



Configuring Your Mail Server, Time Zone, and Locale

- [Configuring an eMail \(SMTP\) Server, page 1](#)
- [Setting the Time Zone, Language, and Locale, page 2](#)
- [Creating Administrator Accounts, page 2](#)
- [Testing the System, page 3](#)

Configuring an eMail (SMTP) Server

Configure a mail server to enable your system to send meeting invitations and other communications to users.



Note

It is important that the mail server is always operational. Email is the primary method of communication with your users including recording notifications, meeting information changes, account status, and many other important announcements.

Procedure

- Step 1** Sign into the Administration web site.
- Step 2** Select **System** and select **View More** in the Servers section.
- Step 3** Select **Turn On Maintenance Mode** and **Continue** to confirm.
- Step 4** In the **SMTP Server** section, select **Edit**.
- Step 5** Enter the fully qualified domain name (FQDN) of a mail server that the system will use to send emails.
- Step 6** Optionally select **TLS enabled**.
- Step 7** Optionally edit the **Port** field to change the default value.
The SMTP default port numbers are 25 or 465 (secure SMTP port).

Note The Web node and Admin node send SMTP requests to the configured mail server. If there is a firewall between the internal Web and Admin virtual machines and the mail server, the SMTP traffic might be blocked. To ensure mail server configuration and mail notification work properly, port 25 or 465 (secure SMTP port number) must be open between the mail server and the Web and the Admin virtual machines.

Step 8 Optionally to enable mail server authentication, select **Server authentication enabled**. If you enable authentication, enter the **Username** and **Password** credentials necessary for the system to access the corporate mail server.

Emails from the system are sent by `admin@<WebEx-site-URL>`. Ensure that the mail server can recognize this user.

For micro, small, or medium systems, email notifications come from the administration virtual machines (either the primary or high-availability system).

For large systems, email notifications come from the web virtual machines (either on the primary or high-availability system). In a large system, there are three web virtual machines on the primary system and one web virtual machine on the high-availability system.

Step 9 Select **Save**.

Setting the Time Zone, Language, and Locale

Procedure

Step 1 From the Administration web site, navigate to **Settings > Company Info**

Step 2 Select the local **Time Zone** for this system from the drop-down list.

Step 3 Select the **Language**.

Step 4 Select the country **Locale**.

Step 5 Select **Save**.

Creating Administrator Accounts

The system creates a single administrator account as part of the deployment process. This administrator must sign into the system, create a password, and add other administrators. Until then, no other administrator can have access to the system.

Before You Begin

A mail server for the system to use to send emails to administrators must be configured. See [Configuring an eMail \(SMTP\) Server](#) for instructions.

Procedure

- Step 1** Enter the first and last names of the administrator.
 - Step 2** Enter the administrator's complete email address and confirm it by entering it again.
 - Step 3** Select **Next** to create the initial password.
 - Step 4** Enter a password and confirm it by entering it again.
 - Step 5** Select **Submit** to sign in to the WebEx Administration site.
 - Step 6** Sign into the system and add administrators and users. Upon creation of each new administrator or user, the system sends an email to that user, welcoming them and asking that user to sign in and change the initial password.
Upon initial sign in, each administrator is offered a tutorial of the system. The administrators can view the tutorial immediately or view it on demand.
-

Testing the System

Most of the system test are accomplished by using the system. Additional tests to validate the system can be performed by using the diagnostic tools provided on the support pages for this product, for example by [Using the Meetings Test](#) and [Using the System Resources Test](#).

When testing an upgraded system, you can keep the original system until you have finished testing the upgraded system (but because they share some parameters, such as IP addresses, you cannot power on both systems at the same time). Once you are satisfied with the results of the upgraded system tests, you can remove (forever) the original system. Be sure your upgraded system is running when removing the original system. This prevents accidental removal of the base virtual machine disk (VMDK) file that must be accessed by the upgraded system.

Some of the recommended tests to run on the system are.

- Add, edit, activate, and deactivate users. (See [Managing Users](#))
- Schedule and hold a meeting.
- Reschedule an existing meeting.
- Delete a series of scheduled meetings.
- Add and open a meeting attachment from the meeting invitation.
- Record a meeting and play back the recording.

The system can also be tested by:

- [Confirming That Your Network is Configured Correctly](#)
- [Checking Your System](#)
- [Confirming Your Primary System and Your HA System Are at the Same Version](#)
- Confirming that the primary system will failover to the HA system by removing the physical connection to the primary system and verifying that Cisco WebEx is running on the HA system.

