab/
Scheduling Parameters field in MeetingTime.

4. Click in the value area of the Destination parameter. Select File and click OK.

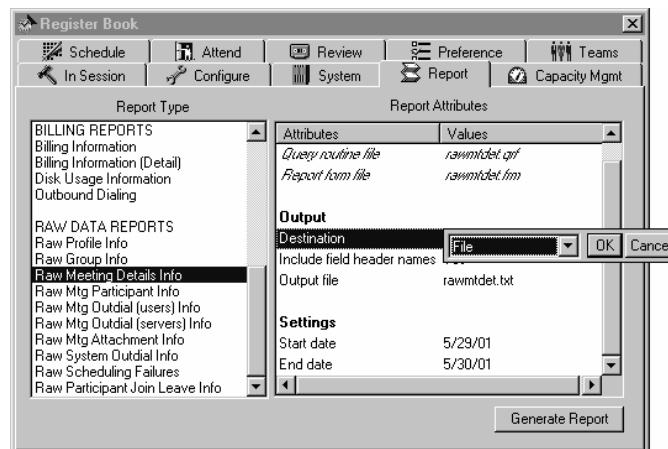


Figure 7-10 Modifying the Destination Parameter

5. Click in the value area of the Output file parameter. Click Browse. The Save As window opens.

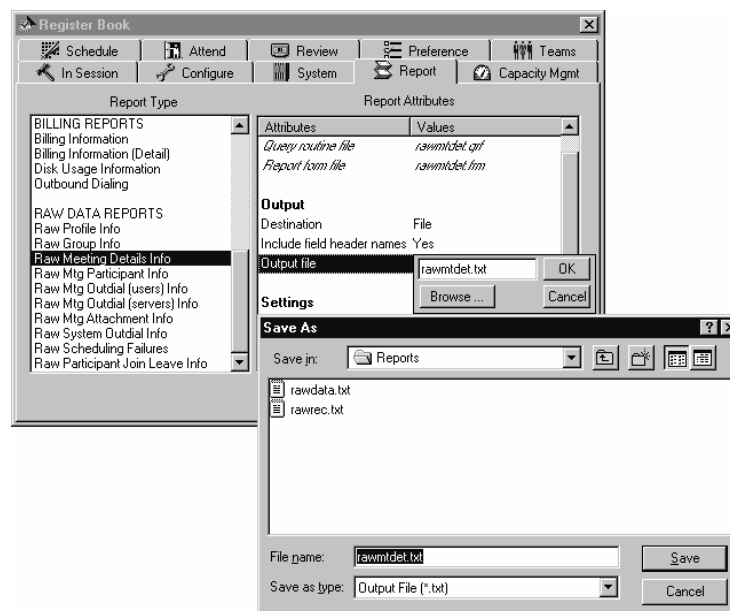


Figure 7-11 Selecting the Output File Destination

6. Select a folder where you want to save your output file and click Save. After your Save As window closes, click OK to accept your output file destination.
7. Click Generate Report.

Part 2: Import meeting details into a target server

1. From the Register Book of the target server, select the System tab.
2. Select Import Meetings from the left-hand column.

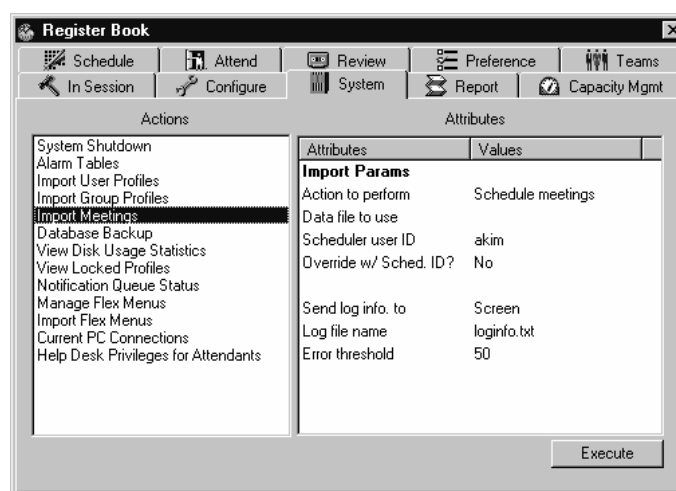


Figure 7-12 The Import Meetings Field

**Notes:**

- If the target server is a network server rather than a standalone server (in the case of PCI systems), the system manager has access to four additional fields: Preferred server, Force on preferred server, Preferred site, and Force on preferred site.
 - Recurring meetings are imported as separate, one-time meetings rather than chains of meetings. Continuous meetings are imported as such with the import meeting date as the start date.
3. Click in the value area of the Data File to Use parameter and click Browse. The Open window opens. Select your generated report file and click OK.
 4. Click in the value area of the Override w/Sched. ID? parameter.
 - **Yes.** The user identified in the “scheduler user ID” field schedules all the meetings in the import file.
 - **No.** The system schedules the meetings using the scheduler that originally scheduled the meeting. If the scheduler does not exist for any particular meeting, the user identified in the “scheduler user ID” field schedules the meeting.
 5. Click in the value area of the Send Log Info To parameter and select either Screen or File.
 6. Click in the value area of the Log File Name parameter and select Browse. Type in the log file name and click OK.
 7. Specify how many errors you are expecting in the Error Threshold field.



Note: If the number of errors encountered exceeds the number you indicate in the Error Threshold field, MeetingPlace stops importing meetings.

8. Click Execute to complete importing meetings. The target server generates meetings and disperses e-mail notifications to meeting organizers who are affected by the import.

These notifications are standard meeting notifications containing the name of the meeting organizer, the meeting ID, and the phone number of the target server so that participants can access their meeting.

**Notes:**

- This feature is limited by the space available in your notification queue. You can check your notification queue status under the **System** tab in MeetingTime.

When 90% of the notification queue is full, the system sends a major alarm. When the notification queue reaches its limit, the system sends another major alarm (see sample below) and drops incoming notifications:

```

REFNO   SEV CODE   COUNT FIRST          LAST          UNIT
-----
481684) MAJ 0f0088 1      Aug 3 00:28 Aug 3 00:28  0 SW
MODULE=18 PO mailbox full! Mbox 2, NumMsgs 10000,
MaxMsgs 10000

477777) MAJ 0f0089 1      Aug 2 23:53 Aug 2 23:53  0 SW
MODULE=18 PO mailbox 90 percent full! Mbox 2, NumMsgs
9000, MaxMsgs 10000

```

- To ensure that you receive notifications with your imported meetings, it is recommended that you limit the number of meetings imported to 10,000 per import. If you do not care about whether you receive notifications or not, import everything as suggested earlier in this document.

The target server does not disperse e-mail notifications to participants. It is recommended that meeting organizers forward their e-mail notification to all of their meeting participants.

- To view a record of your meeting import, open your directory to locate the appropriate file.

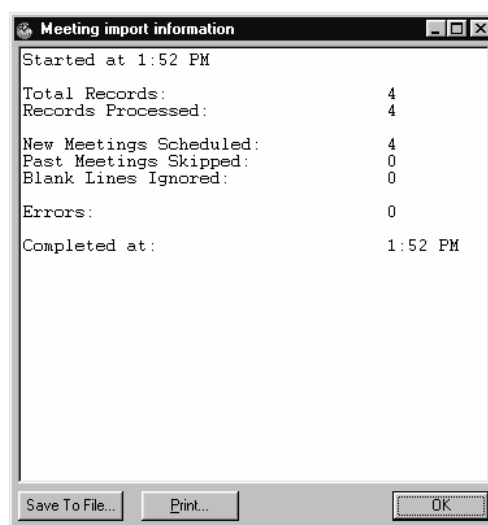


Figure 7-13 Meeting Import Information Record

**Notes:**

- If you selected **Screen** as your destination for log information, your Meeting Import Information Record displays after you click Execute.
- Import Meetings generates new meetings for all meetings in progress and those started within 30 minutes of import meeting completion. If a meeting started more than 30 minutes before meeting import completion, it appears in the Past Meetings field of the Meeting Import Information Record.

Importing and Deleting Meetings in Batch Mode

Importing and deleting meetings in batch mode allows you to perform the process overnight and avoid tying up your machine. You can perform all the import operations in batch mode using command line options.

To generate the import in batch mode:

1. Create the import file.

The import file is the output from the Raw Meeting Details Report. Refer to the *Generating Batch Reports in Windows Batch Mode* section in Chapter 5 for information on how to generate the Raw Meeting Details Report in batch mode. The only required field for performing an import is the date and time of the meeting:
“StartDateTimeOfConfGMT.”

Any fields not included in the import file derive their value from the default meeting preferences of the scheduler's profile.

2. Run MeetingTime using one of the command line options shown in Table 7-5.

Your command line string should begin with your login information as shown below, unless you have stored this information in the MeetingTime Settings.

```
C:\Program Files\Latitude\Mtgtime\mtgtime.exe [user ID] [user  
password] [hostname]  
  
eg., C:\Program Files\Latitude\Mtgtime\ mtgtime.exe tsmith  
MyPassword Server-CA
```

Figure 7-14 Login Information



Note: ImportMeetings is a keyword, which **must** be followed by an import filename in your command line string. All other parameters are optional. These optional parameters are identical to those generated by the “Raw Meeting Details Information” report when the “Include field header names” attribute is “Yes.”

Table 7-5 Batch Meeting Import Options

Options	Sample Import Strings
Importing Meetings	importMeetings [Data file to use] [Add/Delete flag] For example,, importMeetings rawmtdet.csv yes
Importing Meetings with error file and threshold defined	importMeetings [Data file to use] [Add/Delete flag] [Log file name] [Error threshold] For example, importMeetings rawmtdet.csv yes mylogfile.txt 50
Importing Meetings with all optional fields defined	importMeetings [Data file to use] [Add/Delete flag] [Scheduler user ID] [Override?] [Log file name] [Error threshold] For example, importMeetings rawmtdet.csv yes tsmith no mylogfile.txt 50
Deleting Meetings	ImportMeetings [Data file to use] [Add/Delete flag] For example, ImportMeetings rawmtdet.csv no
Deleting Meetings with error file and threshold defined	importMeetings [Data file to use] [Add/Delete flag] [Log file name] [Error threshold] For example, importMeetings rawmtdet.csv no mylogfile.txt 50
Deleting Meetings with all optional fields defined*	importMeetings [Data file to use] [Add/Delete flag] [Scheduler user ID] [Override?] [Log file name] [Error threshold] For example, importMeetings rawmtdet.csv yes tsmith no mylogfile.txt 50

Add/Delete flag—Used to specify whether the meetings in the import file should be added (scheduled) or deleted (canceled).

- If this flag is **yes**, the meetings are scheduled.
- If this flag is **no**, the meetings are deleted. The default value for this field is yes.

Scheduler User ID—The scheduler user ID command line field is used for overriding or filling in the scheduler ID for some or all records in the import file.

* When deleting meetings, the Scheduler User ID field is used but still needs to be specified.

Override w/Sched. ID flag—Used when the specified scheduler ID should schedule all the meetings in an import file. If the override flag is not specified, it defaults to no.

- When the override flag is **yes**, the user identified in the scheduler ID command line field schedules all the meetings in the import file.
- When the override flag is **no**, the scheduler ID command line field is used to fill in the scheduler ID for any records in the import file that have a missing or invalid scheduler ID. All other meetings in the import file are scheduled by the original scheduler as found in the import file.
- If a scheduler ID is not specified, it defaults to the ID of the person performing the batch operation.
- If the scheduler ID specified on the command line is invalid or does not have sufficient rights to schedule a meeting, the ID of the person performing the batch operation is used.

Log file name—The log file name allows the user to specify a file into which error and status information is logged. If the log file name is not specified, it defaults to *loginfo.txt*. The log file name and path cannot contain spaces.

Error threshold—The error threshold specifies the number of errors that MeetingTime allows before aborting the import process. If not specified, the error threshold defaults to 50.



Note: Type all the parameters shown, including import file name, as one line (do not press Enter until after you type the import file name).

3. To enter a command line from Windows 95, 98 or Windows 2000, choose Run from the Start menu.

Deleting Meetings in Batch Mode:

When deleting meetings, the import file must have been generated from the same system. The following fields are required when performing a Delete: ConfNum, DialableConfID, and StartDateTimeOfConfGMT.

8 Multiserver Meetings

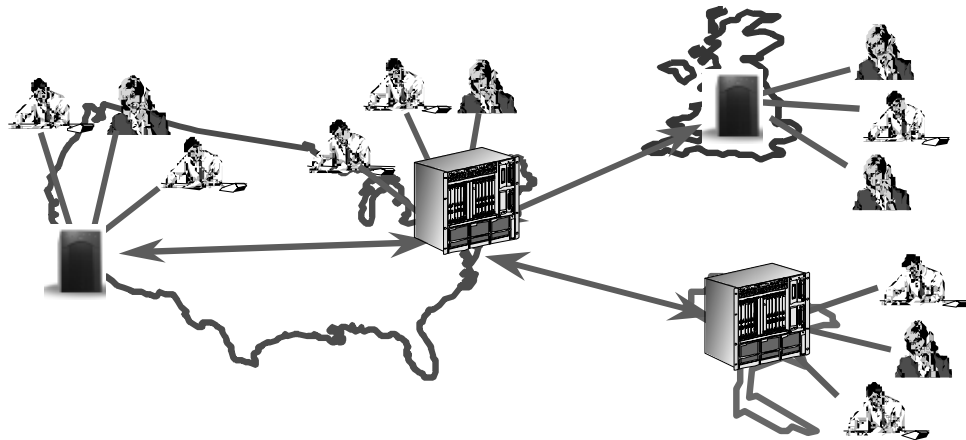
The topics covered in this chapter include:

- Introduction
- Multiserver Meeting Requirements
- Configuring MeetingPlace Servers for Multiserver Meetings
- Scheduling a Multiserver Meeting
- Multiserver Meeting Features
- Troubleshooting

About Multiserver Meetings

This chapter provides system managers with the information they need to set up their organization for multiserver meetings.

The multiserver meeting feature provides a virtual link between different MeetingPlace systems (both M3 and PCI platforms) so users on each server can communicate with each other as if they were in the same meeting. Figure 8-1 shows users on different MeetingPlace systems attending a multiserver meeting between the United States, United Kingdom, and Asia.



Figure

8-1 An International Multiserver Meeting

When a user schedules a multiserver meeting, they designate one MeetingPlace server as the primary server that is responsible for connecting to the other secondary servers. MeetingTime client software and MeetingPlace Web provide an easy-to-use interface for scheduling multiserver meetings.

When a multiserver meeting is set to begin, the primary MeetingPlace server places one call to each secondary server over standard phone lines. Once the secondary servers receive the call, they add the primary server to their meeting, enabling all users to speak to each other no matter which server they are connected to.

Multiserver meetings are ideal for:

- Minimizing long distance calls between major corporate locations. Users in a particular region can connect to their local conference servers, and the conference servers automatically call each other over standard phone lines to form a multiserver meeting. This reduces the number of long distance calls required to connect the users.
- Large conference calls (over 550 participants) that require more than one MeetingPlace M3 server.

Multiserver Meeting Requirements

The system requirements for conducting a multiserver meeting are listed in Table 8-1.

Table 8-1 System Requirements for Multiserver Meetings

System Requirements		✓
1.	Make sure all MeetingPlace servers are running MeetingPlace 2000 (system software version 4.1.3) or higher.	<input type="checkbox"/>
2.	If multiserver meetings are going to be scheduled using MeetingPlace Web, make sure systems participating in the multiserver meeting have MeetingPlace Web Conferencing (version 4.2.5) or higher installed.	<input type="checkbox"/>



Note: To ensure MeetingPlace and MeetingPlace Web compatibility, check that versions are in synch (For example, MeetingPlace 2000 with MeetingPlace Web v2000).

The requirements for scheduling a multiserver meeting are listed in Table 8-2. These requirements are described in more detail in the Configuring MeetingPlace Servers for Multiserver Meetings section.

Table 8-2 Scheduling Requirements for Multiserver Meetings

Scheduling Requirements		✓
	Provide users who are going to schedule multiserver meetings with profiles on each MeetingPlace server (refer to page 191).	<input type="checkbox"/>
	Enable the user profiles of those who are going to schedule meetings with multiserver scheduling privileges (refer to page 191).	<input type="checkbox"/>
	Create Server Information records on all MeetingPlace systems for each	<input type="checkbox"/>

MeetingPlace server (refer to page 193).	
<p>To enable users to schedule multiserver meetings using MeetingPlace Web, make sure that:</p> <ul style="list-style-type: none"> • They are using Microsoft Internet Explorer version 5.5 and later <i>or</i> Netscape Navigator, version 4.79 and later. • They can access each site's MeetingPlace Web server. If these users can already access each remote site's MeetingPlace web page using their web browser, they can schedule a multiserver meeting. • MeetingPlace Web Conferencing (release 4.2.5) or higher is installed and running at each MeetingPlace site. <p>For more information about requirements, see the <i>MeetingPlace Web System Manager's Guide</i>.</p>	<input type="checkbox"/>
<p>To enable users to schedule multiserver meetings using MeetingTime, make sure that:</p> <ul style="list-style-type: none"> • They can access each site's MeetingPlace server through their MeetingTime client software. • They have MeetingTime 2000 or higher installed on their system. 	<input type="checkbox"/>

Table 8-3 lists some recommendations that should be considered when setting up your MeetingPlace server for multiserver meetings. You may need to work with the system managers of the other MeetingPlace servers to complete these recommendations.

Table 8-3 Recommended Server Configuration

Recommendations	✓
1. Make sure all MeetingPlace servers are time synchronized using a Network Time Protocol (NTP) server. This NTP server can be a MeetingPlace system or an external device. To establish an NTP server, go to the Configure tab in MeetingTime, select System Parameters, and enter the IP address of the NTP server. If you need assistance, contact your customer support representative.	<input type="checkbox"/>
2. Make sure all servers are properly named across all MeetingPlace systems. For guidelines in naming your MeetingPlace system, refer to page 195.	<input type="checkbox"/>
3. Record a voice name for the other MeetingPlace servers (refer to page 197).	<input type="checkbox"/>
4. Set the same guard times on all MeetingPlace servers. For information on guard times, refer to page 4-10.	<input type="checkbox"/>
5. Set the same extend meeting parameters on all MeetingPlace servers. For more information, refer to the Troubleshooting section of this chapter.	<input type="checkbox"/>
6. Record the breakout session warning prompt that plays before participants enter a breakout session (refer to page 198).	<input type="checkbox"/>

Configuring MeetingPlace Servers for Multiserver Meetings

Before your users can set up a multiserver meeting, you must provide them with a user profile on each MeetingPlace server. In addition, you must also create Server Information records on each MeetingPlace system so the servers can identify each other when they connect.

Providing Users with Profiles on the Other MeetingPlace Servers

To schedule a multiserver meeting, a user must have multiserver scheduling privileges as well as a profile on each MeetingPlace server that's involved in the meeting. For example, if a user needs to schedule a multiserver meeting between New York City and London, you must make sure they have a user profile with multiserver scheduling privileges on the New York City MeetingPlace server as well as on the London MeetingPlace server.

There are two ways that you can provide users with profiles on other MeetingPlace servers:

- If the user already has a profile on a MeetingPlace server, have the other servers import this profile into their database. If the user does not already have a profile, create one and then have the other servers import it. For more information on how to import profiles, refer to Chapter 3.
- Have all MeetingPlace system managers create the same “generic” profile on their MeetingPlace server, and have all schedulers use this profile when setting up a multiserver meeting. This allows all schedulers to log into each server using the same ID and password. This method, however, can create security and billing issues because each scheduler uses the same profile. For more information on creating user profiles, see Chapter 3.

Enabling User Profiles for Multiserver Scheduling

For a user to schedule a multiserver meeting, you need to give them multiserver scheduling privileges in their user profile. You must have system manager privileges to modify a user's profile.

To enable a user profile for multiserver scheduling:

1. Using MeetingTime, log in to the MeetingPlace server.
2. Open the Register Book, and click the Configure tab.
3. Select the User Profiles topic.
4. Use the Find Records button to access the user profile you want to modify. This field is case-sensitive.

5. From the right side of the Configure tab, scroll down until you find the Can Call Other Servers? parameter. This parameter is located under the Outdial Meeting Defaults heading.

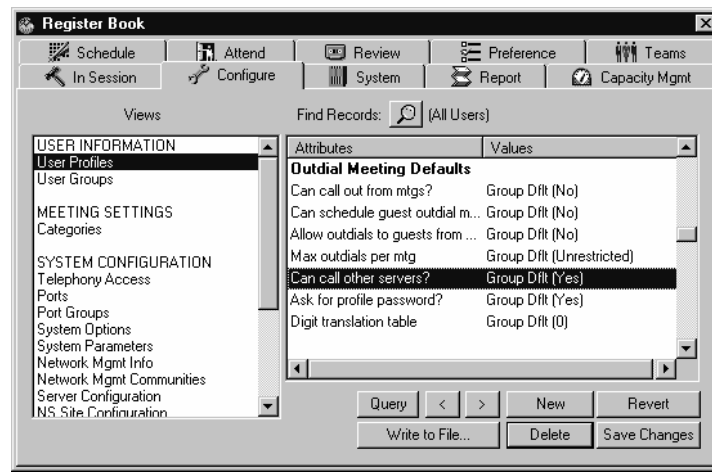


Figure 8-2 Setting Multiserver Scheduling Privileges in MeetingTime

6. Ensure that it is set to Yes.
7. Locate the Time Zone parameter and check that it is set to the user's local time zone.



Note: For scheduling purposes, it is recommended that the Time Zone parameter in a user's profile be set the same on all MeetingPlace servers. For example, if a user's local time zone is America/Los Angeles, their user profile on every MeetingPlace server should be set to this time zone no matter where the server is located.

8. Click Save Changes.

Creating Server Information Records for MeetingPlace Servers

Before two MeetingPlace servers can connect, each server must have information about the other server entered into its database. Just as profiles identify MeetingPlace users, each server must have a Server Information record to identify it to the other servers.

For example, in a New York City to London multiserver meeting, the New York City MeetingPlace server must have in its database a Server Information record for the London MeetingPlace server, and vice versa.



Note: You must contact the system managers of the remote MeetingPlace servers to obtain the correct information about their server. This information is explained in Table 8-4.

To create a Server Information record on your local server for a remote MeetingPlace server:

1. Using MeetingTime, log in to your local MeetingPlace server.
2. Open the Register Book, and click the Configure tab.
3. Under the System Configuration heading, select the Other MeetingPlace Servers topic (Figure 8-3).

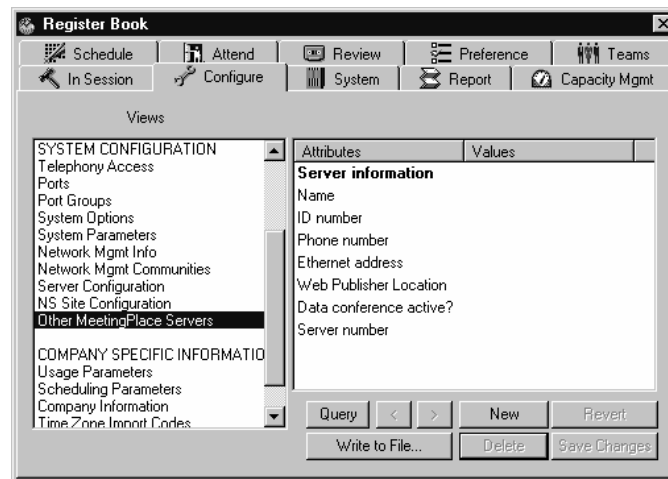


Figure 8-3 Creating a Server Information Record

4. Click New.
5. Enter the information for the remote server in the fields provided. These fields are explained in Table 8-4.

Table 8-4 Description of Server Information Fields

Field	Explanation
Name	This is the name of the server that appears in MeetingTime and MeetingPlace Web when users schedule a multiserver meeting. This name helps users identify the correct server to schedule.
ID number	A meeting participant uses this numeric string, which can consist of characters 0 through 9, when they outdial from within a conference to select the server they want to add to the meeting. It is recommended that a server's ID number be the same on each server. You should work with the other MeetingPlace system managers to determine the ID numbers for all the MeetingPlace servers.
Phone number	This is the phone number of the MeetingPlace server. This number is used by MeetingPlace to dial out to the MeetingPlace server to set up a multiserver meeting. This number is passed through a system translation table and is subject to the rules defined in the translation table. To check that the correct phone number has been entered, schedule and attend a meeting on your local server and then outdial to this remote server. If the server answers the call, the phone number is correct.
Ethernet address	This is the 12-digit (with leading zeros) hex string that represents the Ethernet address of a MeetingPlace server. A MeetingPlace server's Ethernet address is used to identify itself to other MeetingPlace servers. This Ethernet address must match the Ethernet address that appears in the Server Configuration record (Configure tab) on the server this entry refers to.
MeetingPlace Web location	This is either the IP address or the URL of MeetingPlace Web. For MeetingPlace Web to function correctly, this field must contain the correct URL.
Data conference active?	If the server has the MeetingPlace Web Conferencing Option installed and MeetingPlace Web is operational, this field should be set to Yes. If the server does not have this option installed, this field should be set to No.
Server number	As a standalone server, the MeetingPlace M3 conference server number is 0.

6. Click Save Changes.
7. Using MeetingTime, log in to the remote MeetingPlace server that you created a profile for above.
8. Follow steps 2 through 6 to create a Server Information record of your local MeetingPlace server on this remote server.
9. Repeat the steps above until every server contains a Server Information record for every other MeetingPlace system.

Naming MeetingPlace Servers

As a system manager, you can provide descriptive names to the MeetingPlace servers, which helps users identify which systems to schedule for a multiserver meeting. To help users, make sure to:

- Name each server with an easily identifiable name.
- Name all servers consistently across all MeetingPlace systems

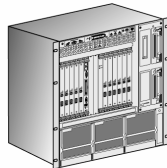
One way to help users identify a server is to include the location of the server in its name. For example, if your organization has one server in New York and another in California, you may want to place “NY” or “CA” in their names.

To ensure that all users, no matter which server they are logged into, see the same name for each MeetingPlace system, you must work with the other MeetingPlace system managers to find out the names of their servers.

When you change the name of a server, you need to update every MeetingPlace system with the server's new name. For example, if your company has two MeetingPlace systems and you need to change the name of one of the systems, you must update both servers with the new name. Figure 8-4 explains which records on each server would need to be updated.

If the name of Server 1 changes...

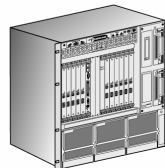
Server 1



The following records would need to be updated on Server 1:

- Server configuration record
- The Server Information record for Server 1

Server 2



The following records would need to be updated on Server 2:

- The Server Information record for Server 1

Figure 8-4 Updating Server Records When Naming a Server

To enter a server's new name in the Server Configuration record:

1. Using MeetingTime, log in to the server you want to rename.
2. Select the Configure tab.
3. Select the Server Configuration topic, and then click Query.

4. Use the left and right arrow buttons to locate the server you want to rename.
5. Select the Server Description field, and enter a description of the server. For example, a conference server located in California might have a server description of CA-MeetingPlace.

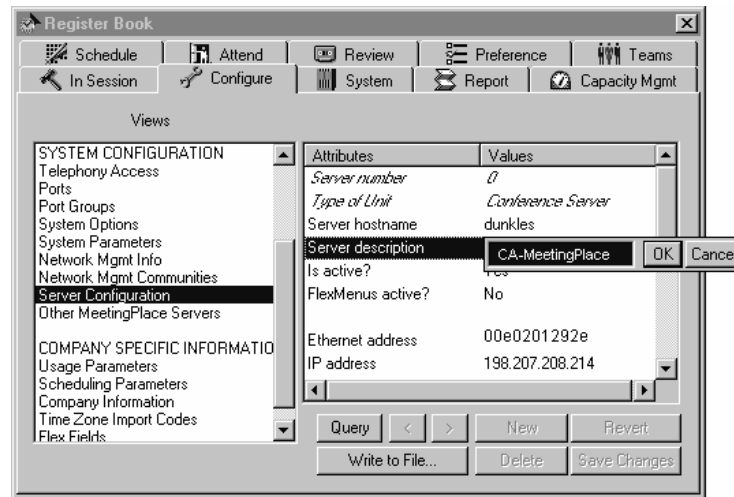


Figure 8-5 Renaming a Server in MeetingTime

6. Click Save Changes.

Now that you have renamed the server, you need to update the local Server Information record as well as the Server Information record stored on the other MeetingPlace servers. To update these records:

1. Using MeetingTime, log in to the server whose name you changed above and select the Configure tab.
2. Select the Other MeetingPlace Servers topic.
3. Click Query and use the left and right arrows to locate the server whose name you just changed.
4. Select the Name field, and enter the same server description that you entered above.

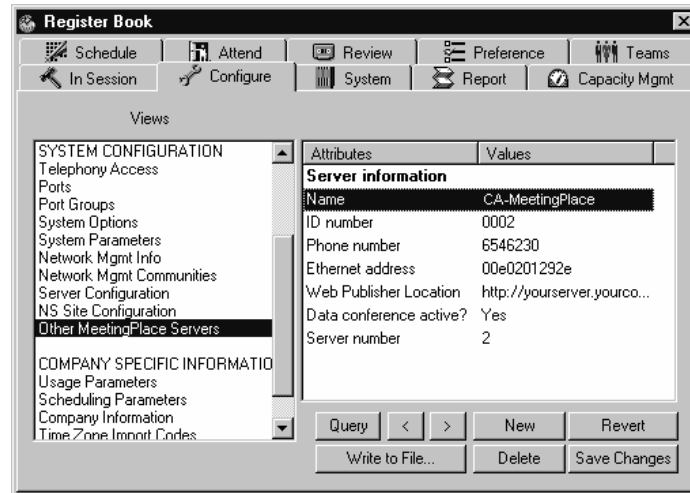


Figure 8-6 Updating the Server Information Record with the New Name of the Server.

5. Click Save Changes.
6. Log in to the other MeetingPlace servers and update the Server Information record that belongs to the system whose name you changed. Click Save Changes after updating each server.



Note: If the system manager of another MeetingPlace system has renamed one of their servers, you need to log into your system and update the Server Information record that belongs to that server.

Recording a Voice Name for Other MeetingPlace Servers

When another MeetingPlace server joins a multiserver meeting, all participants hear the default prompt “Now attending, another MeetingPlace server.” To help users better identify the server that is joining the meeting, it is strongly recommended that you change this prompt to include specific information like the server name and location. This voice name should be consistent with the name you gave the server in the previous section.

Anyone with system manager privileges can record a new prompt through their telephone. To record a voice name for another MeetingPlace server:

1. Dial into your local MeetingPlace server.
2. Press 2 on your touchtone phone, and then enter your profile number and password.
3. Press 9 to select system manager options.
4. Press 3 to select the option to record the name of a remote server.

5. Follow the prompts to record a voice name for the other MeetingPlace server.

Recording the Breakout Session Warning Prompt

A breakout session allows participants connected to the same server to form subgroups by breaking off from the main meeting. In multiserver meetings, this feature does not enable participants on different MeetingPlace servers to go into the same breakout session.

Because some users know that they cannot meet participants on other servers in the same breakout session, you can record a warning prompt that plays whenever a multiserver meeting participant initiates a breakout session. This warning prompt can be used to inform them about the limitations of this feature.

To record a breakout session warning prompt through your touchtone phone:

1. Dial into your MeetingPlace server.
2. Press 2 and then enter your profile number and password.
3. Press 9 to access system manager options.
4. Press 1 to access the voice prompt menu.
5. When asked to enter the number of the prompt you want to change, enter 1309#.
6. Press 3 to access the record option.
7. Press 2 to record a custom version of this prompt.
8. Record the new breakout session warning prompt followed by the pound (#) sign.

Suggested prompt: "In a multiserver meeting, you cannot go into the same breakout session with a user on another server."

9. Press 1 to accept the new prompt.

Using the Server to Server Connection Parameters

When you schedule a multiserver meeting using MeetingTime, you can determine when you want the primary server to initiate and terminate its connection to the other servers.

The default setting for initiating a connection is for the primary server to connect to the secondary servers at the scheduled start time of the meeting. However, you can also set the primary

MeetingPlace server to connect to the secondary servers when the first person enters the meeting, which may be before or after the scheduled start time.

Table 8-5 explains the different server to server connection parameters and the advantages of each.

Table 8-5 Server to Server Connection Parameters

Setting	Explanation	Advantage
Initiate		
At scheduled start time	Establishes connection to the other MeetingPlace servers at the scheduled start time of the meeting. This is the default setting.	Guarantees the multiserver connection at the scheduled start time of the meeting.
When the first person enters	Establishes connection to the other MeetingPlace servers only when the first participant joins the meeting on the primary server.	If nobody attends a meeting or if participants only attend the meeting on the secondary server, the primary server does not connect to the secondary server, so no long distance telephone expenses are incurred.
Terminate		
When meeting ends	Terminates the connection to the secondary servers when the meeting ends, which is a set number of minutes after the last person hangs up. This is the default setting.	Allows users to take a break and leave the meeting for a short period of time without the primary server disconnecting from the secondary servers. Participants must return to the meeting before the Disconnect Empty Port Timer/Early Release Timer ends the meeting.
When last person leaves	Terminates the connection to the secondary servers as soon as the last participant leaves the meeting from either the secondary or primary server.	Saves in long distance telephone expenses when the last person leaves the meeting before the scheduled end time.

You can set the server to server connection parameters on a per meeting basis from the Schedule tab in MeetingTime. You can also use the Scheduling Parameters topic in the Configure tab to change the parameter to a new default value. This new value becomes the default setting when users schedule a new multiserver meeting.

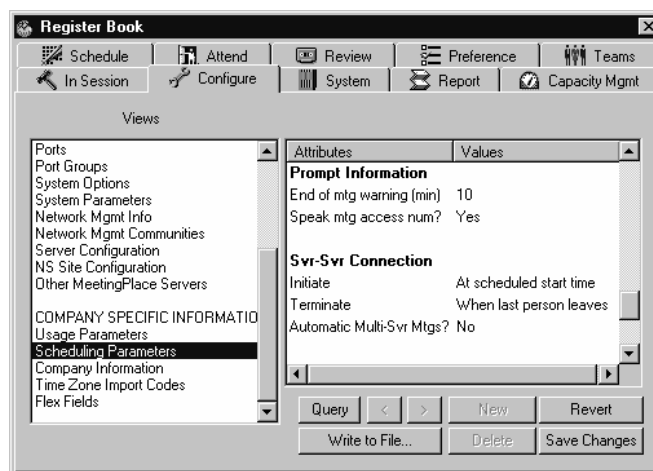


Figure 8-7 Changing the Default Server to Server Connection Parameter Using MeetingTime

Monitoring Multiserver Meetings Using MeetingTime

The best way to monitor a multiserver meeting currently taking place is from the In Session tab within MeetingTime. From this tab you can view which servers are connected to the multiserver meeting as well as the participants that are attending the meeting on the server you are logged into. Figure 8-8 displays the MeetingTime In Session tab.

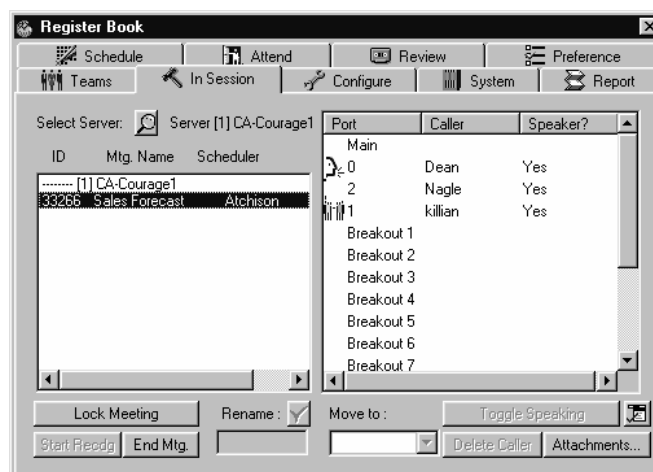


Figure 8-8 MeetingTime In Session Tab

To see which participants are attending the same multiserver meeting on other servers, open another MeetingTime window and log into each of these servers separately. For example, if a meeting is taking place between a New York City server and a London server, use MeetingTime to log into each server and keep each MeetingTime window open.

Scheduling Multiserver Meetings

When setting up a multiserver meeting, you need to schedule individual meetings on each of the MeetingPlace servers and specify which system are responsible for connecting all the servers. The server that is responsible for this connection is the primary server.

At the start of the meeting, the primary server places a call to the secondary servers. Once the secondary servers receive this call, they add the primary server to the meeting just as they would any participant who dialed into their system. The primary server communicates information to the secondary servers using DTMF signaling over the phone connection.

For example, if you wanted to schedule a meeting between New York City, London, and Hong Kong, you would need to set up one meeting on each server. These three separate meetings would then connect into one multiserver meeting as soon as the primary server established a connection with the other servers. If the New York City MeetingPlace server was scheduled as the primary server, Figure 8-9 shows how the multiserver connection would be established.

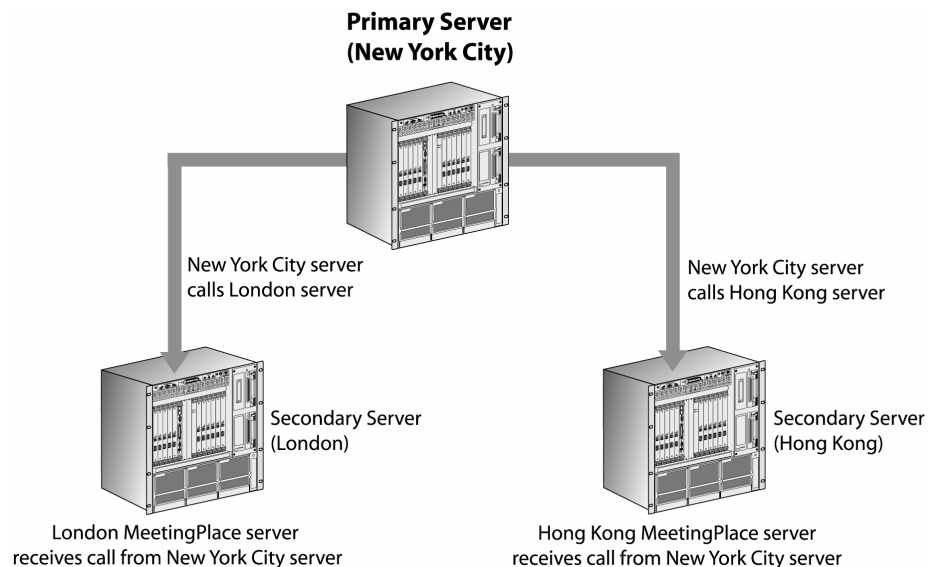


Figure 8-9 Supported Setup for a Multiserver Meeting

Before scheduling a multiserver meeting, it is recommended that you write down which servers are involved in the meeting and which server you want as the primary server.

Inviting Participants and Attaching Documents

Because you are scheduling more than one MeetingPlace server, special considerations need to be made when inviting participants and attaching documents.

When inviting participants to a multiserver meeting, each server is responsible for sending out its own notifications. In the previous example, the New York City server would only send out notifications for participants that had been invited to join the meeting on that server. Even though the New York City server is the primary server, it is not responsible for sending out notifications for the Hong Kong and London servers.

When attaching documents to a multiserver meeting, you need to remember to attach the same document to each server involved in the meeting. For example, if you attached a document to the London and New York City servers but forgot to attach it to the Hong Kong server, the participants on the Hong Kong server would not be able to access the attachment.

Using MeetingTime to Schedule Multiserver Meetings

When scheduling a multiserver meeting using MeetingTime, do not assign more than one primary server to the meeting.

Before beginning, make sure your user profile exists on all the MeetingPlace servers that are involved in the multiserver meeting and that you have multiserver scheduling privileges on each profile.

Part 1: Schedule a meeting on the secondary MeetingPlace server

1. Launch MeetingTime, and log in to the *secondary* server (the one to receive a call from the primary server).
2. Open the Register Book, and click the Schedule tab.
3. Fill in the meeting details, and add any necessary attachments.



Note: Make note of the meeting ID because this same number should be used when scheduling the other MeetingPlace servers.

4. In the # of Calling Sites parameter, make sure to include the primary server in this number. For example, if three people from different locations are going to call into this server, this number should be four.
5. If you do not want to invite participants to this meeting, click Schedule Meeting and go on to step 10. If you do want to invite participants, click the Participants option button.
6. Select the participants who will connect to this *secondary* server, and click Add after each selection. For example, if you schedule a New York City to London meeting in which London is the secondary server, add only the participants who will call into the London MeetingPlace server. Do not add the participants who will call into the New York City MeetingPlace server.

7. From the pull down menu, select Receive Call from a MeetingPlace Server (see Figure 8-10).



Note: If you do not see the Receive Call from a MeetingPlace Server option, your user profile needs to be changed to allow you to schedule multiserver meetings. To change your user profile, refer to *Enabling User Profiles for Multiserver Scheduling* on page 191.

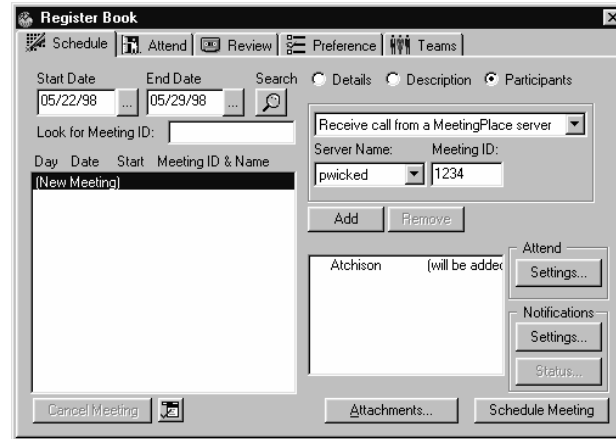


Figure 8-10 Setting the Secondary Server to Receive a Call From the Primary MeetingPlace Server

8. From the Server Name pull down menu, select the *primary* server, and then click Add.
9. When you have finished adding the participants and primary server to the meeting, click Schedule Meeting.
10. If any other secondary servers need to be scheduled, log in to those servers and repeat the steps above.

Part 2: Schedule a meeting on the primary server

1. Log in to the MeetingPlace system that will be the primary server.
2. Open the Register Book, and click the Schedule tab.
3. Fill in the meeting details. Make sure to use the same meeting ID, date, and start time that you used when scheduling the secondary servers, and add any attachments if necessary.
4. In the # of Calling Sites parameter, include the number of secondary servers that will be involved in the meeting. For example, if three people from different locations will call into this primary server and you have scheduled two secondary servers, make this value 5.

5. Click the Participants option button.
6. If there are any participants you want to invite to this *primary* server, add them to the meeting.
7. From the pull down menu, select Place Call to a MeetingPlace Server.

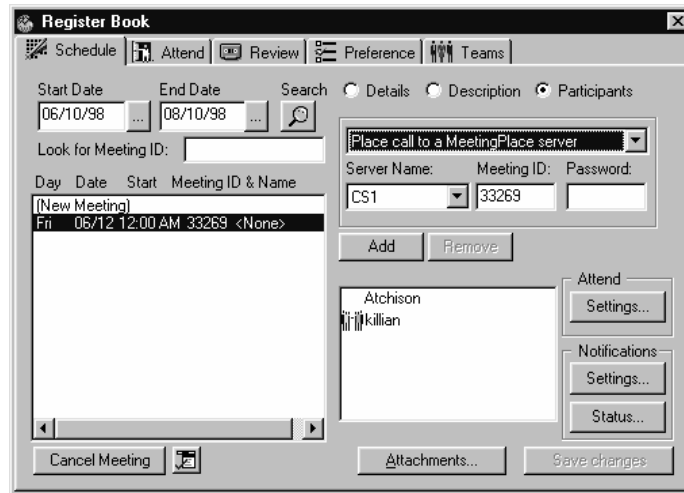


Figure 8-11 Setting the Primary Server to Place a Call to a Secondary Server



Note: If you do not see the Place Call to a MeetingPlace Server option, your user profile needs to be changed to allow you to schedule multiserver meetings. To solve this problem, refer to the *Enabling User Profiles for Multiserver Scheduling* section on page 191.

8. From the Server Name pull down menu, select the name of the *secondary* server that you scheduled above.
9. Verify that the meeting ID is the same as the one you used when scheduling the secondary server, and then click Add. If you have scheduled more than one secondary server, make sure to add each one to the meeting.
10. When finished adding the participants and secondary servers to the meeting, click Schedule Meeting.

Using MeetingTime to Cancel or Change Details of Multiserver Meetings

To cancel or make changes to a multiserver meeting that has already been scheduled, you can use MeetingTime to reschedule or delete these meetings. However, the changes you make affect only the meeting on the server you are logged into. If you need to make changes that affect the entire multiserver meeting, you must reschedule or delete the meetings on the other MeetingPlace servers.

To use MeetingTime to make changes to a meeting:

1. Log in to the MeetingPlace server that contains the meeting you want to change.
2. Open the Register Book, and click the Schedule tab.
3. Select the meeting you want to change. If you don't see the meeting listed, use the Look for Meeting ID field to search for the meeting.
4. Make the changes to the meeting. If you want to cancel the entire multiserver meeting, click Cancel Meeting and then log in to the other MeetingPlace servers to delete the other meetings.
5. Click Save Changes.



Note: Only the meeting on the server you are logged into is updated. If you have rescheduled the time or date of the meeting, make sure you update the meetings on the other MeetingPlace servers as well.

6. If you need to make the same changes on the other MeetingPlace servers, repeat the steps above.

Multiserver Meeting Features

The same MeetingPlace features used in a single server meeting can be used in a multiserver environment. Some of these features, however, do not carry their function across all servers involved in the multiserver meeting.

Table 8-6 describes the features that participants can use when attending a multiserver meeting.

Table 8-6 Multiserver Meeting Features

Feature	Multiserver Meeting Function
Roll Call	Announces the names of the participants connected on the same server. Roll call does not announce the names of participants connected to another MeetingPlace server.
Record Meeting	Records the entire multiserver meeting and stores the recording on the server that requested the recording. As soon as a participant activates the recording feature, a prompt informs all participants that the meeting is being recorded. If participants want the meeting recording to be stored on all servers involved in the meeting, someone from each server must initiate the recording.
Web Conferencing	Allows a document to be shared and collaborated over the entire multiserver meeting as long as there are ports available on the

Feature	Multiserver Meeting Function
	primary server that initiated the web conference. For more information, refer to the Using Web Conferencing in a Multiserver Meeting section on page 207 of this guide.
Lock Meeting	Allows participants to lock the meeting on the server they are connected to. This feature does not lock the entire multiserver meeting unless one person on each server performs this function.
Meeting Message	Announces voice messages to all multiserver meeting participants.
Breakout Session	Allows participants connected to the same server to form subgroups by breaking off from the main meeting. This feature does not support participants on different MeetingPlace servers to go into the same breakout session.
Muting	Allows a participant to mute their phone line.
View Attachments	Allows access to documents, recordings, and URLs if they are attached to the same server the participant is connected to.
Outdial	Allows any participant with outdial privileges to place a call to another person, team, or MeetingPlace server and add them to the meeting. For instructions on how to use the outdial feature to add another server to a meeting, refer to page 206 of this guide.
Announcement Prompts	Announces the entry and departure of all meeting participants.

Another feature of multiserver meetings is the automatic reconnect operation. This feature enables a primary MeetingPlace server that has lost its connection to a secondary server to automatically redial the secondary server to re-establish the meeting. If the connection between two servers has been lost, users should wait for the connection to be re-established. This feature does not need to be enabled or configured by a system manager.

Using the Outdial Feature to Add a Server to a Meeting

If you have outdial privileges, you can use your touchtone phone to add another MeetingPlace server to your meeting. To do so, you must know the other server's ID number and the meeting ID of the meeting you want to connect to.

To add another MeetingPlace server to your meeting:

1. From within the meeting, press #39 on your touchtone phone.
2. When prompted, enter the MeetingPlace server ID number of the server you want to add to the meeting.
3. Press 1 to continue.
4. When prompted, enter the meeting ID of the meeting you want to connect to.

5. Press 1 to continue.
6. Enter the password of the meeting. If no password has been assigned, press #.

When the servers have successfully connected, MeetingPlace announces the entry of the server you outdialed.

Using Web Conferencing in Multiserver Meetings

When a meeting begins, the MeetingPlace server automatically informs the web conferencing server to set up a web conference for the same number of user licenses that were reserved for the MeetingPlace system. For example, if a 25-user license meeting were about to start on MeetingPlace, a 25-user license web conference would also be set up on the web conferencing server.

In a multiserver environment, the primary MeetingPlace server hosts the web conference. Users on a secondary MeetingPlace server are redirected to the web conferencing server for the primary MeetingPlace server. MeetingPlace automatically accommodates all web conference participants in the entire multiserver meeting.

For example, if a multiserver meeting is being conducted between New York City and London and a participant on the New York City server initiates a web conference, everyone on the London server who wants to participate in the web conference has their IP connection directed to the New York City server. These users still use their user licenses on the London server for the voice conference, but use user licenses on the New York City server for the web conference.

Troubleshooting

This section answers common questions that your users may ask when setting up and attending multiserver meetings.

What if when scheduling a multiserver meeting using MeetingPlace Web I receive an error message that MeetingPlace Web cannot read the user profile?

This happens because the user probably does not have a user profile on the server they are trying to schedule. To solve this problem, create or import their user profile onto the server they are trying to schedule.

What if I want to schedule a meeting with MeetingPlace Web, but I don't see the Schedule Multiserver link?

This happens because:

- The user does not have multiserver scheduling privileges. To solve this problem, set the Can Schedule Other Servers? parameter in their user profile to Yes, *or*
- The user's web browser is not supported. For browser requirements, refer to Table 8-2.

What if I'm trying to schedule a meeting but I'm unable to use the same meeting ID on each MeetingPlace server?

This happens if the user is trying to schedule a meeting between two or more networked MeetingPlace servers, or there is already another meeting scheduled at the same time on the same server with the same meeting ID. To solve this problem, have the user assign a different meeting ID to the meeting.

What if I'm trying to schedule a meeting using MeetingPlace Web, but when I select a primary or secondary server I receive an error message that the server could not be accessed?

Then check that the MeetingPlace conference server they are trying to access is connected to a MeetingPlace Web server. If it is not connected, users cannot schedule a meeting through their web browser.

What if I'm in a multiserver meeting and the participants on another server can access an attachment that I can't?

This happens because the person who added the attachment to the other server did not add the attachment to the server the user is connected to.

What if I'm in a meeting where the time has been extended, and the other MeetingPlace server gets dropped from the meeting?

This happens if that server has run out of available ports and its extend meeting parameter has run out of time. For all MeetingPlace servers to stay connected for the same amount of time, they must each have the same extend meeting parameter. To modify the extend meeting parameter:

1. Log into MeetingTime, and open the Register Book.
2. Click the Configure tab.
3. Select the Scheduling Parameters topic, and then click Query. The parameters for the server appear.
4. Scroll down until you see the Extend Meeting parameter (see Figure 8-12).

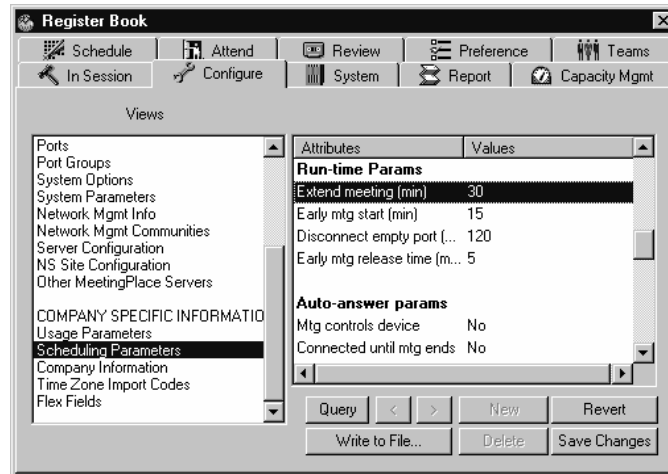


Figure 8-12 Modifying the Extend Meeting Parameter

5. Make this parameter the same as the other MeetingPlace servers.
6. Click Save Changes.

What if the MeetingPlace servers are not connecting for the multiserver meeting?

This happens when a server has the wrong Ethernet address for one of the other servers in the meeting. To fix this problem, the system managers for the MeetingPlace servers need to check the server profiles to see which server has the wrong address.

9 MeetingPlace Language System Option

The topics covered in this chapter include:

- Introduction
- Multilingual system requirements
- Enabling the MeetingPlace language option key
- Language selection

About MeetingPlace Language System Option

The MeetingPlace Language System Option offers support for up to four languages simultaneously. Users may select to hear prompts in one of the available configured languages. When no language has been selected, the system always defaults to US English.

Each system contains only the prompts for the languages installed and configured. For more information on installing additional languages, contact your MeetingPlace representative.

Languages can be selected at the meeting, user profile, and port group level. These language selections determine the language MeetingPlace uses at any given time. For example, while in a meeting, prompts played to the entire meeting are played in the meeting language, while prompts played to individuals are played in the language specified by the user's profile or the language selected while in the system.

Enabling the MeetingPlace Language Option Key

An option key is an alphanumeric string similar to a serial number that needs to be entered into the MeetingPlace database to activate a system option. To enable the MeetingPlace language option key:

1. Locate the option key on the license document.
2. Open MeetingTime, and select the Configure tab.
3. Select the System Options topic, and then click Query.
4. Use the right arrow button (near the Query button) to locate the option for Languages.
5. In the Number of licenses field, enter the number of languages for your MeetingPlace system.



Note: The number of licenses must match the number of languages that correspond to your MeetingPlace language option key.

6. Enter the option key number in the option key parameter.
7. Click Save Changes.

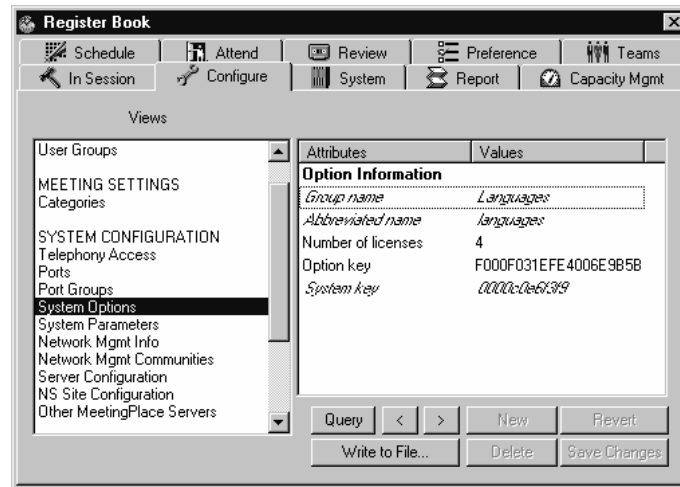


Figure 0-1 Language Option Key in MeetingTime

Language Selection

This section describes the prompts a user hears when more than one language has been installed and configured.

A hierarchy determines the language used. When a language is selected at one of the following levels, the user hears prompts in the selected language.

1. Meeting
2. Profile
3. Port group
4. System default (always US English)



Note: Language selections at a lower level override language selections at a higher level.

Multilingual System General Rules

The following is a list of guidelines to keep in mind when configuring MeetingPlace for additional languages:

- If the Port Group parameter is not configured for a language, MeetingPlace plays the system default language (US English).
- Once a guest user has selected a language, prompts heard by the user remain in this language until the person enters the meeting.
- A user's profile language plays *after* logging into the system.
- Once a user has entered a meeting, individual prompts are played in the user's profile language, if the user has logged into the system *or* in the language that the user selected while in the system.
- The meeting language plays after the user enters the meeting.
- The meeting language defaults to the scheduler's profile language, unless another language is specified through MeetingTime.
- Pressing the star key (*) returns you to the previous menu.
- For multiple languages, the language selection order is determined by the order in which language tapes have been loaded.
- For multiple language systems with ports configured to a language, prompts continue in the port language until entering into the meeting. For an example, see Table 9-4.

Meeting Language Prompts

To accommodate guest users, each installed language is played at the "Welcome to MeetingPlace" menu. This allows a guest that does not understand the system default or port configured language to navigate the system.

While in a meeting, prompts played to **all participants** are played with the meeting language setting. For example: "By request of <user>, this meeting is being recorded."

After entering a meeting ID, prompts played to **individuals** (including guest users) also use the meeting language setting. Examples of such personal prompts: "Muted" and "There are five people in the meeting."

To hear "Welcome to MeetingPlace" in one of the configured languages, port groups must be configured in that language. Contact your MeetingPlace representative for language configuration instructions.

Prompts used when outdialing to a meeting participant are determined by the guest profile setting.

The following tables list prompts and the language for the following language configurations.



Note: For multilingual systems, the order in which prompts are played is determined by the order in which the language tapes have been loaded.

Table 0-1 One language system (standard voice prompts)

Prompt	Language
"Welcome to MeetingPlace"	US English
"To attend a meeting, press 1"	US English
"To access your profile, press 2"	US English
"To review MeetingNotes, press 3"	US English
"To hear MeetingPlace overview, press 9"	US English
"To reach assistance, press 0"	US English

Table 0-2 Four language system, port not configured

Prompt	Language
"Welcome to MeetingPlace"	US English
"To select English, press 1"	US English
"To select English, press 2"	UK English
"To select Japanese, press 3"	Japanese
"To select French Canadian, press 4"	French Canadian
<Press 3 to select Japanese>	
"To attend a meeting, press 1"	Japanese
"To access your profile, press 2"	Japanese
"To access MeetingNotes, press 3"	Japanese
"To hear MeetingPlace overview, press 9"	Japanese
"To reach assistance, press 0"	Japanese

Table 0-3 Two language system, port configured for Japanese

Prompt	Language
"Welcome to MeetingPlace"	Japanese
"To select English, press 1"	Japanese
"To attend a meeting, press 1"	Japanese
"To access your profile, press 2"	Japanese
"To access MeetingNotes, press 3"	Japanese
"To select English, press 5"	US English
"To hear MeetingPlace overview, press 9"	Japanese
"To reach assistance, press 0"	Japanese

A Installing MeetingTime

MeetingTime provides a complete PC-based interface to the MeetingPlace conference server for all types of users, including end users, contacts, attendants, and system managers. As a system manager, you must have a copy of MeetingTime to manage and maintain the system.

In addition, you may choose to deploy MeetingTime to various other users, including help desk employees, department administrators, and computer-centric end users.

This chapter describes strategies on how to install and deploy MeetingTime throughout your organization.

MeetingTime System Requirements

MeetingTime requires that users run an adequately configured Windows computer. This section lists the minimum requirements for both platforms.

MeetingTime Requirements

To run MeetingTime, users require an IBM-compatible computer with the following:

- 350 MHz or higher Pentium 2 (for Windows 2000)
- 16 MB RAM (24 MB for Windows NT or 256 MB RAM for Windows 2000)
- 15 MB available disk space
- CD-ROM drive
- Standard VGA monitor
- Network Interface Card
- Windows 95, 98, NT 4.0 or later, Windows 2000, or Windows XP
- TCP/IP installed and running

Installing MeetingTime



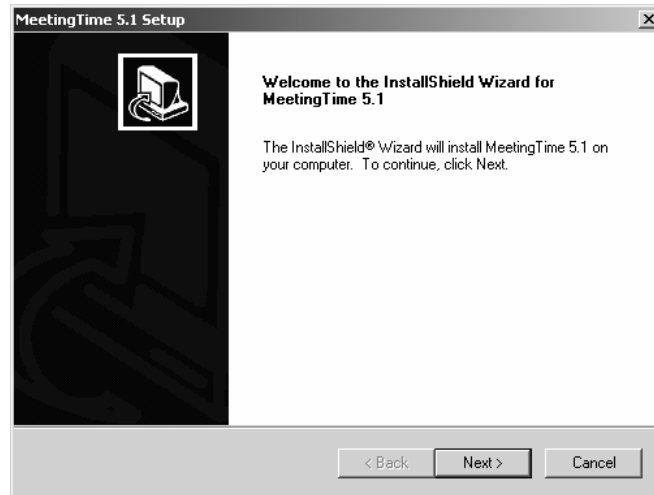
Note: To simplify the installation of MeetingTime for multiple desktops, you may copy the contents of the installation CD to a shared network folder, and run the MeetingTime setup.exe from that location.

To install MeetingTime:

1. Start Windows (if not already running) and close all running applications.

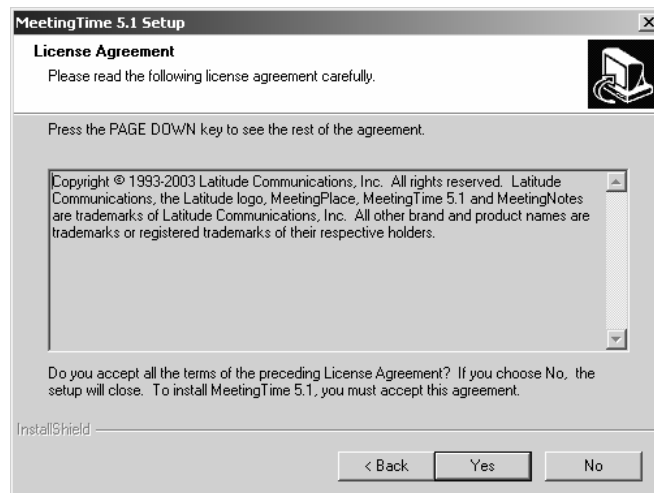
Important: Be sure to turn off virus checking software.

2. Insert the MeetingTime CD into your CD-ROM drive.
3. When the MeetingTime Welcome screen appears, click **Next**.

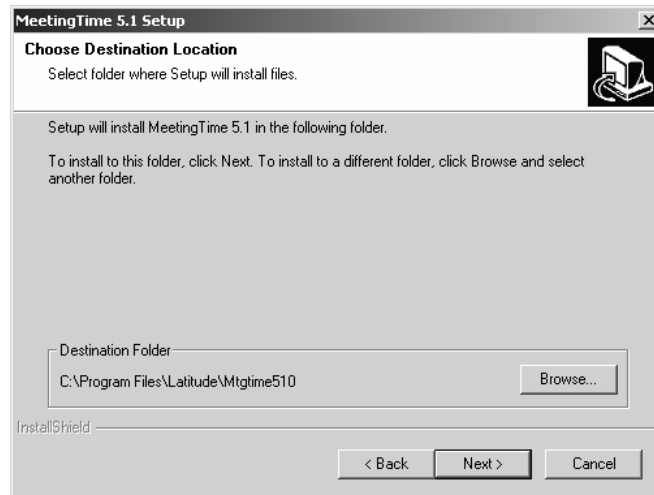


4. Review the MeetingTime license agreement. Click **Yes** if you accept the terms of the agreement.

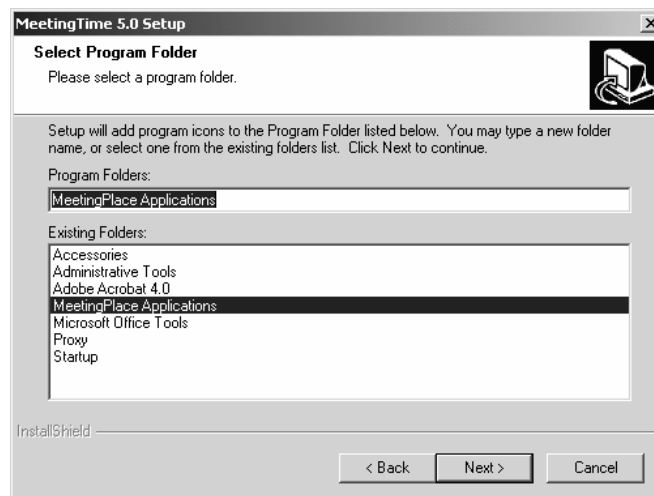
Important: To install MeetingTime, you must accept this agreement.



5. Click **Next** to install MeetingTime in the default directory, or click **Browse** and specify a different directory.

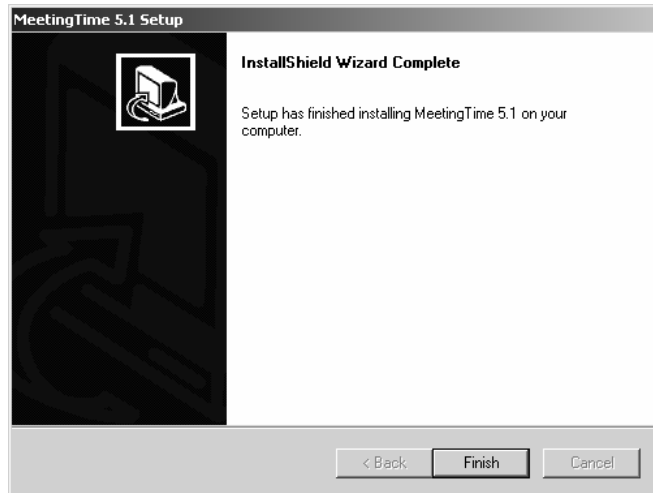


6. In the Select Program Folder window, click **Next** to accept the default Program Folder, or select a different Program Folder.



The installation begins. You see status as the setup progresses.

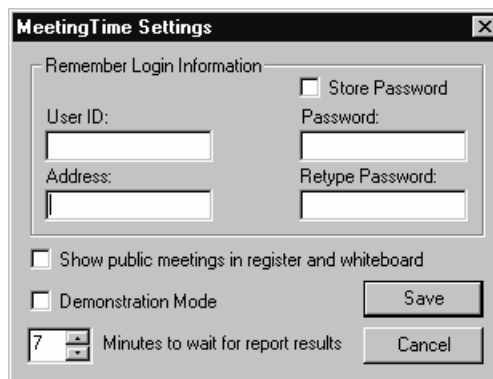
7. When you see the following screen, the installation is complete. Click **Finish**.



8. When asked if you want to view the MeetingTime 5.1 QuickTour (a brief, animated piece that highlights key end-user capabilities), make your choice.
9. Verify that MeetingTime has been successfully loaded by logging into MeetingTime using your user ID, user password, and MeetingPlace hostname.


Editing and Storing MeetingTime Settings

1. Start MeetingTime.
2. From the Options menu, choose **Edit Settings**.



1. In the MeetingTime Settings dialog box, set the options you want to use, then click **Save**.

Setting	Description
Remember Login Information	Using MeetingTime requires users to enter login information, including their user ID, password, and MeetingPlace hostname. As

Setting	Description
	<p>a productivity enhancement, users can store all or part of the required login information.</p> <p>If users store a valid user ID, password, and MeetingPlace hostname in the system, they will be put in the MeetingPlace reception room when they launch MeetingTime.</p> <p>WARNING: For security reasons, it is best to store only the user ID and hostname in the Settings dialog box. Users can then log on just by entering their password.</p>
Show public meetings	<p>Users can choose whether they want their meetings displayed to all users. To do this, in the Schedule tab, for Display meeting to everyone choose Yes.</p> <p>In addition, end users can choose to show public meetings in the register and on the whiteboard from the MeetingTime Settings screen.</p>
Demonstration Mode	<p>For training or demonstration purposes, users may select Demonstration Mode to view MeetingTime.</p> <p>When you select this option, a message displays, telling you that example data and false connections will be used the next time MeetingTime is started. You may continue or cancel the selection.</p>
Minutes for report results	<p>When generating a report from the Report tab, you may query the server for a specific date range. Depending on the size of your MeetingPlace system, a report may take up to several minutes to generate.</p> <p>To ensure the system does not time out before the results are returned from the server, you may specify how many minutes to wait for the results.</p>

2. To apply the settings, exit and then restart MeetingTime.

B User and Group Profile Parameters

User Profiles

A user profile identifies the user to the system and defines the type of system access a user has.

Field	Description	Choices/Recommendation
Identification		
1. First name	User's first name. Used for reporting and workstation display.	
2. Last name	User's last name. Used for reporting and workstation display.	
3. User ID (workstation access)	User's MeetingTime or MeetingPlace Web ID. Used for alphabetically sorting in the database and for scheduler identification on reports.	Use the user's network or e-mail logon ID.
4. User password	User's password for logging on to MeetingPlace from a workstation.	Set a temporary default password and require users to change this the first time they log on to MeetingTime or MeetingPlace Web.
5. Last changed	Date the user password was last changed.	
6. Profile number (voice access)	Number that identifies the user when connecting to MeetingPlace by phone.	User's phone extension or voice-mail number.
7. Profile password	User's MeetingPlace telephone password.	Set a temporary default password and require users to change this the first time they log on to MeetingPlace by phone.
8. Last changed	Date the profile password was last changed.	
9. User active?	Whether this user is currently an active MeetingPlace user. Users not identified as active are not allowed to log in to their profiles.	Consider activating users upon completion of training.
10. Type of user	User's system access level.	End user, contact, attendant,

Field	Description	Choices/Recommendation
		system manager, or technician.
11. Group name	Name of the user group (if any) to which this person belongs.	
12. Phone number ⁵	Telephone number MeetingPlace should call to reach this person.	
13. Alternate phone number ¹	An alternate telephone number MeetingPlace should call to reach this person.	
14. Pager phone number	User's pager phone number.	Direct Dial—32-digit pager number Non Direct Dial—User's pager access code (PIN)
15. Type of pager	User's type of pager service.	None, Direct Dial, Non Direct Dial, Group Default

Note: If a User Group is assigned to a profile, the following fields (with the exception of the E-mail address) are supplied from the User Groups settings.

16. User ID of contact	User ID of the contact who supports this user.	
17. Internet E-mail Address	User's Internet e-mail address. Used when a person is browsing meetings in MeetingPlace Web and requests to send mail to the meeting scheduler.	
18. Time zone	Time zone of the office in which the user does business.	Use a time zone appropriate to the user's location.
19. Language	Language in which prompts will play.	Select the user's preferred language.
20. Abbreviated prompts?	Whether MeetingPlace plays abbreviated prompts on phone.	Enter prompt preference information only if different from group.
21. Billing code	Code for generating billing reports.	Use company conventions, such as department codes.

⁵ PBX access codes are not required. Spaces are allowed, as are the punctuation marks: () , - “ ”

Field	Description	Choices/Recommendation
22. Default mtg category	Meeting Category assigned to meetings that this user schedules.	Select name, Group Default
MeetingNotes Defaults		
23. Able to record mtgs?	Whether the user can record meetings. Can be changed only by system manager.	
24. Record meeting?	Whether a meeting scheduled by this person will automatically be recorded.	Enter this information only when it differs from the value you entered for the group.
25. Who can access	Who can access MeetingNotes to request attachments and listen to meetings recorded by this user. If None is selected, a recorded meeting and its attachments must be manually posted for others to hear.	None, Anyone, MeetingPlace Users, Invited Users, Group Default
26. Auto-start recording?	Whether a meeting scheduled to be recorded automatically starts when the first participant enters the meeting.	Yes, No, Group Default
27. Attachment access ordering	Order in which user hears a list of attachments in MeetingNotes.	Play most recent first, Play in order submitted, Group Default.
28. Display mtg to everyone?	Whether meetings scheduled by this user are displayed to everyone from MeetingTime and MeetingPlace Web.	Yes, No, Group Default
Outdial Meeting Defaults		
29. Can call out from mtgs?	Whether user can dial out from meetings.	Yes, No, Group Default
30. Can schedule guest outdial mtgs?	Whether user can schedule meetings that allow guests to join the voice conference over the web. Setting this parameter to No disables the Allow Outdials to Guests From Web parameter for this user.	Yes, No, Group Default

Field	Description	Choices/Recommendation
31. Allow outdials to guests from Web?	Whether guests can join meetings over the web for meetings scheduled by this user. ⁶	Yes, No, Group Default
32. Max outdials per mtg	How many outdials user may initiate from within a meeting.	Numeric—0 to 500, Unrestricted, Group Default
33. Can call other servers?	Whether a user can schedule multiserver meetings.	Yes, No, Group Default
34. Ask for profile password?	Whether a profile password is required for an outdialed participant to join meetings.	Yes, No, Group Default
35. Digit translation table	The translation table number to use for all outdials initiated by this user.	Numeric—0 to 15, Group Default 16 translation tables are available; the default table is 0. Your customer support representative will work with you to configure this table.

Meeting Preferences

36. Entry announcement	Whether and how users are announced on meeting entry.	Beep only, Beep+Name, Silent, Group Default
37. Departure announcement	Whether and how users are announced on meeting departure.	Beep only, Beep+Name, Silent, Group Default
38. End of mtg announcement ⁷	Whether MeetingPlace announces that the meeting will end in a set number of minutes.	Yes, No, Group Default
39. Mtg extension announcement ³	Whether MeetingPlace announces that the meeting is extended by a set number of minutes.	Yes, No, Group Default
40. Screened entry?	Whether MeetingPlace will screen attendees who enter meetings scheduled by this user (attendees must get approval before entering).	Yes, No, Group Default

⁶ If a meeting is scheduled with this parameter set to Yes, MeetingPlace outdials guests when they click the Join Voice Conference button over the web. If this parameter is set to No, guests who click the Join Voice Conference button receive a dialog box displaying the phone number they must dial to join the meeting.

⁷ For reservationless meetings, these parameters are not used. These announcements are not played in reservationless meetings.

Field	Description	Choices/Recommendation
41. Skip pre-meeting options?	Whether meetings scheduled by this user use the short menu feature, which eliminates meeting ID confirmation, roll call, and agenda menus.	Yes, No, Group Default
42. Disable roll call?	Whether meeting participants can request a roll call (list of attendees) during a meeting.	Yes, No, Group Default
43. Password required?	Whether meetings scheduled by this user require attendees to provide meeting passwords.	Yes, No, Group Default
44. Who can attend? ⁸	Who can attend meetings scheduled by this user.	Anyone, MeetingPlace Users, Invited Users, Group Default
45. Lecture meeting attend settings?	How to admit participants attending a lecture-style meeting scheduled by this user.	Admit as listeners, Start callers in waiting room, Start meeting with floor open, Group Default.
Restrictions		
46. Scheduling restriction	Places limits on the number of meetings a user can schedule.	Unrestricted, Cannot Schedule, Near Term Mtg Limit (how many meetings users may schedule within the next six hours), Group Default.
47. Max mtg length (min)	The maximum length of meetings scheduled by this user.	Minimum is two minutes. Maximum is Scheduling Parameters Max Mtg Length, or Group Dflt.
48. Max # of attachments	The maximum number of attachments that can be attached to a meeting scheduled by this user.	Numeric—0 to 30, Group Default
49. Max # of teams allowed?	How many teams this group can create.	0–10,000
50. Can chg mtg ID via phone	(When Allow Vanity Mtg IDs is Yes) Whether user can assign vanity IDs to meetings scheduled by phone.	Yes, No, Group Default

⁸ For reservationless meetings, this parameter is not used. Anyone may attend reservationless meetings.

Field	Description	Choices/Recommendation
Sending Notifications		
51. Enabled for this mtg? ⁵	Whether notifications are sent for meetings scheduled by this user.	Yes, No, Group Default
52. Include attachments?	Whether attachments are sent in notifications for meetings scheduled by this user.	Yes, No, Group Default
53. Priority	Priority given to notifications intended for this user.	Low, Normal, Urgent, Group Default
54. Send if mtg changes?	Whether notifications should be sent to this user if meeting details change.	Yes, No, Group Default
55. Include participant list?	Whether to send participant list as part of the notification.	Yes, No, Group Default
56. Include password?	Whether meeting passwords are included on notifications for meetings scheduled by this user (in cases where meeting passwords are required).	Yes, No, Group Default
Receiving Notifications		
57. Enable to receive?	Whether invited user receives notifications about meetings.	Yes, No, Group Default
58. Include attachments?	Whether user receives attachments as part of notifications.	Yes, No, Group Default
59. E-mail address	E-mail address of user.	
60. Type of e-mail system	Type of e-mail system used by user.	None, cc:Mail, Lotus Notes, Microsoft Mail, Group Default
61. Fax phone number ¹⁰	Fax number where this user can receive notifications.	
62. Fax digit translation table ³	Translation table number to use for fax notifications for this user.	Sixteen translations tables are available; the default is 0. Your customer support representative will work with you to configure these tables as required.
63. Preferred delivery method	Type of notification delivery method preferred by user.	None, E-mail, Group Default
64. Alternate delivery method	Type of notification delivery method to use if the primary method fails.	None, E-mail, Group Default

⁵ For reservationless meetings, notifications are not sent.

¹⁰ Not supported in MeetingServer 5.0 and later.

Field	Description	Choices/Recommendation
Attending Meetings		
65. Method of attending	User's preferred method of attending the meeting.	User will call in, Have system call user, Have system page user, Have system find user, Don't reserve space for user, Group Default
66. Ways to find user	Enables MeetingPlace to use multiple numbers to reach the user.	None, Main, Alternate, Pager (in any order) or Group Default
Q&A Meetings		
67. Off at mtg startup?	Whether to turn off Q&A by default when meetings begin.	Yes, No, Group Default
68. Notify attendees about Q&A?	Whether to tell attendees how to use the Q&A feature when they first join a meeting that this user scheduled.	Yes, No, Group Default
69. Q&A introduction	How to announce attendees being placed on the floor or in a meeting that this user scheduled.	Beep Only, Beep+Name, Silent, Group Default
70. Q&A departure	How to announce attendees being removed from the floor in a meeting that this user scheduled.	Beep Only, Beep+Name, Silent, Group Default
71. Automatically ask next question?	Whether to automatically promote the next waiting attendee to the floor in a meeting that this user scheduled.	Yes, No, Group Default
72. More than one question per site?	Whether to allow an attendee in a meeting that this user scheduled to ask more than one question at a time (up to a maximum of five questions).	Yes, No, Group Default

Field	Description	Choices/Recommendation
73. Tell my position in line?	Whether to tell an attendee in a meeting their current position in line.	Yes, No, Group Default
74. Disable floor warning prompt?	Whether to tell this user that they are next in line to be given the floor in a Q&A meeting.	Yes, No, Group Default
75. Profile flex field 1	User defined field 1	N/A
76. Profile flex field 2	User defined field 2	N/A
77. Profile flex field 3	User defined field 3	N/A
78. Profile flex field 4	User defined field 4	N/A
79. Profile flex field 5	User defined field 5	N/A
80. Profile flex field 6	User defined field 6	N/A
81. Profile flex field 7	User defined field 7	N/A

User Groups

Assigning users to a user group is a convenient way of entering default profile information for multiple users at one time.

Field	Description	Choices/Recommendation
Group Information		
1. Name	Name you select to identify this group.	A descriptive name, such as department name. (No empty spaces permitted. Use an underscore to create a space.)
2. Number	Number you select to identify this group.	
3. Billing code	Code for identifying group on billing reports.	Use any identifying code, such as department code.
4. Default mtg category	Meeting Category assigned to meetings that this group scheduled.	Select name "Standard."
5. Group active?	Whether group is active.	Consider identifying group as active after they have completed training.
Group Defaults		
6. User ID of contact	User ID of the contact or attendant who supports this group.	
7. Time zone	Time zone in which this group is based.	Select appropriate time zone.
8. Language	Language in which prompts for this group will play.	Select the appropriate language.
9. Abbreviated prompts?	Whether users in this group will hear abbreviated or unabbreviated prompts on the phone.	Yes or No
MeetingNotes Defaults		
10. Able to record mtgs?	Whether users in this group can record meetings.	Yes or No
11. Record meetings?	Whether meetings scheduled by users in this group are automatically recorded.	Yes or No

Field	Description	Choices/Recommendation
12. Who can access	Who can access MeetingNotes to request attachments and listen to meetings recorded by this group's users.	None, Anyone, MeetingPlace Users, or Invited Users. (If None is selected, a recorded meeting and its attachments must be manually posted for others to hear.)
13. Auto-start recording?	Whether meetings scheduled to be automatically recorded start when the first participant enters the meeting.	Yes or No
14. Attachment access ordering	The order in which users in this group will hear a list of attachments in MeetingNotes.	Play most recent first, or Play in order submitted.
15. Display mtg to everyone?	Whether to display meetings, scheduled by this group, to everyone on MeetingTime and MeetingPlace Web.	Yes or No
Outdial Meeting Defaults		
16. Can call out from mtgs?	Whether users in this group can dial out to others from within a meeting.	Yes or No
17. Can schedule guest outdial mtgs?	Whether this group of users can schedule meetings that allow guests to join the voice conference over the web. Setting this parameter to No disables the Allow Outdials to Guests From Web parameter for this group.	Yes or No
18. Allow outdials to guests from web? ¹¹	Whether guests can join meetings over the web for meetings scheduled by this group.	Yes or No
19. Max outdials per mtg ¹²	Number of outdials per meeting permitted for users in this group.	Numeric—0 to 500, or Unrestricted
20. Can call other servers?	Whether or not this group's users can schedule multiserver meetings.	Yes or No
21. Ask for profile password?	Whether a profile password is required for an invitee attending the meeting via outdial.	Yes or No
22. Digit translation	Translation table number for all outdials made to users in this	16 translation tables are available; the default is 0. If

¹¹ If a meeting is scheduled with this parameter set to Yes, MeetingPlace outdials guests when they click the Join Voice Conference button over the web. If this parameter is set to No, guests who click the Join Voice Conference button receive a dialog box displaying the phone number they must dial to join the meeting.

¹² Due to hardware limitations, the total number of outdials and breakout sessions permitted at any time is N/6, where "N" is the maximum number of access ports on your system.

Field	Description	Choices/Recommendation
table	group.	required, your customer support representative will work with you to configure these tables.
Meeting Preferences		
23. Entry announcement	Whether and how users are announced upon meeting entry.	Beep only, Beep+Name, or Silent
24. Departure announcement	Whether and how users are announced upon departure.	Beep only, Beep+Name, or Silent
25. End of mtg announcement ¹³	Whether MeetingPlace announces that the meeting will end in a set number of minutes.	Yes or No
26. Mtg extension announcement ¹⁴	Whether MeetingPlace announces that the meeting is extended by a set number of minutes.	Yes or No
27. Screened entry?	Whether MeetingPlace screens attendees who enter meetings scheduled by users in this group (attendees must get approval before entering).	Yes or No
28. Skip pre-meeting options?	Whether meetings scheduled by users in this group use the short menu feature, which eliminates meeting ID confirmation, roll call, and agenda menus.	Yes or No
29. Disable roll call?	Whether meeting participants can request a roll call (list of attendees) during a meeting.	Yes or No
30. Password required?	Whether meetings scheduled by this group's users require a meeting password.	Yes or No
31. Who can attend ¹⁵	Who can attend meetings scheduled by users in this group.	Anyone, MeetingPlace Users, or Invited Users
32. Lecture meeting attend settings?	How to admit participants attending a lecture-style meeting scheduled by users in this group.	Admit as listeners, Start callers in waiting room, Start meeting with floor open
Restrictions		
33. Scheduling restriction	Scheduling limits placed on users in this group.	Unrestricted, Cannot Schedule, or Near Term Mtg Limit (how

¹³ For reservationless meetings, this parameter is not used. This announcement is not played in reservationless meetings.

¹⁴ For reservationless meetings, this parameter is not used. This announcement is not played in reservationless meetings.

¹⁵ For reservationless meetings, this parameter is not used. Anyone may attend reservationless meetings.

Field	Description	Choices/Recommendation
		many meetings users may schedule in the next six hours).
34. Max mtg length (min)	Maximum length for which users in this group can schedule meetings.	Minimum value is 2 minutes. Max value is Scheduling Parameters Max Mtg Length (Default is 240 minutes).
35. Max # of attachments	Maximum number of documents users in this group can attach to a meeting.	Numeric—0 to 30
36. Max # of teams allowed	How many teams users in this group can create.	0-10,000
37. Can chg mtg ID via phone	(When Allow Vanity Mtg IDs is Yes) Whether users in this group can assign vanity IDs to meetings scheduled by phone.	Yes or No
Sending Notifications		
38. Enabled for this mtg? ¹⁶	Whether users in this group send notifications for meetings.	Yes or No
39. Include attachments?	Whether users in this group have attachments included with notifications.	Yes or No
40. Priority	Priority given to notifications for users in this group.	Low, Normal, or Urgent
41. Send if mtg changes?	Whether users in this group receive notification upon changes in meeting details, including addition or deletion of attachments.	Yes or No
42. Include participant list?	Whether to include names of meeting participants with notifications.	Yes or No
43. Include password?	Whether users in this group can elect to include or omit the meeting password in the notification (where meeting passwords have been specified).	Yes or No
Receiving Notifications		
44. Enable to receive?	Whether users in this group receive notifications about meetings they are invited to.	Yes or No
45. Include attachments?	Whether users in this group receive attachments with notifications.	Yes or No

¹⁶ For reservationless meetings, notifications are not sent.

Field	Description	Choices/Recommendation
46. Type of E-mail system	Type of e-mail system used by this group.	None, cc:Mail, Lotus Notes, or Microsoft Mail
47. Fax phone number ³	Fax phone number where this group receives notifications.	
48. Fax digit translation table ³	Translation table number to use for fax notifications.	Sixteen translations tables are available; the default is 0. Your customer support representative will work with you to configure these tables as required.
49. Preferred delivery method	Type of notification delivery method preferred by this group.	None or E-mail
50. Alternate delivery method	Type of notification delivery method to use if the preferred method fails.	None or E-mail
Attending Meetings		
51. Method of attending	Method used by users in this group to attend a meeting.	User will call in, Have system call user, Have system page user, Don't reserve space for user, Have system find user
52. First search method	First number MeetingPlace should try to reach users in this group.	None, Main, Alternate, Pager
53. Second search method	Second number MeetingPlace should try to reach users in this group.	None, Main, Alternate, Pager
54. Third search method	Third number MeetingPlace should try to reach users in this group.	None, Main, Alternate, Pager
55. Type of pager	Type of pager service used by users in this group.	None, Direct Dial, or Non Direct Dial
56. Pager phone number	Pager phone number for users in this group	Direct Dial—32-digit pager number Non Direct Dial—User's pager access code (PIN)
Q&A Meetings		
57. Off at mtg startup?	Whether Q&A is turned off when a meeting this group scheduled begins.	Yes or No
58. Notify attendees about Q&A?	Whether to tell attendee how to use the Q&A feature when they first join a meeting this group scheduled.	Yes or No
59. Q&A introduction	How to announce attendees being placed on the floor in a meeting this group scheduled.	Beep Only, Beep+Name, Silent, Group Default

Field	Description	Choices/Recommendation
60. Q&A departure	How to announce attendees being removed from the floor in a meeting this group scheduled.	Beep Only, Beep+Name, Silent, Group Default
61. Automatically ask next question?	Whether to automatically promote the next waiting attendee to the floor in a meeting this group scheduled.	Yes or No
62. More than one question per site?	Whether to allow an attendee in a meeting that this group scheduled to ask more than one question at a time.	Yes or No
63. Tell my position in line?	Whether to tell an attendee their current position in line.	Yes or No
64. Disable floor warning prompt?	Whether to tell members of this group who are next in line to be given the floor in a Q&A meeting.	Yes or No
65. Profile flex field 1	User defined field 1	N/A
66. Profile flex field 2	User defined field 2	N/A
67. Profile flex field 3	User defined field 3	N/A
68. Profile flex field 4	User defined field 4	N/A
69. Profile flex field 5	User defined field 5	N/A
70. Profile flex field 6	User defined field 6	N/A
71. Profile flex field 7	User defined field 7	N/A

C Usage Parameters

Usage parameters establish default values for the basic MeetingPlace operations.

Field	Description	Choices/Recommendation
Security		
1. Min profile pwd length	The minimum number of characters in the password that protects each person's user telephone access profile for access over a telephone.	Numeric—0 to 11 Recommend setting to the length of internal telephone extensions.
2. Change profile pwd (days)	How often people must change the passwords that protect their telephone access user profiles (in number of days).	Numeric—0 to 9999 Follow your company's general guidelines for similar telecommunications systems. When set to 0, the password must be changed with each access.
3. Min user pwd length	The minimum number of characters in each person's MeetingTime or MeetingPlace Web password.	Numeric—0 to 11 Follow your company's general guidelines for similar e-mail and network-based systems.
4. Change user pwd (days)	How often people must change their MeetingTime and MeetingPlace Web password (in number of days).	Numeric—0 to 9999 Follow your company's general guidelines for similar telecommunications systems. When set to 0, the password must be changed with each access.
5. Min meeting pwd length	The minimum number of characters in the passwords that protect meetings. This is an optional password used for securing individual meetings.	Numeric—1 to 11 Follow your company's general guidelines for similar telecommunications systems.
6. Max profile login attempts	How many unsuccessful log-on attempts each user is allowed (from the telephone) before his or her profile is deactivated by the system.	Numeric—0 to 9999 Follow your company's general guidelines for similar telecommunications systems.
Alarm Handling		
7. Call out on major alarm?	Whether to have MeetingPlace automatically call the system manager if there is an error condition that effects system operation. Hardware or software failures and high-temperature	Yes or No Recommend setting this to Yes.

Field	Description	Choices/Recommendation
	conditions are considered major alarm conditions.	
8. Call out on minor alarm?	Whether to have MeetingPlace automatically call the system manager if there is a minor error condition, such as a trunk malfunction or repeated unsuccessful attempts to log on.	Yes or No Your choice.
9. Phone number to call	Telephone number called by the system if an alarm occurs. The MeetingPlace system checks for alarm conditions every 10 minutes. The system outdials immediately to the Alarm Out Call Phone Number, leaving a recorded message that an alarm condition has occurred. The system will continue to leave a message every 30 minutes until the alarm has been cleared. The following prompt is played when reporting an alarm condition "Hello, this is the MeetingPlace System. An Error has occurred which requires your attention."	Alphanumeric—0 to 32 Recommend using the telephone or pager number of the system manager.
Time Settings		
10. 24 hour time?	Whether meetings are scheduled using 24-hour time. The alternative is 12-hour format (AM/PM).	Yes or No
Assistance		
11. Dial attendant on timeout?	Whether callers are transferred to the attendant if they do not enter a number at the first voice menu.	Yes or No
Outdial Meetings		
12. # of retry attempts	Number of times MeetingPlace attempts to call each person during automated outdials. This setting also determines the number of times MeetingPlace goes through a user's Find Me sequence.	Numeric—0 to 5
13. Delay between retries (sec)	Number of seconds between outdial retries. This setting also determines the number of seconds between each set of Find Me calls.	Numeric—1 to 900

Field	Description	Choices/Recommendation
Pager Settings		
14. Prefix string	String of numbers that MeetingPlace adds to the beginning of a page. This string is required by certain paging services in various countries.	Numeric and command numbers (i.e., #,*)
15. Suffix string	String of numbers that MeetingPlace adds to the end of a page. This string is required by certain paging services in various countries.	Numeric and command numbers (i.e., #,*)
Network Shadow Server		
16. Shadow attached?	Whether or not a MeetingPlace shadow network server is attached to your system.	Read-Only
Email/GW Mapping		
17. cc:Mail	MeetingPlace mailbox used for delivering meeting notifications to cc:Mail users. Default setting should be kept at 0.	Numeric—0 to 4
18. Lotus Notes	MeetingPlace mailbox used for delivering meeting notifications to Lotus Notes users. Default setting should only be changed if a MeetingPlace Notes gateway and MeetingPlace Outlook gateway are both installed.	Numeric—0 to 4
19. Microsoft Mail	MeetingPlace mailbox used for delivering meeting notifications to Microsoft Mail users. Default setting should be kept at 0.	Numeric—0 to 4
20. Microsoft Exchange	MeetingPlace mailbox used for delivering meeting notifications to Microsoft Exchange users. Default setting should only be changed if a MeetingPlace Notes gateway and MeetingPlace Outlook gateway are both installed.	Numeric—0 to 4
21. Qualcomm Eudora	MeetingPlace mailbox used for delivering meeting notifications to Qualcomm Eudora users. Default setting should be kept at 0.	Numeric—0 to 4
22. Netscape Messenger	MeetingPlace mailbox used for delivering meeting notifications to Netscape Messenger users. Default setting should be kept at 0.	Numeric—0 to 4

Field	Description	Choices/Recommendation
23. Other	MeetingPlace mailbox used for delivering meeting notifications to users of other types of e-mail systems. Default setting should be kept at 0.	Numeric—0 to 4

Miscellaneous

24. Minutes before auto logoff	Number of minutes the system waits before logging an idle system out of MeetingTime	Numeric—1 to 65535
25. Preserve mute status	Whether or not to preserve a speaker's mute status, during Q&A meetings, when they are removed from the floor or placed in the waiting room.	Yes or No

Note: The following fields are read only and provide information related to the Windows server running MeetingPlace Web.

Data Meeting

26. Data mtg IP address	IP address of the MeetingPlace Web server.	
27. CGI path	Alias name of the cgi script directory.	
28. CGI name	Executable name of the cgi script program used to launch a web conferencing session.	
29. HTTP port	Port number of the MeetingPlace Web server.	
30. Data conference active?	Active state of the MeetingPlace Web server.	

D Scheduling Parameters

Meeting scheduling parameters control the meeting schedules at your location, and the settings determine how many of the conference ports on your system can be reserved for meetings at one time.

Field	Description	Choices/Recommendation
Scheduling Parameters		
1. Max meeting length (min)	Maximum number of minutes for a meeting. MeetingPlace will not allow people to schedule a meeting for longer than this amount of time.	Numeric—15 to 1440 Consider the length of typical meetings for your company and users.
2. Max ports per meeting	How many conference ports can be reserved for an individual meeting. MeetingPlace will not allow more people to attend a meeting than the number of ports that have been reserved.	Minimum 0. Maximum cannot exceed the number of conference ports purchased for your system.
3. Minimum mtg ID length	Minimum number of characters in a meeting ID. When this parameter is a value of 4 or less, all meeting ID numbers <i>generated by the system</i> will be 4 or more digits.	Numeric—1 to 9 Your choice.
4. Max adv days to schedule	How far in advance people are allowed to schedule a meeting.	Numeric—1 to 330 Recommend setting this parameter to 330 days to accommodate recurring meetings over the course of a full year.
5. Max agenda recdg (sec)	Maximum length of a pre-recorded agenda in seconds. MeetingPlace will not allow users to record an agenda longer than this.	Numeric—12 to 600 Your choice.
6. Max mtg name recdg (sec)	Maximum length (in seconds) of a meeting name.	Numeric—0 to 24 Your choice.
7. Max user name recdg (sec)	The maximum length (in seconds) of a user's name.	Numeric—4 to 24 Your choice.
8. Days until mtg stats purged	Number of days historical meeting data is kept on the system.	Numeric—0 to 180 Recommended 61.
9. Default meeting type	Default for the meeting type.	All Speaker or Lecture Your choice.

Field	Description	Choices/Recommendation
10. Enable Resched Recrrng Mtgs?	Whether users may reschedule recurring meetings using MeetingTime or the Web.	Yes or No Your choice.
Immediate Meeting		
11. # of ports to schedule	Default for the number of participants (locations) for an immediate meeting.	Minimum 0. Maximum cannot exceed the number of conference ports purchased for your system. Your choice.
12. Length of mtg (min)	Default length of an immediate meeting (in minutes).	Numeric—2 to 1440 Your choice.
Meeting Ports		
13. Mtg start guard time (min) ¹⁷	Number of minutes in advance of the requested meeting start time that <i>ports</i> are reserved for the meeting. MeetingPlace automatically adds this advance time to the requested start time.	Numeric—0 to 1440 Recommend setting this to 0, as most users will automatically schedule some padding into their meetings.
14. Mtg end guard time (min) ¹⁸	Number of minutes after the scheduled meeting end time that <i>ports</i> remain reserved. MeetingPlace adds this post meeting time to the reserved end time of the meeting.	Numeric—0 to 1440 Recommend setting this to 0 if you want to ensure meetings will be scheduled back-to-back.
15. Mtg ID start guard time (min) ¹⁹	Number of minutes before a meeting that the associated Meeting ID or DID/DDI number is reserved. This and Mtg ID End Guard Time (below) controls when meeting IDs are available for re-use and when the system recognizes a meeting ID.	Numeric—0 to 1440 Recommend setting this to 30 minutes.
16. Mtg ID end guard time (min) ²⁰	Number of minutes after a meeting that the associated meeting ID or DID/DDI number is reserved and when the system will recognize a meeting ID.	Numeric—0 to 1440 Recommend setting this to 30 minutes.

¹⁷ Guard time values are in effect for “zero-port” meetings as well as standard voice/web conferences. For reservationless meetings, this parameter does not apply.

¹⁸ Guard time values are in effect for “zero-port” meetings as well as standard voice/web conferences. For reservationless meetings, this parameter does not apply.

¹⁹ Guard time values are in effect for “zero-port” meetings as well as standard voice/web conferences. For reservationless meetings, this parameter does not apply.

²⁰ Guard time values are in effect for “zero-port” meetings as well as standard voice/web conferences. For reservationless meetings, this parameter does not apply.

Field	Description	Choices/Recommendation
Run-Time Parameters		
17. Extend Meeting (min) ²¹	Time (in minutes) that a meeting is extended if the time runs over and ports are available. Callers receive a warning notifying them the meeting will end. Meeting will continue to extend as long as ports are available.	Numeric—0 to 60 Recommend setting this to 15 minutes.
18. Early mtg start (min) ²²	Maximum time before the scheduled start of either a voice or independent web conference that early arrivals can enter the meeting. This time is added to the Mtg Start Guard Time.	Numeric—0 to 60 Recommend setting this to 15 minutes.
19. Disconnect empty port (min) ²³	Number of minutes after the scheduled start time that ports are held after <i>everyone</i> hangs up, even when the scheduled meeting time is not over. This time accounts for longer meetings where people might want a break and return to the meeting. This time also applies if no one shows up for the meeting.	Numeric—0 to 30 Recommend setting this to 15 minutes or longer.
20. Early mtg release time (min) ²⁴	Number of minutes before the scheduled end of a meeting that ports are released <i>if no ports are in use for that meeting</i> .	Numeric—0 to 30 Recommend setting this to 15 minutes.
Auto-Answer Parameters		
21. Mtg controls device	Whether the meeting is the controller of the autoanswer device. When set to Yes, the autoanswer device is owned by the meeting. When set to No, the autoanswer device is owned by the scheduler of the blast outdial meeting or the user manually outdialing the autoanswer device.	Yes or No Your choice.

²¹ Participants in a “zero-port” meeting do not receive a warning notifying them their meeting is about to end. A meeting continues to extend for a maximum of 24 hours as long as it does not encounter a meeting ID conflict.

²² For reservationless meetings, this parameter is not used.

²³ For “zero-port” meetings, this parameter takes effect when only one person remains on the web conference. For reservationless meetings, this parameter is not used.

²⁴ For “zero-port” meetings, this parameter takes effect when only one person remains on the web conference.

Field	Description	Choices/Recommendation
22. Connected until mtg ends	<p>Whether the MeetingPlace system disconnects the autoanswer device after the last participant leaves the meeting.</p> <p>When the meeting controls device setting is No, this parameter disconnects all autoanswer devices as soon as the owner leaves the meeting.</p> <p>When the meeting controls device setting is Yes and this parameter is No, the MeetingPlace system disconnects all autoanswer devices as soon as the last non-autoanswer device leaves the meeting.</p> <p>When the meeting controls device setting is Yes and this parameter is Yes, the MeetingPlace system disconnects all autoanswer devices when the meeting is supposed to end.</p> <p>A meeting ends when the DEPT (Disconnect Empty Port Time) or ERT (Early Release Time) criteria is met.</p> <p>Meetings with only autoanswer devices in attendance will not extend.</p>	<p>Yes or No</p> <p>Your choice.</p>
MeetingNotes Settings		
23. FF/RR playback incrm (sec)	Number of seconds MeetingPlace fast-forwards or rewinds when users listen to a meeting recording over the phone.	Numeric—4 to 3600
24. Max mtg recdg length (min)	Maximum recording time in minutes allowed per conference.	<p>Numeric—0 to 1440</p> <p>Recommend setting the same as maximum meeting length parameter.</p>
25. Max mtg message length (sec)	Maximum length of a single meeting message in seconds.	<p>Numeric—15 to 1800</p> <p>Your choice.</p>
26. Max voice comment (sec)	Maximum length of a voice comment in seconds.	<p>Numeric—15 to 1800</p> <p>Your choice.</p>

Field	Description	Choices/Recommendation
27. Warning at end of recdg?	Whether attendees hear a warning informing them that the meeting recording is about to end. When set to No, callers still hear a two-minute warning.	Yes or No Your choice.
28. # of days to retain	Time after a meeting that recordings are stored.	Numeric—0 to 60
Prompt Information		
29. End of mtg warning (min)	Number of minutes before the scheduled end of a meeting to issue a warning.	Numeric—0 to 15 Your choice.
30. Speak mtg access num?	When scheduling, whether users hear a message informing them of the meeting access number required to attend their meeting. When set to No, users will only hear the message if a meeting cannot be scheduled on the user's home server.	Read-Only
Svr-Svr Connection		
31. Initiate	When MeetingPlace initiates a server-to-server connection for a multiserver meeting.	When 1st person enters, At scheduled start time
32. Terminate	When MeetingPlace terminates a server-to-server connection for a multiserver meeting.	When last person leaves, When meeting ends
33. Automatic Multi-Svr Mtgs?	Whether users have access to automatic multiserver meetings.	Read-Only
Miscellaneous		
34. Max team voice name (sec)	Maximum length (in seconds) of a team name.	Numeric—0 to 24 Your choice.
35. Min team number length	Minimum number of characters in a team number.	Numeric—1 to 19 Your choice.
Scheduler Notifications		
36. After # no-show recurring mtgs	Number of no-show recurring meetings allowed before a notification e-mail is sent to the meeting scheduler.	Numeric—0 to 100
37. Periods before recurring mtgs ends	When, prior to the end of a recurring meeting chain, an end meeting notification e-mail is sent to the meeting scheduler. (However, if the value set for this parameter is equal to or greater than the number of meetings in the recurring meeting	Numeric—0 to 100

Field	Description	Choices/Recommendation
	chain, no notification is sent.)	

E Time Zone Import Codes

Use time zone import codes to show the numeric values of time zones when creating a file for importing user profile information. There are 319 time zones to accommodate the rules of each country and region. MeetingPlace supports all of these time zones so users do not have to account for time zone differences. For example, if you have a system in New York and users in Chicago and London, each user can interact with the system using their own local time.

0	factory	18	Africa/Dar_es_Salaam
1	localtime	19	Africa/Djibouti
2	Africa/Abidjan	20	Africa/Douala
3	Africa/Accra	21	Africa/Freetown
4	Africa/Addis_Ababa	22	Africa/Gaborone
5	Africa/Algiers	23	Africa/Harare
6	Africa/Asmera	24	Africa/Johannesburg
7	Africa/Bamako	25	Africa/Kampala
8	Africa/Bangui	26	Africa/Khartoum
9	Africa/Banjul	27	Africa/Kigali
10	Africa/Bissau	28	Africa/Kinshasa
11	Africa/Blantyre	29	Africa/Lagos
12	Africa/Brazzaville	30	Africa/Libreville
13	Africa/Bujumbura	31	Africa/Lome
14	Africa/Cairo	32	Africa/Luanda
15	Africa/Casablanca	33	Africa/Lubumbashi
16	Africa/Conakry	34	Africa/Lusaka
17	Africa/Dakar	35	Africa/Malabo
36	Africa/Maputo	65	America/Costa_Rica
37	Africa/Maseru	66	America/Curacao
38	Africa/Mbabane	67	America/Denver
39	Africa/Mogadishu	68	America/Detroit
40	Africa/Monrovia	69	America/Dominica
41	Africa/Nairobi	70	America/Edmonton
42	Africa/Ndjamena	71	America/El_Salvador
43	Africa/Niamey	72	America/Ensenada
44	Africa/Nouakchott	73	America/Fort_Wayne

45	Africa/Ouagadougou	74	America/Godthab
46	Africa/Porto-Novo	75	America/Grand_Turk
47	Africa/Sao_Tome	76	America/Grenada
48	Africa/Timbuktu	77	America/Guadeloupe
49	Africa/Tripoli	78	America/Guatemala
50	Africa/Tunis	79	America/Guayaquil
51	Africa/Windhoek	80	America/Guyana
52	America/Anchorage	81	America/Halifax
53	America/Anguilla	82	America/Havana
54	America/Antigua	83	America/Jamaica
55	America/Asuncion	84	America/Knox_IN
56	America/Adak	85	America/La_Paz
57	America/Barbados	86	America/Lima
58	America/Belize	87	America/Los_Angeles
59	America/Bogota	88	America/Managua
60	America/Buenos_Aires	89	America/Manaus
61	America/Caracas	90	America/Martinique
62	America/Cayenne	91	America/Mazatlan
63	America/Cayman	92	America/Mexico_City
64	America/Chicago	93	America/Miquelon
94	America/Montevideo	121	America/Virgin_Is
95	America/Montreal	122	America/Whitehorse
96	America/Montserrat	123	America/Winnipeg
97	America/Nassau	124	Asia/Aden
98	America/Navajo	125	Asia/Alma-Ata
99	America/New_York	126	Asia/Amman
100	America/Noronha	127	Asia/Anadyr
101	America/Panama	128	Asia/Ashkhabad
102	America/Paramaribo	129	Asia/Baghdad
103	America/Phoenix	130	Asia/Bahrain
104	America/Port-au-Prince	131	Asia/Baku
105	America/Port_of_Spain	132	Asia/Bangkok
106	America/Porto_Acre	133	Asia/Beirut
107	America/Puerto_Rico	134	Asia/Brunei
108	America/Regina	135	Asia/Calcutta
107	America/Puerto_Rico	136	Asia/Colombo
108	America/Regina	137	Asia/Dacca
109	America/Santiago	138	Asia/Damascus

110	America/Santo_Domingo	139	Asia/Dubai
111	America/Sao_Paulo	140	Asia/Dushanbe
112	America/Scoresbysund	141	Asia/Bishkek
113	America/St_Johns	142	Asia/Gaza
114	America/St_Kitts	143	Asia/Hong_Kong
115	America/St_Lucia	144	Asia/Irkutsk
116	America/St_Vincent	145	Asia/Istanbul
117	America/Tegucigalpa	146	Asia/Jakarta
118	America/Thule	147	Asia/Jayapura
119	America/Tijuana	148	Asia/Kabul
120	America/Vancouver	149	Asia/Kamchatka
150	Asia/Karachi	179	Asia/Ulan_Bator
151	Asia/Katmandu	180	Asia/Vientiane
152	Asia/Kuala_Lumpur	181	Asia/Vladivostok
153	Asia/Kuwait	182	Asia/Yakutsk
154	Asia/Macao	183	Asia/Yerevan
155	Asia/Magadan	184	Atlantic/Azores
156	Asia/Manila	185	Atlantic/Bermuda
157	Asia/Muscat	186	Atlantic/Canary
158	Asia/Nicosia	187	Atlantic/Cape_Verde
159	Asia/Novosibirsk	188	Atlantic/Faeroe
160	Asia/Omsk	189	Atlantic/Madeira
161	Asia/Phnom_Penh	190	Atlantic/Reykjavik
162	Asia/Pyongyang	191	Atlantic/South_Georgia
163	Asia/Qatar	192	Atlantic/St_Helena
164	Asia/Rangoon	193	Atlantic/Stanley
165	Asia/Riyadh	194	Australia/Adelaide
166	Asia/Saigon	195	Australia/Brisbane
167	Asia/Seoul	196	Australia/Broken_Hill
168	Asia/Shanghai	197	Australia/Darwin
169	Asia/Singapore	198	Australia/Hobart
170	Asia/Yekaterinburg	199	Australia/Lord_Howe
171	Asia/Taipei	200	Australia/Melbourne
172	Asia/Tashkent	201	Australia/Perth
173	Asia/Tbilisi	202	Australia/Sydney
174	Asia/Tehran	203	Europe/Amsterdam
175	Asia/Tel_Aviv	204	Europe/Andorra
176	Asia/Thimbu	205	Europe/Athens

177	Asia/Tokyo	206	Europe/Belfast
178	Asia/Ujung_Pandang	207	Europe/Belgrade
208	Europe/Berlin	237	Europe/Stockholm
209	Europe/Bratislava	238	Europe/Tallinn
210	Europe/Brussels	239	Europe/Tirane
211	Europe/Bucharest	240	Europe/Vaduz
212	Europe/Budapest	241	Europe/Vienna
213	Europe/Chisinau	242	Europe/Vilnius
214	Europe/Copenhagen	243	Europe/Warsaw
215	Europe/Dublin	244	Europe/Zagreb
216	Europe/Gibraltar	245	Europe/Zurich
217	Europe/Helsinki	246	GMT
218	Europe/Istanbul	247	GMT+0
219	Europe/Kiev	248	GMT+1
220	Europe/Lisbon	249	GMT+10
221	Europe/Ljubljana	250	GMT+11
222	Europe/London	251	GMT+12
223	Europe/Luxembourg	252	GMT+13
224	Europe/Madrid	253	GMT+2
225	Europe/Malta	254	GMT+3
226	Europe/Minsk	255	GMT+4
227	Europe/Monaco	256	GMT+5
228	Europe/Moscow	257	GMT+6
229	Europe/Oslo	258	GMT+7
230	Europe/Paris	259	GMT+8
231	Europe/Prague	260	GMT+9
232	Europe/Riga	261	GMT-1
233	Europe/Rome	262	GMT-10
234	Europe/Sarajevo	263	GMT-11
235	Europe/Skopje	264	GMT-12
236	Europe/Sofia	265	GMT-2
266	GMT-3	293	Pacific/Guadalcanal
267	GMT-4	294	Pacific/Guam
268	GMT-5	295	Pacific/Honolulu
269	GMT-6	296	Pacific/Kiritimati
270	GMT-7	297	Pacific/Kwajalein
271	GMT-8	298	Pacific/Majuro
272	GMT-9	299	Pacific/Marquesas

273	Indian/Antananarivo	300	Pacific/Midway
274	Indian/Christmas	301	Pacific/Nauru
275	Indian/Comoro	302	Pacific/Niue
276	Indian/Mahe	303	Pacific/Norfolk
277	Indian/Maldives	304	Pacific/Noumea
278	Indian/Mauritius	305	Pacific/Pitcairn
279	Indian/Mayotte	306	Pacific/Ponape
280	Indian/Reunion	307	Pacific/Port_Moresby
281	Pacific/Auckland	308	Pacific/Rarotonga
282	Pacific/Belau	309	Pacific/Pago_Pago
283	Pacific/Chatham	310	Pacific/Tahiti
284	Indian/Cocos	311	Pacific/Tarawa
285	Pacific/Easter	312	Pacific/Tongatapu
286	Pacific/Efate	313	Pacific/Truk
287	Pacific/Enderbury	314	Pacific/Wake
288	Pacific/Fakaofu	315	Pacific/Wallis
289	Pacific/Fiji	316	Pacific/Yap
290	Pacific/Funafuti	317	Atlantic/Jan_Mayen
291	Pacific/Galapagos	318	Indian/Chagos
292	Pacific/Gambier		

F File Import Specifications

Using MeetingTime, you can import profile and group information using a comma-delimited ASCII file. The import file must contain the user ID and profile number for each user profile record. If used, the group name and group number values must also be included. Inclusion of other fields is optional. If fields are excluded from the import file, MeetingPlace takes the values from the guest profile or from the user group to which the user has been assigned. The first line of the ASCII file must contain field names that denote the order of the data in the import records.

Import Database Fields

Field	Abbreviation	Field Length	Type of Value or Value Choices ¹
First name*	Fnm	17	Alphanumeric
Last name*	Ln timer	17	Alphanumeric
User ID*	uid	17	Alphanumeric
New User ID ²	newuid	17	Alphanumeric
User password	upwd	11	Alphanumeric
Encrypted user password	EncryptedUserPWD	11	Field not editable by the users
Last changed	wfpasswordlastchanged	—	MM/DD/YYYY HH:MM
Profile number*	prfnum	17	Numeric
Encrypted profile password	EncryptedProfilePWD	11	Field not editable by the users ²⁶

¹ Active values can be one of *y* or *yes*, *n* or *no*, *gd* or *groupdefault*. Values are **not** case sensitive.

* User-specific fields. When adding users to the system, these are the most important fields to include in the import file.

² Use this field when you need to assign new IDs to a large number of users. To import a series of new user IDs, create an import file and specify each user's old ID using the *uid* field; and specify their new ID using the *newuid* field.

Note: During an import, the *prfpwd* and *upwd* fields may still be used for clear text passwords. However, adding data in both the clear text and encrypted password fields will override the encrypted version if both fields are present in the import file.

³ This is a read-only field used to re-import encrypted passwords previously exported from MeetingPlace.

²⁶ This is a read-only field used to re-import encrypted passwords previously exported from MeetingPlace.

Field	Abbreviation	Field Length	Type of Value or Value Choices ¹
Last changed	vupasswordlastchanged	—	MM/DD/YYYY HH:MM
User active	Uactive	—	yes/no/locked/groupdefault
Type of user*	Utype	—	enduser/contact/attendant/ /sysmgr/technician
Group name**	Grpnme	11	Alphanumeric
Group number**	Grpnum	17	Numeric
Phone number*	Phnum	32	Numeric ²⁷
Alternate phone number*	AltPhNum	32	Numeric ²⁸
Type of pager	pgrtype	—	none/didpager/nondid pager/groupdefault
Pager phone number*	Pgrnum	32	Direct Dial—pager number Non Direct Dial—user's pager access code (PIN)
First Search	1stSearch	—	None/main/alternate/ pager/gd ^{***}
Second Search	2ndSearch	—	None/main/alternate/ pager/gd
Third Search	3rdSearch	—	None/main/alternate/ pager/gd
Internet E-mail Address ^{29*}	InternetEmailAddr	127	Alphanumeric
Time zone ^{30*}	Tzcode	—	Numeric—groupdefault
Abbreviated prompts	Abbprmts	—	yes/no/groupdefault
Billing code	Bcode	17	Alphanumeric— groupdefault
Default mtg category	Meetingcategory	17	Alphanumeric—

** Group-specific fields. When adding groups to the system, these are the most important fields to include in the import file.

²⁷ Spaces are allowed, as are the following punctuation marks: () , - “ ”

²⁸ Spaces are allowed, as are the following punctuation marks: () , - “ ”

^{***} Specifying “gd” for any one of these fields automatically configures the other Search fields with the same value. For example, if you select “gd” for First Search, “gd” is applied to Second Search and Third Search.

²⁹ User's Internet e-mail address (for example, UserName@Company.com). This address is used when users browse meetings in MeetingPlace Web and request to send e-mail to the scheduler. MeetingPlace also uses this address to send e-mail notifications to such users when the E-mail Address field in their profile is blank.

³⁰ See Appendix E for numeric values of time zones. From MeetingTime, you can use the “Time Zone Import Codes” selection in the Configure tab.

Field	Abbreviation	Field Length	Type of Value or Value Choices ¹
			groupdefault
NS home site	Site	—	Numeric—0-8/groupdefault
Scheduling home server	Preferredunit	—	Numeric—0-8/groupdefault
Able to record mtgs	Canrecord	—	yes/no/groupdefault
Record meetings	Recordmtgs	—	yes/no/groupdefault
Who can access	Whocanlstn	—	none/anyone/invtdusrs/users/groupdefault
Auto-start recording	Autostrtrcrd	—	yes/no/groupdefault
Attachment access ordering	Playattlstfifo	—	yes/no/groupdefault
Display mtg to everyone	fallowguestview	—	yes/no/groupdefault
Can call out from mtgs?	Cndial	—	Yes/no/groupdefault
Can call other servers?	fcaninviteremoteservers	—	Yes/no/groupdefault
Max outdials per mtg	maxvuiodspermtg	—	Numeric—0-500/10000 (unrestricted)/groupdefault
Can schedule guest outdial mtgs?	canallowguestoutdial	—	Yes/no/group default
Allow outdials to guests from Web	allowguestoutdial	—	Yes/no/group default
Ask for profile password	pwdonoutdial	—	Yes/no/groupdefault
Digit translation table	odxlattablenum	—	Numeric—0-15/groupdefault
Entry announcement	Annentry	—	beepname/beep/none/groupdefault
Departure announcement	Anndpart	—	beepname/beep/none/groupdefault
Screened entry	Screntry	—	Yes/no/groupdefault
Skip pre-meeting options	Shrtmnus	—	Yes/no/groupdefault
Disable roll call	disablerollcall	—	Yes/no/groupdefault
Password required	Pwdreq	—	Yes/no/groupdefault
Who can attend	whocanattnd	—	anyone/users/invtdusrs/groupdefault
Lecture meeting attend settings?	fstartpeopleinwr	—	AdmitAsListeners/StartInWaitingRm/

Field	Abbreviation	Field Length	Type of Value or Value Choices ¹
			StartMtgWithFloorOpen /group default
Scheduling restriction	maximmedmtgsper day	—	Numeric—0-50/10000 (unrestricted)/10001 (cannot schedule)/ groupdefault
Max mtg length (min)	maximummeeting length	—	Numeric—0-Maximum MeetingLength/groupdefault
Max # of attachments	Mxattsprmtg	—	Numeric—0-30/groupdefault
Sched only on home server?	Schedprefunitonly	—	Yes/no/groupdefault
Sched only on NS home site	schedhomesiteonly	—	Yes/no/groupdefault
Max # teams allowed	publiculallowed	—	Numeric—0-10,000/groupdefault
Can chg mtg ID via phone	CanChangeMtgID	—	yes/no/group default
Enabled for this mtg	sndnotifs	—	Yes/no/groupdefault
Include attachments	autodistatts	—	Yes/no/groupdefault
Priority	dfltnotifprio	—	Low/normal/urgent/ groupdefault
Send if mtg changes	sndnotifonmtgch	—	Yes/no/groupdefault
Include participant list	sndinvlstwnotif	—	Yes/no/groupdefault
Include password	sndmtgpwdwnotif	—	Yes/no/groupdefault
Enable to receive	rcvnotifs	—	Yes/no/groupdefault
Include attachments	rcvattswnotif	—	Yes/no/groupdefault
E-mail address ³¹	emailaddr	128	Alphanumeric
Type of E-mail system	emailtype	—	none/ccmail/lotusnotes/ msmail/groupdefault
Fax phone number ¹⁰	faxnum	17	Numeric—0-32/groupdefault
Fax digit translation table ¹¹	faxxlattblnum	—	Numeric—0-15/groupdefault
Preferred delivery method	prmrynotifprf	—	none/email/ groupdefault

³¹ The user's e-mail address. MeetingPlace uses this address to deliver e-mail notifications to this user.

¹⁰ The user's email address. MeetingPlace uses this address to deliver e-mail notifications to this user.

¹¹ Not supported in MeetingServer 5.0 and later.

Field	Abbreviation	Field Length	Type of Value or Value Choices ¹
Alternate delivery method	Altnotifprf	—	none/email/ groupdefault
Method of attending	Attndprf	—	usercallsin/syscallsuser/ syspagesuser/ sysfindsuser/notattend
Off at mtg startup?	fqnadisable	—	Yes/no/or groupdefault
Notify attendees about Q&A	Qnanotify	—	Yes/no/groupdefault
Q&A introduction	announceqarr	—	Beepername/beep/none/ groupdefault
Q&A departure	announceqdep	—	Beepername/beep/none/ groupdefault
Automatically ask next question	fautoproenabled	—	Yes/no/groupdefault
More than one question per site?	concurrentquestions	—	Yes/no/groupdefault
Tell my position in line	ftellpartpos	—	Yes/no/groupdefault
Disable floor warning prompt	fadvanceInfo	—	Yes/no/groupdefault
Flex Field 1 ¹² Flex Field 2 Flex Field 3 Flex Field 4 Flex Field 5 Flex Field 6 Flex Field 7	profileflex1 profileflex2 profileflex3 profileflex4 profileflex5 profileflex6 profileflex7	17	text/number/date/yes/no/ groupdefault
User ID of contact	ctctuid	—	Alphanumeric
Recorded profile name?	vname	—	recorded/not recorded
Date user last scheduled an immediate meeting	dayoflastimmedmtg	—	MM/DD/YYYY HH:MM
Number of immediate meetings	Numimmedmtgson thatday	—	Numeric—0–1000
The number of group-wide teams the user can create	Groupulallowed	—	Numeric—0–1000
The number of private teams the user can create	privateulallowed	—	Numeric—0–1000

¹² These fields are customizable. Using MeetingTime, you can enter new names for these fields to create additional profile values. For more information on flex fields, see Chapter 3.

Field	Abbreviation	Field Length	Type of Value or Value Choices ¹
Profile user's selected language	VLanguage	—	English (USA), English (UK), French (Canadian), or Japanese
Whether this user prefers end meeting warning turned on or off	fEndMtgWarn	—	yes/no/group default
Whether this user prefers meeting extend prompts turned on or off	fMtgExtendPrompts	—	yes/no/group default
Single System Image – System ID	SSI-System ID	—	Reserved for future use
Single System Image – Roll Map ID	SSI-RollMapID	—	Reserved for future use
Single System Image – Site ID	SSI-SiteID	—	Reserved for future use
Used in a profile import file to change the user ID of an existing user	newuid	17	Alphanumeric
Used in a profile import file to change the profile number of an existing user	newprfnum	17	Numeric



Note: Any of the following values set to “Yes” overrides any group default values for these fields.

Import Database Default Fields

Field	Abbreviation	Type of Value or Value Choices
Abbreviated prompts	IsAdvancedPromptsIsDefault	yes/no
Departure announcement	NamedDisconnectIsDefault	yes/no
Entry announcement	NamedIntroductionIsDefault	yes/no
Password required	PasswordRequiredIsDefault	yes/no
Screened entry	ScreenedIntroductionIsDefault	yes/no
Billing code	BillCodeIsDefault	yes/no
User active?	IsActiveIsDefault	yes/no
Allow guest outdial in mtgs	CanOutdialIsDefault	yes/no
User ID of contact	IsContactIDDefault	yes/no
Time zone	TimeZoneIsDefault	yes/no

Field	Abbreviation	Type of Value or Value Choices
Skip pre-meeting options	IsQuickMtgEntryAllowedDefault	yes/no
Ask for profile password on guest outdial	IsPasswordRequiredOnODDefault	yes/no
Record meetings	RecordMeetingsIsDefault	yes/no
Who can attend	IsMeetingRestrictionDefault	yes/no
Who can access	IsMtgNoteRestrictionDefault	Yes/no
Able to record mtgs	CanRecordMeetingsIsDefault	yes/no
Digit translation table	IsODXLatTableNumDefault	yes/no
Scheduling restriction	IsMaxImmedMtgsPerDayDefault	yes/no
Max mtg length (min)	IsMaximumMeetingLengthDefault	yes/no
Max outdials per mtg	IsMaxVUIODsPerMtgDefault	yes/no

G Raw Data Export Specifications

This appendix lists the MeetingTime raw report data specifications used for exporting to a spreadsheet or database program. See Chapter 5 for a description of each of the raw data reports.

Raw Profile Information Data

Field Name	Description	Type of Value (and Size)
Fnm	First name	ASCII text—0 to 17
Ln timer	Last name	ASCII text—0 to 17
Uid	User ID	ASCII text—0 to 17
Prfnum	Profile number	ASCII text—0 to 17
Phnum	Phone number for this profile	ASCII text—0 to 17
Ctctuid	User ID of contact for this profile	ASCII text—0 to 17
Grpnm timer	Group name for this profile	ASCII text—0 to 17
Grpnum	Group ID number	ASCII text—0 to 17
Tzcode	Time zone code for this profile	An unsigned integer
Abbprmts	Abbreviated prompts	Yes/No/gd ³⁴
Anndpart	Announced departure	None/Beep/Beep+Name/gd
Annentry	Announced entry	None/Beep/Beep+Name/gd
Pwdreq	Password required	Yes/No/gd
Screntry	Screened entry	Yes/No/gd
Bcode	Billing code	Alphanumeric—0 to 17
Uactive	Active user	Yes/No/gd
utype	User type	EndUser/Contact/SysMgr/Attendant/Technician.
cdial	Can outdial from meetings	Yes/No/gd
shrtmn timer	User can schedule Quick Entry meetings	Yes/No/gd
pwdonoutdial	Password required on outdial	Yes/No/gd

³⁴ gd is the group default value.

Field Name	Description	Type of Value (and Size)
whocanattnd	Who can attend mtgs scheduled by this user	Anyone/Users/InvtdUsrs/gd
whocanlstn	Who can access MeetingNotes	Anyone/Users/InvtdUsrs/gd
canrecord	Whether this user is able to record mtgs	Yes/No/gd
recordmtgs	When scheduling, whether you want to reserve the space so you can record the mtg	Yes/No/gd
IsAdvancedPromptsIsDefault	abbprompts value is overridden by group value	Yes/No
NamedDisconnectIsDefault	anndpart value is overridden by group value	Yes/No
NamedIntroductionIsDefault	annentry value is overridden by group value	Yes/No
PasswordRequiredIsDefault	pwdreq value is overridden by group value	Yes/No
ScreenedIntroductionIsDefault	screnentry value is overridden by group value	Yes/No
BillCodeIsDefault	bcode value is overridden by group value	Yes/No
IsActiveIsDefault	uactive value is overridden by group value	Yes/No
CanOutdialIsDefault	cnndial value is overridden by group value	Yes/No
IsContactIDDefault	ctctuid value is overridden by group value	Yes/No
TimeZoneIsDefault	tzcode value is overridden by group value	Yes/No
IsQuickMtgEntryAllowedDefault	shrtmnus value is overridden by group value	Yes/No
IsPasswordRequiredOnODDefault	pwdonoutdial value is overridden by group value	Yes/No
WFPASSWORDLastChanged	Date and time of last MeetingTime password change for this profile	MM/DD/YYYY HH:MM ³⁵
VUPASSWORDLastChanged	Date and time of last VUI password change for this profile	MM/DD/YYYY HH:MM

² A date of 01/01/70 00:00 GMT implies an unset field. This date can appear earlier or later than 01/01/70 00:00 depending on the user's specified time zone.

Field Name	Description	Type of Value (and Size)
RecordMeetingsIsDefault	recordmtgs value is overridden by group value	Yes/No
IsMeetingRestrictionDefault	whocanattnd value is overridden by group value	Yes/No
IsMtgNoteRestrictionDefault	whocanlstn value is overridden by group value	Yes/No
CanRecordMeetingsIsDefault	canrecord value is overridden by group value	Yes/No
Vname	Recorded name for this profile	Recorded/Not_Recorded
IsODXLatTableNumDefault	ODXLatTableNum value is overridden by group default	Yes/No
IsMaxImmedMtgsPerDay Default	MaxImmedMtgsPerDay value is overridden by group value	Yes/No
IsMaximumMeetingLength Default	MaximumMeetingLength value is overridden by group value	Yes/No
IsMaxVUIODsPerMtgDefault	MaxVUIODsPerMtg value is overridden by group value	Yes/No
ODXLatTableNum	Outdial translation table number for this user	An unsigned integer/gd
MaxImmedMtgsPerDay	Scheduling limits placed on this user	1 – 500/10000 (Unrestricted)/10001 (Cannot Schedule)/gd
DayOfLastImmedMtg	The day the last near-term (immediate) mtg was scheduled by this user	MM/DD/YYYY HH:MM
NumImmedMtgsOnThatDay	Number of near-term (immediate) mtgs scheduled on that day	An unsigned integer
MaximumMeetingLength	Maximum length of a mtg scheduled by this user	An unsigned integer/gd
MaxVUIODsPerMtg	Maximum number of outdials this user may make from within one mtg	An unsigned integer/gd
faxnum ³⁶	Fax number for this user	ASCII text—0 to 17
pgrnum	Pager number for this user	ASCII text—0 to 32
mxattsprmtg	Maximum number of attachments allowed per mtg for this user	An unsigned integer/gd

³⁶ Not supported in MeetingServer 5.0 and later.

Field Name	Description	Type of Value (and Size)
rcvnotifs	Whether this user wants to receive mtg notifications	Yes/No/gd
atndprf	How this user prefers to attend mtgs	UseDflts/User CallsIn/ SystemCallsUser/ SystemPagesUser/ SysFindsUser/NotAttend
Pmrynnotifprf	How this user prefers notifications be sent about mtgs	None/Email
Altnotifprf	This user's alternate notification delivery method	None/Email
Pgrtype	This user's pager type	None/DIDPager/NonDIDPager
Emailtype	This user's e-mail type	None/ccMail/LotusNotes/ MSmail/Microsoft Exchange/ Eudora/Netscape Messenger/ Other/gd
Site	The site that this user is a member of	An unsigned integer/gd
Preferredunit	The conference server where this user schedules mtgs	An unsigned integer/gd
Emailaddr	This user's e-mail address	Alphanumeric—0 to 128
Faxxlattblnum ³⁷	The fax translation table number for this user	An unsigned integer/gd
Sndnotifs	If this user wants to send mtg notifications	Yes/No/gd
Autodistatts	If this user wants to automatically distribute attachments with mtg notifications	Yes/No/gd
Dfltnotifprio	The priority assigned to this user's notifications	Low/Normal/Urgent
sndnotifonmtgch	If this user wants notifications sent if a mtg changes	Yes/No/gd
Sndinvlstwnotif	If this user wants to send the mtg invitee list with notifications	Yes/No/gd
Sndmtgpwdwnotif	If this user wants to send the mtg password with the notification	Yes/No/gd

³⁷ Not supported in MeetingServer 5.0 and later.

Field Name	Description	Type of Value (and Size)
rcvattswnotif	If this user wants to receive attachments with notifications	Yes/No/gd
playattlstfifo	If this user wants to play attachments in the order received	Yes/No/gd
schedprefunitonly	Whether this user is limited to schedule mtgs only on his/her preferred conference server	Yes/No/gd
autostrtrcrd	If recording starts automatically in mtgs	Yes/No/gd
disablerollcall	If roll call is disabled in this user's mtgs	Yes/No/gd
schedhomesiteonly	Whether this user is limited to schedule mtgs only on his/her NS home site	Yes/No/gd
profileflex1	User defined field 1	ASCII text—0 to 17
profileflex2	User defined field 2	ASCII text—0 to 17
profileflex3	User defined field 3	ASCII text—0 to 17
concurrentquestions	Whether this user prefers to allow an attendee in a mtg to ask more than one question at a time	Yes/No/gd ³⁸
announceqarr	How this user prefers to announce attendees being placed on the floor in a mtg	None/Beep/BeepName/gd
announceqdep	How this user prefers to announce attendees being removed from the floor	None/Beep/BeepName/gd
Fqnadisable	Whether this user prefers Q&A is turned off when a scheduled mtg begins	Yes/No/gd
Ftellpartpos	Whether this user prefers to tell an attendee in a mtg their position in line to ask a question	Yes/No/gd
Fadvanceinfo	Whether this user prefers to tell attendee waiting to ask a question if they are next in line	Yes/No/gd

³⁸ A value of Yes allows a user to ask up to five concurrent questions.

Field Name	Description	Type of Value (and Size)
fautoproenabled	Whether this user prefers to automatically promote the next waiting attendee to the floor in a mtg	Yes/No/gd
fstartpeopleinwr	How this user prefers to admit participants attending a Q&A mtg (as listeners, as speakers with floor open, or in the waiting room first)	AdmitAsListeners/ StartInWaitingRm/ StartMtgWithFloorOpen/gd
publiculallowed	Maximum number of Teams allowed	Numeric—0-10,000
groupulallowed	Reserved for future use	N/A
privateulallowed	Reserved for future use	N/A
meetingcategory	Default meeting category	Name of existing mtg category/gd
numdataparts	Reserved for future use	N/A
fEndMtgWarn	Whether this user prefers end mtg warning turned on or off	Yes/No/gd
fMtgExtendPrompts	Whether this user prefers mtg extend prompts turned on or off	Yes/No/gd
chatclienttype	Reserved for future use	N/A
fallowdataconf	Reserved for future use	N/A
Fchatssession	Reserved for future use	N/A
fismtgseminartype	Reserved for future use	N/A
fallowguestview	Whether public mtgs scheduled by this user will be displayed to everyone	Yes/No/gd
updatetime	Date and Time of the last change or modification to a record	MM/DD/YYYY HH:MM
qnanotify	Whether this user prefers to tell attendees how to use the Q&A feature when they first join a mtg	Yes/No/gd
InternetEmailAddr	The user's Internet e-mail address. Used by MeetingPlace Web when sending e-mail to a user	Alphanumeric—0 to 128
EncryptedUserPWD	A user's encrypted user password	
EncryptedProfilePWD	A user's encrypted profile password	

Field Name	Description	Type of Value (and Size)
fcaninviteotherservers	Whether this user can schedule multiserver meetings	Yes/No/gd
AltPhNum	Alternate phone number for the user	ASCII text—0 to 17
1stSearch	The first Find Me sequence specified by the user	None/Main/Alternate/Pager/gd
2ndSearch	The second Find Me sequence specified by the user	None/Main/Alternate/Pager/gd
3rdSearch	The third Find Me sequence specified by the user	None/Main/Alternate/Pager/gd
CanAllowGuestOutdial	Whether this user can schedule mtgs that allow guest outdial	Yes/No/gd
AllowGuestOutdial	Whether mtgs scheduled by this user allow outdials to guests from the Web.	Yes/No/gd
VLanguage	The profile user's selected language.	English (USA), English (UK), French (Canadian), or Japanese
SSI-System ID	Reserved for future use	N/A
SSI-RollMapID	Reserved for future use	N/A
SSI-SiteID	Reserved for future use	N/A
profileflex4	User defined field 4	ASCII text—0 to 17
profileflex5	User defined field 5	ASCII text—0 to 17
profileflex6	User defined field 6	ASCII text—0 to 17
profileflex7	User defined field 7	ASCII text—0 to 17
CanChangeMtgID	When Allow Vanity Meeting IDs (in System Parameters) is Yes, whether user can assign vanity IDs to meetings scheduled by phone.	Yes/No

Raw Group Information Data

Field Name	Description	Type of Value (and Size)
ContactID	User ID of contact for this group	ASCII text—0 to 17
Tzcode	Time zone code for this group	An unsigned integer
BillCode	Billing code for this group	ASCII text—0 to 17
Grpnum	Group number	ASCII text—0 to 17
Name	Group name	ASCII text—0 to 17
IsActive	Users in this group are active	Yes/No
IsAdvancedPrompts	Abbreviated prompts	Yes/No
CanOutdial	Users can outdial from mtgs	Yes/No
NamedDisconnect	Announced departure	None/Beep/BeepName
NamedIntroduction	Announced entry	None/Beep/BeepName
PasswordRequired	Meetings scheduled by this group's users require passwords	Yes/No
ScreenedIntroduction	Screened entry	Yes/No
RecordMeetings	Group's users' meetings are recorded	Yes/No
QuickMtgEntryAllowed	Quick entry meetings can be scheduled by group's users	Yes/No
PasswordRequiredOnOD	Password required on outdial	Yes/No
MeetingRestriction	Who can attend this group's mtgs	Anyone/Users/InvtdUsrs
CanRecordMeetings	Group's users able to record mtgs	Yes/No
MtgNoteRestriction	Who can listen to group's users' recorded mtgs	Anyone/Users/InvtdUsrs
ODXLatTableNum	Translation table number for this group	An unsigned integer
MaxImmedMtgsPerDay	Scheduling limits placed on this group's users	0 – 500/10000 (Unrestricted)/ 10001 (Cannot Schedule)
MaximumMeetingLength	Maximum length of mtgs scheduled by this group's users	An unsigned integer

Field Name	Description	Type of Value (and Size)
MaxVUIODsPerMtg	Maximum number of outdials this group's users may make from within one mtg	An unsigned integer
Nondidpgrnum	Pager number (for DID/DDI systems)	ASCII text—0 to 32
Faxnum ³	This group's fax number	ASCII text—0 to 32
Maxattsprmtg	Maximum number of attachments for any given mtg	An unsigned integer
Rcvnotifs	If this group's users want to receive mtg notifications	Yes/No
Site	The site that this group's users are members of	An unsigned integer
Preferredunit	The preferred conference server where this group's users schedule mtgs	An unsigned integer
Attndprf	How this group's users prefer to attend mtgs	UseDflts/User CallsIn/ SystemCallsUser/ SystemPagesUser/NotAttend
Prmrynotifprf	How this group's users prefer notifications be delivered	None/Email
Altnotifprf	This group's users alternate notification delivery method	None/Email
Pgrtype	The type of pager used by this group's users	None/DIDPager/NonDIDPager
Emailtype	The type of e-mail used by this group's users	None/ccMail/LotusNotes/ MSmail/Microsoft Exchange/ Eudora/Netscape Messenger/ Other
Faxxlattablenum ³⁹	The translation table number for this group's users	An unsigned integer
Sndnotifs	If this group's users want to send mtg notifications	Yes/No
Autodistatts	If this group's users want to automatically distribute attachments with notifications	Yes/No
Dfltnotifprio	The priority assigned to this group's notifications	Low/Normal/Urgent

³⁹ Not supported in MeetingServer 5.0 and later.

Field Name	Description	Type of Value (and Size)
sndnotifonmtgch	If this group's users want notifications sent if a mtg changes	Yes/No
Sndinvlstwnotif	If this group's users want to send the invitee list with notifications	Yes/No
Sndmtgpwdwnotif	If this group's users want to send the mtg password with notifications	Yes/No
Rcvattswnotif	If this group's users want to receive attachments with notifications	Yes/No
Playattlstfifo	If this group's users want to play attachments in the order received	Yes/No
Schedprefunitonly	Whether this group's users are limited to schedule mtgs only on their preferred conference server	Yes/No
Autostrtrcrd	If recording starts automatically in mtgs for this group's users	Yes/No
Disablerollcall	If roll call is disabled in this group's users mtgs	Yes/No
schedhomesiteonly	Whether this group's users are limited to schedule mtgs only on their NS home site	Yes/No
profileflex1	User defined field 1	ASCII text—0 to 17
profileflex2	User defined field 2	ASCII text—0 to 17
profileflex3	User defined field 3	ASCII text—0 to 17
concurrentquestions	Whether this group's users allow an attendee in a mtg to ask more than one question at a time.	Yes/No
Announceqarr	How this group's users announce attendees being placed on the floor	None/Beep/BeepName
Announceqdep	How this group's users announce attendees being removed from the floor	None/Beep/BeepName
Fqnadisable	Whether this group's users want Q&A turned off when a scheduled mtg begins	Yes/No

Field Name	Description	Type of Value (and Size)
Ftellpartpos	Whether this group's users want to tell an attendee in a mtg their position in line to ask a question	Yes/No
Fadvancedinfo	Whether this group's users want to tell an attendee waiting to ask a question if they are next in line	Yes/No
Fautopromenabled	Whether this group's users want to automatically promote the next waiting attendee to the floor in a mtg	Yes/No
Fstartpeopleinwr	How this group's users prefer to admit participants attending a Q&A mtg (as listeners, as speakers with floor open, or in the waiting room first)	AdmitAsListeners/ StartInWaitingRm/ StartMtgWithFloorOpen/gd
Publicallowed	Maximum number of teams allowed by this group's users	Numeric—0-10,000
Groupulallowed	Reserved for future use	N/A
Privateulallowed	Reserved for future use	N/A
Meetingcategory	Default mtg category set for this group	Name of existing meeting category
Numdataparts	Reserved for future use	N/A
fEndMtgWarn	Whether this group prefers end mtg warning turned on or off	Yes/No
fMtgExtendPrompts	Whether this group prefers mtg extend prompts turned on or off	Yes/No
Chatclienttype	Reserved for future use	N/A
Fallowdataconf	Reserved for future use	N/A
Fchatsession	Reserved for future use	N/A
Fismtgseminartype	Reserved for future use	N/A
Fallowquestview	Reserved for future use	N/A
UpdateTime	Date and Time of last change or modification to a file or record associated with this group	MM/DD/YYYY HH:MM

Field Name	Description	Type of Value (and Size)
Qnanotify	Whether this group's users want to tell attendees how to use the Q&A feature when they first join a mtg	Yes/No
fcaninviteremoteservers	Whether this group's users can schedule multiserver mtgs	Yes/No
1stSearch	The first Find Me sequence specified by this group's users	None/Main/Alternate/Pager
2ndSearch	The second Find Me sequence specified by this group's users	None/Main/Alternate/Pager
3rdSearch	The third Find Me sequence specified by this group's users	None/Main/Alternate/Pager
CanAllowGuestOutdial	Whether users in this group can schedule mtgs that allow guest outdial	Yes/No
AllowGuestOutdial	Whether mtgs scheduled by this group allow outdials to guests from the Web.	Yes/No
VLanguage	The language specified for this group.	English (USA), English (UK), French (Canadian), or Japanese
SSI-System ID	Reserved for future use	N/A
SSI-RollMapID	Reserved for future use	N/A
SSI-SiteID	Reserved for future use	N/A
profileflex4	User defined field 4	ASCII text—0 to 17
profileflex5	User defined field 5	ASCII text—0 to 17
profileflex6	User defined field 6	ASCII text—0 to 17
profileflex7	User defined field 7	ASCII text—0 to 17
CanChangeMtgID	When Allow Vanity Meeting IDs (in System Parameters) is Yes, whether group can assign vanity IDs to meetings scheduled by phone.	Yes/No

Raw Meeting Details Information Data

Field Name	Description	Type of Value (and Size)
ConfNum	The unique conference number assigned to records for mtgs that were successfully scheduled	An unsigned integer
StartDateTimeOfConf	Date and time for which mtg was scheduled	MM/DD/YYYY HH:MM
SchedulerUid	User ID of scheduler	ASCII text—0 to 17
ContactUid	User ID of contact	ASCII text—0 to 17
DialableConfID	Meeting ID	ASCII text—0 to 17
LastModified	Date and time mtg information was last modified	MM/DD/YY HH:MM
OriginallyScheduled	Date and time at which the mtg was originally scheduled	MM/DD/YYYY HH:MM
PartRecordTimeUsed	Seconds of participant name headers recorded	An unsigned integer
NameRecordTimeUsed	Seconds of mtg name recorded	An unsigned integer
AgendaRecordTimeUsed	Seconds of agenda recorded	An unsigned integer
VRecordRecordTimeUsed	Seconds of mtg recorded	An unsigned integer
VintroTimeUsedSecs	Seconds of mtg message recorded	An unsigned integer
Tname	Meeting name text	ASCII text—0 to 17
SchedulerTimeZone	Scheduler's time zone code	An unsigned integer
Tagenda	The interface used to schedule the mtg	Alphanumeric—0 to 128
Vname	Recorded mtgs name	Recorded/Not_Recorded
Vagenda	Recorded mtg agenda	Recorded/Not_Recorded
Vrecord	Recorded mtg	Recorded/Not_Recorded
VmeetingIntro	Meeting introduction	Recorded/Not_Recorded
VoiceStorageEndTime	Date and time when mtg recordings will be purged	MM/DD/YYYY HH:MM
ActSrtTimeOfConf	Date and time that the mtg started	MM/DD/YYYY HH:MM
TotConfPortSec	Total port/seconds used by mtg	An unsigned integer
ActLenOfConf	Mtg length in minutes	An unsigned integer
NPartRegistered	Number of users invited	An unsigned integer
ActnParticipants	Number of users who attended	An unsigned integer
PeakNumberOfParticipants	Peak number of mtg participants	An unsigned integer
PeakNumberOfPorts	Peak number of ports used	An unsigned integer

Field Name	Description	Type of Value (and Size)
OrigNumberOfPorts	Number of ports originally scheduled for this mtg	An unsigned integer
NPartAttemptsAfterConfLocked	How many users tried to join mtg after it was locked	An unsigned integer
ReqLengthOfConf	Scheduled length of mtg in minutes	An unsigned integer
NPortsRequired	Number of ports required	An unsigned integer
NPartsRequested	Number of invitees	An unsigned integer
MaxDaysReOccuring	Number of days this mtg recurs	An unsigned integer
MeetingJoinRestriction	Who can join this mtg	Anyone/Users/InvtdUsrs
DefaultAbility	Uninvited participant capability	SpeakerPlus/Listener
ReOccuringConference	How often this mtg occurs	Never/Once/Daily/Weekly/Monthly/Weekdays/Permanent
MtgNoteRestriction	Who can listen to recording of this mtg	Anyone/Users/InvtdUsrs
FPasswordRequired	Password protection for mtg	Yes/No
fNamedIntroduction	Announced entry	None/Beep/BeepName
fNamedDisconnect	Announced departure	None/Beep/BeepName
fScreenedIntroduction	Meeting is screened	Yes/No
fRecordConference	Meeting is recorded	Yes/No
FPosted	Meeting recording is posted in MeetingNotes	Yes/No
fQuickMtgEntryAllowed	Quick meeting entry enabled	Yes/No
fPasswordRequiredOnOD	Password required on outdial	Yes/No
nUserVUIMtgNotesAccesses	Number of profile users who listened to MeetingNotes for this meeting through the VUI	An unsigned integer
nUserGUIMtgNotesAccesses	Number of profile users who listened to MeetingNotes through MeetingTime	An unsigned integer
nGuestMtgNotesAccesses	Number of guest users who listened to MeetingNotes for this meeting through the VUI	An unsigned integer
SchedulingClient	Client used to schedule meeting	VUI/MeetingTime_for_Windows/MeetingTime_for_Macintosh/Notes/OutlookandExchange/Web
CurAttRefID	Next free attachment ID	An unsigned integer
CurNumDataAtt	Number of data attachments	An unsigned integer

Field Name	Description	Type of Value (and Size)
CurNumVoiceAtt	The number of voice attachments	An unsigned integer
CurVoiceAttSpace	Space taken up by voice attachments	An unsigned integer
CurDataAttSpace	Space taken up by data attachments	An unsigned integer
nVoiceAttAdded	Number of voice attachments added	An unsigned integer
NdataAttAdded	Number of data attachments added	An unsigned integer
PeaknVoiceAtt	Peak number of voice attachments	An unsigned integer
PeaknDataAtt	Peak number of data attachments	An unsigned integer
PeakAttVoiceSpace	Peak amount of voice attachment space	An unsigned integer
PeakAttDataSpace	Peak amount of data attachment space	An unsigned integer
CurAttNameHeaderSpace	Current attachment name header space	An unsigned integer
MaxAttachments	Maximum number of attachments	An unsigned integer
FBAgendaAttAvail	Binary agenda attachment available	Yes/No
FAutoStartRecord	Recording starts automatically	Yes/No
FDisableRollCall	Roll call is disabled	Yes/No
SendNotAboutMtg	Send notifications about mtgs	Yes/No
AutoDistributeAtt	Send the attachment by default	Yes/No
DefNotPriority	Default notification priority	Low/normal/urgent
SendNotAboutMtgChngs	Send notifications if mtg changes	Yes/No
SendInviteListWithNot	Send invitee list with notifications	Yes/No
SendMtgPwdWithNot	Send mtg password with notifications	Yes/No
FUsedBlastOutdial	If mtg participants are called	Yes/No
BillCode	This mtg's billing code	ASCII text—0 to 17
fTAgendaAttAvail	If text agenda attachment available	Yes/No
fVAgendaAttAvail	If voice agenda attachment available	Yes/No

Field Name	Description	Type of Value (and Size)
PriUnitNum	Primary conference server number	An unsigned integer
PriSiteNum	Primary NS home site number	An unsigned integer
profileflex1	User defined field 1	ASCII text—0 to 17
profileflex2	User defined field 2	ASCII text—0 to 17
profileflex3	User defined field 3	ASCII text—0 to 17
mtgflex1	User defined field 1	ASCII text—0 to 17
mtgflex2	User defined field 2	ASCII text—0 to 17
mtgflex3	User defined field 3	ASCII text—0 to 17
concurrentquestions	Whether to allow an attendee in a mtg to ask more than one question at a time	Yes/No
Announceqarr	How this mtg announces attendees being placed on the floor in a Q&A mtg	None/Beep/BeepName
Announceqdep	How this mtg announces attendees being removed from the floor in a Q&A mtg	None/Beep/BeepName
Fqnadisable	Whether Q&A is turned off when a scheduled mtg begins	Yes/No
fautoproenabled	Whether this mtg automatically promotes the next awaiting attendee to the floor in a mtg	Yes/No
fstartpeopleinwr	How participants attending this mtg were admitted (as listeners, as speakers with the floor open, or into the waiting room first). Also indicates reservationless (not lecture-style) meetings.	AdmitAsListeners/ StartInWaitingRm/ StartMtgWithFloorOpen/ Reservationless
Numdataparts	Reserved for future use	N/A
Fchatssession	Reserved for future use	N/A
Fismtgseminartype	Reserved for future use	N/A
Fallowguestview	Whether public mtgs will be displayed to everyone	Yes/No
Tottimesfgiven	Reserved for future use	N/A
Qnanotify	Whether attendees were notified about Q&A for this mtg	Yes/No

Field Name	Description	Type of Value (and Size)
PeakVRecordTimeUsedMin	Peak number of recording minutes used by a mtg over it's lifetime. This is a historical statistic useful for billing purposes	An unsigned integer
MPCConnectionType	How connections between servers in a multiserver mtg are initiated and terminated	0/1/2/3 ⁴⁰
NRemoteServersRegistered	The number of remote servers currently invited	An unsigned integer
TotnRSsInvited	Total number of servers that have been invited to the mtg	An unsigned integer
ActnRSs	The number of remote servers that actually attended the mtg	An unsigned integer
PeakNumberOfRSs	The peak number of remote servers that attended the mtg	An unsigned integer
AllowGuestOutdial	Whether guests were able to outdial from this mtg	Yes/No
TotDCCConfPortSec	The total number of seconds the web conference was attended	An unsigned integer
Vlanguage	The language selected for a mtg	English (USA), English (UK), French (Canadian), or Japanese
EncryptedConfPwd	Value entered in the password field will display encrypted	Alphanumeric—0 to 11
StartDateTimeOfConfGMT	Start date/time of the mtg in the GMT time zone	Integer representing number of seconds since midnight on Jan. 1, 1970
fEndMtgWarn	Whether the meeting had end meeting warning turned on or off	Yes/No
fMtgExtendPrompts	Whether the meeting had meeting extend prompts turned on or off	Yes/No

⁴⁰ The numeric values represent the following:

- 0—connection initiated and terminated at the scheduled start and end time of the meeting.
- 1—connection initiated at scheduled start time and terminated after the last person leaves.
- 2—connection initiated when first person joins and terminated at scheduled end time of the meeting.
- 3—connection initiated when first person joins and is terminated after the last person leaves.

Field Name	Description	Type of Value (and Size)
ActSrtTimeOfDataConf	Actual start time of the web conference. If no web conference, field will display time zero. Time zero is midnight Jan. 1, 1970 converted to the server's time zone	MM/DD/YYYY HH:MM
ActLenOfDataConf	Actual length of the web conference	Integer representing number of minutes
profileflex4	User defined field 4	ASCII text—0 to 17
profileflex5	User defined field 5	ASCII text—0 to 17
profileflex6	User defined field 6	ASCII text—0 to 17
profileflex7	User defined field 7	ASCII text—0 to 17
mtgflex4	User defined field 4	ASCII text—0 to 17
mtgflex5	User defined field 5	ASCII text—0 to 17
mtgflex6	User defined field 6	ASCII text—0 to 17
mtgflex7	User defined field 7	ASCII text—0 to 17
ConfExtensionFailCode	Reason the attempted extension failed. If no extensions failed, value is 0.	Error code ⁴¹
NumSuccConfExtensions	Number of times the mtg was extended successfully. If no attempts were successful, value is 0.	Alphanumeric—0 to 11
MeetingType	Whether this was a regular meeting (value=0) or Reserve All Ports meeting (value=2).	0 or 2
RsvnlessStartID	User ID of person who starts the meeting	ASCII text—0 to 17

⁴¹ These codes represent the following errors:

5155—Server did not extend the meeting for any of the following reasons: (a) less than two participants are in VUI and DC sessions, (b) the meeting was extended to more than 24 hours, or (c) the "Extend Meeting" parameter is set to 0 minutes.

5209—Conference was terminated.

5122—Generic code for any errors found from internal reservation mechanism.

5154—Server cannot commit the extensions because of failure to save the extension record to the database.

5129—Original resource reservation cannot be found.

131198—Failed to extend as lack of voice ports.

131199—Failed to extend as lack of recording space.

131262—Failed to extend as Meeting ID conflict.

131158—One person left in the conference.

131159—The conference has been extended more than 24 hours.

Raw Meeting Participant Information Data

Field Name	Description	Type of Value (and Size)
PartId	Mtg participant identification number	An unsigned integer
ConfNum	The unique conference number assigned to records for mtgs that were successfully scheduled	An unsigned integer
Uid	User ID of participant	ASCII text—0 to 17
NVSecInConf	Seconds participant spent in mtg (voice)	An unsigned integer
NWFSecInConf	Seconds participant spent in mtg (workstation)	An unsigned integer
NSecsOutboundCalls	Seconds participant spent on outdials	An unsigned integer
VnameHeader	Participant name recording	Recorded/Not_Recorded
NoutboundCalls	Number of outdials initiated by this participant	An unsigned integer
Nretries	Number of outdial retries initiated by this participant	An unsigned integer
TnameHeader	Name header text	ASCII text—0 to 17
SpeakingAbility	If participant is allowed to speak in this meeting	Yes/No
NVUIODsMade	Number of telephone-initiated outdials made by this participant	An unsigned integer
NtimesQAsked	Number of times a question was asked by a participant	An unsigned integer
NtimesFGiven	Number of times the floor was given to a participant in this meeting	An unsigned integer
UpdateTime	Date and time of last change or modification to a file or record	MM/DD/YYYY HH:MM
NDCSecInConf	The total number of seconds this participant attended the web conference	An unsigned integer
nSecInMTGNotes	Amount of time that participant spent listening to mtg recordings and other notes	Integer representing number of seconds

Raw Meeting Outdial (Users) Information Data

Field Name	Description	Type of Value (and Size)
StartTimeOfCall	Date and time of outdial	MM/DD/YYYY HH:MM
Uid	User ID of participant who outdialed	ASCII text—0 to 17
ConfNum	The unique conference number assigned to records for mtgs that were successfully scheduled	An unsigned integer
Nseconds	Duration of outdial in seconds	An unsigned integer
CalledDest	Outdialed telephone number	ASCII text—0 to 32
fBlastOutdial	Outdial was a blast outdial	Yes/No
UpdateTime	Date and time of last change or modification to a record or file	MM/DD/YYYY HH:MM
PartID	Unique number that identifies the person being outdialed within a mtg	ASCII text—1 to 10

Raw Meeting Outdial (Servers) Information Data

Field Name	Description	Type of Value (and Size)
StartTimeOfCall	Date and time of outdial	MM/DD/YYYY HH:MM
ServerName	Host name of the server that outdialed	ASCII text—0 to 19
ConfNum	The unique conference number assigned to records for mtgs that were successfully scheduled	An unsigned integer
nSeconds	Duration of outdial in seconds ⁴²	An unsigned integer
CalledDest	Outdialed telephone number	ASCII text—0 to 32
fBlastOutdial	Outdial was a blast outdial	Yes/No
UpdateTime	Date and time of last change or modification to a record or file	MM/DD/YYYY HH:MM

⁴² Field value is 0 when answered or unanswered call is disconnected within 60 seconds.

Raw Meeting Attachment Information

Field Name	Description	Type of Value (and Size)
ConfNum	The unique conference number assigned to records for mtgs that were successfully scheduled	An unsigned integer
AttRefID	Attachment identifier	An unsigned integer
ModTime	Time attachment was last changed	MM/DD/YYYY HH:MM
LastModifier	User ID of last modifier	ASCII text—0 to 17
FullSize	Attachment size when submitted	An unsigned integer
CreatePlatform	Platform it was submitted from (Mac, Windows, etc.)	An unsigned integer
AttFormat	Attachment format (binary, text, etc.)	An unsigned integer
AttUse	Attachment use (agenda, comment, etc.)	An unsigned integer
AttCompSize	Attachment compressed size	An unsigned integer
Version	Attachment revision	An unsigned integer
Submitter	Attachment submitter's name	ASCII text—0 to 17
SubmitTime	Time attachment was submitted	MM/DD/YYYY HH:MM
AttSize	Attachment size (as stored on server)	An unsigned integer
nGuestAccesses	# of guest accesses	An unsigned integer
NUserAccesses	# of user accesses	An unsigned integer
NGuestRetrieves	# of guest retrieves	An unsigned integer
nUserRetrieves	# of user retrieves	An unsigned integer
FileName	File name	ASCII text—0 to 31
Creator	Creator of the file	ASCII text—0 to 31
TypeOfFile	Type of file	ASCII text—0 to 31
AttTitle	Title of file	ASCII text—0 to 31
Subject	Subject	ASCII text—0 to 31
Author	Author	ASCII text—0 to 31
Comment	Comment	ASCII text—0 to 31
fAutoDistribute	Should attachment be sent automatically	Yes/No

Field Name	Description	Type of Value (and Size)
UpdateTime	Date and time of last change or modification to a record or file	MM/DD/YYYY HH:MM

Raw System Outdial Information Data

Field Name	Description	Type of Value (and Size)
OutdialType	Type of system outdial	Alarm/Transfer
StartTimeOfCall	Date and time of outdial	MM/DD/YYYY HH:MM
ConfNum	The unique conference number assigned to records for mtgs that were successfully scheduled	An unsigned integer
NSeconds	Duration of outdial in seconds	An unsigned integer
CalledDest	Original outdialed telephone number	No more than 32 ASCII digits
FBlastOutdial	Outdial was a blast outdial	Yes/No
UpdateTime	Date and time of last change or modification to files	MM/DD/YY HH:MM

Raw Scheduling Failures

Field Name	Description	Type of Value (and Size)
SchedulerUid	User ID of scheduler	ASCII text—0 to 17
SchedulingTime	Date/time user attempted to schedule the mtg	MM/DD/YYYY HH:MM
MtgStartTime	Date/start time user wanted requested mtg to begin	MM/DD/YYYY HH:MM
DialableConfID	Meeting phone number	ASCII text—0 to 17
NumOfPortsRqsted	Number of ports requested for the failed meeting	An unsigned integer
MtgLengthInMin	Length (in minutes) requested for the failed meeting	An unsigned integer
UnitNo	Conference server where scheduling failure occurred	An unsigned integer
SiteNo	Site number where the scheduling failure occurred	An unsigned integer
FailCode	Failure code indicating why the meeting could not be scheduled	An unsigned integer
fSchedOnHomeServerOnly	Whether the users profile is set to schedule meetings on their home server only	Yes/No
fSchedOnHomeSiteOnly	Whether the users profile is set to schedule meetings at their NS home site only	Yes/No
ErrorString	Description of why meeting could not be scheduled. This field corresponds to the failcode	An unsigned integer
FailSeqNum	Integer used to track multiple failure attempts for the same mtg	An unsigned integer
UniqueConfNum	The unique conference number assigned to records for meetings that were successfully scheduled	An unsigned integer or "0" for meetings that were not successfully scheduled

Raw Participant Join Leave Information Report

Field Name	Description	Type of Value (and Size)
PartID	Meeting participant ID number	ASCII text—0 to 17
ConfNum	The unique conference number assigned to records for mtgs that were successfully scheduled	An unsigned integer
gmStartDate	Date the user entered the meeting	MM/DD/YYYY
gmStartTime	Time the user entered the meeting	HH:MM:SS
gmEndDate	Date the user left the mtg	MM/DD/YYYY
gmEndTime	Time the user left the meeting	HH:MM:SS
Device	The device and port number used to join the meeting	0–1151, 4080, 4081, 4082 ⁴³
nIncDigits	Number of DNIS digits received from the PBX	An unsigned integer
IncDigits	String of DNIS digits received from the PBX	A numerical string of up to 24 digits
AttachmentID	Which recording or MeetingNote the participant listened to	“ ” ⁴⁴ “Meeting Recording” “Voice Agenda” “Meeting Comment ID: XX” ⁴⁵
nANIDigits	Number of ANI digits received from the PBX	An unsigned integer
ANIDigits	String of ANI digits received from the PBX	A numerical string of up to 24 digits

⁴³ These values represent that the following devices were used in the meeting:

0–1151—voice port; 4080—MeetingTime; 4081—MeetingPlace Web; 4082—MeetingPlace Web Conferencing Option (necessary to enable data conferencing)

⁴⁴ When this field is empty, the record represents time spent in the meeting. When it is any of the other values, the record represents time spent in MeetingNotes.

⁴⁵ XX represents the actual ID number of the comment.

H SNMP

SNMP Traps

The following table describes the SNMP traps supported by the MeetingPlace SNMP service.

Whenever a MeetingPlace server generates an alarm condition, it categorizes that condition as either hardware or software and major or minor. It then generates the appropriate trap for that alarm. These traps contain additional information, including the actual alarm code, as a payload.

For information on the format of the major and minor hardware and software traps, refer to the *lattraps.mib*, located on the Latitude Customer Support Resource Center (<http://support.latitude.com/>). Note that these traps are generated in addition to any T1 or GWSIM traps, and the same condition may generate more than one trap as a result.

Trap Type	Trap Value	Description
coldStart	SNMP_TRAP_COLDSTART (0) OID=1.3.6.1.6.3.1.1.5, trap type 0	Generic trap for all devices. Signifies that the sending protocol entity is reinitializing itself such that the agent's configuration or the protocol entity implementation may be altered. Normally encountered when the Conference Server has been restarted.
T1	OID=1.3.6.1.4.1.7185.3.1.3.0, trap type 1	Signifies that the sending protocol entity recognizes that some event has occurred. This trap value indicates any of the Gateway exceptions described in the next table, which are detected from the MeetingPlace systems. Once you receive such a trap, check the exception log to learn what has happened.
Gateway SIM (GWSIM)	OID=1.3.6.1.4.1.7185.3.1.3.0, trap type 2	Signifies that the sending protocol entity recognizes that some event has occurred. This trap value indicates any of the Gateway exceptions described in the next table, which are detected from the MeetingPlace systems. Once you receive such a trap, check the

Trap Type	Trap Value	Description
		exception log to learn what has happened.
Major hardware	OID=1.3.6.1.4.1.7185.3.1.3.0, trap type 3	See <i>lattraps.mib</i> file for details.
Minor hardware	OID=1.3.6.1.4.1.7185.3.1.3.0, trap type 4	See <i>lattraps.mib</i> file for details.
Major software	OID=1.3.6.1.4.1.7185.3.1.3.0, trap type 5	See <i>lattraps.mib</i> file for details.
Minor software	OID=1.3.6.1.4.1.7185.3.1.3.0, trap type 6	See <i>lattraps.mib</i> file for details.

MeetingPlace Exceptions Supported by the SNMP Trap

The following exceptions are generated from the Gateway SIM and received by the SNMP server. The SNMP server then sends the trap to the SNMP client. The exceptions are described in the alternate log file **cm_alt.log**.

Exception Code	Numeric Value	Event Description
EX_SPAN_RED_ALARM	EX_TV_BASE+120 (EX_TV_BASE 0xB000)	Red Alarm detected on this T1 span ([%d], card %d, [%d], span %d)
EX_MPDATASVC_STAT USNOTRESP	EX_GWERR_BASE+258 (EX_GWERR_BASE 0x120000)	WebPub Data Service (Unit %d) Not Responding
EX_MPAGENT_STATUS NOTRESP	EX_GWERR_BASE+322	WebPub Agent (Unit %d) Not Responding
EX_MPAUDIO_STATUS NOTRESP	EX_GWERR_BASE+386	WebPub Audio Service (Unit %d) Not Responding
EX_SMTP_STATUSNOT RESP	EX_GWERR_BASE+514	SMTP Gateway (Unit %d) Not Responding
EX_OUTLOOK_STATUS NOTRESP	EX_GWERR_BASE+1026	Outlook Gateway (Unit %d) Not Responding
EX_NOTES_STATUSNO TRESP	EX_GWERR_BASE+1282	Notes Gateway (Unit %d) Not Responding
EX_MPNOTIFY_STATU SNOTRESP	EX_GWERR_BASE+1346	MPNotify Service (Unit %d) Not Responding
EX_DATACONF_STATU SNOTRESP	EX_GWERR_BASE+1538	DataConf Gateway (Unit %d) Not Responding
EX_DATACONFGCC_ST ATUSNOTRESP	EX_GWERR_BASE+1602	DataConf GCC Service (Unit %d) Not

Exception Code	Numeric Value	Event Description
		Responding
EX_DATACONFMCS_ST ATUSNOTRESP	EX_GWERR_BASE+1666	DataConf MCS Service (Unit %d) Not Responding
EX_DATACONFSAMETI ME_STATUSNOTRESP	EX_GWERR_BASE+1730	DataConf Sametime Service (Unit %d) Not Responding
EX_VOIPCCAGENT_ST ATUSNOTRESP	EX_GWERR_BASE+1794	VoIP CCAgent (Unit %d) Not Responding"
EX_VOIPMPSTREAM_S TATUSNOTRESP	EX_GWERR_BASE+1858	VoIP MPStream Service (Unit %d) Not Responding
EX_DCDIR_STATUSNO TRESP	EX_GWERR_BASE+2050	MP Directory Service (Unit %d) Not Responding
EX_GWSIMAGENT_STA TUSNOTRESP	EX_GWERR_BASE+3842	Gateway SIM Agent (Unit %d) Not Responding
EX_UNITFAULT	EX_SI_BASE+129	Communication lost with unit %d An active unit was down
EX_CRASH*	EX_SI_BASE+73	System crashed: power fail, reset, or watchdog timer

* This exception is not a Gateway SIM-related exception. It happens when the server crashes then reboots and realizes that it has crashed.

I Reservationless Meetings

About Reservationless Meetings

With the Reservationless Meetings feature, users can create meetings through their touchtone phones without having to schedule the meetings in advance. Using a unique meeting ID reserved for each user, participants can conduct meetings whenever system resources are available, and use all existing in-session features during the meeting.

The Reservationless Meetings feature is available only on MeetingPlace M3 platforms.

About Reservationless Meetings and Scheduled Meetings

Reservationless meetings and standard scheduled meetings can reside on the same MeetingPlace M3 conference server. Setting reservationless meetings on or off at the system level determines the prompts that play and the ways in which participants attend meetings.

- When Reservationless Meetings is turned on, users hear the prompts for scheduled *and* reservationless meetings. Users can attend scheduled and reservationless meetings through a single user interface. When participants attend a regularly scheduled meeting, they are placed directly in the main meeting. When participants attend a reservationless meeting that has not started, they are placed in a waiting room. Scheduled and reservationless meetings use the same pool of conference ports.
- When Reservationless Meetings is turned off, users hear the standard prompts for scheduled meetings only. Users may only attend standard scheduled meetings, including immediate meetings. When participants attend a scheduled meeting, they are placed directly in the main meeting (except for lecture-style meetings, where participants are initially placed in the waiting room).



Note: Reservationless meetings can be enabled or disabled, but both modes cannot be enabled simultaneously.

Configuring Reservationless and Scheduled Meetings

You configure a MeetingPlace conference server for reservationless and scheduled meetings using a command line utility. This system-wide setting configures the server for both scheduled and reservationless meetings, versus the standard scheduled meetings configuration. To activate the scheduled and reservationless meetings voice user interface, restart the system.

Reservationless Meetings is assigned predefined parameters (as shown in Table I-1) to ensure a smooth conference experience. The parameters you set in MeetingTime apply only to standard scheduled meetings.

Table I-1 Reservationless and Scheduled Meetings Profile and Group Parameters

Parameter Name	Reservationless Meetings Value	Scheduled Meetings Value	Description
User Profiles/User Groups Parameters: MeetingNotes Defaults			
Display mtg to everyone	Yes	Yes, No, Group Default	Whether meetings scheduled by this user are displayed to everyone from MeetingTime and MeetingPlace Web.
Password required	No	Yes, No, Group Default	Whether meetings scheduled by this user require a password by default.
Meeting Preferences			
End of mtg announcement?	No	Yes, No, or Group Default	Whether MeetingPlace announces that the meeting ends in a set number of minutes.
Mtg extension announcements?	No	Yes, No, or Group Default	Whether MeetingPlace announces that the meeting is extended by a set number of minutes.
Who can attend?	Anyone	Anyone, MeetingPlace Users, Invited Users, or Group Default	Who can attend meetings scheduled by this group's users.
Sending notifications			
Enabled for this mtg?	No	Yes, No, or Group Default	Whether this group's users want to send notifications for meetings.

Parameter Name	Reservationless Meetings Value	Scheduled Meetings Value	Description
Scheduling Parameters: Meeting Ports			
Default meeting type	All Speaker	All Speaker or Lecture.	The default for the meeting type: All Speaker or Lecture.
Meeting start guard time (min)	Does not apply	Numeric–0 to 1440	Number of minutes before the scheduled meeting start time that ports are reserved for the meeting. MeetingPlace adds this advance time to the requested start time.
Mtg end guard time (min)	0	Numeric–0 to 1440	Number of minutes after the scheduled meeting end time that ports remain reserved. MeetingPlace adds this post meeting time to the reserved end time of the meeting.
Mtg ID start guard time (min)	Does not apply	Numeric–0 to 1440	The number of minutes before the scheduled meeting start time that the associated meeting ID or DID/DDI number is reserved.
Mtg ID end guard time (min)	0	Numeric–0 to 1440	The number of minutes after the scheduled meeting end time that the associated meeting ID or DID/DDI number is reserved.
Run-time Parameters			
Disconnect empty port (min)	0	Numeric–0 to 30	The number of minutes that reserved ports are held after <i>everyone</i> hangs up, even when the scheduled meeting end time has not arrived.

Reservationless Meetings Fields

You can set attributes for reservationless meetings fields. To do so, in the System tab select Reservationless Mtgs. Then set the attributes as shown in Table I-2.

Table I-2 Reservationless Meetings Fields

Attribute	Default	Description
Enable reservationless meeting	No	Allow or prevent reservationless meetings. This parameter is read only. If you want to change this parameter, contact your customer support representative.
Allow 3 rd party initiate?	Yes	Whether profile users can initiate personal meetings before the meeting organizer arrives.
Bill 3 rd party initiator?	Yes	Whether the reservationless meeting is billed to the meeting initiator (when a third party initiates the meeting) or the meeting organizer (regardless of who initiates the meeting).

Reports

To see information about reservationless meetings, you can generate a Raw Meeting Details Information Report and view the following fields:

- The “RsvnlessStartID” field contains the profile ID of the person who initiated the meeting. This field appears at the end of the report.
- The “BillCode” field contains the bill code of the meeting originator (the profile user with that meeting ID). However, if the meeting was initiated by a third party and the Bill 3rd Party Initiator field (for Reservationless Mtgs) is set to Yes, the “BillCode” field contains the bill code of the user who initiated the meeting.
- The “Reservationless” value of the “fstartpeopleinwr” field tells you which meetings are reservationless meetings.

Meeting Conflicts Utility

When migrating from standard scheduled meetings to combined scheduled and reservationless meetings, a technician utility is available to help you identify profile ID and meeting ID conflicts.

The technician command for this utility is “mtgconflicts”. When a conflict is found, you see a list of conflicting meetings. To resolve the conflict, either keep the scheduled meetings or change the meeting IDs.



Note: The mtgconflicts utility can only be run with the system down.

Meeting Conflicts Commands

- The command “mtgconflicts” reports any conflicts that are found.
- The command “mtgconflicts –f” shows a list of user profiles where a meeting ID matches the profile ID.
- The commands “mtgconflicts –s” and “mtgconflicts –v” show the entire list of user profile ID and meeting ID conflicts in either a short or verbose format.

Reservationless Meetings Requirements

Use the information in this section for system requirements, deployment settings for reservationless meetings, settings for combined reservationless and scheduled meetings, and profile number and meeting ID management.

System Requirements

The following table shows the system requirements for conducting reservationless meetings.

Table I-3 System Requirements for Reservationless Meetings

System Requirements		✓
1. MeetingPlace M3 platform with MeetingServer system software version 5.0.2 or version 5.1 must be installed.		<input type="checkbox"/>
2. The port (group) must be configured for “Combined Access” and a command line utility (mtgmode) must be run.		<input type="checkbox"/>
3. If reservationless meetings will include access to web conferencing: <ul style="list-style-type: none"> • MeetingPlace Web 3.0 must be installed. See the <i>MeetingPlace Web 3.0 System Manager's Guide</i> for requirements. • Windows 2000 server is required for dedicated use as a web conferencing server. 		<input type="checkbox"/>

Recommended Deployment Settings

The following table shows the recommended deployment settings, which are based on settings for Immediate Meetings. You can change them in MeetingTime, depending on usage.

Table I-4 Recommended Deployment Settings for Reservationless Meetings

Parameter	Recommended Value	Description
Server Configuration		
Floater ports	See Table I-5 in the next section for floater	Number of ports reserved as floating ports.

Parameter	Recommended Value	Description
	port recommendations.	
Overbook ports	See Table I-5 in the next section for overbook port recommendations.	Number of ports reserved to allow for scheduling beyond the number of conference ports readily available on the system.
Scheduling Parameters: Immediate Meetings		
# of ports to schedule	See Table I-5 in the next section for immediate meeting recommendations.	Default for the number of participants (locations) for an immediate meeting.
Length of mtg (min)	30	Default length of an immediate meeting (in minutes). It is recommended that this setting remain at or above 20 minutes. When only one caller is waiting in the waiting room, that caller is disconnected after this immediate meeting length expires.
Scheduling Parameters: Run-Time Parameters		
Extend Meeting (min)	15	Length of time (in minutes) a meeting is extended if time runs over and if ports are available. It is recommended that this field remains set above zero minutes. If this field is set to zero, meetings cannot be extended.

Recommended Settings for Combined Reservationless and Scheduled Meetings

Use the values in the following table to configure a system with both reservationless and scheduled meetings. These values maximize the port utilization and capacity of your system.

Table I-5 Recommended Settings for Reservationless and Scheduled Meetings

Parameter	Recommended Value
If R < 50%	
Immediate Meetings	3
Overbook ports	N x 30%
Floater ports	N x 30%
If R >= 50%	
Immediate Meetings	0
Overbook ports	N x 15%
Floater ports	N x (R + 25%)

- R = % of traffic used for reservationless meetings
- N = total number of conference ports including capacity assurance (CAP)
- 30% can be substituted for standard operating percentage

**Notes:**

- Make sure the total number of scheduling ports available (including overbook ports) is equal to or greater than the largest meeting size you expect to schedule.
- These guidelines are good defaults for a new system. However, if your system is already configured, you may want to keep the existing settings.

Profile Number and Meeting ID Management

Because each person's profile number is their reservationless meeting ID, profile numbers cannot match existing meeting IDs when reservationless meetings is turned on.

- If you try to create a profile number that matches an existing meeting ID, the system notifies you of the conflict. To correct the problem, change the meeting ID or select another profile number for the user.
- End users cannot schedule meetings with a meeting ID that matches another profile number.

**Notes:**

- When you migrate a system from standard scheduled meetings to combined scheduled and reservationless meetings, any scheduled meetings using a profile number as the meeting ID remain as scheduled meetings after the switchover.
- A meeting ID for a reservationless meeting is the same as the user's profile ID. Because meeting IDs cannot exceed nine characters, make sure the profile ID of a user who can use the Reservationless Meetings feature does not exceed nine characters. When users whose profile IDs are longer than nine characters try to start a reservationless meeting, they hear the following prompt and are disconnected: "We are unable to start a meeting at this time. Please try again later."

Starting and Attending Reservationless Meetings

Any profile user can start a reservationless meeting through their touchtone phone by calling the server and entering their profile number as the meeting ID. Their existing profile password confirms the user's identity and starts the reservationless meeting.

The meeting organizer is responsible for forwarding this meeting ID to all invited participants.

The following steps describe the general procedure for starting and attending a meeting:

1. Participants attend a reservationless meeting in any of the following ways:
 - Direct dialing the server through their touchtone phone
 - Having a participant outdial to them from within the meeting
 - Having MeetingPlace outdial to them from the MeetingPlace Web meeting details page
2. Invited participants enter the scheduler's profile number as the meeting ID.
3. When participants enter, the system determines if the meeting has started.
 - If the meeting has started, the participants may join the meeting.
 - If the meeting has not started, participants are placed in a waiting room until the organizer arrives and starts the meeting. People in the waiting room cannot talk with each other.
4. After the organizer starts the meeting, participants in the waiting room are moved onto the main floor of the meeting.

If the organizer is late or absent, any user with a profile on the system may activate the meeting by entering their profile number and password, and then bringing the meeting to order.

**Notes:**

- Through MeetingPlace Web, you can start a reservationless meeting by clicking the Immediate Meeting button without entering a vanity ID in the Meeting ID field.
- By default, starting a reservationless meeting is not restricted to the meeting organizer. All profile users may start the reservationless meetings they attend. Starting reservationless meetings by profile users is a system-wide setting and can be disabled by the system manager. For more information, see the *MeetingServer 5.1 Release Note* (part number 0050-0045-01, Rev. A2).

Reservationless meetings can be started through MeetingTime. After some people have joined the meeting, you can enter the meeting room. The “Bring meeting to order” gavel is down. Click on it to start the meeting.

To start a reservationless meeting:

1. Dial the MeetingPlace server telephone number and listen to the voice prompts.
2. Press **2**, enter your profile number, then press **#**.
3. Confirm your profile number by entering your password, then press **#**.
4. Press **2** to start or schedule a meeting. Then, choose one of these options:
 - To start the meeting now, press **1**. MeetingPlace announces: “The meeting is now in session. Now attending, <your name>.”
 - To schedule a future meeting, press **2**.
 - To reschedule, review, or delete a meeting, press **3**.
 - To get a list of your meetings, press **4**.
 - To go back one step in the voice menu at any time, press *****.

When you start a reservationless meeting, participants in the waiting room enter the meeting.

If you cannot start a meeting because of an incorrect password, MeetingPlace alerts you to the problem.

To attend a reservationless meeting:

1. Dial the MeetingPlace server telephone number and listen to the voice prompts.
2. Press **1** to attend a meeting.
3. Enter the meeting ID, then press **#**. MeetingPlace announces: "You are about to attend the meeting with the ID number <nnnn>."
4. Confirm the meeting ID by pressing **1**.
5. Follow the voice prompts to record your name.
 - If the meeting is in session, MeetingPlace announces your entry to the meeting: "Now attending, <your name>."
 - If the meeting is not in session, MeetingPlace asks you to hold until the meeting organizer arrives. To start the meeting with your MeetingPlace profile, the system prompts you to press **3**. (If third parties are not allowed to start meetings, you do not hear this prompt.)

If you entered an incorrect meeting ID, press ***** from the waiting room to return to the top of the main menu.

5. To start the meeting with your MeetingPlace profile, enter your profile number, then press **#**.
6. Enter your password, then press **#**.

If the profile number and password are correct, MeetingPlace starts the meeting: "The meeting is now in session. Now attending, <your name>."

7. If you do not start the meeting with your MeetingPlace profile, the meeting starts when the meeting organizer arrives and MeetingPlace announces: "The meeting is now in session. Now attending, <meeting organizer's name>."

**Notes:**

- If multiple profile users try to start the meeting at the same time, the first person to complete the procedure starts the meeting. After all others enter their passwords, they join the meeting as participants.

To attend when MeetingPlace outdials you:

Users can request MeetingPlace to outdial (call) them from the MeetingPlace Web meeting details page. They can also be outdialed from within an active meeting.

The MeetingPlace prompts vary depending on whether or not the meeting has started.

- If the meeting has started, MeetingPlace prompts the invited participant to record their name, and then announces their entry into the meeting.
- If the meeting has not started, MeetingPlace prompts invited participants to record their name, and then places them in the waiting room. All profile users may start the meeting with their MeetingPlace profile if they desire.

To end a reservationless meeting:

Profile users can end a reservationless meeting while attending a meeting.

1. Press **#** to access the voice prompt menu.
2. Press **8** for Advanced Features.

MeetingPlace prompts you to press **1** to end the meeting, (or ***** to return to the meeting).

3. Press **1**.

MeetingPlace prompts you to press **2** to confirm to your selection (or return to the main menu).

4. Press **2** to confirm your selection and end the meeting.

MeetingPlace Web Behavior

When used with MeetingPlace Web versions earlier than 3.0, web conferencing can be enabled after the voice conference has been activated. When used with version 3.0 or later, reservationless meetings can be started either from the Web or the phone.

An exception to this behavior is with immediate meetings or scheduled meetings that begin now. If a meeting ID is not selected and a user clicks the Immediate Meeting button on the MeetingPlace Web home page (or schedules a meeting with a start time of now or earlier), the system creates a reservationless meeting with the user's profile number. On the second try, the user receives an error message because a reservationless meeting already exists. This also happens when scheduling from MeetingPlace for Outlook and MeetingTime.

When reservationless meeting participants join the web conference, all participants—including those in the waiting room—may share. However, users in the waiting room cannot use in-session features.

System Rules

Please note the following system rules:

- The default parameters for reservationless meetings are those set for immediate meetings. For example, if the default meeting length for immediate meetings is 30 minutes, reservationless meetings wait 30 minutes for initiation before ending. If the meeting has not been started within 30 minutes of the first participant entering the waiting room, MeetingPlace prompts all participants: “The meeting organizer has not arrived. Please try again later.”
- The web conferencing component of a reservationless meeting ends when the voice conference ends.
- After users are logged into the system, they remain logged in. If they exit to the top menu, they do not have to enter their profile and password again. If they join another meeting, they join with their recorded profile name.
- Profile users may end any reservationless meeting they join by pressing this sequence: **# 8 1 2**. Profile users may also end scheduled meetings.
- The Reservationless Meeting feature is available for US English, UK English, French Canadian, and Japanese languages.
- Users can leave a meeting and return to the main menu by pressing **# 9**. This command works whether reservationless meetings is turned on or off.

J M3 Shadow Server

About the Shadow Server

The shadow server is a backup system that can replace the primary MeetingPlace M3 server in case there is a failure or the primary server is unable to continue processing for any reason.

The switchover of the shadow server ensures that complete MeetingPlace functionality can be returned with a minimum loss of time and disruption in service.

The shadow server is kept current by polling the primary MeetingPlace M3 server for all database updates. A minimal loss of data is to be expected if a failure occurs between update polling periods.

For the shadow server to function correctly, your Domain Name Server (DNS) must be configured with host name entries that contain IP addresses for the MeetingPlace M3 server and M3 shadow server. For more information, refer to the *MeetingPlace Installation Planning Guide*.

MeetingPlace M3 Shadow Server Feature Differences

The MeetingPlace M3 shadow server uses the same underlying mechanisms as the MeetingPlace shadow server in PCI versions. In most ways they will behave similarly. However, there are some substantial differences between the PCI shadow server and the M3 shadow server:

- There is no automated switchover mechanism. Converting the shadow into a standalone server requires connecting to the command line interface and entering commands to switch modes.
- After a switchover, meeting recordings, attachments, user name recordings, and custom prompts stored on the primary server are not available. However, meeting recordings and attachments *may* be available from a web server.
- The M3 shadow server is not required to be on the same network segment as the primary.
- Hardware configuration data is not replicated between servers, including the telephony configuration and license keys. Separate configuration will need to be done on the shadow server.
- Software upgrades will not automatically propagate between servers. It is necessary to install software on each independently.

Installation and Configuration

When installing a shadow server, it is necessary to copy the database from the primary to the shadow server. If this is not done, it may take months for the two to synchronize. Please refer to the *MeetingPlace Customer Engineer Guide* for complete installation instructions.

Basic hardware configuration of an M3 shadow server should be conducted with the system configured as a standalone conference server (mode=SINGLE). This affects the following configuration:

- License keys
- Telephony interface configuration
- Flex menu configuration
- Custom prompts
- Network interface

Basic system configuration should be performed prior to setting the shadow server to run in the shadow-operating mode. Once the configuration is complete, use the *setup* command to switch to shadow server mode. Once you have switched to shadow server mode, MeetingTime or voice access is not available.

Changes to license keys, telephony and network configuration, flex menus, and custom prompts will not propagate from the primary to the shadow server. These configurations are maintained completely independently.

Unlike the PCI shadow server, the M3 shadow server is not required to be on the same network segment as the primary. An M3 shadow server can be located anywhere desired provided a high quality network connection is available back to the primary. This assumes the following:

- Robust network connectivity required:
 - <250ms round trip latency
 - <1% packet loss
 - 384 kbps minimum bandwidth
- Synchronizing at 1-2 records / second (suitable for large 1152 UL deployments)
- Up to 100,000 records per day
- No firewalls between M3 conference servers
- The M3 shadow server is not located on the same network segment

New gateway servers will need to be manually configured in the shadow server database and tested before switching to shadow server mode. Failure to do this will complicate the switchover procedure.

Shadow Server Switchover

To perform the basic switchover procedure:

1. Shut down the primary server (or at least take it off the network).
2. Log into the command line interface on the shadow server.
3. Use the setup command and select (1) to tell the server to switch into standalone conference server mode.
4. Restart the server.

You will also need to redirect the telephony connections to this server.

MeetingPlace gateway servers should switch automatically if the system configuration is correct. There are two things to check:

- Is the required unit (server) record in the shadow server database?
- Does the DNS table entry that the gateway uses to access the primary server also have an IP address for the shadow server?

If the gateway does not switch automatically, it may be necessary change the GWSIM configuration to point to the new server. It may also be necessary to re-register the gateway (part of the GWSIM install procedure). MeetingTime can also use the dual DNS entry.

What to Do After a Shadow Switchover

After a switchover, the active server (the old shadow server), will be handling calls much the same as the old primary server, with the exception that old meeting recordings and attachments won't be available. This assumes, of course, that the system configurations were maintained the same (for example, any custom prompts and flex menus were set up similarly on both machines).

Once the old primary server is running again, you may choose between the following options:

- Continue day-to-day operations on the active server, and have the original primary server configured to be a Shadow Server, or
- Revert back to the old primary server and configure the active server back to a shadow server.

The reasons for choosing between these options vary from situation to situation, but here are some factors to consider:

- How long has the shadow server been active? The longer it has been in production use, the more changes have taken place on the database as

users continue to schedule and attend new meetings. As a result, the amount of time required to re-synchronize with the original server will be increased.

- Is recording permitted on the shadow server? If so, have there been a lot of recorded meetings? When operations are reverted back to the primary server, all recordings on the current active server cannot be accessed through the phone interface. These recordings can only be accessed through streaming media on the web.
- From a telephony perspective, is there any preference as to which location people dial into? Some companies may prefer one location over another due to long distance charges.

In either case, configure the server that has been designated as the shadow server and it will automatically start to synchronize with the primary server database. However, if the downtime has been lengthy, this synchronization process can take a while. If that is the case, consult your Latitude Support Representative before proceeding.



Note: If any changes are made to the server database before the shadow server has a chance to poll for updates, these changes will be lost if a switchover takes place. These changes can include any new or updated user profiles or meeting records.



Tip: After a system switchover to the shadow server has occurred, the MeetingPlace system manger should advise the user community to check their meeting schedules.

Alarms

Many redundant systems can fail without anyone ever knowing it. The MeetingPlace shadow server addresses this issue with the following processes:

The installation process includes configuring into the database a flag indicating if a shadow server should be attached.

Once each hour MeetingPlace checks to make sure that the shadow server flags match the flag that has been configured to generate an alarm.

The two alarms conditions are:

Code [0x110012] "Shadow Server is <n> hours behind"

If the shadow server is falling behind in keeping up with the primary server changes and updates.

Code [0x70087] “The Shadow Server is not running”

If the flag is set but no shadow server is attached or detected, an alarm is generated.

Regular communication is required between the primary server and the shadow server for MeetingPlace to constantly monitor this flag status

Shadow server alarms are reported directly to the primary server and will display in the primary server logs, not in the shadow server logs.

Index

—A—

- abbreviated voice prompts, 66
- access ports, 71
- acoustic treatment, 174
- add records, 27
- address, MeetingPlace, 22
- alarm codes, 172
- alarm lights
 - interpreting, 172
- Alarm Table
 - about, 167
 - checking, 170
 - saving to file, 172
- Alarm Viewer, 171
- alarms
 - clearing, 171
 - hardware/software failure, 170
 - responding to, 167
 - T1 failure, 170
- attendant
 - calling for, 151
 - definition, 20, 151
- attendants, 39
- audio volume, 175

—B—

- backing up
 - common problems, 135
 - disk backup, 131
 - procedure, 134
 - tape backup, 132, 179
 - understanding the results, 135
 - viewing the results, 135
- billing
 - and profiles, 37
 - code, 37
 - reports, 124
- Billing Information (Detail) Report, 125
- Billing Information Report, 125
- Billing Reports, 124
- breakout session, 12, 157
 - limitation, 38
 - recording warning prompt, 198

—C—

- changing
 - login information, 218
 - report result minutes, 219
- Cisco TAC website, opening TAC cases, 6**

- class of service, 37
- cleaning, tape drive head, 136
- close the floor, 12
- conference ports, 71
- configuration
 - changing, 149
- configurations
 - voice-only, 16, 17
- Configure tab, about, 25
- configuring
 - ports, 73
 - SNMP, 102
- contact
 - calling for, 151
 - definition, 20, 39
- contacts, 39
- contingency ports, 72
- continuous meetings, 82
- converting PCI to M3 platform, 4
- Support, obtaining, 6**
- customizing MeetingPlace, 62

—D—

- database
 - backing up, 131
 - maintaining, 141
- delete records, 27
- deleting meetings
 - in batch mode, 185
- DID numbers, 166
- disaster recovery, 178
 - data network failure, 178
 - M3 server failure, 178
- disconnect problems, 167
- disk space
 - and non-purgable meetings, 99
 - optimizing, 97
 - viewing, 97, 166
- Disk Usage Information Report, 126
- disk usage statistics, 97
- displaying public meetings, 219
- Documentation**
 - obtaining, 5, 8**
 - submitting feedback, 6**

—S—

- edit, form values, 27
- e-mail addresses, 37
- excrypted passwords
 - import and export of, 149
- export

- encrypted passwords, 149
- raw data specifications, 258
- reports, 127

—F—

- fax cover sheet, 62
- file import specifications, 251
- files
 - backing up, 131
 - restoring, 131
- flash transfer, 151
- flex fields
 - about, 64
 - creating, 65
- floating ports, 72
- Full Care Support, 141
- full shutdown, 138

—G—

- Group Information Report, 117
- group ports, 74
- group profile parameters, 220
- guard times
 - about, 76, 79
 - definitions, 78
 - parameters, 78
- guest profile, 44

—H—

- hacker lockout, 58
- help desk, 20
- Help Desk
 - configuring privileges, 31
- host name, 22

—I—

- ID
 - finding users, 153
 - forgotten, 153
 - meeting, 10, 59, 77
 - user, 22, 35
 - vanity, 10
- immediate meetings, 159
- import meetings
 - in batch mode, 185
- import process
 - deleting groups, 147
- importing
 - automating, 49
 - best practices, 44
 - encrypted passwords, 149
 - file specifications, 251
 - procedure, 47
 - profiles, 251
 - profiles in batch mode, 49
- individual ports, 73

- installing MeetingTime
 - for Windows, 215
- internals, system, 32

—J—

- join meetings
 - enable guests, 38
 - from the Web, 38

—L—

- language selection, 211
- language system option, 210
 - option key, 210
- large meetings, 12
 - scheduling, 161
- lecture-style meetings
 - hosting, 160
 - scheduling, 159
- locking meetings, 158
- log in
 - error code, 168
 - to MeetingTime, 22
 - user problems with, 152

—M—

- maintenance, 21
- management tools
 - opportunity cost, 94
 - scheduling failures, 95
 - uncaptured conferencing, 93
- managing workstation connections, 106
- Meeting Attachment Information Report, 122, 123
- Meeting Attendance by User Report, 121, 123
- meeting ID, 10, 77
 - and security, 59
 - finding, 153, 154
 - problems with, 154
- Meeting Information Report, 121
- meeting language prompts, 212
- meeting list, 84
- Meeting types
 - Lecture-style, 12
 - Meet me, 11
 - multiserver meetings, 13
 - Question and Answer, 13
 - reservationless, 14
 - Reserve All Ports, 14
 - zero-port meetings, 13
- MeetingNotes, 11, 71, 73
 - and disk space, 98
 - and guard times, 77
 - deleting, 166
- MeetingPlace
 - address, 22
 - customizing, 62
 - features, 11
 - integration, 10

- maintenance, 141
- monitoring progress, 141
- options, 17
- securing, 57
- shutting down, 136
- starting, 140
- starting up, 136
- telephone number, 10

MeetingPlace Directory Services, 41, 142

meetings

- continuous, 159
- extending, 155
- finding passwords, 152
- immediate, 159
- in-session features, 11
- limiting, 61
- locking, 158
- messages, 156
- notifications, 105
- preferences, 40
- recording, 157
- recurring, 158
- scheduling, 15
- securing, 59, 158
- sound quality, 154

MeetingTime, 13

- about, 16, 22
- Capacity management tab, 24
- Configure tab, 24
- demonstration mode, 219
- idle timeout parameter, 107
- installing **from** a network, 215
- Report tab, 24
- system manager access, 107
- System tab, 24
- to access, 22
- windows requirements, 215

messages feature, 156

monthly trending tools, 90

multiserver meetings, 188

- configuring, 191
- features, 205
- monitoring using MeetingTime, 200
- naming servers, 195
- recording voice name, 197
- requirements, 189
- scheduling, 201
- scheduling using MeetingTime, 202
- troubleshooting, 207
- web conferencing, 207

music, changing, 67

mute, 12

muting lines, 154

—N—

Network Management Communities, 102

new features, 1

noise, muting, 155

notification status, 104

notifications

- about, 103
- canceling server, 106
- diagnosing problems, 104
- failures, 104
- fax cover sheet, 62
- managing, 103
- viewing status, 104, 105

Notifications

- option, 103

—O—

open the floor, 12

options

- Notifications, 103

Outbound Dialing Report, 126

outdial

- add another server, 206
- limitation, 38

outdialing, 36, 37

- controlling, 74
- monitoring, 62
- restricting, 61

overbook ports, 73

—P—

parameters

- batch mode report types, 113
- group, 220
- guard times, 78
- immediate meeting, 81
- MeetingTime Idle Timeout, 107
- port groups, 75
- recording, 99
- run times, 79
- scheduling, 78, 98, 100, 240
- server to server connection, 198
- system usage, 236
- user, 220

passwords

- changing, 153
- forgotten, 152
- meeting, 59, 158
- minimum length, 59
- parameters, 58

PCI platform, converting to M3, 4

permanent meetings, 99

Port Attributes Report, 116

Port Usage Report, 119

port utilization tool, 85

ports

- about, 71
- access, 71
- and DID access, 73
- assigning, 166
- conference, 71, 77
- configuring, 73
- contingency, 72
- controlling outdialing, 74
- default type, 74

- disconnecting, 166
- distribution, 71
- floating, 72
- group, 74
- increasing for meetings, 156
- individual, 73
- managing, 71
- overbook, 73
- scheduling, 76
- power supply, 178
- preferences,meeting, 40
- printing
 - reports, 114
- profile number, 36
- profiles
 - about, 19
 - and contact, 39
 - and telephone numbers, 36
 - benefits of, 40
 - changing a user record, 51
 - class-of-service, 37
 - creating, 35, 43
 - deactivating, 58
 - deleting, 146
 - forgotten, 152
 - guest, 44
 - import file requirements, 46
 - importing, 41, 44, 251
 - importing using MeetingPlace Directory Services, 45
 - importing with MeetingPlace Directory Services, 45
 - locked, 153
 - number, 36
 - on request, 41
 - preferences, 40
 - securing, 58
 - setup strategy, 40
 - time zones, 39
 - unlocking, 168
 - user groups, 42
 - user parameters, 220
 - uses, 35
 - viewing, 52

—Q—

- Q&A parameters, 162
- Q&A Scheduling, 162

—R—

- raw data export specifications, 258
- raw data reports
 - Raw Group Information Report, 128
 - Raw Meeting Attachment Information Report, 129
 - Raw Meeting Details Information Report, 128
 - Raw Meeting Outdial Information Report, 129
 - Raw Meeting Participant Information Report, 128
 - Raw Profile Information Report, 128
 - Raw Scheduling Failures Report, 129

- Raw System Outdial Information Report, 129
- Raw Data Reports, 127
- Raw Profile Information Report, 128
- real-time collaboration, 9
- recordings
 - and non-purgable meetings, 99
 - finding number of, 166
 - helping users with, 157
 - securing, 60
 - turning on/off, 157
- Register window, about, 24
- removing users, 141, 142
- report types
 - Billing Reports, 124
 - Permanent Meetings Report, 100
 - raw data reports, 128
 - Raw Data Reports, 127
 - System Reports, 114
- reports
 - Billing Information (Detail) Report, 125
 - Billing Information Summary Report, 125
 - Disk Usage Information Report, 126
 - exporting, 127
 - flex fields, 64
 - generating, 28, 112
 - generating in batch mode, 112
 - Group Information Report, 117
 - Meeting Attachment Information Report, 122, 123
 - Meeting Attendance by User Report, 121, 123
 - Meeting Information Report, 121
 - minutes to wait before timeout, 219
 - Outbound Dialing Report, 126
 - overview, 111
 - Port Attributes Report, 116
 - Port Usage Report, 119
 - printing, 114
 - raw data, 127
 - Raw Group Information, 128
 - Raw Meeting Attachment Information, 129
 - Raw Meeting Details Information, 128
 - Raw Meeting Outdial Information, 129
 - Raw Meeting Participant Information, 128
 - Raw Profile Information, 128, 129
 - Scheduled vs Actual by User Report, 120
 - scheduling, 114
 - Scheduling Activity by User Report, 120
 - Scheduling Statistics Report, 118, 119
 - System Options Report, 115
 - System Usage Reports, 118
 - User Information Report, 116, 117
- Reports tab, about, 28
- reservationless meetings
 - described, 14
- Reservationless meetings
 - attending, 294
 - attending from outdial, 295
 - described, 285
 - ending, 295
 - fields, 287
 - requirements for, 289
 - starting, 293

- system rules for, 296
- Reserve All Ports meetings
 - described, 14
- restoring files, 131
- roll call, 156
- room calibration, 175
- run times
 - definitions, 79
 - parameters, 79

—S—

- Scheduled vs Actual by User Report, 120
- scheduling
 - conflicts, 166
 - continuous meetings, 159
 - immediate meetings, 159
 - meetings, 15
 - parameters, 100, 240
 - ports, 76
 - problems with, 155
 - recurring meetings, 158
 - zero-port meeting, 165
- Scheduling Activity by User Report, 120
- Scheduling Statistics Report, 118, 119
- Search Directory
 - about, 55
 - search options, 56
 - searching for profiles, 55
- security
 - hacker lockout, 58
 - meeting, 158
 - MeetingPlace SNMP agent, 59
 - MeetingPlace system, 57
 - meetings, 59
 - outdialing, 61
 - passwords, 58
 - profiles, 58
 - recordings, 60
 - system wide, 61
 - toll fraud prevention, 61
- server notifications, 104
- Shadow Network Server
 - about, 298
 - alarms, 301
- shutting down
 - about, 136
- Simple Network Management Protocol, 59, 100, *See also*, SNMP, *See also*, SNMP
- SNMP
 - about, 100, 101
 - communities, 102
 - configuring, 102
 - configuring traps, 103
 - setting up, 102
 - traps, 282
 - traps, exceptions, 283
- software
 - additional options, 18
 - MeetingTime, 16
 - options, 17

- sound quality
 - and room environment, 177
 - and telephones, 176
 - improving, 174
 - problems with, 154
- starting MeetingPlace, 139
- storing
 - login information, 218
- support, for users, 20
- system
 - restart, 138
- system internals, 32
- system manager
 - responsibilities, 19
 - schedule, 21
 - support, 152
- System Manager Agents, 107
 - configuring, 108
 - no-show recurring meetings, 107
 - recurring meeting ending, 108
- System Options Report, 115
- system reports, 114
- system shutdown
 - levels of shutdown, 137
 - procedure**, 139
- system tab, about, 30
- system usage parameters, 236
- system usage reports, 118

—T—

- T1/E1 failure code, 170
- TAC cases, opening**, 7
- tape
 - loading, 133
 - unloading, 133
- tape drive
 - cleaning, 136
- Teams, 53
 - about, 53
 - Properties, 54
 - searching for, 54
- telephone types, 176
- telephony shutdown, 137
- time zone import codes, 246
- time zones, 39
- toll fraud, preventing, 61
- translation tables, 36, 61
- trap community, 102
- troubleshooting**, 152
- trunk configuration**, 151
- turning on MeetingPlace, 140

—U—

- unabbreviated voice prompts, 66
- unattended ports tool, 86
- unlocking profiles, 168
- usage
 - tracking, 20

- usage parameters, 236
- usage threshold, 91
- user groups
 - changing information, 148
 - creating, 42
 - definition, 42
 - deleting, 146
 - viewing, 52
- user ID, 22, 35
- User Information Report, 116, 117
- user profile, 19
- user profile parameters, 220
- user profiles. *See* profiles
 - changing information, 149
- user support, 20
- users
 - removing, 141, 142

—V—

- vanity ID, 10

- disallowing, 60
- viewing
 - active pc connections, 106
- voice prompt
 - accessing the menu, 68
 - menu, 68
 - recording, 68
- voice prompts
 - abbreviated and unabbreviated, 66
 - common questions, 70
 - customizing, 67
 - partial list, 69
- voice space, shortage, 166
- voice storage, 77
- volume, adjusting, 175

—W—

- What's New features, 1