



Cisco MeetingPlace Web 3.0 System Manager's Guide

Release 4.2.7
May 12, 2004

Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

Text part number: OL-6033-01



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.

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, EtherFast, EtherSwitch, Fast Step, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, 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. (0403R)

Contents

1	Introduction	1
	Who Should Use This Guide	1
	MeetingPlace Web 3.0 System Manager Functions	1
	Other Documents Available.....	2
	Getting Technical Assistance.....	3
	What's New in MeetingPlace Web 3.0.....	4
2	Getting Started - A MeetingPlace Overview	5
	About MeetingPlace	5
	MeetingPlace Gateway Options.....	7
	The Meeting Process.....	10
	MeetingTime.....	11
3	MeetingPlace Web Concepts and Functions	13
	MeetingPlace Web Overview	13
	The Benefits of MeetingPlace Web	15
	About MeetingPlace Web	19
	MeetingPlace Web Functions	25
	MeetingPlace Profiles and Access	28
4	MeetingPlace Web Requirements	33
	Before You Begin	34
	MeetingPlace Web System Requirements	34
	MeetingPlace Web Audio Service	41
	Windows Operating System and MeetingPlace Software Requirement Check.....	42

5	Installing MeetingPlace Web.....	45
	Overview of MeetingPlace Web Installation.....	46
	MeetingPlace Web Installation Options	47
	Preparing for Installation	50
	Installing MeetingPlace Web.....	54
	Post-Installation Steps.....	72
	Installing Multiple MeetingPlace Web Servers	75
	Testing the MeetingPlace Web Server.....	81
	Uninstalling MeetingPlace Web	83
6	Managing MeetingPlace Web.....	85
	Managing Resources.....	85
	Configuring the MeetingPlace Web Services.....	88
	Monitoring MeetingPlace Web Activities	105
	Network Impact of MeetingPlace Web	109
	Displaying Flex Fields	111
	Creating a MeetingPlace Authentication Filter in IIS	112
7	Using MeetingPlace Web	117
	MeetingPlace Browser Test.....	117
	About the MeetingPlace Home Page	119
	Scheduling Meetings.....	123
	About Web Conferences and the Meeting Room	139
	Participating in a Web Conference	141
	Hosting a Web Conference	146
8	Providing Web Conferences for Those Outside Your Company	177
	What is a Firewall?	178
	Internal and External Internet User Access	180
	Configuring the MeetingPlace Web Server in the DMZ	182

	Configuring the MeetingPlace Web Server to use Secure Socket Layer (SSL).....	192
9	Using MeetingPlace Web in Japanese.....	197
10	WebConnect.....	211
	Concepts.....	211
	Requirements and Configuration.....	218
	Troubleshooting.....	234
11	Troubleshooting.....	237
	Commonly Asked Questions	237
	When Users Can't Join a Web Conference	246
	When MeetingPlace Web Users Can't View Shared Documents	252
	When Users Are Unable to Host a Web Conference.....	255
	When Users are Unable to Collaborate.....	256
	When Users are Dropped from a Web Conference	257
	Web browser does not support Java	275
A	End User Requirements	285
	Browser Test Settings	292
	Downloading Attachments	293
B	Using NetMeeting.....	297
	NetMeeting 2.1 and 3.0 Compatibility Restrictions	298
	Configuring the NetMeeting MIME Type for a Netscape Browser.....	299
C	Upgrading an Existing MeetingPlace Web	305
	Upgrading MeetingPlace Web.....	306

D Configuring Audio Components 311

1 Introduction

Welcome to MeetingPlace—Work Better Here. MeetingPlace allows users in different locations to collaborate in real time through live voice communication and by sharing documents and applications over their PCs.

Since MeetingPlace integrates with common interfaces, such as groupware clients, Web browsers, and standard and IP-based telephones, users can quickly schedule and attend web conferences through their preferred interface from any location.

MeetingPlace Web 3.0 provides real-time collaboration functionality to an organization's intranet/extranet. MeetingPlace Web 3.0 integrates MeetingPlace with a Web server to provide your users with a browser-based interface to MeetingPlace. The software enables Windows, Macintosh and UNIX users to schedule and attend web conferences and access meeting material from common Web browsers, such as Microsoft Internet Explorer and Netscape Navigator.

Who Should Use This Guide

This guide is designed for the MeetingPlace Web 3.0 System Manager. This guide assumes that you have some familiarity with MeetingPlace, networking concepts, and Windows-based Web servers.

MeetingPlace Web 3.0 System Manager Functions

It is the responsibility of the MeetingPlace Web System Manager to set up and maintain MeetingPlace Web 3.0.

As the MeetingPlace Web System Manager, once MeetingPlace Web has been installed and configured, you will be responsible for the following functions:

- Installing and configuring third-party applications that are not currently available to MeetingPlace Web (e.g., Microsoft Internet Information Service (IIS) and audio conversion tools)

like RealServer and Windows Media).

- Working with others, such as the MeetingPlace System Manager, Webmaster, and Network Administrator.
- Performing maintenance and troubleshooting on an ongoing basis.
- Planning storage and purging requirements.

Other Documents Available

For additional copies of this document or for additional documentation offered by Latitude Communications, contact your MeetingPlace Support or Sales Representative.

For System Managers

- **MeetingPlace Installation Planning Guide.** Instructions and worksheets that prepare you for installing MeetingPlace and the various system options.
- **MeetingPlace System Manager's Guide.** Describes how to configure and maintain MeetingPlace after the system has been installed.

For MeetingPlace Users

- **MeetingPlace Quick Reference Card.** A “map” to all MeetingPlace functions that are available over the telephone, plus quick tips for setting up better meetings.
- **MeetingPlace Wallet Card.** A plastic wallet-sized card that shows the basic telephone commands for scheduling and attending meetings.
- **Voice Quick Tour.** An overview of the voice user interface features for first-time users.

Online Documentation

- **Online Help.** Detailed instructions for using MeetingTime and MeetingPlace Web.

- **MeetingPlace Virtual Help Desk.** A browser-based tool that assists help desk staff in supporting MeetingPlace features and troubleshooting end user problems. Built-in search capabilities enable quick access to relevant information. This tool is accessible from the Help menu in MeetingTime.
- **MeetingPlace Reference Center.** A self-service Web site designed to educate end users about MeetingPlace. This customizable rollout tool is automatically installed with MeetingPlace Web.
- **MeetingPlace e-Tutorials.** The e-tutorials are four-minute interactive on-line modules that teach the basic steps and functionality of MeetingPlace. Modules include MeetingPlace Web conferencing and scheduling, MeetingPlace for Outlook, MeetingPlace for Notes and Voice. These on-line trainings are available 24*7 and help you get the most out of your MeetingPlace System.

Getting Technical Assistance

Should you have questions or problems with MeetingPlace Web, Latitude Communications and its authorized distributors are available to help you within the guidelines of your support program.

When you call, be ready to provide the following information:

- The version of MeetingPlace Web (this number is located at the bottom of the MeetingPlace Web Home page and also from the Meeting Room Help menu)._____
- The version of your MeetingPlace system software (from the Help menu in MeetingTime, select About MeetingTime)._____
- Your Web server type and version number.

- Your Web browser type and version number.
-
- The exact wording of any messages or alarm codes reported.

What's New in MeetingPlace Web 3.0

MeetingPlace Web 3.0 includes the following enhancements:

- **New Meeting Room Interface.** From the Meeting Room, access in-session features that help you to manage the meeting and improve its overall effectiveness, such as:
 - Toggling mute/unmute status
 - Locking/unlocking meetings
 - Going to a breakout room

While in the Meeting Room, view a current list of meeting participants along with their speaker status. Applications that are being shared using MeetingPlace WebShare or NetMeeting are also displayed.

- **WebConnect.** WebConnect provides integration between multiple internal and external MeetingPlace systems through a single URL.
- **WebPoll.** MeetingPlace profile users may create single-question polls, multiple-question surveys or brainstorming questions to gather ideas, opinions, etc. from meeting participants. Meeting participants respond to the questions by voting.
- **Slide Show** - Microsoft PowerPoint™ files (.ppt) are attached to the meeting and converted to .html format for ease of sharing with other web conference participants from the Meeting Room.

2 Getting Started - A MeetingPlace Overview

This chapter provides you with an overview of how MeetingPlace and its gateway options integrate with your organization's network. The topics covered in this chapter include:

- About MeetingPlace — a high level view of how MeetingPlace utilizes a suite of gateway options to leverage your existing network.
- MeetingPlace Gateway Options — offers general information on current gateway options available for your MeetingPlace conference server.
- The Meeting Process — describes several MeetingPlace services.
- MeetingTime — discusses the MeetingPlace profile management and system options interface.

About MeetingPlace

MeetingPlace uses your organization's existing telephony and/or IP-based network to provide voice and web conferencing.

MeetingPlace can also integrate with your organization's standard business applications. The MeetingPlace environment includes a multitude of options, providing access across many platforms. Such platforms include Web browsers and groupware applications. MeetingPlace also interacts with corporate directory servers to synchronize MeetingPlace profiles with organizational data. The enhanced benefits of the MeetingPlace suite offers centralized access, real-time collaboration, integrated network

security, and dedicated synchronization with your corporate directory infrastructure.

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.

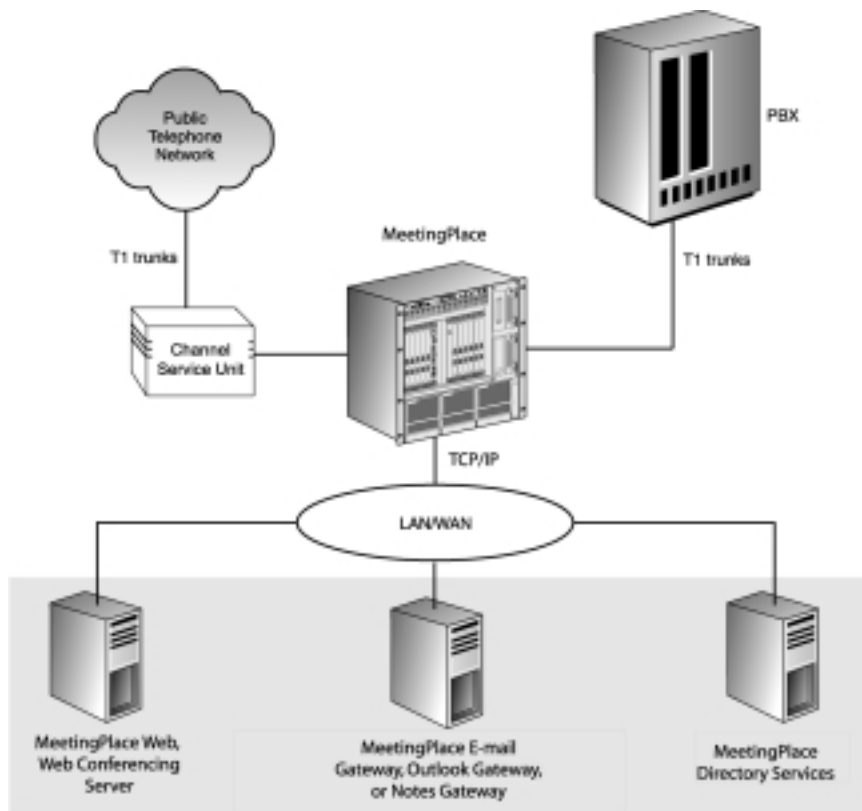


Figure 2-1 How MeetingPlace integrates with Your Network

MeetingPlace manages the entire meeting process by performing key functions before, during, and after a meeting. These functions include scheduling a meeting, notifying and assembling participants, distributing meeting materials, and allowing users to take advantage of in-meeting features like roll call, record and lock meeting.

MeetingPlace Gateway Options

MeetingPlace gateway options are designed to integrate MeetingPlace with your organization's existing business applications, such as:

- Web servers
- Groupware products like Microsoft Outlook and Lotus Notes
- Directory Services servers like Netscape LDAP and Microsoft Active Directory
- E-mail servers

The following sections describe each of these MeetingPlace gateway options.

MeetingPlace Web

MeetingPlace Web is a Windows-based software product that integrates MeetingPlace with your organization's Web server. The software enables users to schedule and attend meetings, as well as access meeting recordings and attachments from common Web browsers (e.g., Microsoft Internet Explorer and Netscape Navigator). In addition, MeetingPlace Web allows multiple participants to share and collaborate on the same document in real time using their PCs, while users attending a web conference from the Meeting Room may access a wide variety of in-session features.

Since most users are accustomed to using their Web browsers to connect to the Internet and their organization's intranet, MeetingPlace Web provides a familiar and easily deployed interface for scheduling and attending web conferences. The

MeetingPlace Web server communicates directly with MeetingPlace and enables users to schedule a single web conference instead of individual voice and web meetings. Figure 2-2 displays the MeetingPlace Web interface.

Web conferencing is ideal for:

- Slide show presentations
- Document reviews
- Sharing applications
- Distance learning sessions

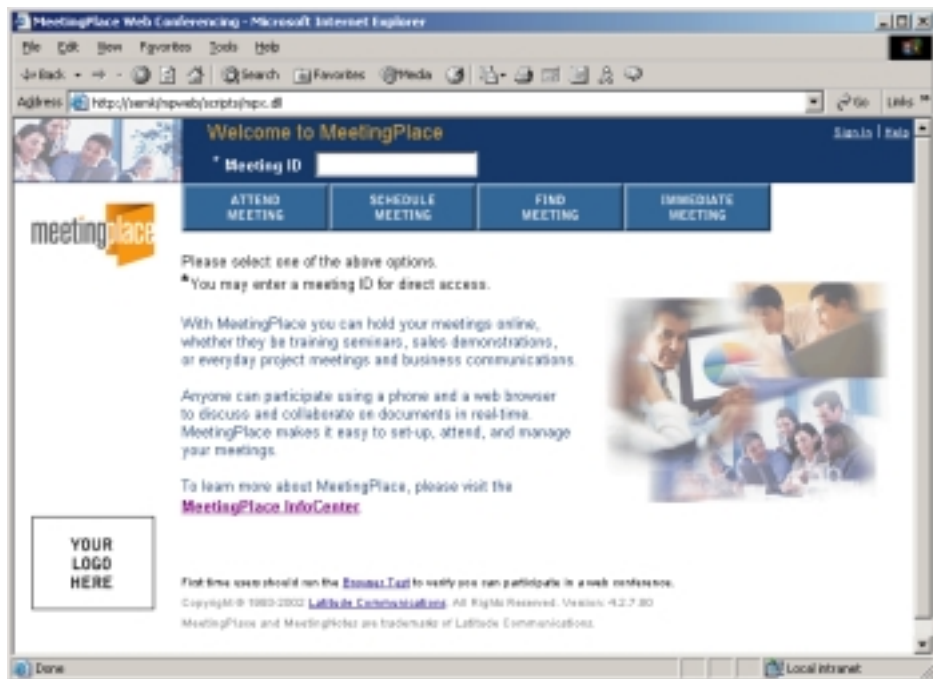


Figure 2-2 MeetingPlace Web Interface

MeetingPlace for Microsoft Outlook and Lotus Notes

To allow users to schedule and attend meetings through their groupware client, MeetingPlace integrates with Microsoft Outlook and Lotus Notes.

A user can schedule meetings directly from his Outlook or Notes calendar. MeetingPlace is able to use an organization's existing Exchange or Domino server to deliver meeting notifications to the invited users. If a user chooses to accept a meeting request, the meeting automatically appears in their Outlook or Notes calendar. When it comes time to join a meeting, a user can attend it through the Outlook or Notes interface.

For more information, refer to the *MeetingPlace for Outlook System Manager's Guide* or the *MeetingPlace for Notes System Manager's Guide*.

MeetingPlace Directory Services

MeetingPlace Directory Services enables MeetingPlace to communicate with your LDAP-compliant corporate directory server. This allows you to create, update and delete MeetingPlace profiles based on information stored on your directory server. This seamless integration helps you manage MeetingPlace profiles, minimize MeetingPlace maintenance, and increase MeetingPlace security.

For more information, refer to the *MeetingPlace Directory Services System Manager's Guide*.

MeetingPlace E-mail Gateway

The MeetingPlace E-mail Gateway enables a MeetingPlace system to communicate with an organization's existing e-mail server. This communication allows MeetingPlace to notify participants and distribute meeting materials via e-mail.

This gateway can either reside on the same system as your e-mail server or on a separate Windows server.

For more information, refer to the *MeetingPlace E-mail Gateway System Manager's Guide*.

The Meeting Process

The MeetingPlace system does more than just bring callers together at the time of the meeting. MeetingPlace provides a number of meeting-related services including:

- **Scheduling meeting resources.** When users schedule meetings on MeetingPlace, the system reserves the date, time, and length of the meeting for a specified number of participants. In addition, users can schedule other resources, such as disk space for meeting recordings and data attachments.
- **Notifying participants.** When scheduling a MeetingPlace meeting, users can specify a list of invited participants. Through gateway options to groupware, e-mail and fax servers, MeetingPlace can automatically send notifications to meeting invitees.
- **Distributing meeting materials.** Users can attach documents at any time before, during, or after a meeting. These attachments can be agendas, working documents, action items, or URLs. MeetingPlace can act as the repository for these attachments and provide access to those documents through the Web, e-mail, or fax.
- **Recording meetings.** Meeting participants can record their meetings on MeetingPlace. After the meeting, participants can dial into MeetingPlace over the telephone and listen to the recording. They can also listen to the recording over the Web using streaming audio or download the recording in standard audio file formats.
- **Voice comments.** In addition to recordings, MeetingPlace allows users to submit voice comments that other participants can listen to at any time. Voice comments enable those who

cannot attend meetings to actively contribute to meetings. When invitees leave voice comments, MeetingPlace can automatically relay the comment to meeting participants via e-mail or fax.

MeetingTime

MeetingTime is a client software application that runs on Windows desktop computers.

System managers use MeetingTime to run reports, configure the system, manage capacity, and perform routine system management functions. MeetingTime can also be used by your organization's help desk department to handle end user problems and issues.

MeetingTime communicates with the MeetingPlace server over the local or wide area network using TCP/IP, the industry-standard networking protocol.

Figure 2-3 displays the MeetingTime Register Book, which provides access to advanced MeetingPlace functions that are not available over the phone.

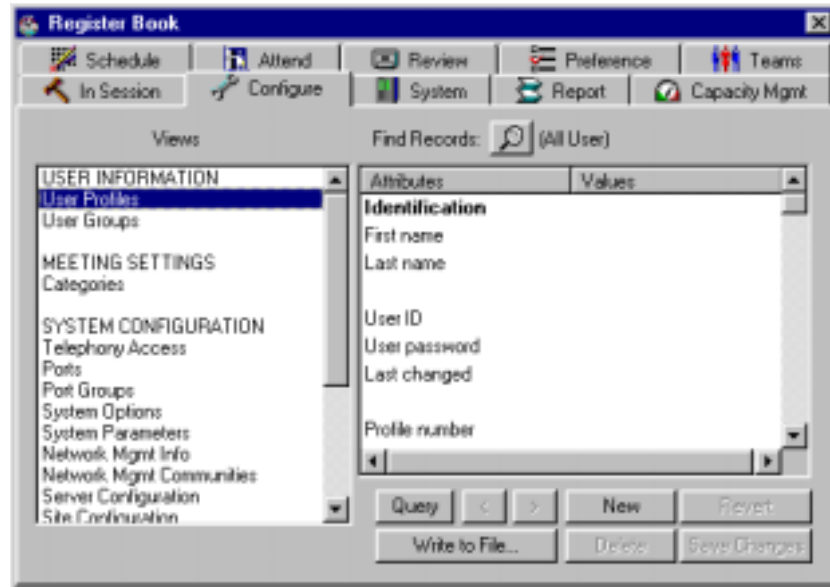


Figure 2-3 MeetingTime Register Book

3 MeetingPlace Web Concepts and Functions

To understand MeetingPlace Web functionality, it is helpful to understand its role in the entire MeetingPlace system. This chapter provides an overview of MeetingPlace Web concepts including:

- MeetingPlace Web Overview – provides general information about MeetingPlace Web.
- Benefits of MeetingPlace Web – discusses how MeetingPlace offers the ultimate solution to your organization's web conferencing needs.
- About MeetingPlace Web – details how MeetingPlace incorporates its software, applications, and components to establish communication with end users.
- MeetingPlace Web Functions – describes the components of MeetingPlace Web.
- MeetingPlace Profiles and Access – details profile and guest user accounts, as well as general access to a MeetingPlace meeting, its voice recordings and data attachments.

MeetingPlace Web Overview

MeetingPlace Web allows geographically dispersed individuals to share and collaborate on the same document using their PCs. The individual who shares a document with the other participants is the host of the web conference.

Once the host makes changes to a shared document, meeting participants can view these changes dynamically. For a more collaborative environment, the host can also enable the meeting participants to modify the shared document. Figure 3-1 displays individuals in a voice and web conference.

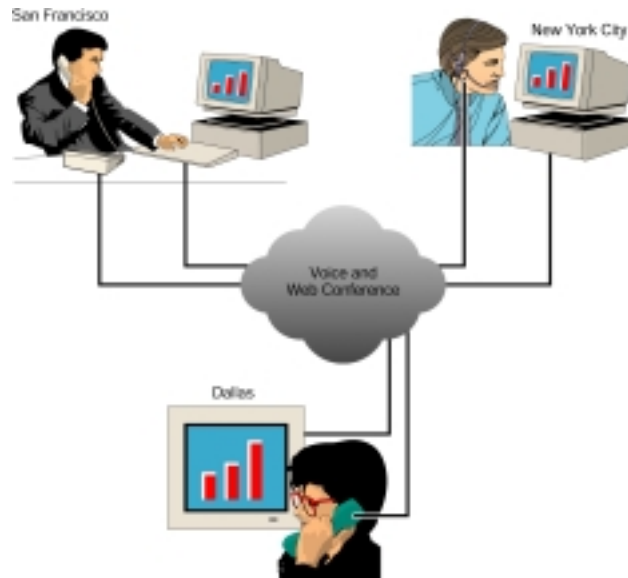


Figure 3-1 Individuals in a Voice and Web Conference

MeetingPlace Web includes a Java-based interface called MeetingPlace WebShare, which is displayed in the right-hand pane of the Meeting Room. Participants may also choose to participate in a web conference via a T.120 application, such as Microsoft NetMeeting, which comes bundled with many Microsoft products.

These applications provide a common endpoint for MeetingPlace users. This enables them to view any document being shared by the host, regardless of whether they have the applications installed on their PC. For example, if the host shares a Excel spreadsheet and some of the users do not have Excel installed, they would still be able to view and modify the shared spreadsheet.

The Benefits of MeetingPlace Web

MeetingPlace Web offers an integrated solution, allowing users to schedule voice and web conferences from a single interface. Additional benefits include increased network security and reliability.

This section describes the enhanced benefits of MeetingPlace Web, including a simplified login, easy scheduling and attending methods, Meeting Room in-session features, and increased reliability and network security.

Easy to Login

Login capabilities are offered through Attend Meeting, Schedule Meeting, Find Meeting, and Immediate Meeting buttons and the Sign In link from the MeetingPlace Web user interface.

When you log on to the MeetingPlace Web server, you can choose to have MeetingPlace remember your profile information for future use. The “Remember Me” option allows you to maintain a logged on status each time you access MeetingPlace Web.

Easy to Schedule

The MeetingPlace Web interface allows users to easily schedule voice and web conferences. Once a user is logged on, a meeting can be scheduled by clicking the Schedule Meeting button. Additionally, an immediate meeting can be instantly scheduled by clicking the Immediate Meeting button.

Since a web conference is automatically set up whenever a MeetingPlace profile user schedules a meeting, no additional considerations need be addressed during the scheduling process.

Additionally, WebConnect enables users to easily schedule meetings held on different MeetingPlace systems through a single URL regardless of whether the systems are internal or external. Refer to Chapter 10 for more information.

Easy to Attend

Instead of one individual being responsible for connecting multiple users, the MeetingPlace Web server provides users with a single point of connection so they can “meet” at the server. Figure 3-2 displays the benefit of this server-based conferencing approach.

Meeting Room In-Session Features

In addition to displaying any applications that are being shared using MeetingPlace WebShare or NetMeeting, the Meeting Room provides access to many in-session features, such as mute/unmute toggling, lock/unlock meeting, and start/stop recording. The Meeting Room also displays a current list of meeting participants along with their speaker status, so you can see who’s talking and attending the voice and web conference.

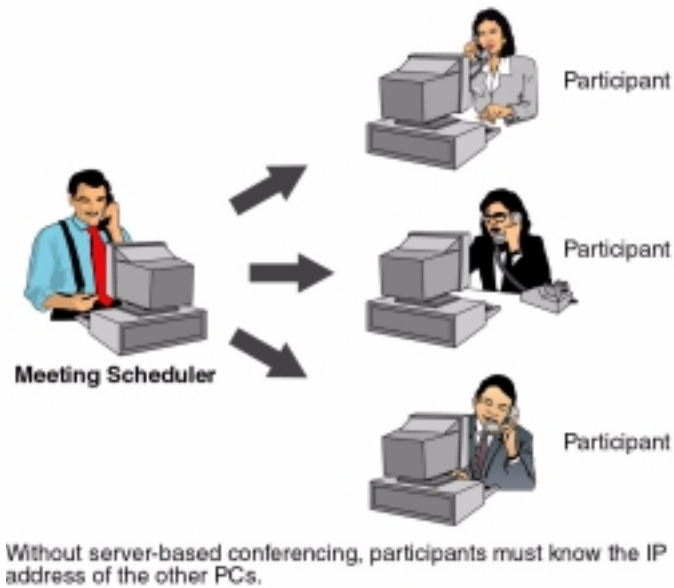
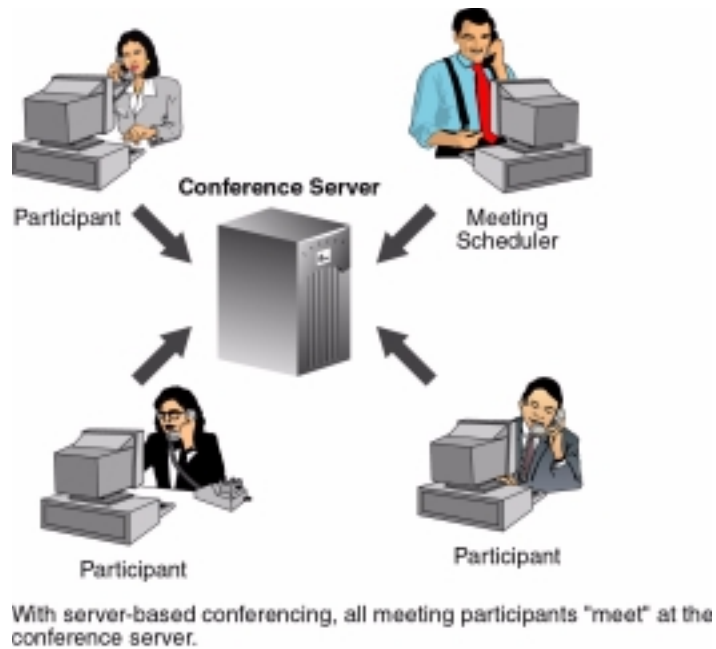


Figure 3-2 The Benefits of Server-Based Conferencing

With server-based conferencing, users do not need to know any IP addresses because each participant connects directly to the MeetingPlace Web server. As displayed in Figure 3-3, users simply click the Join Web Conference button from the Current Meeting page of the MeetingPlace Web interface. Once this is done, the MeetingPlace WebShare application automatically launches and the user is connected to the web conference.

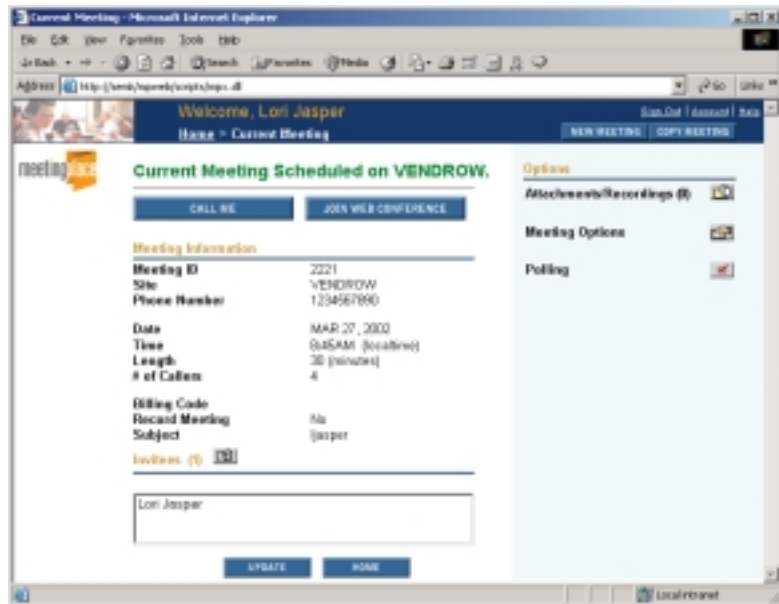


Figure 3-3 Joining a MeetingPlace Web Conference

Increased Reliability

MeetingPlace Web not only makes scheduling and attending meetings easier, but also increases the reliability of a meeting because:

- The web conference server continues to host conferences in the event a participant's system crashes.
- Typically, the web conference server is a more powerful system, and can support a higher volume of transaction processing than a participant's PC.

- The MeetingPlace Web server can be located in the server room for redundant power backup.

Increased Network Security

Another benefit of MeetingPlace Web is increased network security when conducting web conferences with those outside your organization. Since the web conference server provides a central point of connection, you only need to provide inbound network access to one server rather than to all desktops in your organization.

MeetingPlace Web may also be installed on a server deployed in a publicly accessible network, such as in a DMZ for external users outside your organization's firewall. You may select to provide both internal and external access on the same Windows server.

Without the web conference server, the number of ports opened on your organization's firewall would depend on the number of inside participants attending web conferences with those outside the company (one port for each outside participant). For more information on the impact of web conferencing on your network, refer to Network Bandwidth Considerations on page 86.

In addition, the MeetingPlace Web server supports secure socket layer (SSL), which enables the server to send and receive encrypted data over your network. For additional information, refer to page 190.

About MeetingPlace Web

MeetingPlace Web is Windows-based software installed on a Web server that is configured for Microsoft Internet Information Server (IIS). Once this software is installed, it becomes the MeetingPlace Web server that provides users with web conferencing capability.

On a stable and secure network, the MeetingPlace Web server is virtually maintenance-free.

Web Conferencing Applications

The supported web conferencing applications include MeetingPlace WebShare and T.120 applications such as Microsoft NetMeeting.

Note: Hosting a web conference using MeetingPlace WebShare is only supported for Windows system users. Users running UNIX operating systems must use a T.120-compliant application to host a web conference. Macintosh users may view and collaborate, but not host web conferences.

UNIX and Macintosh users will not be able to view the Meeting Room.

MeetingPlace WebShare

MeetingPlace WebShare comes bundled with MeetingPlace Web. It is a Java applet that is automatically loaded into a user's Web browser as soon as they join the web conference.

MeetingPlace WebShare enables users to conduct web conferences from a Web browser by allowing them to participate and collaborate on shared documents and applications. With MeetingPlace WebShare, a T.120 application is not required to host and participate in a meeting. However, MeetingPlace Web allows for either browser-based or T.120 application access to a meeting.

Microsoft NetMeeting and T.120 Clients

Microsoft NetMeeting is a free application that comes bundled with Windows operating systems (95, 98, NT, 2000, and XP) and Internet Explorer. (Windows Messenger on Windows XP systems). A free copy of NetMeeting can be downloaded from the Microsoft web site.

UNIX users must have a T.120 application such as SunForum 3.2 to host web conferences. These users will be given the web conference meeting information at the bottom of the

MeetingPlace WebShare page. This information can be used to join the web conference using their T.120-compliant application.

Implementation Concepts

MeetingPlace Web is implemented using a combination of HTML, JavaScript, ISAPI, Windows services, and an administrative interface.

HTML

Hypertext Markup Language (HTML) is a tag-based language that is used to create documents on the World Wide Web incorporating text, graphics, sound, video, and hyperlinks. MeetingPlace Web generates HTML dynamically to display information in a user's Web browser.

JavaScript

JavaScript is a programming language used to effect changes to your Web pages without requiring unnecessary access back to your Web server. The HTML pages generated by MeetingPlace Web contain JavaScript programs. As such, using MeetingPlace Web requires that browsers support JavaScript. Popular browsers such as Microsoft Internet Explorer and Netscape Navigator support JavaScript.

ISAPI

MeetingPlace Web integrates with your corporate Web server using ISAPI (Internet Server Application Program Interface). ISAPI is used to process scheduling requests, initiate telephone outdials, and to dynamically generate HTML pages.

Windows Services

For ongoing communication with MeetingPlace, MeetingPlace Web includes the following Windows-based services:

- MeetingPlace Agent Service
- MeetingPlace Audio Service

- MeetingPlace Gateway SIM
- MeetingPlace Conferencing Gateway
- MeetingPlace Conferencing GCC
- MeetingPlace Conferencing MCS
- MeetingPlace Replication Service
- MeetingPlace Conversion Agent

Since these programs are implemented using the Windows services architecture, you can use standard mechanisms to start and stop the services, view their event log, and remotely monitor their activity.

MeetingPlace Gateway Administrative Interfaces

MeetingPlace Web comes with administrative interfaces that enable you to configure the MeetingPlace Audio, Replication, Agent, and Gateway SIM services. For additional information on configuring these services, refer to Chapter 6.

Connecting to the MeetingPlace Web Server

When a meeting is scheduled to begin, MeetingPlace sends a message to the MeetingPlace Agent Service. The MeetingPlace Agent Service then instructs the MeetingPlace Web engine to initiate the meeting. Once the meeting is initiated, MeetingPlace WebShare is downloaded inside of the Meeting Room, enabling users to connect to the MeetingPlace Web server.

Figure 3-4 displays how the meeting participants access a web conference, and Figure 3-5 displays how the participants connect to the MeetingPlace Web server.

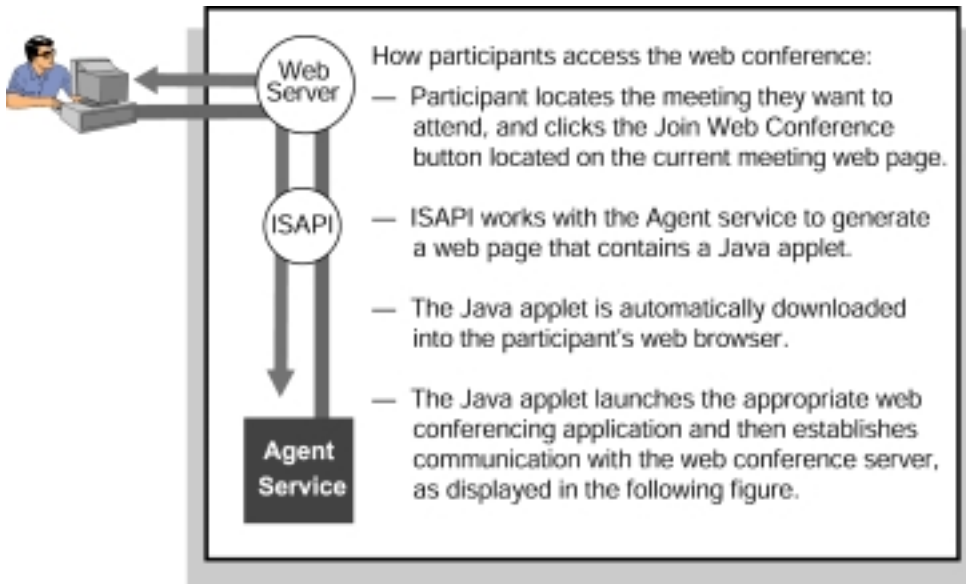


Figure 3-4 How Users Access a Web Conference

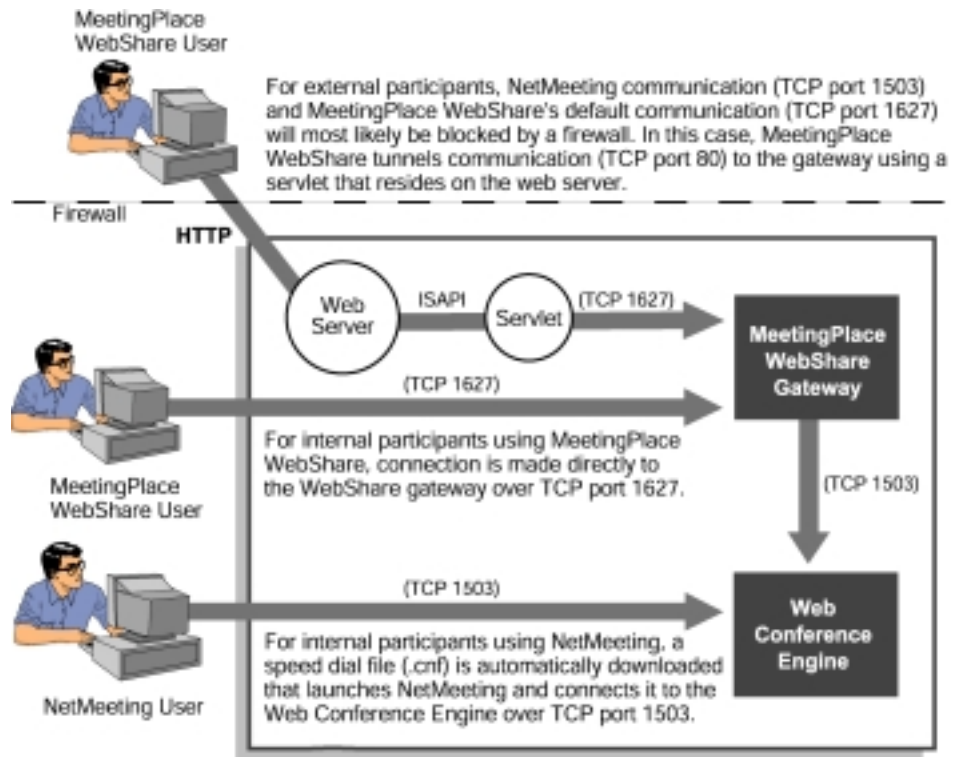


Figure 3-5 How Users Establish Communication with the MeetingPlace Web Server

About Tunneling

When a firewall prevents MeetingPlace WebShare from communicating with the web conference server over TCP port 1627, it tunnels messages over TCP port 80 (standard HTTP port). This servlet then transmits these messages to the MeetingPlace WebShare gateway over TCP port 1627. This process enables MeetingPlace WebShare to bypass firewall restrictions so external users can participate in a web conference.

MeetingPlace Web also supports tunneling using HTTPS (SSL). This requires the Web server to be configured with a certificate and the URLs to be modified to use HTTPS instead of HTTP.

To enable support for SSL, port 443 must be open on your network. In addition, SSL must be configured on the IIS management console and on the MeetingPlace Web Administration interface. For additional information, refer to page 96.

MeetingPlace Web Functions

Each component of MeetingPlace Web serves a specific function to deliver the overall set of capabilities to the product. This section provides an overview of the role of each component.

Figure 3-6 presents a graphical overview of how these components work together to fulfill user requests.

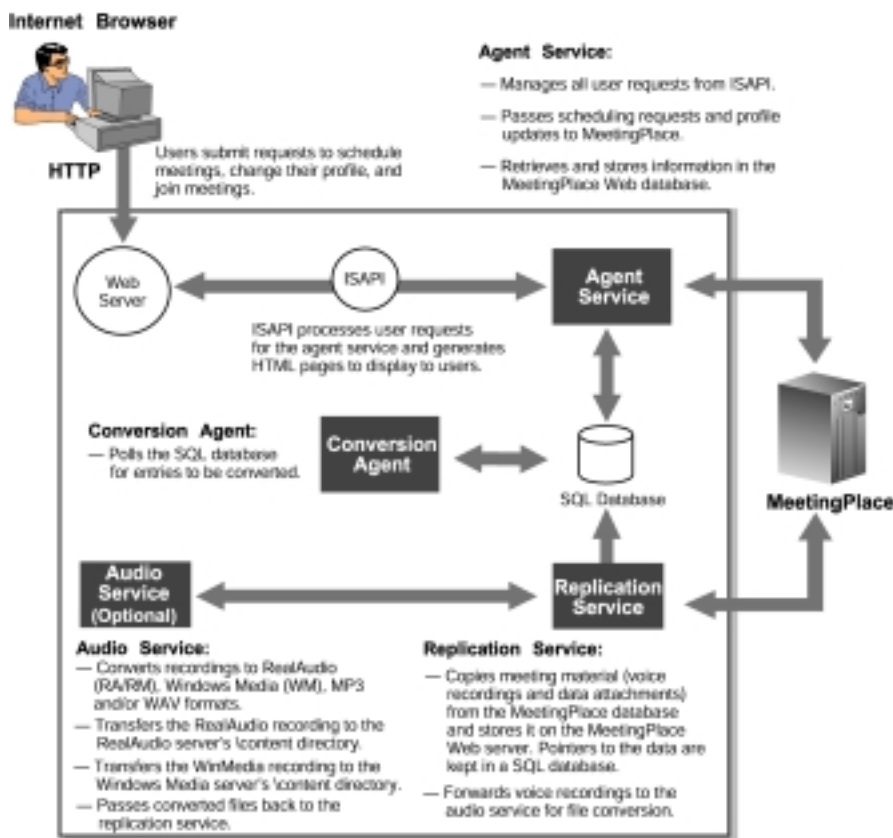


Figure 3-6 MeetingPlace Web Functions

Replicating Information (Replication Service)

The replication service duplicates group, profile, and meeting information from the MeetingPlace database. It also replicates any associated attachments, recordings, and voice comments associated with meetings.

On a periodic basis, the replication service copies all this data and information to the SQL Server database on the Windows server. The SQL Server 2000 Desktop Engine (previously called MSDE), which is bundled with MeetingPlace Web, can be used as your MeetingPlace Web database engine if you do not have SQL Server 7 or 2000 installed.

For user profile and group information, MeetingPlace Web copies the data from MeetingPlace at fixed intervals that you specify. The profile and group update interval has a default value of 20 days. For nightly updates, you may set the User Profile Update Interval to 1 day.

For meeting information, MeetingPlace Web performs incremental database updates based on any change you make to meetings. Typically, the meeting update intervals are set to 60 seconds or less. Changes to meetings include new meetings, rescheduled meetings, cancellations, new attachments, and changes to posting options.

The replication service copies attachments and voice files from MeetingPlace and stores the replicated files on the Windows server. Pointers to those files are then created in the database. The replication service downloads voice files in their native MeetingPlace Voice (MPV) format. Once voice files are downloaded, the replication service queues jobs for the conversion by the audio service. For additional information, refer to page 98.

Converting Audio Files (Audio Service)

MeetingPlace stores voice information internally using a proprietary format similar to those used in voice mail systems. To make recordings and voice comments available to Web users,

MeetingPlace Web can automatically convert MeetingPlace Voice (.mpv) files to common formats, such as RealAudio (.ra/.rm), Windows Media (.wma), .mp3, and .wav.

To perform audio conversions into these popular file formats, MeetingPlace Web uses the audio service. The audio service accepts jobs from the replication service, performs conversions, and reports back to the replication service when the conversion job is completed.

The audio service can reside on the same Windows server as the other MeetingPlace Web components, or on a separate system. For high volume conversion applications, you can install the audio service on multiple Windows servers. For additional information, refer to MeetingPlace Web Audio Service on page 41.

Note: WAV files are not streamed over the Web, so they must be completely downloaded onto a user's system before they can be played back.

Managing User Requests (Agent Service)

The Agent Service maintains a constant connection between MeetingPlace Web and MeetingPlace. This service processes all user-invoked MeetingPlace transactions. These transactions include:

- Scheduling and attending meetings
- Managing profile information
- Requesting lists of meetings to which a user is invited

For additional information, refer to page 91.

Generating Web Pages (ISAPI)

ISAPI uses a combination of static HTML files and HTML-like template files that dynamically generate pages.

MeetingPlace Web services work together to fulfill user requests and update the MeetingPlace and MeetingPlace Web databases.

MeetingPlace Profiles and Access

Like other internal company resources, many MeetingPlace functions require that users identify themselves via a user profile. A user profile consists of the following:

- Security information (e.g., user ID and password)
- Personal information (e.g., name, time zone, and billing code)
- Privileges enabling access to features (e.g., scheduling, outdialing, and recording)
- Contact information (e.g., phone, fax, e-mail, and pager)
- Default meeting preferences (e.g., announced entries, roll calls, and automatic notifications)

Users with MeetingPlace profiles should always log into MeetingPlace Web. Logging in provides access to a greater number of MeetingPlace Web functions.

Users with MeetingPlace profiles can use MeetingPlace Web to:

- Schedule, reschedule, or cancel meetings
- Attend voice and web conferences
- Invite guests, other profile users, or a team to meetings
- Attach documents and URLs to meetings
- Download attachments, access URLs, listen to recordings, or review a list of meetings they have been invited to
- Update settings in their user profiles
- Access in-session features such as locking a meeting and

changing a participant's speaking ability.

- Poll meeting participants for comments and suggestions

Note: To schedule a MeetingPlace meeting, you must have a MeetingPlace profile. In addition, it is highly recommended that people who frequently access MeetingPlace also have a MeetingPlace profile.

Guest Access

MeetingPlace Web can allow guests (those without MeetingPlace profiles) to attend meetings and access meeting materials, such as voice recordings and data attachments. To do so, the following parameters must be set during scheduling:

- The **Who Can Attend Meeting** parameter set to **Anyone**
- The **Who Can Access MeetingNotes** parameter set to **Anyone**
- The **Password Required** parameter is set to **No**

The following parameters must be set in order for external users (those outside your organization's firewall) and sites (MeetingPlace systems outside your network) to be able to access meetings and meeting materials:

- The **Display Meeting to Everyone** parameter set to **Yes**

Meetings scheduled with these parameters will be visible to guests in the Public Meetings area of MeetingPlace Web.

Note: Setting the Who Can Attend Meeting and Who Can Access MeetingNotes parameters to Invited Profile Users can restrict meetings to users with MeetingPlace profiles. Invited guests will not be able to attend or access these meetings.

By default, the Who Can Attend Meeting parameter is not displayed on the scheduling form. This parameter is only displayed in the Meeting Preferences section of a user's profile.

Meeting Preferences

When a MeetingPlace profile user schedules a meeting, there are several preferences that can be set that determine how the meeting will be conducted. Examples of meeting preferences include whether to:

- Automatically announce callers as they attend or depart
- Require that participants enter a password prior to entering the meeting
- Allow participants to listen to a roll call of meeting attendees

MeetingPlace automatically assigns meeting preferences based on default settings specified in the scheduler's profile. Schedulers can choose to override their defaults on a meeting-by-meeting basis.

Searching for Meetings

Guest and profile users can search for a meeting in three ways:

- By category
- By meeting ID
- By scheduled meeting time (e.g., Past, Today's, and Future meetings links)
- By Site (for meetings scheduled using WebConnect)

A user must be logged on to MeetingPlace Web before taking full advantage of the search capabilities. This ensures that meeting access and security is not compromised. Guest users may only browse through public meetings.

Accessing Data Attachments

MeetingPlace Web enables users to download attachments through their Web browsers. For attachment downloads to work properly, the Web server and Web browser must be properly

configured to handle MIME attachments. For additional information, refer to Downloading Attachments on page 293.

Accessing Recordings and Voice Comments

MeetingPlace Web enables users to listen to recordings and voice comments in two ways:

- By initiating a telephone outdial from the system so MeetingPlace calls a user at their telephone.
- By providing recordings in .ra/.rm, .wma, .mp3 or .wav formats, users can listen to meetings through their PCs. For recordings to be converted into these formats, customers must provide their own audio server (e.g., RealServer and Windows Media Server), as well as ensure their end users have the appropriate audio players on their PCs.

For more information on MeetingPlace profile and guest user access, refer to the *MeetingPlace System Manager's Guide*.

MeetingPlace Web Requirements

This chapter details the installation requirements and preparation process for installing MeetingPlace Web. The topics covered in this chapter include:

- **Before You Begin** — details the items you should procure prior to beginning the MeetingPlace Web installation.
- **MeetingPlace Web System Requirements** — lists the Windows server, network, and end user requirements.
- **MeetingPlace Web Audio Service** — provides information on the audio services supported by MeetingPlace Web.
- **Windows Operating System and MeetingPlace Software Requirement Checklist** — determines if your existing operating system and MeetingPlace software meets the requirements of MeetingPlace Web.

Before You Begin

Planning for the MeetingPlace Web installation is essential to successful deployment. Before you begin the installation process, you should:

- Dedicate a networked Windows server on which to install MeetingPlace Web.
- Configure Microsoft IIS 5.0 on the MeetingPlace Web server.
- **(Optional)** Install SQL Server 7 or SQL Server 2000 on the MeetingPlace Web server or on a separate Windows server. For additional information, refer to page 47.
- **(Optional)** Procure and configure an audio server to convert audio attachments. For additional information, refer to page 41.

MeetingPlace Web System Requirements

The following section lists the system requirements for the MeetingPlace Web system. As detailed in Table 4-1, the requirements depend on the installation option you choose (e.g., audio server and SQL Server support).

Note: These requirements are only for MeetingPlace Web on a customer-provided Windows server. For multiple gateway requirements, please refer to Chapter 3, “Telephony and LAN Planning”, in the *MeetingServer 5.0 Installation Planning Guide* or consult with your support representative.

Table 4-1 MeetingPlace Web System Requirements

System Requirements		
1. MeetingPlace Web Server	Windows 2000 (Server or Advanced Server edition) with Service Pack 2 and all corresponding Microsoft security patches installed. Note: The following are recommended specifications for the Windows server(s) running MeetingPlace Web. These are minimum specifications, so servers that do not meet these specifications may experience performance issues. MeetingPlace Web is a CPU- and RAM-intensive application, so servers with greater CPU and RAM specifications will provide better performance.	☐
	- A Windows server dedicated to Latitude applications is required based on the number of user licenses (ports) on your MeetingPlace system. 48 user licenses or less with MeetingPlace Web Conferencing Option installed: – 300 MHz Pentium II – 256 MB RAM – 2 GB disk space 49 to 120 user licenses with MeetingPlace Web Conferencing Option installed: – 500 MHz Pentium III – 256 MB RAM – 4 GB disk space	☐

System Requirements		
	Networked MeetingPlace System 120 to 240 user licenses with MeetingPlace Web Conferencing Option installed: – Two 500 MHz Pentium III CPUs or one 1 GHz Pentium III CPU – 512 MB RAM – 8 GB disk space 240 to 480 user licenses with MeetingPlace Web Conferencing Option installed: Two separate Windows servers. Each server has: – Two 500 MHz Pentium III CPUs or one 1 GHz Pentium III CPU – 512 MB RAM – 12 GB disk space 480-720 user licenses with MeetingPlace Web Conferencing Option installed: Three separate Windows servers. Each server has: – Two 500 MHz Pentium III CPUs or one 1 GHz Pentium III CPU – 512 MB RAM – 12 GB disk space 720-960 user licenses with MeetingPlace Web Conferencing Option installed: Four separate Windows servers. Each server has: – Two 500 MHz Pentium III CPUs or one 1 GHz Pentium III CPU – 512 MB RAM – 12 GB disk space	

System Requirements		
5. Audio Server (Optional)	• Audio Server (for audio conversion into supported MeetingPlace formats) – RealServer (versions 7 or 8) – Windows Media Server (version 4.1) Note: Refer to Appendix D for M3 Encoder Configuration instructions.	☐
6. Windows End User Requirements (for web conference viewing and hosting using WebShare or a T.120-compliant application)	• One of the following Java-enabled Web browsers running on Windows 95 (SR2)*, Windows 98, Windows ME, Windows NT 4.0 (with SP 6a or above), Windows 2000 Server, Professional, or Advanced Server, or Windows XP: • Microsoft Internet Explorer version 4.0 (with Service Pack 2) and later with Microsoft Java Virtual Machine (JVM). Refer to Table A-4 for specific requirements. Security level must be set to Medium (or Low). • Netscape Navigator versions 4.7 and later. The Meeting Room is not supported with Netscape Navigator. Netscape Navigator version 6.2 users will not be able to host web conferences Note: Internet Explorer versions 4.x or 5.x are not supported in Windows XP since Windows XP ships with Internet Explorer version 6.0. Note: Internet Explorer versions 4.x is not supported in Windows 2000 or Windows ME since they ship with Internet Explorer version 5.5 or higher. Note: Internet Explorer 4.0 Service Pack 2 users will not have Meeting Room toolbar access. Note: Netscape Navigator versions 6.0 and 6.1 are not currently supported.	☐

System Requirements		
	• (Optional) Microsoft NetMeeting (version 3.01) or other T.120 application installed. • (Optional) Audio Player: • RealAudio Player (versions 7 or 8) • Windows Media Player (version 6 or later) Note: Refer to Appendix A for additional end user requirements. * MeetingPlace Web 3.0 will be the last version to support Windows 95.	☐ ☐

MeetingPlace Web Audio Service

MeetingPlace Web allows users to listen to voice recordings in one of many popular formats. These formats include RealAudio, Windows Media, MP3, and WAV files.

To listen to voice recordings, users must have one of the corresponding audio services listed in Table 4-2 installed on their systems.

MeetingPlace Web ships with RealAudio Encoder 3.0 and the WAV file Encoder, which allows you to convert MeetingPlace recordings into RealAudio (.ra) and WAV files. All other audio services listed in Table 4-2 are not included with MeetingPlace Web. Additionally, supported services and end user applications must be installed and configured. Refer to Appendix D for configuration instructions.

Note: For higher audio quality and better performance, it is recommended that you use the RealSystem Producer Plus 8.5 encoder. You may purchase this encoder from www.realnetworks.com/products/producerplus/index.html.

Table 4-2 lists the audio file formats supported by MeetingPlace Web, as well as the encoder used to convert the format, the player, and media server responsible for each format.

Table 4-2 Audio Services Compatible with MeetingPlace Web

Media Server	Encoder	Player	File Type
RealAudio Server	RealAudio Encoder 3.0	RealAudio Player (version 7 or 8)	.ra
RealAudio Server (version 7 or 8)	RealSystem Producer Plus	RealAudio Player (version 7 or 8)	.rm
Windows Media	Windows Media	Windows Media Player (version 6 or later)	.wma

Media Server	Encoder	Player	File Type
N/A	XingMP3	WM, RA, MP3 Player	.mp3

Typically, WAV files are supported by common Web browsers and do not require a dedicated server, encoder, and player.

If you plan on deploying the audio service on multiple servers, refer to the documentation provided for the audio server to ensure these servers meet the system requirements. Or, visit www.realnetworks.com (RealServer), www.microsoft.com (Windows Media) or www.xingtech.com (XingMP3).

Proxy Server (optional)

For users who will be accessing Meeting Place Web through a proxy server, the following proxy server is compatible with MeetingPlace Web:

- iPlanet Web Proxy 3.6 with the following settings:
- Caching turned off
- Cache expiration policy set to “Explicit expiration information only”

iPlanet Web Proxy 3.5 and Microsoft ISA have also been tested for compatibility. iPlanet Web Proxy 3.5 is not compatible with MeetingPlace Web.

Windows Operating System and MeetingPlace Software Requirement Check

To ensure your network meets the operating system and MeetingPlace requirements, perform the following checks:

Windows Operating System Version Check

MeetingPlace Web requires Windows 2000 (Server or Advanced Server edition) with Service Pack 2 installed.

To check the Windows operating system version:

1. From Start | Settings, select Control Panel.
2. From the Help menu, select About Windows.
3. Confirm that the operating system is Windows 2000 with Service Pack 2 installed. For additional information, refer to Table 4-1
4. Click OK.



MeetingPlace Server Software Check

MeetingPlace Web is compatible with MeetingPlace 2000.2 (version 4.2.1 or later).

To check the MeetingPlace server software:

1. From Start | Programs | MeetingPlace Applications, select MeetingTime.
2. Log on to MeetingTime.
3. From the Help menu, select About MeetingTime.
4. From the Server Software listing, confirm the version is MeetingPlace 2000.2 (version 4.2.1 or later).
5. Click OK.



5 Installing MeetingPlace Web

This chapter describes the MeetingPlace Web installation process. The topics covered in this chapter include:

- **Overview of MeetingPlace Web Installation** – describes SQL Server 2000 Desktop Engine and SQL Server requirements and the various installation options based on the above considerations.
- **Preparing for the Installation** – things you need to know and prepare to ensure a successful installation.
- **Installing MeetingPlace Web** – step-by-step instructions on how to install MeetingPlace Web.
- **Testing the Installation** – tests you need to perform to verify that MeetingPlace Web has been installed correctly.
- **Uninstalling MeetingPlace Web** – step-by-step instructions on how to uninstall MeetingPlace Web.

Overview of MeetingPlace Web Installation

MeetingPlace Web requires Microsoft SQL Server. If you do not have SQL Server already installed on the Windows server, the MeetingPlace Web setup program will automatically install a compact version of Microsoft SQL Server 2000 called SQL Server 2000 Desktop Engine.

Although you do not need to have the full version of Microsoft SQL Server in order to use MeetingPlace Web, you should install SQL Server if your MeetingPlace system has more than 480 user licenses.

Table 5-1 details the differences between SQL Server and SQL Server 2000 Desktop Engine as they pertain to MeetingPlace Web.

Table 5-1 SQL Server versus SQL Server 2000 Desktop Engine

SQL Server	SQL Server 2000 Desktop Engine
Unlimited database size	2 GB database limit
Comprehensive administrative and configuration capabilities	None

If you plan to install the full Microsoft SQL Server, you should install it **prior** to installing MeetingPlace Web. You can install Microsoft SQL Server on the same Windows server as MeetingPlace Web or on a separate Windows server. You will be given a choice during the install to select whether your SQL Server is on a local or remote server.

Microsoft SQL Server Service Pack

If you are using SQL Server 7, you must install the SQL Server 7 Service Pack 3 to fix a memory leak in SQL Server 7. You only need to install part 1 (database components) of the service pack. Please read the description for part 2 (OLAP services) carefully to determine whether you need to install it as well.

During the installation of the SQL Server Service Pack, you will be prompted to select the SQL database authentication method. The choices are: NT Authentication or SQL Authentication, or SQL/NT Authentication. Your selection **MUST** contain SQL Authentication.

If you are using SQL Server 2000, you do not need to install any service packs.

To download service packs, go to www.microsoft.com/sql/downloads/.

Note: Regardless of the software version you are running, we recommend that you update Microsoft products with the latest service packs to apply fixes to product defects such as security holes.

MeetingPlace Web Installation Options

The MeetingPlace Web installation sequence will vary slightly depending on:

- Whether you are using SQL Server 7/2000 or SQL Server 2000 Desktop Engine.
- Whether SQL Server 7/2000 is installed on a local or remote system.

The following sequences will guide you through the various MeetingPlace Web installation processes. For additional assistance, contact your MeetingPlace Support Representative.

Installing MeetingPlace Web Without SQL Server

If you want to deploy MeetingPlace Web without SQL Server, the installation program will automatically install SQL Server 2000 Desktop Engine and update all meetings, so no additional steps are required.

Installing MeetingPlace Web and SQL Server on the Same Windows Server

If your MeetingPlace system has more than **480** user licenses, it is strongly recommended that you install SQL Server to improve system performance. You must install SQL Server before installing MeetingPlace Web. Figure 5-1 outlines the process of installing MeetingPlace Web and SQL Server on the same Windows server.



Figure 5-1 MeetingPlace Web installation sequence when SQL Server is installed on the same Windows server

To install MeetingPlace Web and SQL Server on the same Windows server:

1. Install SQL Server.
2. If you are using SQL Server 7, install Service Pack 3. For additional information, refer to page 46.
3. Install MeetingPlace Web. For additional information, refer to page 55.

Installing MeetingPlace Web and SQL Server on Different Windows Servers

If your MeetingPlace system has more than **480** user licenses, it is strongly recommended that you install SQL Server to improve system performance.

For even better performance, install MeetingPlace Web on one Windows server and SQL Server on a different Windows server. Note that you must install SQL Server (on Machine A) before installing MeetingPlace Web (on Machine B). Figure 5-2 outlines

the process of installing MeetingPlace Web and SQL Server on different Windows servers.



Figure 5-2 MeetingPlace Web installation sequence when SQL Server is installed on a different Windows server

To install MeetingPlace Web and SQL Server on different Windows servers.

On Machine A:

1. Install SQL Server.
2. If you are using SQL Server 7, install Service Pack 3.

On Machine B:

1. Install MeetingPlace Web. For additional information, refer to page 55.

Preparing for Installation

Prior to installing MeetingPlace Web, you should:

- Obtain the information listed in Table 5-2. You will need this information to complete the MeetingPlace Web installation.
- Ensure your network meets **all** of the system requirements based on your preferred installation. See “MeetingPlace Web System Requirements” on page 35.
- Make sure that IIS 5.0 is installed, that IIS Admin Service and World Wide Web Publishing Service are running, and that a default web site is configured in the IIS.
- Ensure that all Windows operating system and IIS security patches have been installed.
- Ensure that you have Administrator privileges on the Windows server where you will be installing the MeetingPlace Web gateway.
- **(Optional)** If you plan to provide meeting recordings in Windows Media format, ensure that you have installed the Windows Media Service component of Windows 2000 Server/Advanced Server OS prior to installing the Windows Media Audio Service Component of the MeetingPlace Web installation. Refer to Appendix D for instructions.
- **(Optional)** Ensure that the RealAudio server and RealAudio encoder have been installed and configured prior to installing the RealAudio component of MeetingPlace Web.
- **(Optional)** If you plan to provide meeting recordings in MP3 format, ensure that you have installed and configured the MP3 Encoder (requires a XingMP3 Encoder available at www.xingtech.com) prior to installing MeetingPlace Web.

- Back up any MeetingPlace Web pages and images that have been customized (if applicable). These pages are located in the **\template**, **\html**, and **\images** directories.

Note: This version of MeetingPlace Web uses a new page scheduling architecture which is very different from that of previous versions. Consequently, many customizations will need to be recreated.

1. Locate the directory where the previous version of MeetingPlace Web is installed. Typically, this is **X:\latitude\mpweb**, where **X:** is the drive on which MeetingPlace Web is installed.
 2. Create a new directory “mpweb_backup”. For example, **X:\latitude\mpweb_backup**, where **X:** is the drive on which you want to store the backup copy.
 3. Copy the **\template**, **\html** and **\images** folders from **X:\latitude\mpweb** to **X:\latitude\mpweb_backup**, where **X:** is the drive on which MeetingPlace Web is installed.
- GUIDS entries for site and system must match on internal/external and primary/secondary servers. Ensure that the GUIDS.reg file has been run on external/secondary Windows servers in the following scenarios:
 - Two or more MeetingPlace Web servers pointing to the same MeetingPlace conference server.
 - The MeetingPlace Load Balancing feature is used (primary/secondary web server configuration).
 - Redirection of public meetings is used (internal/external servers on separate machines).
 - Redirection of public meetings is used (internal/external servers on separate machines) with WebConnect.

To run the GUIDS.reg file on external/secondary Windows servers:

1. Install MeetingPlace Web on the internal or primary Windows server.
2. Copy the GUIDS.reg file from the internal/primary server (located in **X:\latitude\mpweb**, where **X:** is the drive on which MeetingPlace Web is installed).
3. Place the GUIDS.reg file in the external/secondary server's C:\temp directory.
4. Double-click the GUIDS.reg file on the external/secondary server.
5. When prompted to add the information from the GUIDS.reg file to the registry, click OK.
6. Install MeetingPlace Web on the external/secondary server.

Table 5-2 What You Should Know Prior to Installing MeetingPlace Web

Description	Values
1. The MeetingPlace server host name or IP address. The IP address must be static.	Host name _____ Static IP address _____
2. The location of the MeetingPlace Web server.	☐ Inside the company ☐ Outside the company ☐ Both
3. (Optional) The host name or static IP address and basepath of the RealAudio server.	Host name _____ Static IP address _____ Basepath _____
4. (Optional) The host name or static IP address and path of the Windows Media server.	Host name _____ Static IP address _____ Path _____
5. (Optional) The location and host name or static IP address of the SQL server	Local _____ Remote _____ Host name _____ Static IP address _____

Installing MeetingPlace Web

The following section includes instructions for each type of installation, including:

- **Basic Installation** — Installs MeetingPlace Web without the Audio Service component.
- **Full Installation** — Installs MeetingPlace Web with the Audio Service component.
- **Audio Conversion Installation** — Installs the audio service and the Gateway SIM components onto a Windows server with or without an existing MeetingPlace Web installation. The Audio Service enables MeetingPlace Web to automatically convert audio files into .ra/.rm, .wma, .wav and/or .mp3 formats.

To convert audio files into .rm, .wma, or .mp3 formats, you will need to supply the appropriate third-party software. Refer to page 41 for details.

- **Internal and External MeetingPlace Web Server Installation Options** — Installs MeetingPlace Web on an internal server or on a server deployed in a publicly accessible network, such as in a DMZ. You may also select to provide both types of access on the same Windows server.

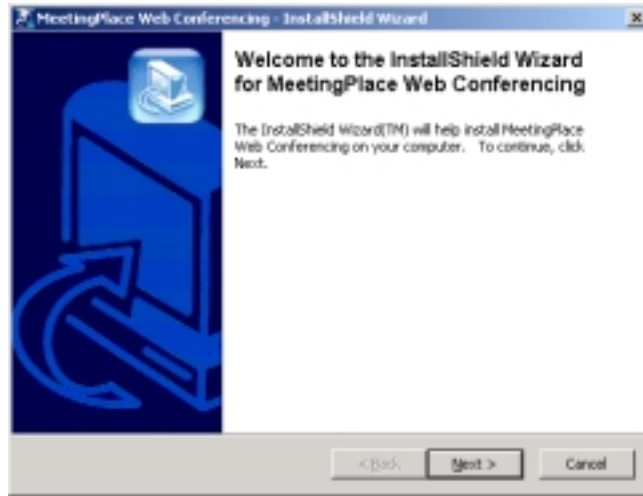
Note: If you are deploying MeetingPlace Web audio services on multiple Windows servers (a maximum of three), run the “Audio Conversion Installation Only” portion of the MeetingPlace Web installation.

Note: Ensure that your installation drive has at least several gigabytes of space to allow for storage of applications, attachments, recordings, and meeting/profile database information, which will increase over time.

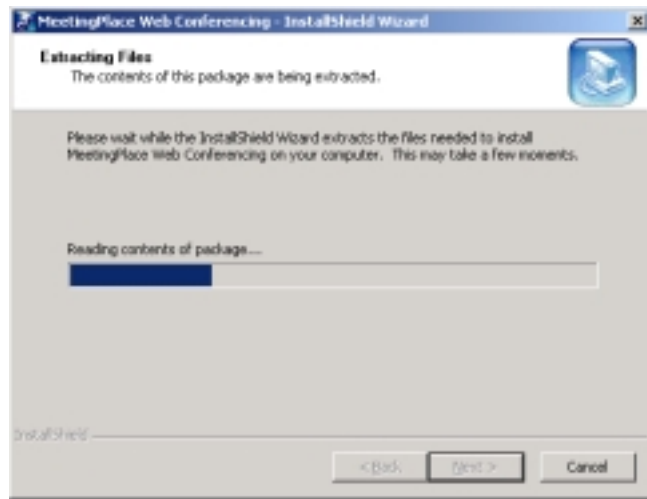
To install MeetingPlace Web:

1. Close any open applications.
2. Insert the MeetingPlace Web CD into the Windows server CD-ROM drive. Click Next.

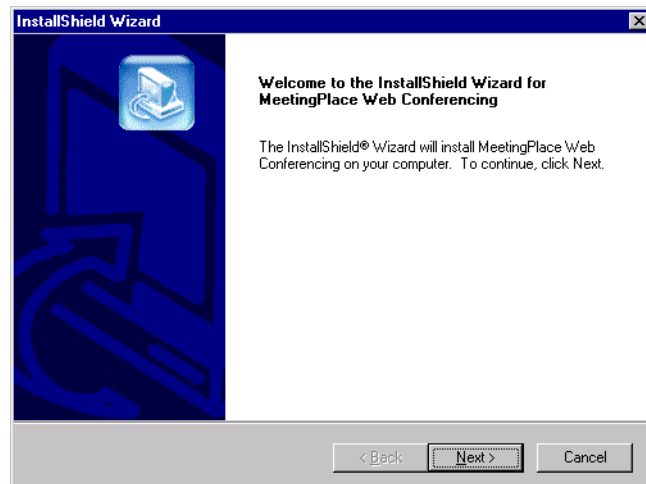
If the installation wizard fails to start (e.g., autorun is disabled), go to Start | Run and enter **X:\SETUP**, where **X:** is the CD-ROM drive. Click OK.



3. Please wait while the install files are extracted. Click Next.

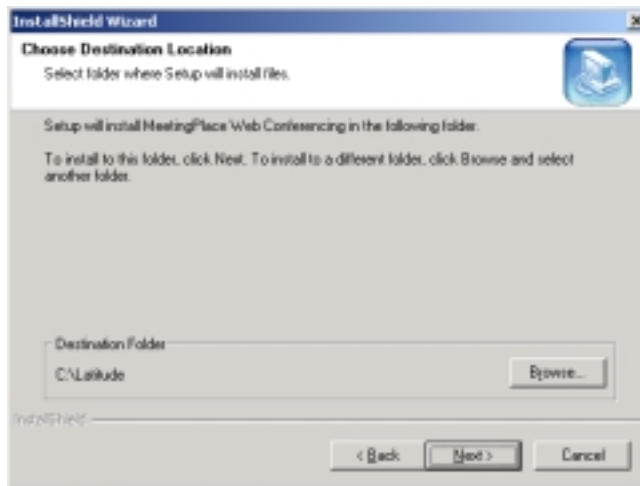


4. When the Welcome screen appears, click Next.



5. From the Choose Destination Location screen, click Next to accept the default directory, or click Browse to specify a different directory.

Note: We recommend that you install all Latitude applications onto a drive other than the C drive, as the C drive is typically restricted to contain only Windows OS and any other OS-essential applications.



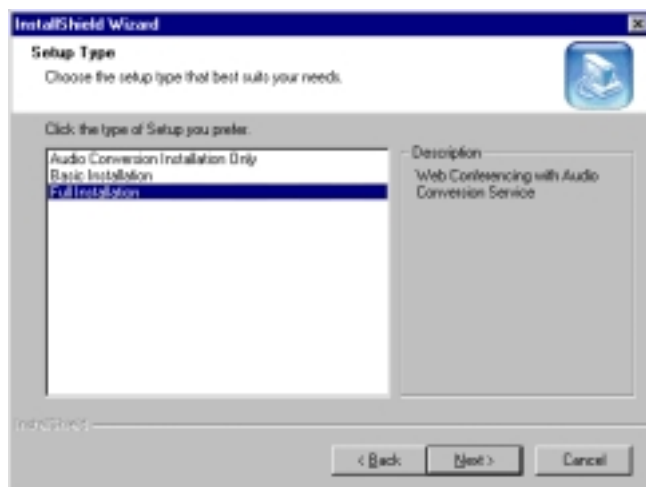
6. From the Setup Type screen select one of the following install options and click Next.

Basic Installation. Installs MeetingPlace Web without the Audio Service component.

Full Installation. Installs MeetingPlace Web with the Audio Service component.

Audio Conversion Service Installation Only. Installs the Audio Service without MeetingPlace Web. The Audio Service enables MeetingPlace Web to automatically convert audio files into .ra/.rm, .wma, .wav and/or .mp3 formats.

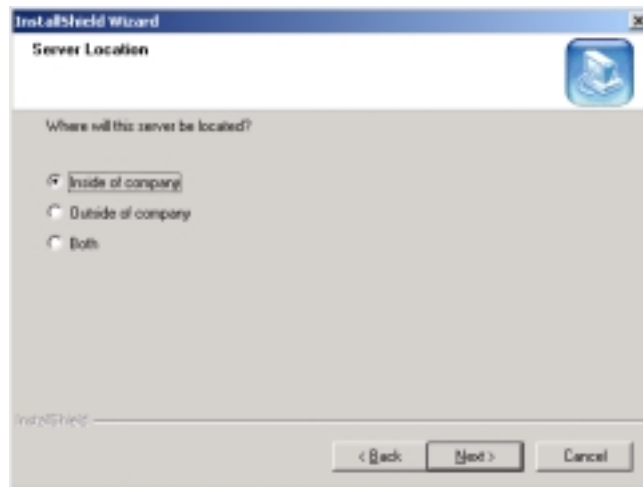
Note: To convert audio files into .rm, .wma, or .mp3 formats, you will need to supply the appropriate third-party software (i.e., RealSystem Producer Plus, XingMP3 encoder, Windows Media Service). Refer to page 41 for details.



Note: At this point, setup will differ depending on the option you chose in Step 6. To continue with the installation, refer to the section below that describes your option.

For Basic Installation:

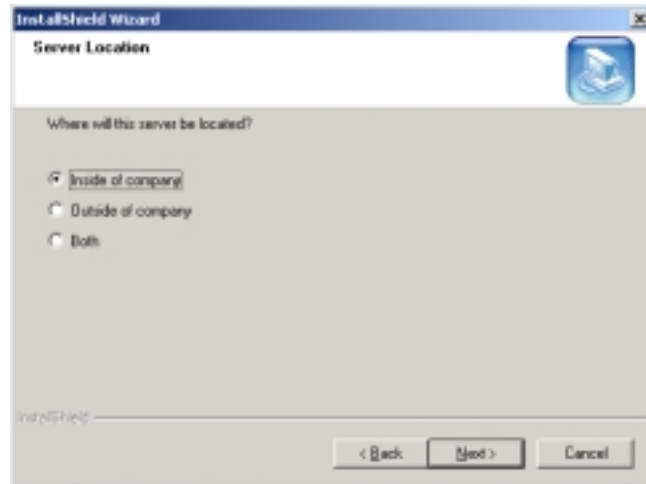
1. From the Server Location screen, select the option that describes the location of the MeetingPlace Web server. Click Next.



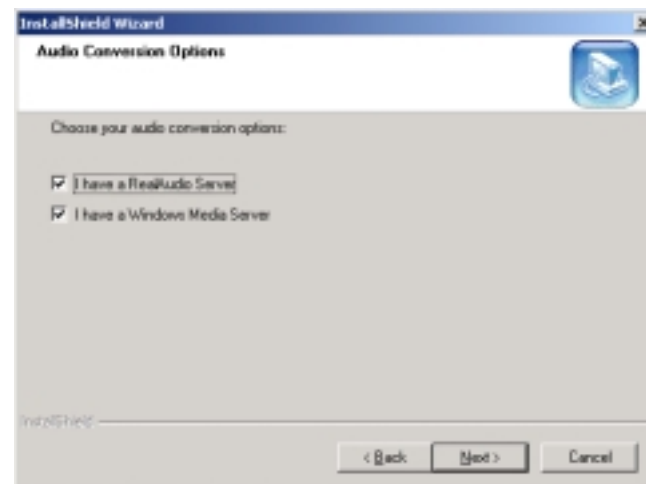
2. To complete the installation, go to the **For All Users** section on page 66.

For Full Installation:

1. From the Server Location screen, select the option that describes the location of the MeetingPlace Web server. Click Next.

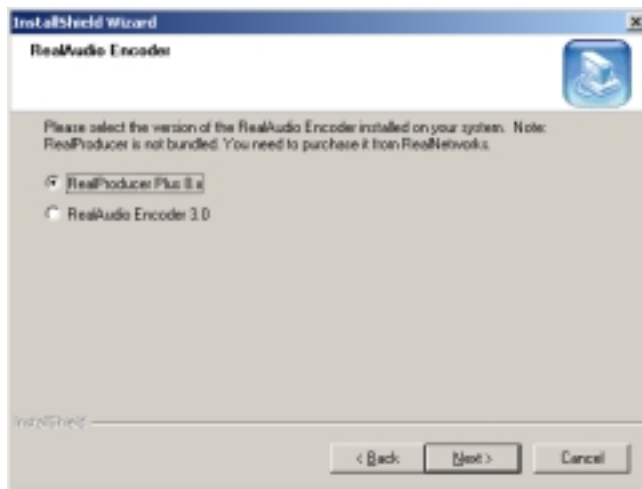


2. From the Audio Conversion Options screen, select the option(s) that describe your audio conversion tool. Click Next.



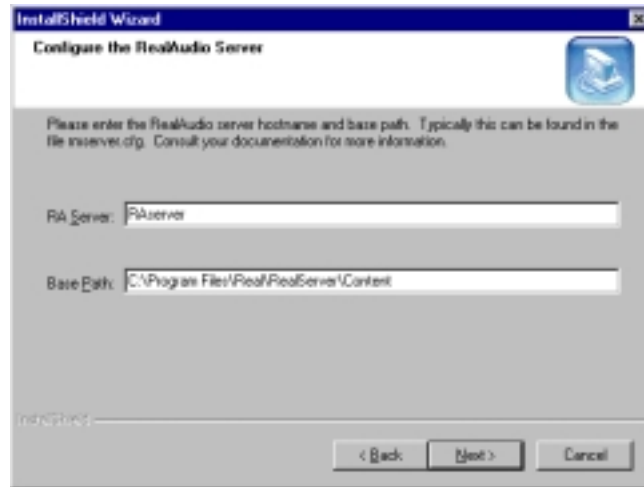
3. For RealAudio Server Audio Conversion: Select the version of the RealAudio Encoder installed on your system. Click Next.

Note: MeetingPlace Web ships with RealAudio Encoder 3.0, which allows you to convert audio files into the desired format. For higher audio quality and better performance, it is recommended that you use the RealSystem Producer Plus 8.5 encoder. You may purchase this encoder from www.realnetworks.com/products/producerplus/index.html.



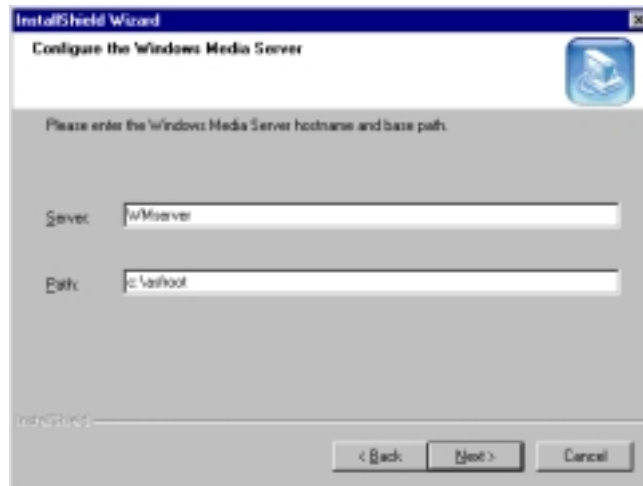
4. From the Configure the RealAudio Server screen, complete the following steps:
 - From the RA Server field, enter the host name or static IP address of the RealAudio server.
 - From the Base Path field, enter the directory where encoded RealAudio (.ra/.rm) files will be stored. This must be an existing directory.
 - Click Next.

Note: We recommend creating a folder in d:\ra_files to store converted recording files.



5. For Windows Media Audio Conversion: From the Configure the Windows Media Server screen, complete the following steps:
 - From the Server field, enter the host name or static IP address of the Windows Media server.
 - From the Path field, enter the directory for Windows Media (.wma) files. This must be an existing directory.
 - Click Next.

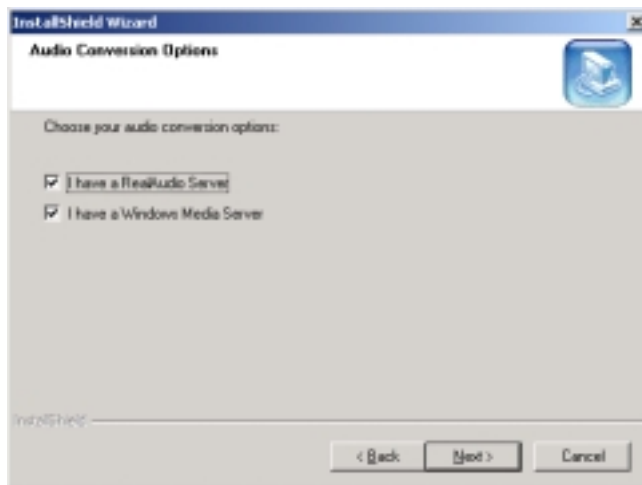
Note: We recommend creating a folder in d:\wma_files to store converted recording files.



6. To complete the installation, go to the **For All Users** section on page 66.

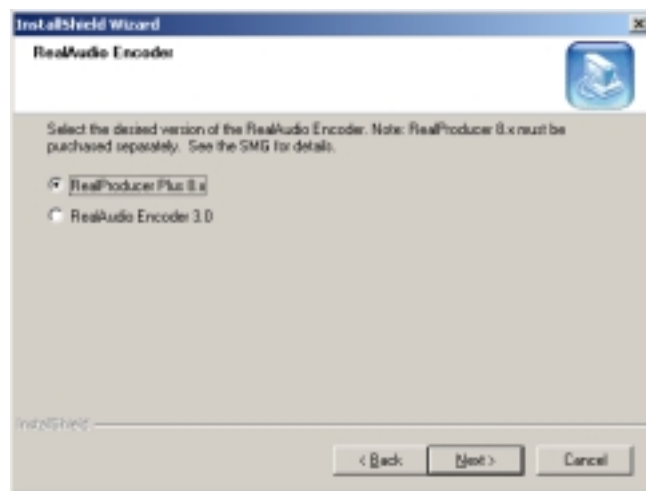
For Audio Conversion Installation:

1. From the Audio Conversion Options screen, select the option(s) that describe your audio conversion tool. Click Next.



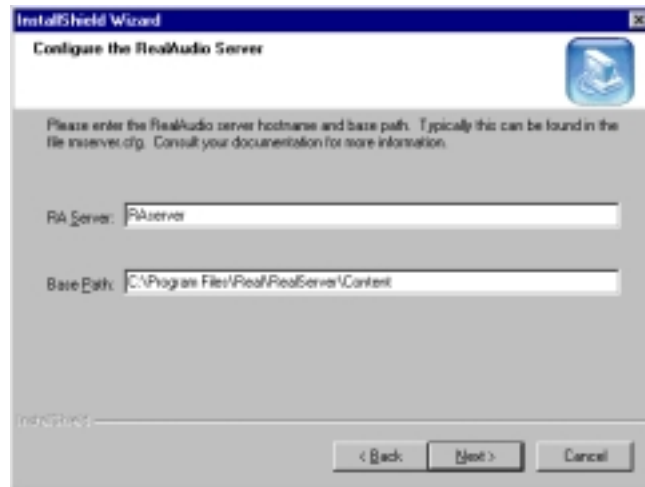
Note: MeetingPlace Web ships with RealAudio Encoder 3.0, which allows you to convert audio files into the desired format. For higher audio quality and better performance, it is recommended that you use the RealSystem Producer Plus 8.5 encoder. You may purchase this encoder from www.realnetworks.com/products/producerplus/index.html.

2. **(For RealAudio Server Audio Conversion)** Select the version of the RealAudio Encoder installed on your system. Click Next.



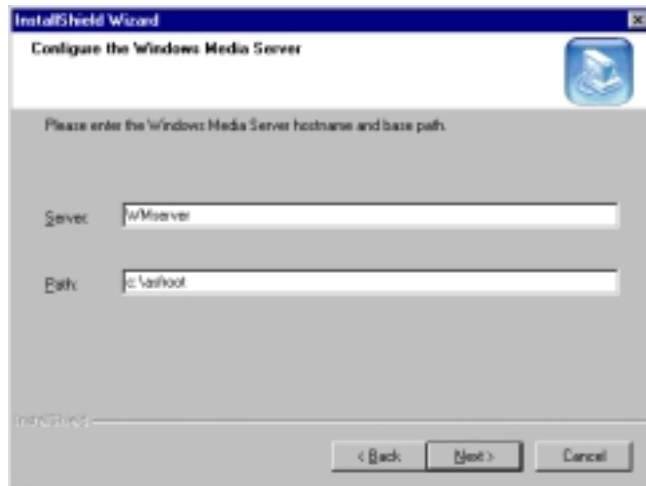
3. From the Configure the RealAudio Server screen, complete the following steps:
 - From the RA Server field, enter the host name or IP address of the RealAudio server.
 - From the Base Path field, enter the directory where encoded RealAudio (.ra/.rm) files will be stored. This must be an existing directory.
 - Click Next.

Note: We recommend creating a folder in d:\ra_files to store converted recording files.



4. **(For Windows Media Audio Conversion)** From the Configure the Windows Media Server screen, complete the following steps:
 - From the Server field, enter the host name or static IP address of the Windows Media server.
 - From the Path field, enter the directory for Windows Media (.wma) files. This must be an existing directory.
 - Click Next.

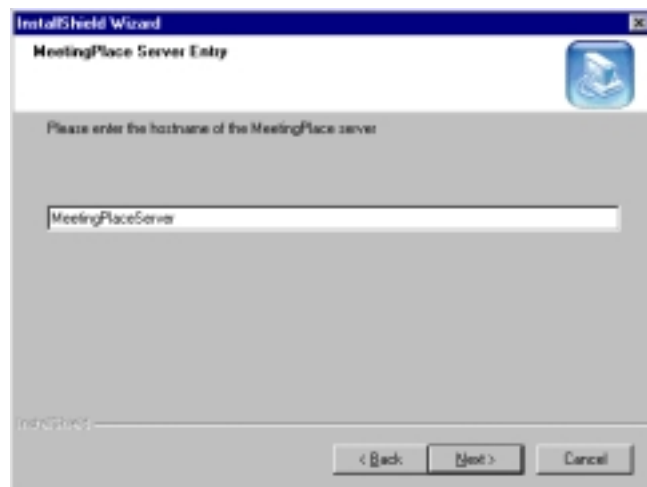
Note: We recommend creating a folder in d:\wma_files to store converted recording files.



5. To complete the installation, go to the **For All Users** section below.

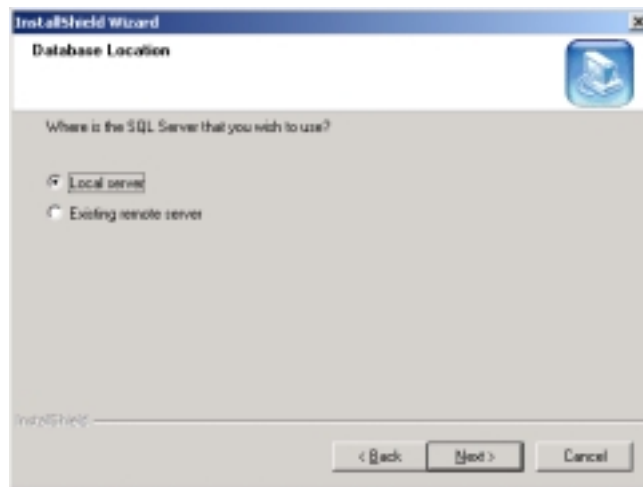
For All Users:

1. From the MeetingPlace Server Entry screen, enter the host name or static IP address of the MeetingPlace server. Click Next.



2. From the Database Location screen, select the option that describes the location of your SQL server, and click Next.

Note: If you want to install SQL Server 2000 Desktop Engine (previously called MSDE) or if you have a full version of SQL Server installed on the same machine, select the Local server option.



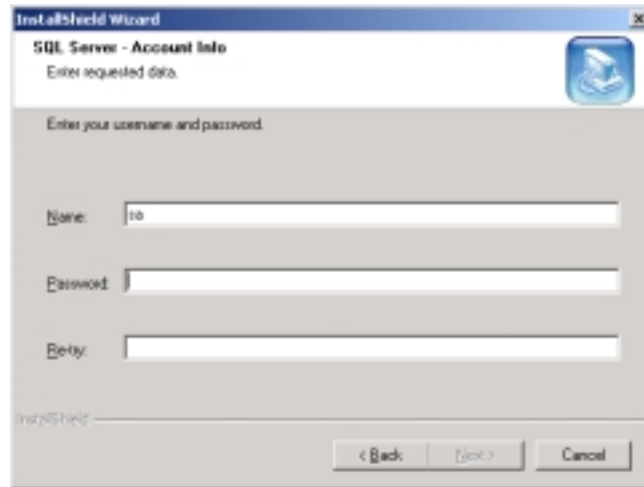
3. If you are upgrading from a previous version of MeetingPlace Web, or if SQL Server 7 is installed, you will be notified that the installation program will install MSDE 2000.

Note: You will not see the following screen if you are upgrading from a previous version of MeetingPlace Web.

4. Enter your username and password for your SQL Server and then click Next:

If you are using the local SQL Server 2000 Desktop Engine (previously called MSDE), you may specify a password, but not a username. If you are using the local or existing remote full SQL Server, you can change both the username and password.

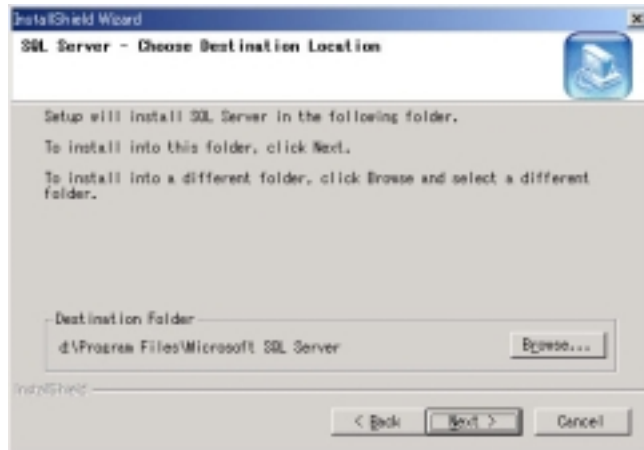
Note: Modifying the SQL Server account information here does not verify the existence of a SQL Server account. Ensure that this SQL Server account does exist and that it has the appropriate access rights.



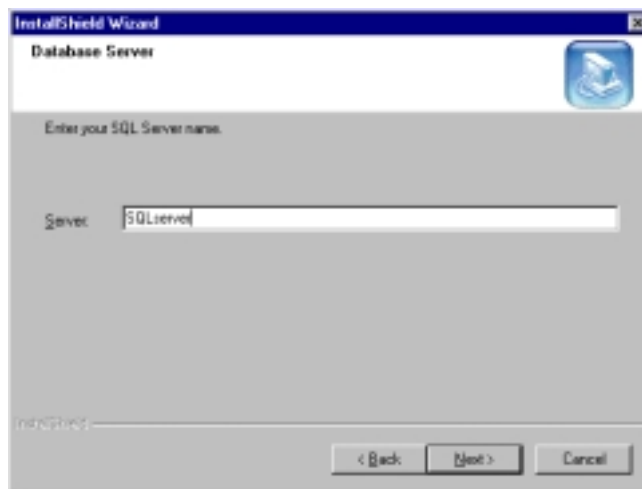
5. From the SQL Server Choose Destination Location screen, click Next to install to the default directory or click Browse to specify a different directory.

If you selected Local server in step 2 and SQL Server already exists on your local server, you won't see this screen.

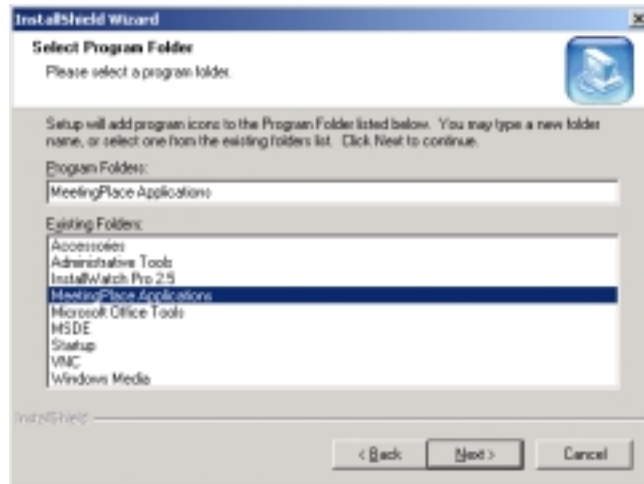
Note: Your SQL database created by MeetingPlace Web will grow over time. Make sure you install SQL Server 2000 Desktop Engine (previously called MSDE) or SQL Server on a drive with sufficient disk space for future growth.



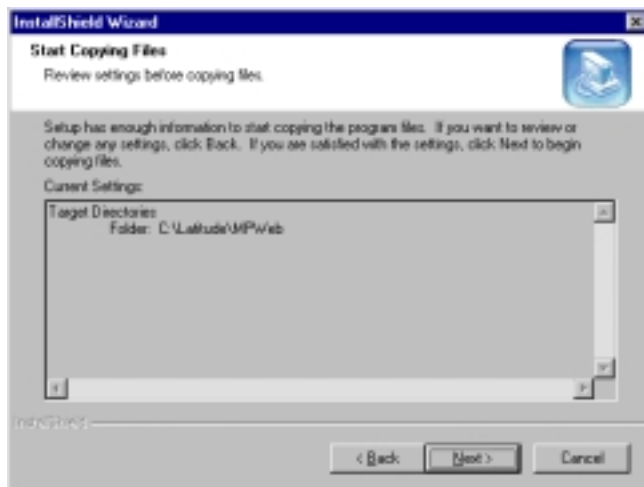
6. **(For remote SQL server users only)** From the Database Server screen, enter the host name or static IP address of the SQL server and click Next.



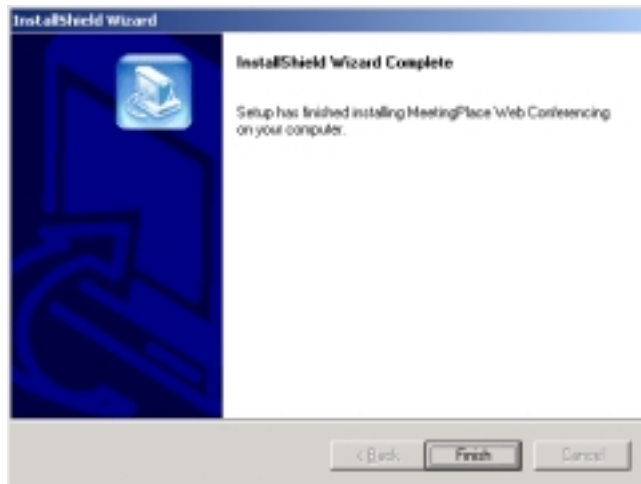
7. Click Next to accept the default program folder in which to install MeetingPlace Web, or enter a new folder name in the field provided. Click Next.



8. Confirm the installation directories, and then click Next to accept the settings or click Back to make corrections.



9. From the InstallShield Wizard Complete screen, click Finish to complete Setup.



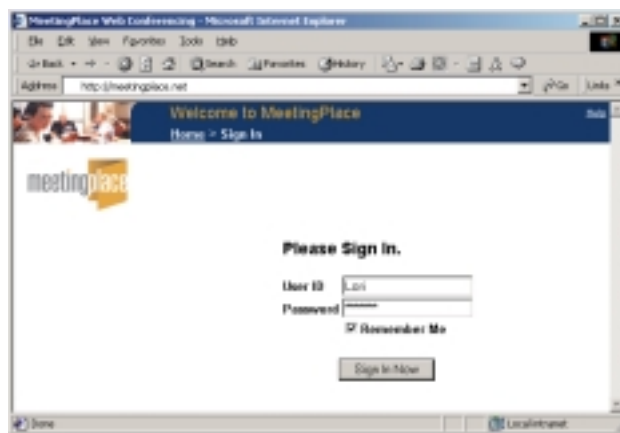
10. You should now be prompted to reboot your Windows server.
If you are not prompted to perform a reboot, you should
reboot your Windows server manually.

Note: Please be patient while your system reboots. It may take some time to implement changes into the SQL database. While your system reboots, do not terminate any processes or programs or reboot your system again.

Post-Installation Steps

After installing MeetingPlace Web, you will need to define your web server in the WebConnect Administration page. You must log on as a System Administrator.

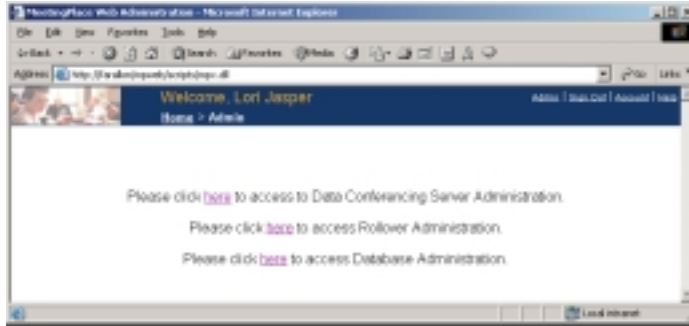
1. Open your Web browser and type in the URL for MeetingPlace Web. The default URL structure is *http://your server name*.
2. When the MeetingPlace Web home page opens, click the Sign In link located on the top right-hand corner. The Sign In page opens.



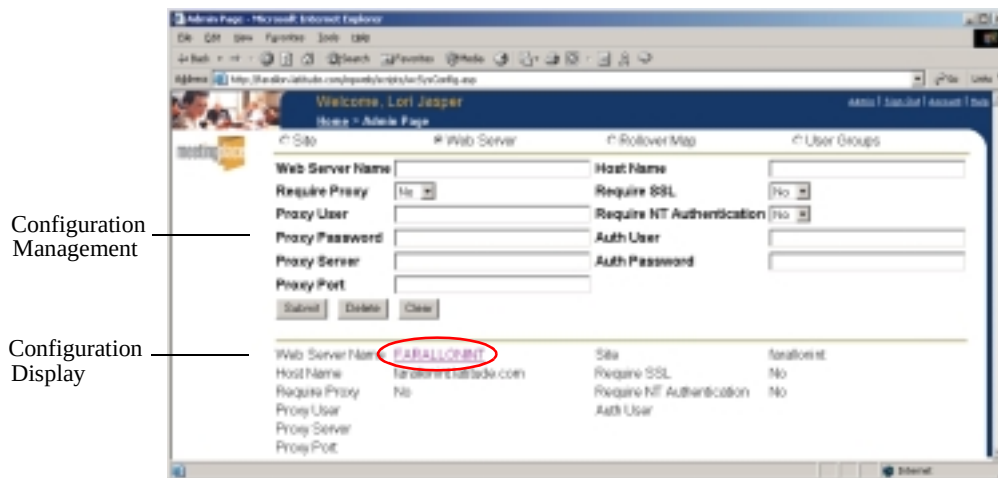
3. Type in your User ID and Password and click the Sign In Now button. The MeetingPlace Web home page opens with your name displayed at the top.

Tip: Select the Remember Me checkbox to store your sign in information for future sessions.

4. Click the Admin link in the top right-hand corner of the MeetingPlace Web home page. The Administration page opens with three options.



5. Select the Rollover Administration link. The Rollover Admin page opens.
6. Select the Web Server radio button.



7. From the Configuration Display section, click the name of the web server you want to configure. Once selected, the web server name displays in the Configuration Management section. In this example, click the FARALLONINT link.
8. In the Host Name field, enter the Fully Qualified Domain Name of your web server. If this field contains just the host name of your Windows server, change it to the FQDN. In this example, it is Farallonint.Latitude.com.

Web Server Name: FARALLONINT

Host Name: faronint.latitude.com

Require Proxy: No

Require SSL: No

Require NT Authentication: No

Auth User:

Auth Password:

Proxy User:

Proxy Password:

Proxy Server:

Proxy Port:

Submit Delete Clear

Web Server Name	Site	Host Name	Require SSL	Require NT Authentication	Auth User
FARALLONINT	faronint	faronint.latitude.com	No	No	

- Click the Submit button. Your web server has now been defined.

Refer to Chapter 10 for additional WebConnect configuration instructions.

Installing Multiple MeetingPlace Web Servers

In some situations, more than one MeetingPlace Web server will need to be installed to increase performance levels. These situations include:

- If you have a networked MeetingPlace system that exceeds 480 user licenses.
- If you will be conducting web conferences that have more than 240 participants attending from outside your company.
- If your system has exceptionally heavy web conference usage.

MeetingPlace Load Balancing

Your MeetingPlace system can support up to six MeetingPlace Web servers (one primary and five secondary) for load balancing. Each MeetingPlace Conference Server (CS) is assigned a MeetingPlace Web server, following the distribution pattern shown in Figure 5-3.

Note: Load balancing is not supported with the MeetingPlace M3 conference server.

Table 5-3 MeetingPlace Load Balancing Assignments

MeetingPlace Conference Server	MeetingPlace Web Server
MeetingPlace CS 1 and CS 7	Primary MeetingPlace Web Server
MeetingPlace CS 2 and CS 8	Secondary MeetingPlace Web Server #1
MeetingPlace CS 3	Secondary MeetingPlace Web Server #2
MeetingPlace CS 4	Secondary MeetingPlace Web Server #3
MeetingPlace CS 5	Secondary MeetingPlace Web Server #4
MeetingPlace CS 6	Secondary MeetingPlace Web Server #5

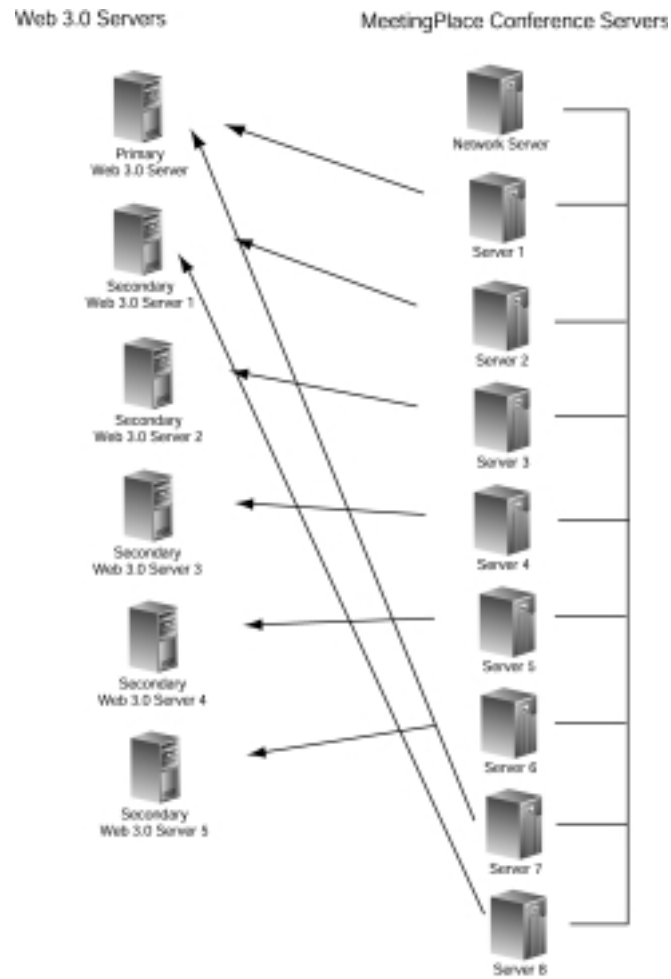


Figure 5-3 MeetingPlace Web Load Balancing Assignments

Note: The load for a meeting is not distributed across multiple MeetingPlace Web servers. Rather, all meetings occurring on a particular MeetingPlace server are handled by a specific MeetingPlace Web server.

Note: Each of the Secondary MeetingPlace Web servers will register itself into the MeetingPlace network servers' database and be assigned a unit between 10 and 15. Please note that each MeetingPlace networked system can only support a maximum of six Windows servers running Latitude gateways.

Load Balancing Behaviors and Limitations

Note: MeetingPlace Load Balancing is not supported in Internal/External DMZ configurations.

All users log in to the MeetingPlace Web home page through the Primary MeetingPlace Web server. When they click the "Join Web Conference" button, a new window opens and the web conferencing session is directed to one of the secondary MeetingPlace Web servers.

If their meeting is held on MeetingPlace CS 1, then the web conferencing session will begin on the Primary MeetingPlace Web server. If their meeting is scheduled on MeetingPlace CS 5, then their web conferencing session will begin on the Secondary MeetingPlace Web server #4.

If the Secondary MeetingPlace Web server #1 fails, then only meetings scheduled on CS 2 and CS 8 will be unable to conduct web conferencing sessions. The remaining meetings on other CSs will still be able to conduct web conferencing sessions.

Primary MeetingPlace Web server: Handles all meetings on the specific MeetingPlace CS(s) that are assigned to it, as well as routing web conferencing sessions for meetings on other MeetingPlace CS(s) to the appropriate secondary web conferencing servers, using the mapping pattern shown in Figure 5-3.

Note: In general, if the Primary MeetingPlace Web server fails, no new web conferences can be conducted. However, if secondary MeetingPlace Web servers have URLs and can be accessed directly through those URLs, then users may still conduct web conferences by directly logging into individual secondary MeetingPlace Web servers.

Secondary MeetingPlace Web server: Handles all meetings on the MeetingPlace CS that are assigned to it. If a secondary web conferencing server goes down, only meetings on the MeetingPlace conference server that is assigned to this secondary web conferencing server will be affected. Web conferences may still be conducted on the MeetingPlace conference server that have been assigned to the primary web conferencing server or functioning secondary web conferencing servers.

Each web conferencing server must meet the requirement listed in Table 4-1.

After installing the MeetingPlace Web software on all the Windows servers, you need to run dcconfig.exe utility on each server to configure one of them as the primary and the others as secondary servers.

The primary web conferencing server should be the Windows server whose URL you have configured to be used for all initial access into MeetingPlace Web.

To install multiple MeetingPlace Web servers:

1. Install the MeetingPlace Web software on each Windows server.

Note: The primary MeetingPlace Web server does not require higher performance hardware than the secondary MeetingPlace Web server.

2. On the primary MeetingPlace Web server:
 - a. Run **dcconfig.exe**. Typically, this file is located in **X:\Latitude\mpweb\datasvc**, where **X:** is the drive where MeetingPlace Web is installed.
 - b. Place a check in the box “Is this machine a primary data conference server?” This should only be selected on the primary server.
 - c. Specify the number of secondary web conference servers.
 - d. Enter the IP addresses or host names of all the secondary web conferencing servers.
 - e. Click OK

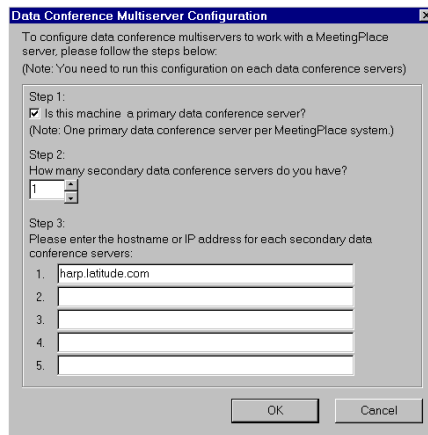


Figure 5-4 Multiserver Configuration Window (Primary Server)

3. On each of the secondary MeetingPlace Web servers:
 - a. Run **dcconfig.exe**. Typically, this file is located in **X:\Latitude\mpweb\datasvc**, where **X:** is the drive where MeetingPlace Web is installed
 - b. Uncheck the box “Is this machine a primary data conference server?”
 - c. Click OK.

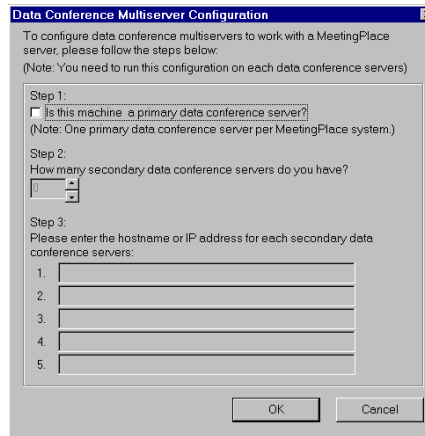


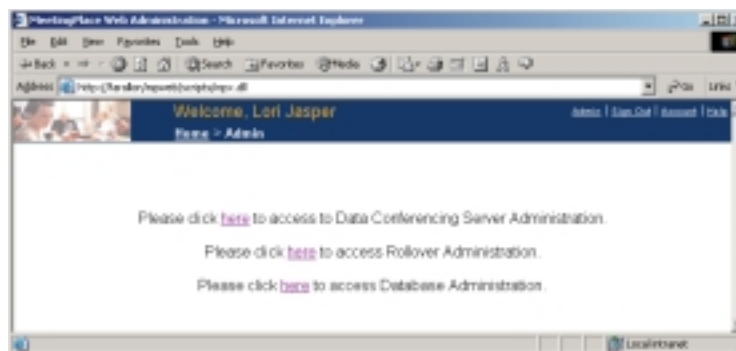
Figure 5-5 Multiserver Configuration Window (Secondary Server)

Testing the MeetingPlace Web Server

To help ensure the MeetingPlace Web server is functioning properly, a test page has been provided that determines if MeetingPlace WebShare can establish a direct and tunneled connection to the MeetingPlace Web server.

To test these connections:

1. From a user's system, open their Web browser and enter the MeetingPlace Web URL in the address field. Press the Enter key.
2. From the MeetingPlace Web home page, click the Sign In link.
3. Enter your MeetingPlace user ID and password in the fields provided and click the Sign In button. Note that you must have System Manager's privileges to access the test page.
4. Click the Admin link in the upper right-hand of the page. The MeetingPlace Web Administration page displays.



5. Click the link to access the Data Conferencing Server Administration.

6. Click the Advanced link in the left hand of the window. The advanced test parameters displays. In the number of clients field, enter 2.
7. Click the Join Conference button. The MeetingPlace WebShare Client Test page appears.
8. This test page displays two MeetingPlace WebShare viewers. Both viewers test whether a direct connection to the web conference server can be established.

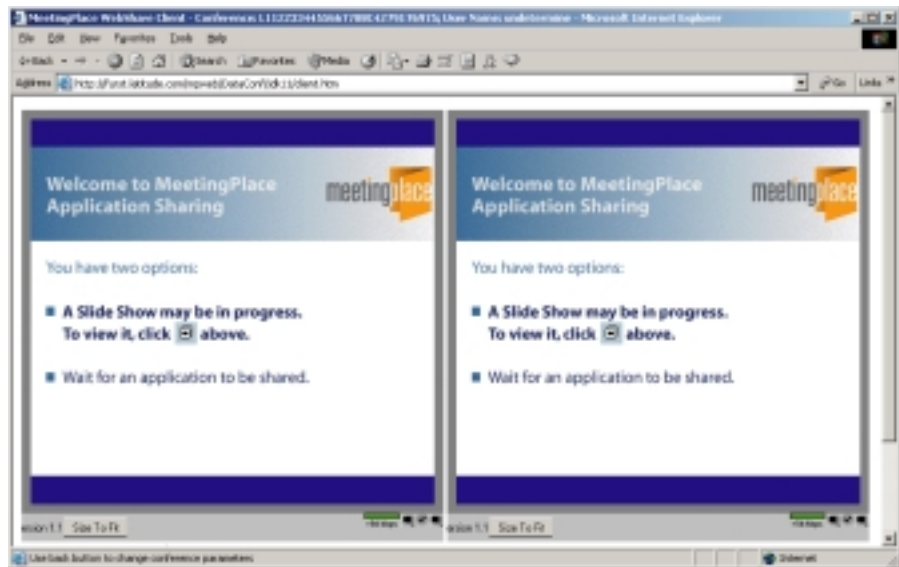


Figure 5-6 MeetingPlace Web Test Page

9. Scroll to the bottom of the test page, and click the Share Application button.
10. Share a document and make sure it appears in both MeetingPlace WebShare viewers on the test page. Refer to Chapter 7 for information on sharing an application.

If the shared document does not appear in both viewers, refer to the Troubleshooting chapter.

Uninstalling MeetingPlace Web

WARNING: Uninstalling other MeetingPlace gateways may also remove the Gateway SIM module, time zone and registry settings, which might still be required by MeetingPlace Web. You will need to reinstall MeetingPlace Gateway SIM manually. If this applies to you, please contact your Latitude Customer Support Representative for instructions.

You can uninstall MeetingPlace Web from your system if you need to relocate the software to another system or remove the program from old equipment.

Before you begin the uninstallation, ensure that you have shut down the following:

- All MeetingPlace Web Services
- IIS Admin Service
- World Wide Web Publishing Service

To stop these services, go to Start | Settings | Control Panel | Administrative Tools | Services.

Note: If you have more than one MeetingPlace Web servers sharing a single database, you must first uninstall MeetingPlace Web on the other servers before uninstalling MeetingPlace Web on the server containing the shared mpweb SQL database file. The following procedure will not remove the shared mpweb SQL database file.

To uninstall MeetingPlace Web:

1. Insert the MeetingPlace Web CD into the Windows server CD-ROM drive.
2. When prompted for Modify, Repair, or Remove options, select Remove. Click Next.

This procedure uninstalls the MeetingPlace Web software. However, if you want to remove the data you must delete the directories that contain that data (X:\Latitude\mpweb\meetings). Additionally, you must manually delete the storage locations for converted audio files.

Refer to the following section if you want to remove the SQL Server 2000 Desktop Engine (previously called MSDE) that was installed with MeetingPlace Web. Uninstalling MeetingPlace Web will not remove the SQL Server 2000 Desktop Engine.

To uninstall the SQL Server 2000 Desktop Engine:

1. Go to Start | Settings | Control Panel | Administrative Tools | Services. Stop the Microsoft SQL Server Service.
2. From Start | Settings | Control Panel | Add/Remove Programs, select Microsoft SQL Server Desktop Engine. Click the Remove button.
3. Reboot your Windows server.

Refer to Appendix C for instructions on upgrading from a previous version of MeetingPlace Web.

Managing MeetingPlace Web

This chapter describes the administrative and management functions of the MeetingPlace Web system manager. The topics covered in this chapter include the following:

- Managing resources
- Configuring the MeetingPlace Web services
- Monitoring MeetingPlace Web activities
- Network impact of MeetingPlace Web
- Displaying flex fields
- Creating a MeetingPlace Authentication Filter in IIS

Note: Your Latitude Technical Consultant can help you plan this configuration with assistance from the Customization Services group.

Managing Resources

MeetingPlace Web is designed to manage itself automatically. The program requires minimal administration on a periodic basis, such as modifying polling and purging schedules.

It is important to consider the impact that MeetingPlace Web may potentially have on hardware, software, and other resources.

Data Storage

Storage space on the MeetingPlace Web server is required for both the voice recordings and data attachments associated with meetings, referred to collectively as MeetingNotes. It is important to plan for the demand that this kind of storage will require of your system (disk space).

For example, a one-hour meeting recording corresponds to about:

- 14 MB in MeetingPlace Voice (.mpv) format
- 55 MB in .wav (16- bit, 8Khz PCM) format
- 7 ~ 20 MB in RealAudio (.ra or .rm) format
- 11 MB in .mp3 (32 kbits/s ~ 48 kbits/s sampling rate) format
- 8MB in Windows Media (.wma) format

Automatic Purging of MeetingNotes

You can configure MeetingPlace Web to automatically purge meetings and associated recordings and attachments based on a fixed date or on a moving time frame. This allows you to automate the management of data stored on the Windows server.

The purging of MeetingNotes on the MeetingPlace Web server is independent of the purging of MeetingNotes on the MeetingPlace conference servers. In other words, you can archive MeetingNotes on the Windows sever, while the same MeetingNotes are purged from the MeetingPlace conference servers. A direct consequence of this is that a user will be able to listen to meeting recordings or download attachments from the web, but will not be able to access them from the MeetingPlace conference server(s).

Network Bandwidth Considerations

MeetingPlace Web impacts your network in several areas:

- Replication of the MeetingPlace database and MeetingNotes

The Replication Service copies the MeetingPlace database (meetings and profiles) from the MeetingPlace conference server(s) to the MeetingPlace Web server.

The Replication Service copies MeetingNotes (recordings and attachments) between the MeetingPlace conference server(s) and the MeetingPlace Web server.

Data is transferred in compressed format to minimize the impact on network bandwidth.

- Retrieval of attachments

When users access meeting attachments through the Web, the MeetingPlace Web server delivers files in their native (uncompressed) formats. For example, if RealServer or Windows Media Server is being used, the audio delivery requirement consumes most of the bandwidth associated with the application.

- Live transactions with MeetingPlace

Live transactions, such as scheduling and editing of profile preferences, uses some amount of bandwidth. In general, this bandwidth usage is dependent on the number of users logged onto the system.

- Coordination between multiple audio servers

In high-volume audio conversion applications involving multiple audio servers, there is also network traffic associated with passing unconverted and converted voice files between the main MeetingPlace Web server and secondary MeetingPlace Web servers running the Audio Service only.

Configuring the MeetingPlace Web Services

The two administrative tools to assist you in configuring and managing the MeetingPlace Web server include:

- **MeetingPlace Gateway Configurations Interface** - used to configure the Gateway SIM and Agent services.
- **MeetingPlace Web Administrator Interface** - used to configure the Agent, Audio and Replication services.

These administrative interfaces can be accessed from your desktop by going to: Start | Programs | MeetingPlace Applications, and selecting MeetingPlace Web Administrator or MeetingPlace Gateway Configurations. The following sections describe how to use these tools to manage the MeetingPlace Web services.

Gateway System Integrity Manager (SIM) Tab

The Gateway SIM improves the reliability and serviceability of MeetingPlace Web by:

- Detecting gateway outages and logging these errors to the MeetingPlace Alarm Table.
- Enabling a MeetingPlace Support Representative to remotely administer and diagnose your MeetingPlace Web system.

The Gateway SIM consists of a set of modules that reside on MeetingPlace and your MeetingPlace Web server.

The Gateway SIM Agent resides on the MeetingPlace Web system, and sends scheduled updates to the Gateway SIM Manager, which resides on the MeetingPlace conference server. If the Gateway SIM Manager does not receive these updates when expected, it logs a major alarm to the MeetingPlace Alarm Table.

If the gateway unit is attached to a networked MeetingPlace system with a Shadow Server and if the Network Server fails, the

gateway unit will lose its connection and will stop functioning. After a period of time, when the Network Server is restored, or if the Shadow Server takes over, the gateway will automatically reconnect to the MeetingPlace server (either to the original Network Server, or to the Shadow Server that switched to network server mode). This may take up to half an hour.

Figure 6-1 displays the Gateway SIM tab. To access the Gateway SIM tab, go to: Start | Programs | MeetingPlace Applications | MeetingPlace Gateway Configurations.

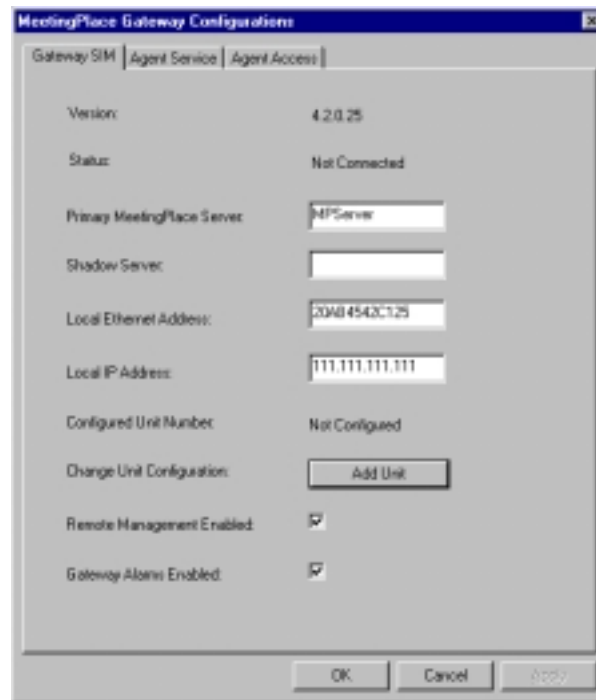


Figure 6-1 Gateway SIM Tab

Each parameter of the Gateway SIM tab is explained below:

Version. The version number of the Gateway SIM.

Status. Displays whether the Gateway SIM is connected to the MeetingPlace system.

Primary MeetingPlace Server. Contains the host name or IP address of the primary MeetingPlace Network Server. This field becomes editable only when adding a new unit configuration (refer to the Change Unit Configuration parameter).

Shadow Server. Contains the host name or IP address of the Shadow Server. If the Shadow Server and the Network Server share the same host name defined in the Domain Name Server (DNS), this field should remain empty. This field becomes editable only when adding a new unit configuration (refer to the Change Unit Configuration parameter).

Local Ethernet Address. Contains the Windows server's Ethernet address. This is the most important field. It is through this Ethernet Address that the Windows server registers itself into the MeetingPlace Network Server's database.

This field becomes editable only when adding a new unit configuration (refer to the Change Unit Configuration parameter).

Local IP Address. Contains the Windows server's IP address.

This field becomes editable only when adding a new unit configuration (refer to the Change Unit Configuration parameter).

Configured Unit Number. This is the unit number assigned by the MeetingPlace Network Server to this gateway unit. This is a read-only field used for informational purposes.

Change Unit Configuration. This button toggles between "Delete Unit" and "Add Unit".

If you need to change any network information regarding the MeetingPlace server or the Windows gateway, you need to first remove the unit by clicking the “Delete Unit” button. After the unit is removed from the MeetingPlace server’s database, you can then enter any changes and click the “Add Unit” button. The Windows gateway unit will register itself into the MeetingPlace server’s database.

To change any of the above parameters to the MeetingPlace conference server or Windows gateway:

1. Before implementing any changes, you must detach the Windows gateway unit from the MeetingPlace server.
 - a. Stop the MeetingPlace Gateway SIM Service.
 - b. Click the “Delete Unit” button
2. Make any desired network changes, such as changing the Ethernet address, IP address or host name.
3. Click the “Add Unit” button.
4. Verify that this Windows gateway unit is attached to the MeetingPlace server and that a unit number has been assigned.

Remote Management Enabled. A check in this box enables a MeetingPlace support representative to issue remote management requests that can help diagnose problems and restart MeetingPlace Web services.

Gateway Alarms Enabled. A check in this box enables MeetingPlace Web alarms to be logged to the MeetingPlace Alarm Table.

Agent Service Tab

From the Agent Service tab in the MeetingPlace Gateway Configurations interface, you can:

- Change how connections are maintained to the MeetingPlace

Web server (by IP address, host name, or fixed text string)

- Enable Web server authentication
- Provide secure connections using SSL

Figure 6-2 displays the Agent Service tab. To access the Agent Service tab, go to: Start | Programs | MeetingPlace Applications | MeetingPlace Gateway Configuration and select the Agent Service tab.



Figure 6-2 Agent Service Tab

Each parameter of the Agent Service is explained below:

Note: Changes to the Local Machine Known As settings will only apply to the MeetingPlace Web interface (versions 4.2 and earlier) once you have logged into the system. These settings do not apply to versions 4.2.5 or later of the MeetingPlace Web interface.

Local Machine Known As

To establish a connection to the MeetingPlace Web server, users enter a URL, such as *hostname.company.com*. After a user logs in, however, the connection to MeetingPlace Web can be maintained by one of the following options:

- **IP Address.** This is the default setting. The IP address replaces the host name once the user logs into MeetingPlace Web, so that <http://hostname.company.com/> becomes <http://IP/>
- **Host Name.** This setting forces MeetingPlace Web to continue using the host name that the user entered in the URL.
- **Fixed.** This setting forces MeetingPlace Web to use whatever text you require to identify your Web server.

Typically, an IP address is used to maintain connection, but you may consider another option if:

- Your company has a policy forbidding the use of IP addressing for identification
- You are using SSL (secure socket layer). Refer to page 96 for more details.
- You are using virtual servers

Web Server Authentication

If your organization requires users to log into the Web server before accessing MeetingPlace Web, each user's Web server ID can also be used to automatically log the user into MeetingPlace. This relieves users from having to enter two sets of login information to access MeetingPlace Web.

Enable the authentication option by placing a check in the Use Web Server Authentication box. This allows MeetingPlace Web to pass a user's Web server ID to MeetingPlace for verification. Once MeetingPlace receives this information, it compares the user's Web server ID to their MeetingPlace user ID. If these two IDs match, the user is automatically logged into MeetingPlace.

For web server authentication to work:

- If you are using Microsoft IIS as your Web server, the server must be set up as a BDC (Backup Domain Controller). This allows the server to pass Web server IDs without a prefixed domain name.
- Your users' MeetingPlace user IDs must be set up to match their Windows domain user IDs. These values are case-sensitive and secure so system security is not compromised.
- The drive that **MPX.dll** is located on must be an NTFS partition.
- The **MPX.dll** file located in the **\scripts** directory on the MeetingPlace Web server must be restricted to force authentication.

To restrict the MPX.dll file:

1. From Start | Programs | Administrative Tools, select Internet Services Manager.
2. From the **\scripts** directory, right-click the **MPX.dll** file, and select Properties.

3. From the Properties window, select the Files Security tab.
4. From the Anonymous Access and Authentication Control, click Edit.
5. From the Authentication Methods screen, disable the Allow Anonymous Access box by removing the check from the box.
6. Enable the Basic Authentication box by placing a check in the box, as detailed in Figure 6-3.

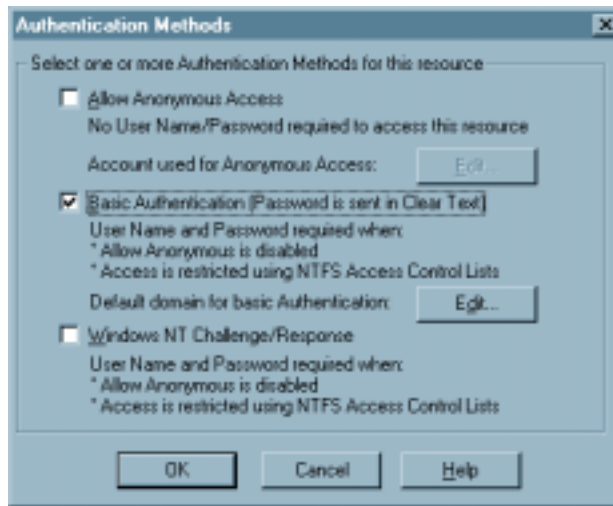


Figure 6-3 Enabling Authentication in IIS

7. Click OK twice to return to the Microsoft Management Console.
8. From the Console menu, click Exit.
9. From Start | Programs | Windows Explorer, browse to the location of the **MPX.dll** file. Typically, this file can be found in **X:\Latitude\mpweb\scripts**, where **X:** refers to the drive on which MeetingPlace Web is installed.
10. Right-click the **MPX.dll** file and select Properties.

11. From the Security tab, click Permissions and remove the Everyone and Anonymous access accounts (if present).
12. Add the group of users that will be allowed to access MeetingPlace.
13. Click OK.
14. Restart the following services: MeetingPlace Agent, IIS Admin, and WWW Service.

Use Secure Web Server (https://)

Secure Socket Layer (SSL) helps ensure that the security of the information shared in a web conference is not compromised. It does this by encrypting the data for travel across the network.

You must first enable SSL security in IIS. Refer to page 192 for instructions. To enable the SSL option in MeetingPlace Web, place a check in the Use Secure Web Server (https://) box.

Additionally, you must have obtained a certificate from an authorized Certificate Authority and have applied the certificate to the MeetingPlace Web web site. (Consult your IT Department for assistance).

Agent Access Tab

For users to connect to MeetingPlace Web, the Granted Access option box must be selected in the Agent Access tab of the MeetingPlace Gateway Configurations utility.

To enable granted access:

1. From Start | Programs | MeetingPlace Applications | MeetingPlace Gateway Configurations, select the Agent Access tab.
2. Enable the Granted Access option by placing a check in the box.
3. Click OK.

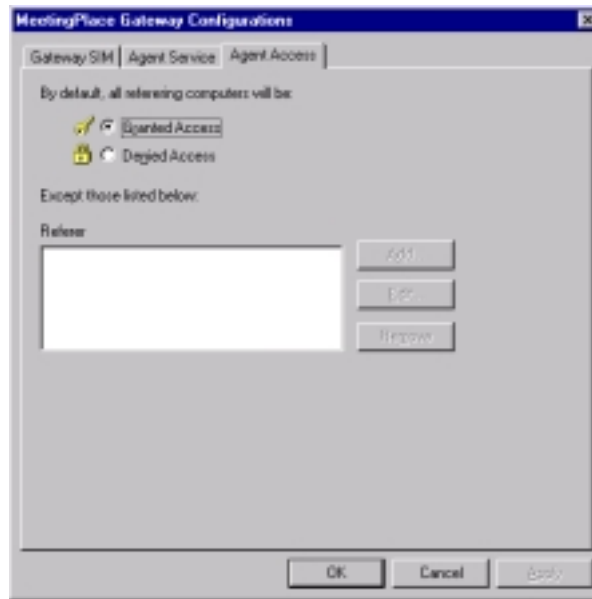


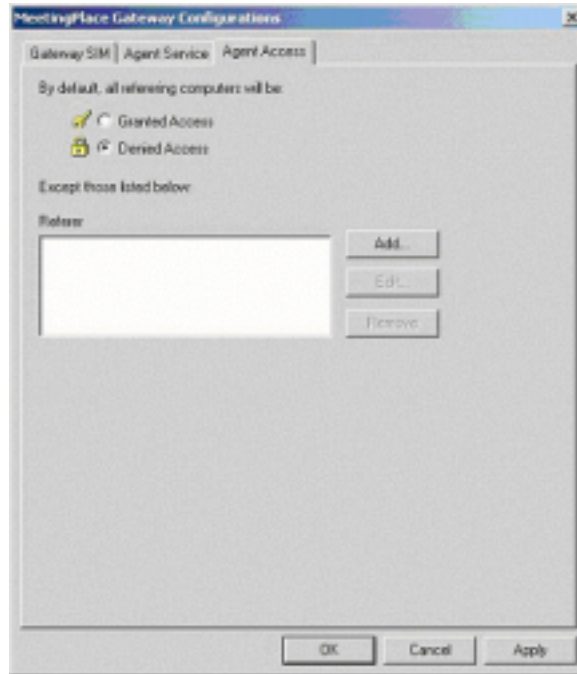
Figure 6-4 Agent Access Tab

Under certain circumstances, you may want to use the “Denied Access” option to restrict access to a URL by specifying permitted URL(s) in a referer list. A referer is how one web page is linked to another.

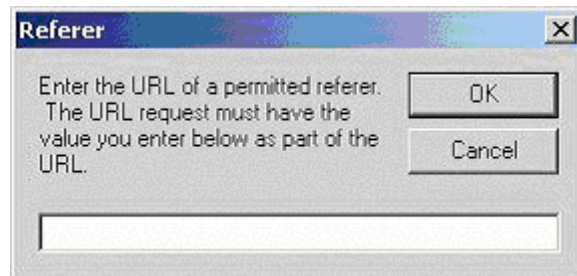
For example, you may want to ensure that your users access the MeetingPlace Web home page through your URL, you would select “Denied Access” and specify the permitted URLs in the referer list.

To Deny Access:

1. From Start | Programs | MeetingPlace Applications | MeetingPlace Gateway Configuration, select the Agent Access tab.
2. Select the Denied Access option.



3. Click the Add button and add the URL(s) which you want to add to the referer list. Make sure that you've added all referred URLs.



4. Click OK.

Replication Service Configuration

The Replication service allows you to control:

- The purging of meetings and MeetingNotes from the Windows server

- The range of meetings to publish
- Whether to list public meetings
- Which audio recording formats to post

To access the Replication Service Configuration window:

1. From Start | Programs | MeetingPlace Applications, select MeetingPlace Web Administrator.
2. From the Configure menu, select Replication Services.

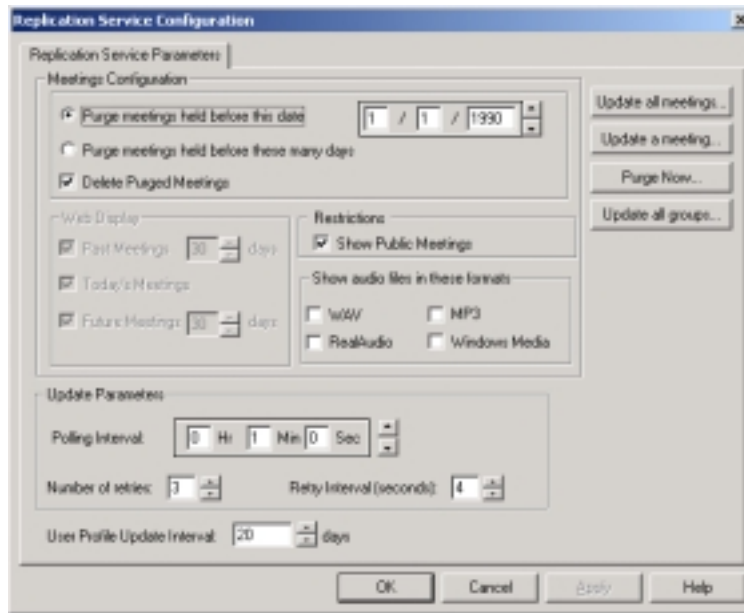


Figure 6-5 Replication Service Configuration Window

Each of the Replication Service parameters are explained below:

Meeting Configuration Purge Options

You can choose to have the system purge all meetings held before a certain date, or purge all meetings that are older than a certain number of days.

When a meeting is purged, only the meeting recordings are deleted.

- **Purge meetings held before this date.** Purges all meetings that occurred before a specified date. By selecting this option, your disk space requirements will continue to grow over time.
- **Purge meetings held before these many days.** Automatically purges all meetings that are older than the specified number of days. This is done on a continuous basis. This option is recommended when you want to minimize administrative overhead.
- **Delete Purged Meetings.** Deletes database records and all files (such as meeting attachments) associated with purged meetings.

Restrictions

This section contains display restrictions for public meetings and audio files including:

- **Show Public Meetings.**

In the old MeetingPlace Web interface (versions 4.2 and earlier), a check in this box enabled guests to view meetings in the Public Meetings area. If this box is not checked, the Public Meetings area will not display meetings to guest users.

In the new MeetingPlace Web interface, if this option is selected, the internal “Find Meeting” page will contain a GUEST input field. This allows a guest user to enter an alias and to search for public meetings using the Find Meeting feature. If this option is unchecked, the internal Find Meeting page will only contain MeetingPlace profile users’ ID and

Password fields. Non-profile users will not have access to the Find Meeting feature.

Note: Please allow 20 minutes for changes to take effect.

- **Show audio files in these formats.** To display WAV, MP3, RealAudio, and Windows Media audio file formats, place a check in the corresponding box.

If you do not want to allow voice over your data network, clear all these options.

However, if you want to provide voice transfers over the data network and you have a RealServer, you should select the Show Audio Files in RealAudio Format option.

Windows Media Player offers another way to transfer voice recordings. Select the Windows Media option check box if you have a Windows Media Player.

Providing files in WAV format is most appropriate for applications that require voice file editing. If you do not want to provide users with access to WAV files, clear this option.

If your users have an MP3 player, place a check in the MP3 option box and MeetingPlace Web will convert recordings to the MP3 format (requires a XingMP3 Encoder available at www.xingtech.com).

For RealAudio Administrator, Windows Media Administrator or MP3 Encoder configuration instructions, See “Configuring Audio Components” on page 311.

Update Parameters

For replication of meeting attachments and information, MeetingPlace Web must synchronize with the MeetingPlace conference server on a periodic basis.

- **Polling Interval.** The polling interval determines how often (in hours, minutes, and seconds) polling occurs.

In most applications, you should set the polling interval to 1 to 5 minutes for frequent updates of MeetingPlace Web sites.

- **Retry Interval.** This section contains information regarding the number of times the system should attempt to make a connection and the amount of time between these connection attempts:
 - **Number of retries.** Enter the number of times you want the MeetingPlace Web server to retry in case of a connection failure.
 - **Retry intervals in seconds.** Enter the number of seconds you want the MeetingPlace Web server to wait between retries.

User Profile Update Intervals

MeetingPlace Web replicates the user profile and group information independently from meeting information.

You can specify how often the local profile database on the MeetingPlace Web server should be updated. In general, the interval should match how often you update the profile database in MeetingPlace.

For example, if you have a process to import your human resources database into MeetingPlace once a week, you should set the User Profile Update Interval to 7 days. For nightly updates, set the User Profile Update Interval to 1.

Update and Purge Buttons

In general, the update and purge buttons perform actions that MeetingPlace Web usually handles automatically. However, in the event of a system failure, you can choose to invoke these operations manually. These buttons include:

- **Update all meetings.** Forces meeting attachments and recordings to be downloaded again from the MeetingPlace server for all meetings. A new set of files will be created, including encoded audio files in the desired formats. If MeetingNotes are already purged on the MeetingPlace server, then no update will take place.

In addition to attachments and recording files, group/profile information and new meetings are also updated.

- **Update a meeting.** Select a meeting from a list to force meeting attachments and recordings to be downloaded again from the MeetingPlace server. A new set of files will be created, including encoded audio files in the desired formats. If MeetingNotes are already purged on the MeetingPlace server, then no update will take place.
- **Purge Now.** Use this button to force the MeetingPlace Web server to delete all locally stored meeting information and files that are outside the valid ranges specified in the configuration window. Click Purge Now when you are low on disk space and have changed the purge interval.
- **Update all groups.** Use this button to update all user groups with the configuration criteria set in this screen.

Audio Encoding Services Configuration

For most configurations utilizing a single system for all MeetingPlace Web components, all of the parameters necessary for the audio service configuration are established by the MeetingPlace Web setup program.

To access the audio encoding services:

1. From Start | Programs | MeetingPlace Applications, select MeetingPlace Web Administrator.
2. From the Configure menu, select Audio Encoding Services Configuration.

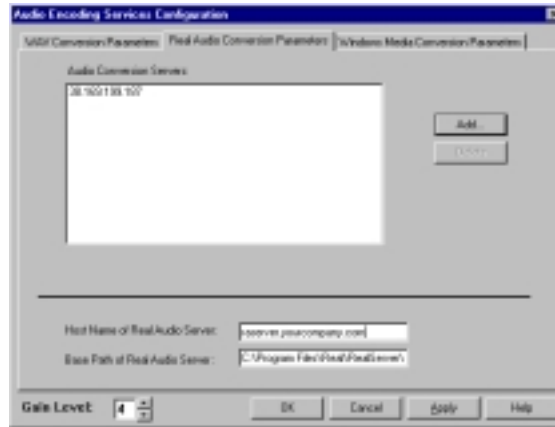


Figure 6-6 Audio Encoding Services Configuration

Publishing Voice Recordings

If you want to publish voice information over the data network, you should ensure that your Windows server host name is entered in the lists on the WAV Conversion Parameters, the RealAudio Conversion Parameters, and the Windows Media Conversion Parameters tabs.

In most cases, you should not need to change the audio services. This window is primarily used to configure MeetingPlace Web for high volume audio conversion applications where multiple MeetingPlace audio servers are involved. If you do need to make any changes, make sure the host name is the UNC of the RealServer.

If you do require multiple audio servers, you should first install the audio service on each audio server. Then, ensure that the logon user ID and password on each audio server is the same as the account the replication service uses to log in on this machine. Then, you can add the other audio conversion servers to this list.

When you add an audio conversion server, make sure to use the new server's computer name and not its host name.

Monitoring MeetingPlace Web Activities

There are three tools you can use to monitor MeetingPlace Web activities:

- The Windows Event Viewer
- The MeetingPlace Web Eventlog
- The MeetingPlace Alarm Table

All MeetingPlace Web activities are logged by the Windows Event Viewer application and the MeetingPlace Web Eventlog application. These logs can be used to monitor or troubleshoot MeetingPlace Web.

You should monitor the status of these MeetingPlace Web events periodically. Heavily used systems should be monitored on short intervals, such as bi-weekly or weekly, whereas those systems with less use may only need to be monitored once a month.

The following sections describe the MeetingPlace Web tools and their functions.

Windows Event Viewer

The application log provides detailed information about MeetingPlace services.

To view an event:

1. From Start | Settings | Control Panel | Administrative Tools, select Event Viewer.

MeetingPlace Web Eventlog

All activities specific to the MeetingPlace gateway services are logged by the MeetingPlace Web Eventlog application.

To access the MeetingPlace Web eventlog:

1. Right-click the MeetingPlace icon in the system tray and select “Eventlog”.

or

2. From Start | Programs | MeetingPlace Applications, select MeetingPlace Web Administrator.

MeetingPlace Alarm Table

The MeetingPlace Alarm Table reports abnormal events that occur in the MeetingPlace system. In addition to providing alarm information about MeetingPlace network and conference servers, the Alarm Table can also be used to determine if MeetingPlace Web is running and/or responding.

MeetingPlace is kept informed about the state of MeetingPlace Web through the Gateway SIM. If a problem occurs and the Gateway SIM has been configured to log errors to MeetingPlace, these errors appear in the MeetingPlace Alarm Table.

To access the MeetingPlace Alarm Table:

1. From Start | Programs | MeetingPlace Applications, select MeetingTime.
2. Log on to MeetingTime.
3. From the Administration menu, select System. The Register Book displays.
4. Select Alarm Tables.
5. Click Execute.



Network Impact of MeetingPlace Web

This section provides an overview of how web conferencing impacts your company's network bandwidth.

A web conference only creates bandwidth traffic when an action is occurring, such as when a person is making changes to a shared document. If no action is occurring (e.g., a person is only viewing a shared document), network bandwidth is not impacted.

Since web conferences bridge multiple endpoints simultaneously, the performance of the server is much more dependent on its connection to the network than on its connection to the individual endpoints. Servers are typically connected directly to the high-speed networks, so server implementations usually require no changes to existing network architecture. As web conferencing usage increases, network managers should only need to consider the trade-offs between network bandwidth and transfer time.

In addition to network bandwidth, the quality of service (QoS) you receive from your Internet Service Provider (ISP) also affects the performance of your web conference server(s). If your organization's ISP uses proxy servers that significantly delay data transfer, your web conferences will be impacted. For additional information, contact your ISP.

Variables That Affect Network Impact

There are several variables that affect the amount of bandwidth utilized in a web conference:

- *The content that is being shared.* Sharing and collaborating on graphically intensive documents will result in higher bandwidth usage than when simple, plain-text documents are shared.
- *The frequency of activity in the web conference.* Web conferences with infrequent screen changes (e.g., a typical PowerPoint presentation to a group) will consume less

bandwidth than highly collaborative web conferences where documents or applications are constantly being manipulated.

- *The number of conference attendees.* Unicast bandwidth use scales linearly with additional participants. For example, if a two-person web conference is consuming a total of 1 KBps, adding two people to the web conference will consume approximately 2 KBps.
- *The conferencing features being used.* Bandwidth consumption increases as additional features like WebPoll, and chat are used.
- *The host's display resolution and color depth setting.* Higher screen resolutions require more bandwidth. For example, a 1280 x 1024 resolution will utilize more bandwidth than 1024 x 768. By default, T.120 applications use 256 colors, regardless of the settings on the user's desktop. Some have options to use the computer's color settings, which will increase bandwidth consumption if the color depth is greater than 256 colors.

Endpoints

Dial-Up Connections

Even though dial-up connections are supported, very slow connections can impact the speed at which participants receive updates from the web conference server. To minimize the effect of slow connections, the MeetingPlace Web server will disconnect a user if they are significantly impacting the performance of the entire web conference, or if they have fallen far behind in the web conference.

Average-Sized Conferences

For typical conference sizes (3-8 participants), MeetingPlace WebShare and T.120 endpoint performance is stable when connected to networks over slow links (e.g., a 28.8 Kbps modem link). However, because T.120 endpoints must retain a live "roster" of other participants in the conferences, the amount of

network traffic passed between these endpoints and servers scales up with conference sizes. This is the reason that most fully-featured T.120 endpoints (e.g., Microsoft NetMeeting) have usability limitations in the presence of larger numbers of participants attending over very slow links.

Larger-Sized Conferences

As conference size scales beyond 12 to 15 participants, T.120 applications like NetMeeting are limited (e.g., maximum of 32 participants in a single web conference).

MeetingPlace WebShare, a Java-based endpoint, is more suitable for larger-sized conferences and dial-up environments. Hundreds of WebShare participants can attend a single web conference when the MeetingPlace Web server is properly sized and sufficient bandwidth is available.

Displaying Flex Fields

Flex fields are customized profile and meeting fields that enable unique business information, such as your company's name or a user's department number, to be included in reports. Up to three profile and three meeting flex fields can be created on your system.

Flex fields can only be created by a system manager using MeetingTime, and each field can be configured to be editable by users, read-only, or invisible to users. If you chose to display a flex field to other users, the field appears in the scheduling and profile management sections of MeetingTime and MeetingPlace Web.

For information on creating and configuring flex fields, refer to your *MeetingPlace System Manager's Guide*.

Creating a MeetingPlace Authentication Filter in IIS

Overview

The MeetingPlace Authentication Filter is used to provide a customized authentication mechanism for IIS. MeetingPlace system administrators who are concerned about security can use HTTP authentication to protect the mpx.dll file from unauthorized use.

IIS requires that you use NT accounts for the authentication. Unfortunately, this requirement makes it necessary for administrators to synchronize their MeetingPlace directories with the Windows NT/2000 server or NT domain controller.

To alleviate that requirement, Latitude has developed a custom ISAPI filter that extends the authentication process of IIS. The filter allows users to enter their MeetingPlace user ID and password, which will be verified against the MeetingPlace database of users. If the user is validated, they will be given access to the NT resources via a proxy account.

Benefits

- Restricted access to the mpx.dll file
- Enhanced MeetingPlace user login through IIS

Installation

Creating a Proxy Account

IIS still requires a NT account to gain access to the restricted resource. We will proxy all of the users through one account. The IIS W3SVC log will show both the name of the proxy account as well as the MeetingPlace ID of the user.

1. Create an NT account.

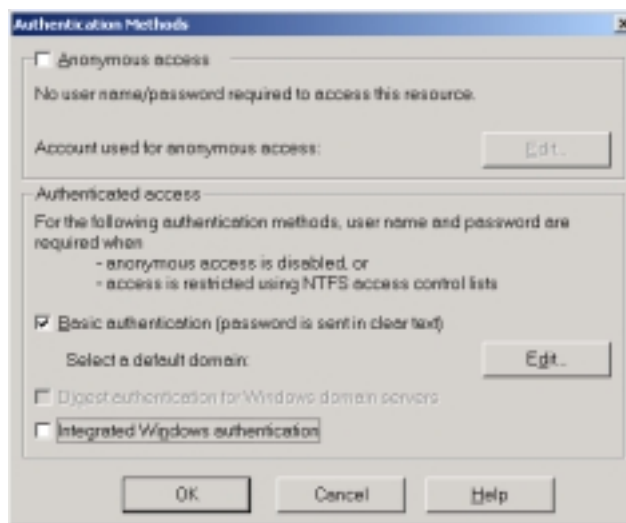
2. Put the NT account information in the registry as strings.
HKEY_LOCAL_MACHINE\SOFTWARE\Latitude\MeetingPlace WebPublisher\General

NT Proxy UserName

NT Proxy UserPwd

Note: Currently, the password is unencrypted.

3. Turn on HTTP authentication for the mpx.dll file. You can find this in /mpweb/scripts inside of the IIS Administration tool.



4. Turn on web server authentication in the MeetingPlace Agent. From Start | Programs | MeetingPlace Applications | MeetingPlace Gateway Configurations, select the Agent Service tab.
5. Check the Use Web Server Authentication box and click Apply and OK.



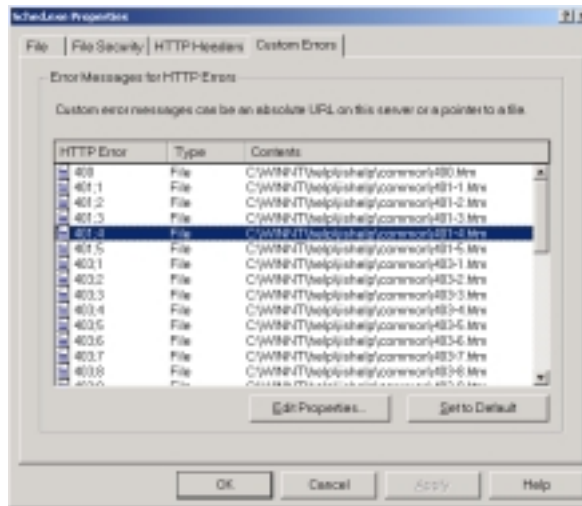
6. Reboot your computer.
7. Once you have rebooted your computer, test the ISAPI filter.

Other Things To Do:

- Customize the error pages

Users will receive the following error message if they do not have a valid MeetingPlace profile. You should override the error handling for this page to include information on how they can obtain a MeetingPlace profile.

HTTP 401.4 - Unauthorized: Authorization denied by filter Internet Information Services



Once you've installed MeetingPlace Web, you can take advantage of its powerful tools to schedule and attend voice and web conferences. The topics covered in this chapter include:

- MeetingPlace Browser Test
- About the MeetingPlace Home Page
- Signing in as a Profile User
- Scheduling, Attending, and Finding Meetings from the MeetingPlace Home Page
- About Web Conferences and the Meeting Room
- Participating in a Web Conference

MeetingPlace Browser Test

MeetingPlace Web comes bundled with a utility called the Browser Test. This utility performs a series of checks that verify whether an end user will be able to join a web conference.

If this is your first time using MeetingPlace Web, it is *highly recommended* that you run a test to ensure that you can participate in a web conference.

To run the Browser Test, users simply click a link on the MeetingPlace Web home page. The Browser Test link is automatically enabled once MeetingPlace Web is installed. Figure 7-1 displays this link.

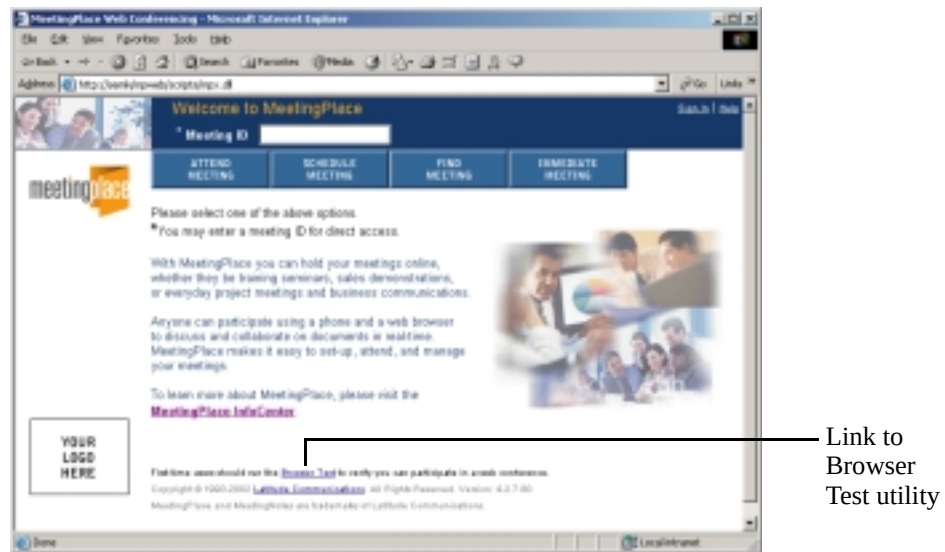


Figure 7-1 Running the Browser Test from MeetingPlace Web

Once you run the Browser Test, the utility checks that:

- You have a supported Web browser version, Java version, and operating system.
- Java is enabled on your web browser and is able to pass through your network.
- You can establish a solid connection to the web conference.

To run the browser test:

1. Open your Web browser and enter the MeetingPlace Web URL in the address field. Press the Enter key.
2. From the MeetingPlace home page, click the Browser Test link towards the bottom of the page.
3. From the MeetingPlace Browser Test page, click the Start button.
4. Please wait while the tests are run.

5. When the test completes, click the Done Button from the Test Completed page.

About the MeetingPlace Home Page

After entering the MeetingPlace Web URL in the address field of your Web browser, users will see the MeetingPlace home page with the following options:

- **Attend Meeting:** Enables users to quickly join a specific meeting after entering its meeting ID. Clicking the Attend Meeting tab automatically brings you to the Attend Meeting page where you can sign in as a profile user or as a guest.
- **Schedule Meeting:** Allows you to specify meeting parameters from the New Meeting page and then schedule an immediate meeting or a future meeting.
- **Find Meeting:** Brings you to the Today's Meetings page where you can search for past, future, or current meetings.
- **Immediate Meeting:** Allows you to schedule and attend an immediate meeting. The meeting is automatically scheduled using system default scheduling parameters; you will not be able to specify your own meeting parameters using this scheduling method.

Note: Guest users who have not logged into the system using a MeetingPlace profile are provided with a restricted set of web pages that allow them to attend but not schedule meetings.

Signing In as a Profile User

MeetingPlace users should sign in to MeetingPlace Web using their profiles. Signing in enables you to utilize the enhanced features of MeetingPlace Web. Sign in capabilities are offered through the Attend Meeting, Schedule Meeting, Find Meeting, and Immediate Meeting tabs, in addition to the Sign In link.

When you sign in to the MeetingPlace Web server you can choose to have MeetingPlace remember your profile information for future use. The “Remember Me” option allows you to maintain a signed on status each time you access MeetingPlace Web.

However, you can choose to sign off of the MeetingPlace Web server when you are finished with the web conference. This ensures that no other user can access the MeetingPlace Web server from the same PC utilizing your profile information.

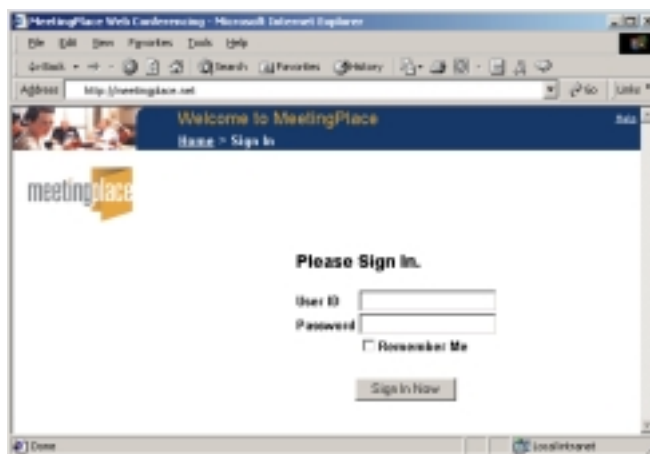
To sign in as a profile user:

1. Open your Web browser and enter the MeetingPlace Web URL in the address field. Press the Enter key.
2. From the Welcome to MeetingPlace home page, click the Sign In link in the upper right-hand corner to access the Sign In page.



3. Enter your MeetingPlace user ID and password in the fields provided. These values are case-sensitive. To avoid re-

entering this information in the future, check the Remember Me box.



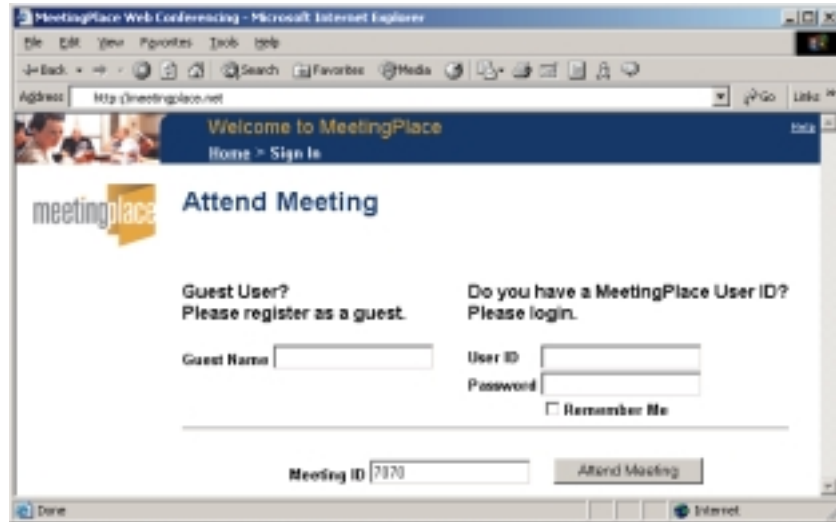
4. Click the Sign In Now button.
5. The MeetingPlace home page displays with your profile name at the top of the page. You now have access to the MeetingPlace Web interface as a MeetingPlace profile user.

Signing In as a Guest User

As a guest user, you may attend specific meetings or browse through a list of public meetings once you have registered as a guest user.

To attend a meeting as a guest:

1. From the MeetingPlace home page, enter the meeting ID of the meeting you want to attend in the field provided, and then click the Attend Meeting tab.
2. When prompted, enter your guest name in the field provided, and click the Attend Meeting button.



3. Click the Join Web Conference button to launch the Meeting Room.
4. From the Personal menu, select Call Me to join the voice conference. When MeetingPlace calls you, follow the prompts to join the meeting.

If MeetingPlace is not configured to outdial to your phone, the system displays the phone number you need to dial to join the meeting in the upper right-hand of the Meeting Room.

For more information on conducting web conferences, see page 139.

Note: If you do not know the meeting ID, click the Find Meeting tab. Enter your guest name in the field provided, and click the Find Meeting button. A list of public meetings displays. In order for guests to view public meetings, the meeting preference setting for **Display Meeting to Everyone?** must be set to Yes.

Additionally, if the Show Public Meetings option has not been enabled by a system manager, the internal Find Meeting page will only contain MeetingPlace profile users' ID and Password fields. Non-profile users will not have access to the Find Meeting feature.

Scheduling Meetings

Scheduling Meetings from the MeetingPlace Home Page

When you click the Schedule Meeting tab from the MeetingPlace home page, the New Meeting schedule form appears and displays the basic scheduling parameters for your meeting.

For more scheduling options, you can use the Attachments/Recordings, Meeting Options, Polling, and Address book icons. These sections enable you to change your default meeting settings, invite users to your meetings, and attach documents.

To schedule a future meeting:

1. From the MeetingPlace home page, sign in using your MeetingPlace user ID and password. Refer to page 120 for instructions.
2. When the Welcome user name page re-appears, click the Schedule Meeting tab. The New Meeting page appears.

The screenshot shows the 'New Meeting' form in a Microsoft Internet Explorer browser window. The form is titled 'Welcome, Lari Harrington' and 'New Meeting'. It contains several sections: 'Meeting Information' with fields for Meeting ID, Site (Santa Clara), Phone Number (800 Conference Server 2), Date (MAY 29 2002), Time (11 AM), Length (30 minutes), # of Callers (0), Billing Code, Record Meeting (Yes), and Subject (Test). There is a 'Try on this site only' checkbox. The 'Options' section on the right includes 'Attachments/Recordings (0)', 'Meeting Options', and 'Polling'. At the bottom, there is an 'Email Address' field with a list of contacts, including 'Lari Harrington (To Be Added)'. Buttons for 'ADD', 'CANCEL', and 'GO' are visible.

3. Fill in the meeting information basics, such as the date, time, and length of the meeting.
4. For WebConnect:

If you want to specify a particular scheduling site, select one from the Site drop-down list. If you have selected your home site, you may also specify a particular server by selecting a phone number from the Phone Number drop-down list.

Click the “Try on this site only” checkbox if you want MeetingPlace to only try the site selected. This will effectively disable the WebConnect feature, which allows MeetingPlace to roll your scheduling information onto other sites in the case of site unavailability.

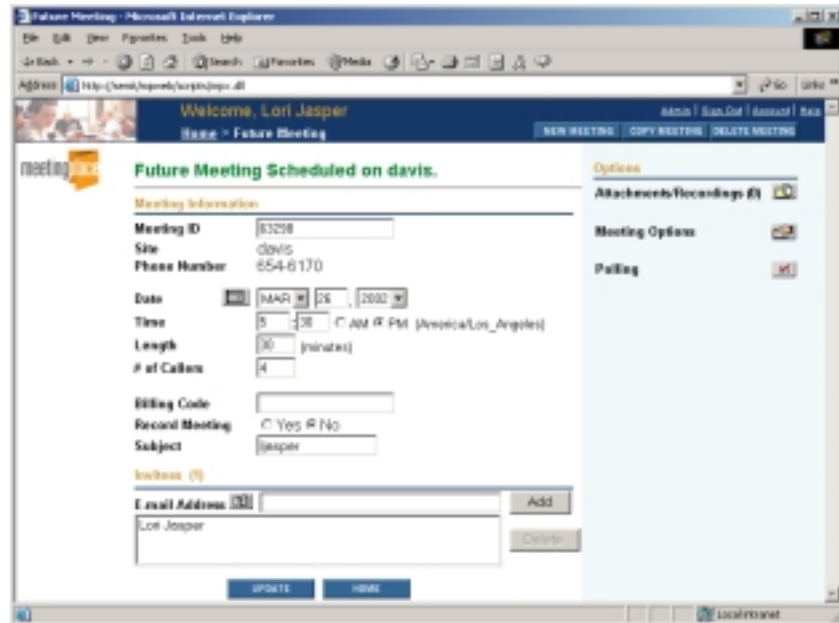
5. You may also enter a meeting ID and the e-mail addresses of your meeting invitees.

Tip: Click on the Address Book icon in the Invitees section to invite participants and to search for a profile user or team by their last name, user ID, profile, team or group.

6. To schedule a recurring meeting, click the Recurrence button and set the Frequency and # of Occurrences parameter to the appropriate settings. Click Done.
7. To schedule a continuous meeting, click the Recurrence button and set the Frequency parameter to Continuous. Click Done.
8. Use the Attachments/Recordings, Meeting Options and Polling icons to customize your meeting. From these sections you can modify your meeting preferences and attach documents for others to review. When you've finished setting your options, click the Submit or OK button. This returns you to the scheduling form.

Note: A meeting must be scheduled before creating a poll or survey for a meeting.

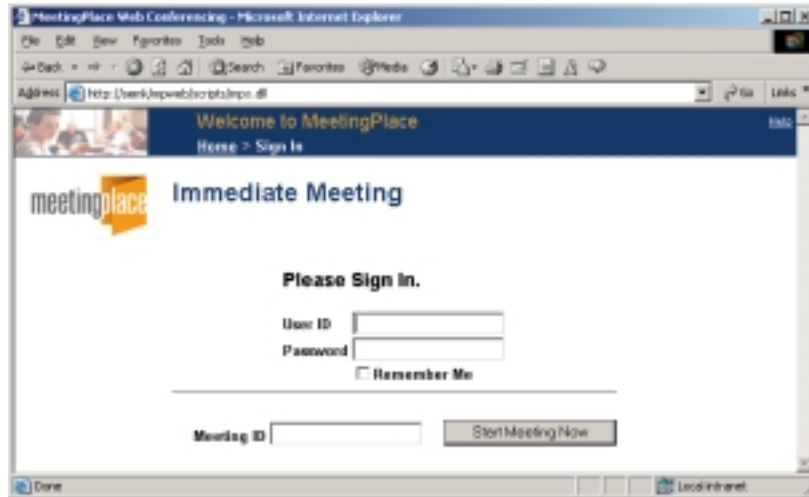
9. Click the Schedule button to finish scheduling your meeting. A confirmation page appears to confirm that the meeting has been successfully scheduled.



To schedule and attend an immediate meeting:

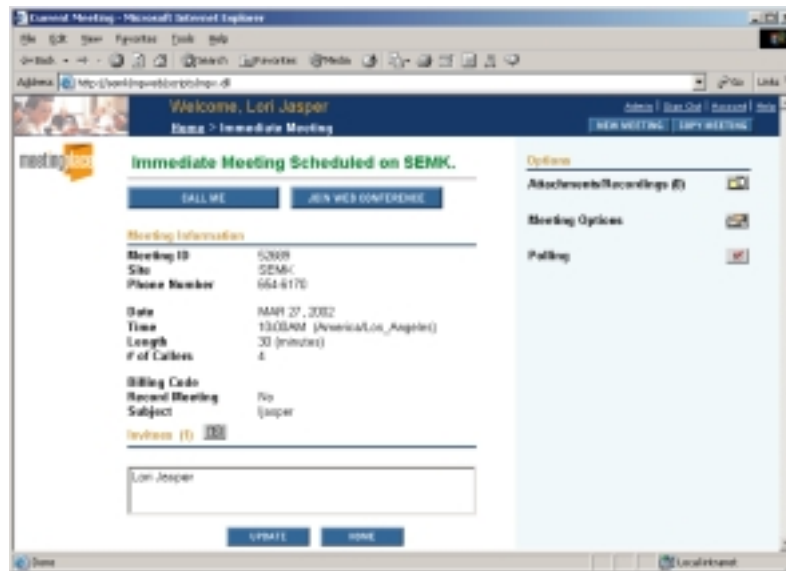
When you schedule an immediate meeting, the meeting is automatically scheduled using system default scheduling parameters; you will not be able to specify your own meeting parameters using this scheduling method.

1. From the MeetingPlace home page, click the Immediate Meeting tab. The immediate meeting sign in page displays. Enter your MeetingPlace user ID and password in the fields provided, and click the Start Meeting Now button.



Note: If you have already signed in using your MeetingPlace profile, you will not see this page.

2. A confirmation page appears to confirm that the meeting has been successfully scheduled.



3. Click the Call Me button to have MeetingPlace call you.
4. To attend the web conference, click the Join Web Conference button. For more information about web conferences, see page 140.

Inviting People to a Meeting

During the scheduling process, you can invite profile users, teams, and guest users to your meeting. One of the advantages of inviting people to a meeting is that all invitees receive a notification that contains the meeting time and date, as well as the phone number and meeting ID needed to join the meeting.

To invite a profile user or a team to a meeting:

1. During the scheduling process, click the Address book icon in the Invitees section of the New Meeting page.

The screenshot shows the 'Scheduling Participants' page in a Microsoft Internet Explorer browser. The page has a blue header with the text 'Welcome, Lori Jasper' and navigation links 'Home', 'New Meeting', and 'Invitees'. Below the header, there is a search bar with 'Name:' and 'Search By: Last Name'. To the right of the search bar are buttons for 'Add As: Guest', 'Profile', and 'Team', and a 'Search' button. Below the search bar, there are two sections: 'Search Results' (which is empty) and 'Current Invitees' (which lists 'Jasper, Lori Jasper [To Be Added]' and 'Joel, Joel (Guest) [To Be Added]'). Below these sections is a 'Selected Invitee Settings' table. The table has columns for Name, Attend, Phone, and Email. The first row shows 'Lori Jasper' with 'I'll call in' as the attend method, '1-888-988-7254' as the phone number, and 'lorijasper@LA.TT' as the email. Below the table, there are fields for 'Primary', 'Secondary', 'Speaker', 'Email', 'Page #', 'Page Type', and 'Page ID'. At the bottom of the settings section is a 'Save All Participant(s) Settings' button.

Name	Attend	Phone	Email
Lori Jasper	I'll call in	1-888-988-7254	lorijasper@LA.TT

2. In the Name field, enter the User ID of the invitee and then click the Profile button. The name field is case sensitive.
3. To add a team, enter the team's name or number and then click the Team button.

Tip: Click the Add or Remove buttons to add attendees or remove them from the list of current participants.

4. Go to the Selected Invitee Settings and check the user's Attend and Primary notification settings. As the meeting scheduler, you can change how an invited user receives notifications and attends your meeting.
5. When finished inviting users to your meeting, click the OK button, and then click the Schedule button to schedule your meeting.

To invite a guest user to a meeting:

1. During the scheduling process, select the Address book icon in the Invitees section of the New Meeting page.
2. In the Name field, enter the name of the guest, and then click the Guest button.
3. If you want MeetingPlace to send the guest a meeting notification, go to the Selected Invitee Settings, and enter the guest's e-mail address in the field provided.
4. If you want MeetingPlace to outdial to your guest at the start of the meeting, change the guest's Attend setting to call me, and then enter their phone number in the field provided.

Note: For MeetingPlace to outdial to guest users, the meeting scheduler must have outdial privileges.

5. When finished inviting guests to your meeting, click the OK button, and then click the Schedule button to schedule your meeting.

Adding Attachments to a Meeting

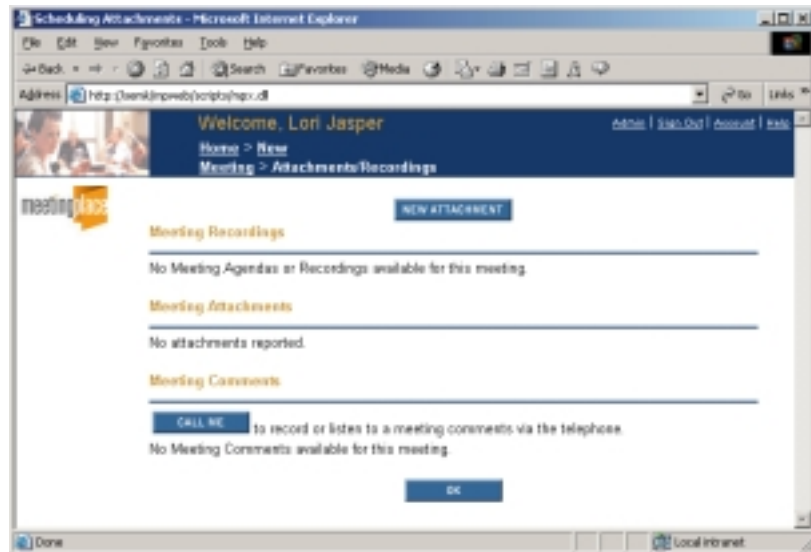
Attaching a document, URL, or a meeting comment to a meeting enables users to review the attachment before, during, or after the meeting has taken place.

Note: A meeting must be scheduled prior to recording a meeting comment.

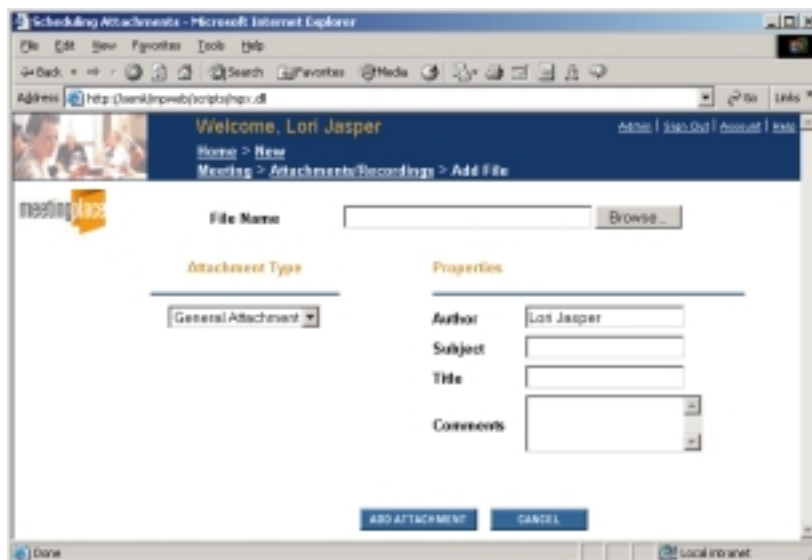
Once a meeting is scheduled, invited participants receive attachments in their e-mail notification. MeetingPlace also stores the attachments so users can access them from the web or from the Meeting Room while the meeting is taking place.

To add attachments:

1. During the scheduling process, select the Attachments/Recordings icon under the Options section of the New Meeting page.



2. Click the New Attachment button. The Add File page displays.



- To attach a document, select General Attachment from the Attachment Type pull-down menu. Click the Browse button to select the document you want to submit.
 - To attach a URL, select URL from the Attachment Type pull-down menu, and enter the Internet URL address you want the meeting participants to review in the File Name field. For example, <http://www.yourcompany.com>.
 - To attach a previously recorded meeting comment, select Meeting Comment from the Attachment Type pull-down menu. Click the Browse button to select the meeting comment you want to submit.
3. Click the Add Attachment button.
 4. Click OK to finish adding the attachment.
 5. Click Schedule or Update to finish scheduling the meeting.

Scheduling Multiserver Meetings using MeetingPlace Web

Users scheduling multiserver meetings are re-directed to the old user interface (version 4.2).

Note: Users must have the following multiserver scheduling privileges in their profile:

Can Call Other Servers? parameter set to **Yes**.

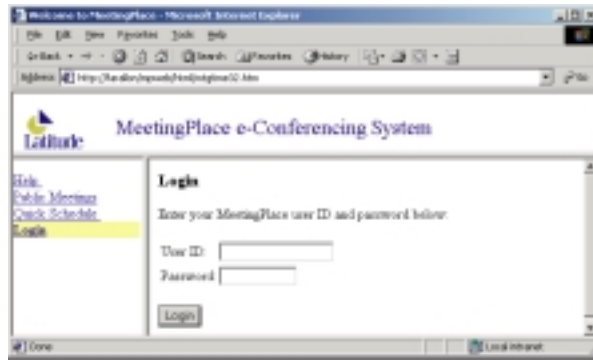
Time Zone parameter set to the user's **local time zone**.

To schedule a multiserver meeting:

1. Open your Web browser and enter the following URL in the address field: `http://hostname/mpweb/html/mtgtime32.htm`.
2. Replace **hostname** with the host name of your MeetingPlace server and then press the Enter key. The MeetingPlace Web interface (version 4.2) displays.



3. Click the log in link. At the login screen, enter your MeetingPlace user ID and password in the field provided, and then click the login button.

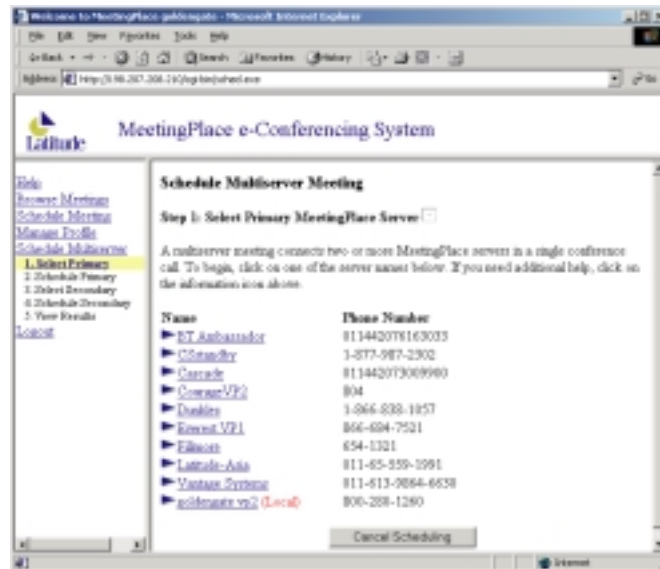


4. The Welcome page displays with your profile name at the top of the page. Click the link for scheduling a new multiserver meeting.

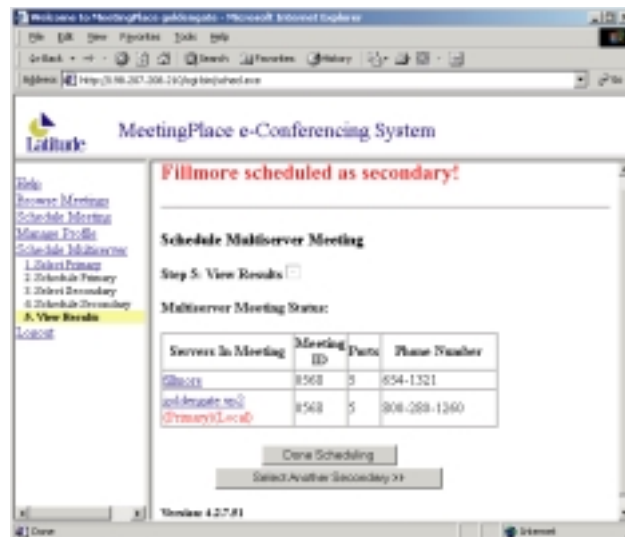


5. At this point, the interface will guide you through the steps to schedule a multiserver meeting. You will be prompted to select primary and secondary servers for your multiserver meeting.

Note: You must enter your MeetingPlace user ID and password for both primary and secondary MeetingPlace servers.



- When finished, click the Done Scheduling button to return to the Welcome page. For more information regarding multiserver meetings, refer to the *MeetingPlace System Manager's Guide*.



To attend a multiserver meeting:

There are no additional steps to attending multiserver meetings. Attend multiserver meetings as you would attend any other meeting. Refer to the Attending Meetings section for more information.

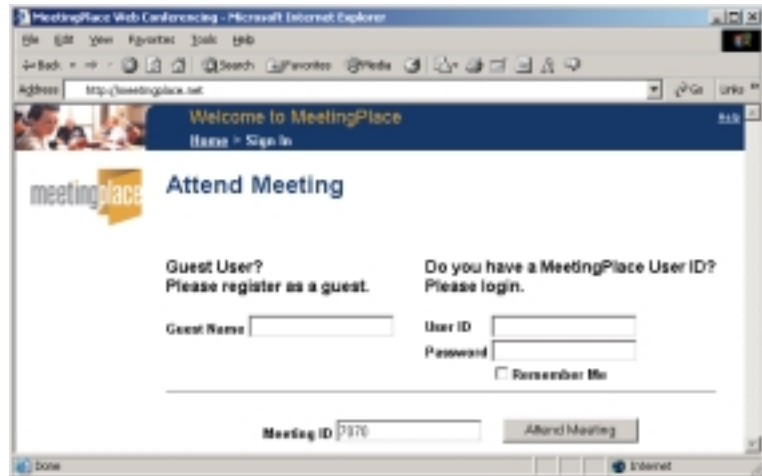
When a multiserver meeting has been scheduled, a multiserver meeting icon will appear in the Meeting Room Participants tab.

Attending Meetings**To attend a meeting:**

1. From the MeetingPlace home page, enter the meeting ID of the meeting you want to join in the field provided and then click the Attend Meeting tab.

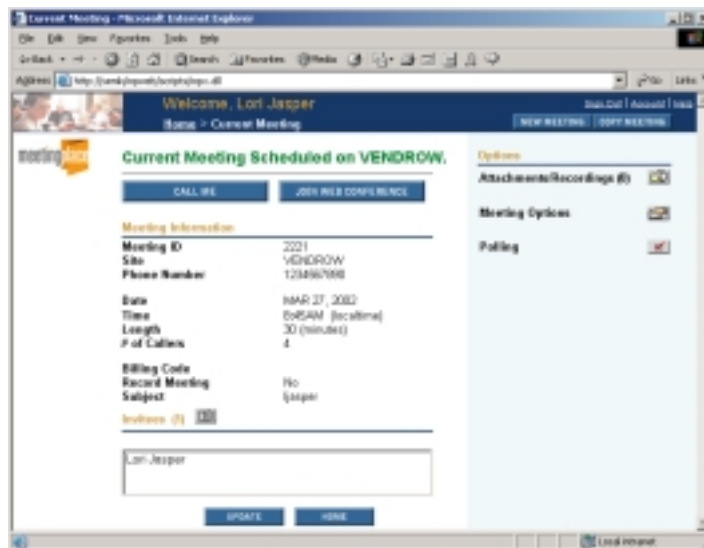
Tip: If you do not know the meeting ID, click the Find Meeting tab to browse for the meeting by date. Guests must first register before they are able to search for meetings. In addition, the meeting preference setting for **Display Meeting to Everyone?** must be set to Yes.

2. The Attend Meeting sign in page displays. Enter your MeetingPlace user ID and password or guest name in the fields provided, and then click the Attend Meeting button.



Note: If you have already logged on using your MeetingPlace profile, you will not see this page.

3. The Current Meeting page displays.



4. Click the Join Web Conference button to launch the Meeting Room.

5. From the Personal menu, select Call Me to join the voice conference. When MeetingPlace calls you, follow the prompts to join the meeting.

If MeetingPlace is not configured to outdial to your phone, the system displays the phone number you need to dial to join the meeting in the upper right-hand of the Meeting Room. For more information on conducting web conferences, see page 139.

Finding Meetings

To find a meeting:

1. From the MeetingPlace home page, click the Find Meeting tab.

Note: Guests must first register before they are able to search for meetings. Guest users may only browse through public meetings.

2. The Find Meeting sign in page displays. Enter your MeetingPlace user ID and password or guest name in the field provided, and click the Find Meeting button.

MeetingPlace Web Conferencing - Microsoft Internet Explorer

Address: <http://www.lapweb.com/plc/ipo.dll>

Welcome to MeetingPlace
Home - Sign In

Find Meeting

Guest User?
Please register as a guest.

Guest Name

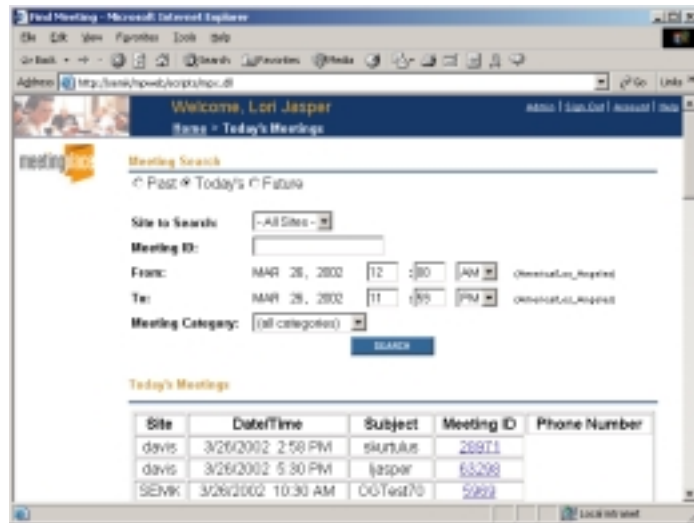
Do you have a MeetingPlace User ID?
Please login.

User ID
Password

☐ Remember Me

Meeting ID

3. The Find Meeting page displays. To find a specific meeting, enter the meeting ID in the field provided, and then click the Find Meeting button.



4. Scroll down the list to locate a meeting. Each meeting is organized according to Site, Date/Time, Subject, and Meeting ID. Once you find your meeting, click the meeting ID to access the meeting details page.

To browse through past or future meetings, modify meeting search parameters and then click the Search button.

About Web Conferences and the Meeting Room

Once you have joined the voice conference, attend the web conference by clicking the Join Web Conference button from the current meeting page. After clicking this button, the Meeting Room displays.

MeetingPlace WebShare displays any applications that are being shared in the right-hand pane, and the Sidebar on the left-hand pane displays the participants tab. Current meeting participants are listed along with their speaker status.

Note: Options unavailable to guest users will be disabled.

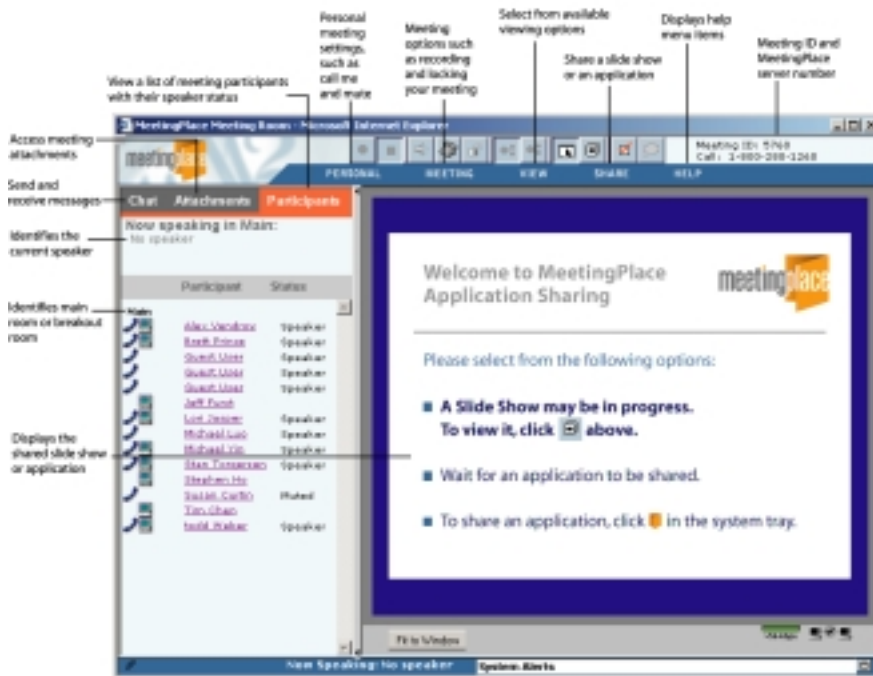


Figure 7-2 The Meeting Room

From the Meeting Room, you can access the following features that help you to manage the meeting and improve its overall effectiveness:

- **Sidebar:** Includes Chat, Attachments, and Participants tabs. You may also access these tabs from the View menu. To hide or view the Sidebar, go to the View menu and select Sidebar.
- **Menus:** Access many in-session features through Personal, Meeting, View, Share, and Help menus.
- **Toolbar:** The toolbar provides an easy way to access various menu functions. To hide or view the Toolbar, go to the View menu and select Toolbar.

Attending a Web Conference

To attend a web conference:

1. From the Current Meeting page, click the Join Web Conference button.
2. Please wait while the Meeting Room initializes.
3. If this is the first time your Web browser has joined a MeetingPlace web conference, two Security Warning windows appear.

To prevent these windows from appearing in the future, place a check in the “Always trust content from Latitude Communications” option box, and click Yes.



4. When the Meeting Room opens, wait for the web conference to begin.
5. If you want to host a web conference, refer to page 146.

Participating in a Web Conference

From the Meeting Room, you can open any application on your system and share it with the other meeting participants. To create a more collaborative environment, you can allow others to take control of your application so they can make changes that everyone in the meeting will see. You can share applications using MeetingPlace WebShare or Microsoft NetMeeting. See “Using NetMeeting” on page 297 for instructions on sharing applications using NetMeeting.

Using MeetingPlace WebShare

MeetingPlace WebShare enables meeting participants to view and collaborate on applications without requiring the applications be installed on their systems.

After MeetingPlace WebShare launches in the Meeting Room, it automatically presents any application that is being shared by the host. If you have trouble viewing the application that is being shared, you can:

- Maximize the Meeting Room window.

- Click on the shared application and drag it to center it inside of the WebShare (right-hand) pane.
- Click the Fit to Window button to display the application in proportion to your window size.

As displayed in Figure 7-3, the Take Control button appears at the bottom of the WebShare pane once the host opens the web conference for collaboration. To start collaborating, click the Take Control button, select the desired application, and begin making your changes.

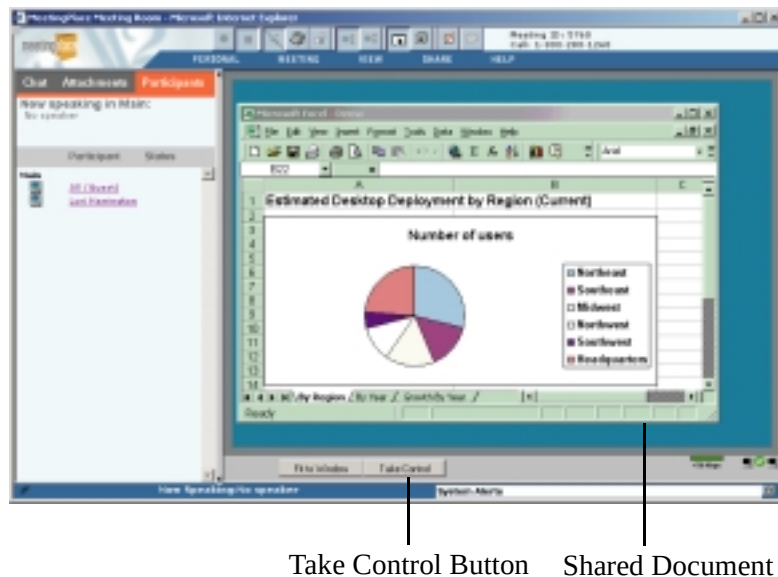
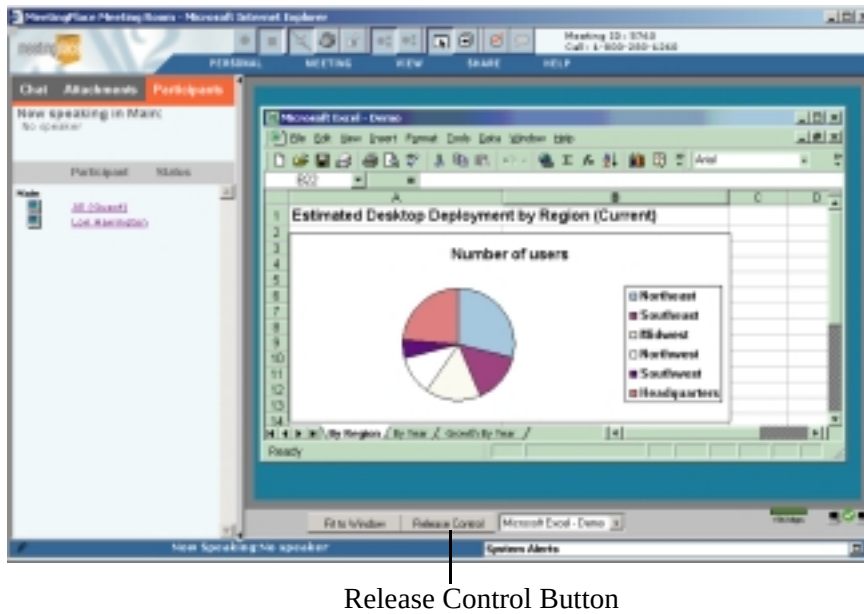


Figure 7-3 Meeting Room With Take Control Button

If the Take Control button does not appear, the host has not opened the document for collaboration or this may be a lecture-style only meeting.

If you have control of a shared document, the Release Control button will appear as displayed in Figure 7-4. Once you complete your changes to a shared document, you should click the Release

Control button to relinquish control back to the host.



Release Control Button

Figure 7-4 Meeting Room With Release Control Button

MeetingPlace WebShare Connection Speed and Status

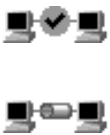
Once MeetingPlace WebShare launches in the Meeting Room Window, two icons in the lower right corner display the connection status and connection speed. These icons identify whether you have successfully connected to the web conference.

Table 7-1 and Table 7-2 provides a description of the connection speed and connection status icons.

Table 7-1 MeetingPlace WebShare Connection Speed Icons

Icon	Description
	Identifies that MeetingPlace WebShare is in the process of determining your connection speed.
	Identifies that you have a low-speed connection (less than 14 Kbps). MeetingPlace WebShare may have trouble maintaining your connection to the web conference at this speed.
	Identifies that you have a medium-speed connection (14 — 56 Kbps).
	Identifies that you have a high-speed connection (greater than 56 Kbps).

Table 7-2 MeetingPlace WebShare Connection Status Icons

Icon	Description
	Gray connection icons identify that you have successfully connected to the web conference, but an application is not currently being shared. The Welcome to MeetingPlace page appears until somebody shares an application. A check mark between the computer icons identifies that you have established a direct connection to the web conference. A gray tube between the computer icons identifies that you have established a connection to the web conference through a firewall.
	Green connection icons identify that you have successfully connected to the web conference, and an application is currently being shared. A check mark between the computer icons identifies that you have established a direct connection to the web conference. A green tube between the computer icons identifies that you have established a connection to the web conference through a firewall.
	Identifies that your meeting has ended or you have been disconnected from the web conference. If you have been disconnected unexpectedly, rejoin the web conference.
	Identifies that MeetingPlace WebShare is in the process of connecting you to the web conference.

Hosting a Web Conference

This section describes how to share an application with other meeting participants and how to open an application for collaboration using MeetingPlace WebShare or a T.120 application.

Note: Before hosting a web conference, make sure you disable any screen savers. A screen saver can prevent meeting participants from viewing shared documents.

Sharing an Application

The following tips should help to maximize your web conferencing capabilities:

- Set your display resolution so that it is equivalent to or lower than the resolution of the other participants' screens. In general, setting your resolution to 800 x 600 pixels allows most participants to optimally view your shared documents.
- Do not drag other windows on top of the shared document.
- Allow a few seconds for the meeting participants' screens to update after making a change or moving to another page of a shared document.
- Use the Page Up/ Page Down buttons on your keyboard to move through the shared document. Using the scroll buttons can negatively impact the updating process on the meeting participants' screens.

Note: The option to share a document using MeetingPlace WebShare is only available to Windows users with the appropriate Web browser settings. Windows users may also share a document using a T.120 application.

Non-Windows users need to procure a T.120-compatible application.

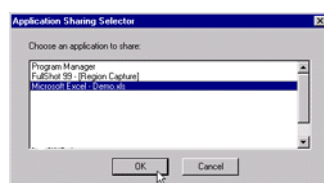
When sharing a document, you will share all open instances of the application. Participants will be able to view what is visible on your desktop.

To share an application from the Meeting Room:

1. Join the web conference. For additional information, refer to page 140.
2. From the Meeting Room Share menu, select Application.
3. When the pop-up menu appears, select one of the following sharing options:
 - Select an Application from a List – share an application by selecting from a list of applications currently running on your system.
 - Share Desktop – share your entire desktop.
 - Share Part of Screen – share part of your screen display by outlining the desired area with your mouse pointer.
 - Select an Application with the Pointer – share an application by clicking the open application with your mouse pointer.

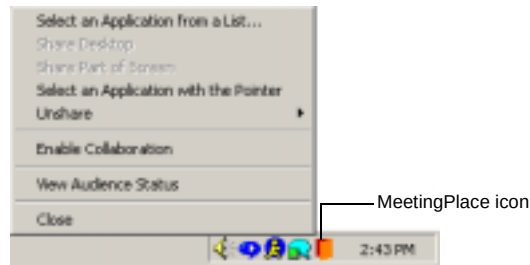


4. To select an application from a list, choose the application you want to share, and click OK.



5. To stop sharing, click the MeetingPlace icon located in your system tray, and select Unshare.

Or from the Share menu, select Application and Unshare.



Note: If the Share Application button does not appear, you may be attending a lecture-style meeting and do not have the ability to speak. Those attending a lecture-style meeting without the ability to speak **cannot** host web conferences.

Non-Windows users and Web browsers which do **not** meet the minimum requirements are unable to host a web conference, and will not see the Meeting Room.

Opening an Application for Collaboration

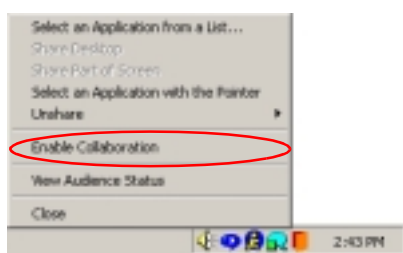
Once you have shared an application, you can allow the other meeting participants to take control for interactive collaboration. Before allowing others to collaborate, consider the following:

- When you enable others to collaborate, participants in the web conference can take control of the shared document, make changes to the document, save their changes, and use the shared application to view other open files on your system. As the host, you can quickly regain control of the document you have opened for collaboration. However, you may want to store a backup copy of the shared document on a separate directory before you enable collaboration. To disable collaboration, see page 149.

- If you have shared multiple documents that remain open on your system, a MeetingPlace WebShare user can collaborate on all of the open documents. It is highly recommended that you close these documents.

To open an application for collaboration from the Meeting Room:

1. Ensure the application you want to open for collaboration is being shared.
2. Click the MeetingPlace icon located in your taskbar.
3. Select Enable Collaboration. If you are not sharing an application, this option will not appear.



4. To disable collaboration, click the MeetingPlace icon in your taskbar, and select Enable Collaboration to uncheck this option. You may also disable collaboration by clicking anywhere on the shared document.

Using the Chat Feature

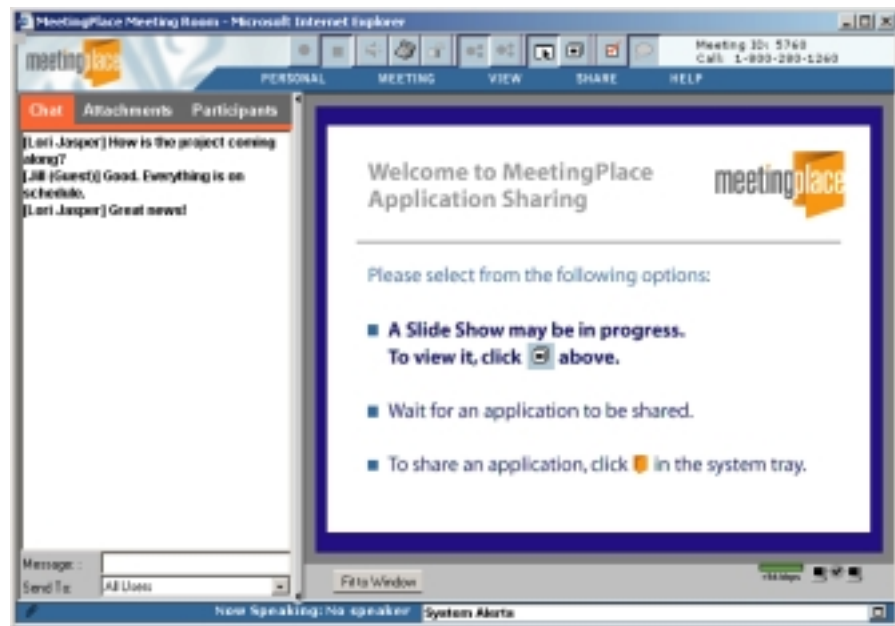
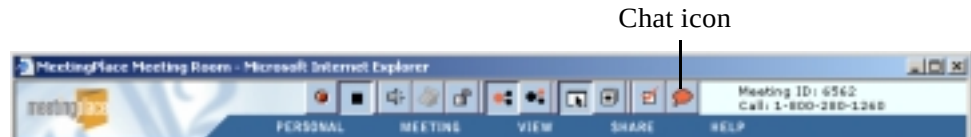
The chat feature enables users to exchange text messages with other meeting participants. Users can send public chat messages to the entire group or send private messages to a selected individual.

To initiate a chat session:

1. From the Meeting Room, select the Chat tab on the sidebar.
2. From the View menu, select Chat.

3. In the Message field, type the message you want to send.
4. In the Send to field, select All Users or specific users.
5. Press the Enter key.

Note: When another meeting participant has initiated a chat session, the chat icon flashes in orange.



Using WebPoll

The WebPoll feature enables profile users to create single-question polls, multiple-question surveys, or brainstorming questions to gather ideas, opinions and other feedback from meeting participants. Meeting participants are given voting options, and results are displayed during or after a meeting has concluded.

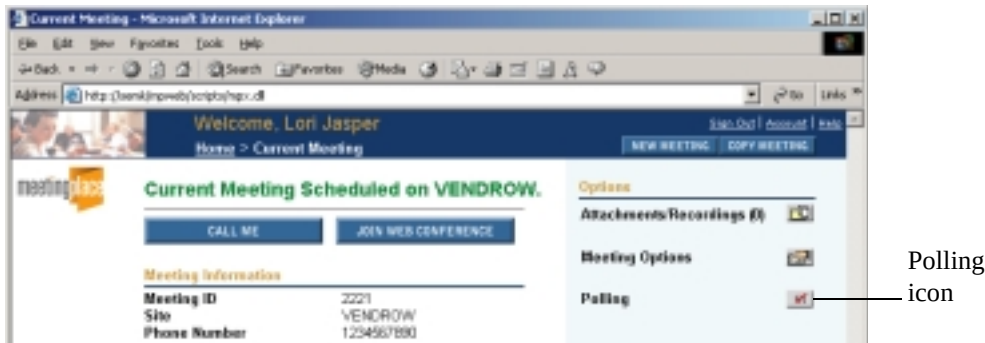
Adding Polling Questions to a Meeting

Once you have scheduled a meeting, you may create a poll, survey, or brainstorming question from the Meeting Room for a current meeting or from the Current Meeting or Future Meeting Scheduled pages.

Note: For future scheduled meetings, only the meeting scheduler will see the polling icon.

To create a poll:

1. Under the Options section of the current meeting or future meeting scheduled page, click the polling icon.



From the Meeting Room, click the polling icon.

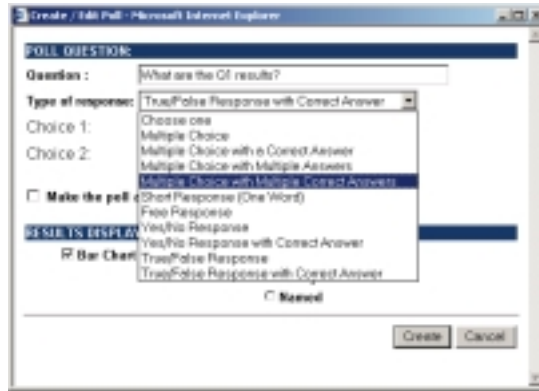




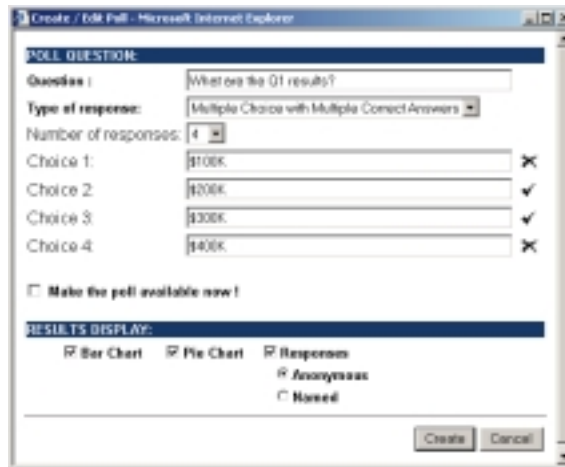
Note: If you have not voted on poll, survey, or brainstorming questions already associated with this meeting and opened for voting, these windows will open on top of the WebPoll page.

2. The WebPoll page displays. Any existing polls, surveys, or brainstorming questions will be listed. Click the Poll button. The Create/Edit Poll window displays.
3. Enter a question in the first field, and then make a selection from the type of response pull-down menu. There are 10 types of responses to choose from:
 - Multiple Choice
 - Multiple Choice with a Correct Answer
 - Multiple Choice with Multiple Answers
 - Multiple Choice with Multiple Correct Answers
 - Short Response (One Word)
 - Free Response
 - Yes/No Response

- Yes/No Response with Correct Answer
- True/False Response
- True/False Response with Correct Answer



- Depending on the type of response selected, the required fields will vary. Enter the information as required for the type of poll created.
- If you have selected a response with a correct answer, click the “X” next to the correct answer(s). The “X” becomes a checkmark to indicate this choice as a correct answer(s).



6. To enable voting on this poll, check the **Make the poll available now!** box.

Note: If this box is not checked, you will need to select Start Voting from the WebPoll page Action menu before meeting participants will be able to vote on this poll.

7. In the Results Display section, select how the poll results will display (Bar chart, Pie chart, Responses). To deselect any of these options, uncheck the corresponding box. If Responses is selected, select whether they will display in Anonymous or Named format.
8. Once you have entered the required information, click the Create button.
9. The WebPoll page displays with the new poll information.

Any polls, surveys, and brainstorming questions associated with this meeting are listed along with the status of Polling Available? and Results Available?

A red “X” in these columns indicates that voting or viewing results is not available. A green checkmark in these columns indicates that polling or viewing results is available. Refer to page 160 to enable these options.



10. The following selections are now available from the Action menu:

Vote: The poll question displays with voting options.

View Results: Displays the results window.

Edit Poll: Allows you to edit a previously created poll.

Start Voting: Opens the poll for voting.

Stop Voting: Closes the poll for voting.

Hide Results: Disables the Results Available? option for meeting participants.

Show Results: Enables the Results Available? option for all meeting participants.

Delete Poll: Deletes a previously created poll.

Options: Change results display options for users. Select how the poll results will display (Bar chart, Pie chart, or Responses). If Responses is selected, select whether they will display in Anonymous or Named format. Click the Done button for any changes to take effect.

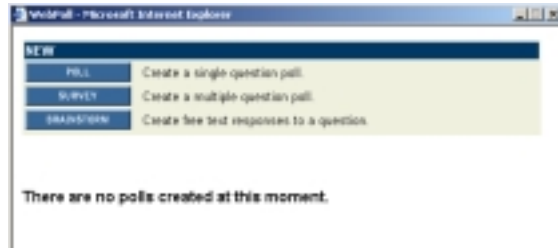
To create a survey:

1. Under the Options section of the current meeting or future meeting scheduled page, click the polling icon.

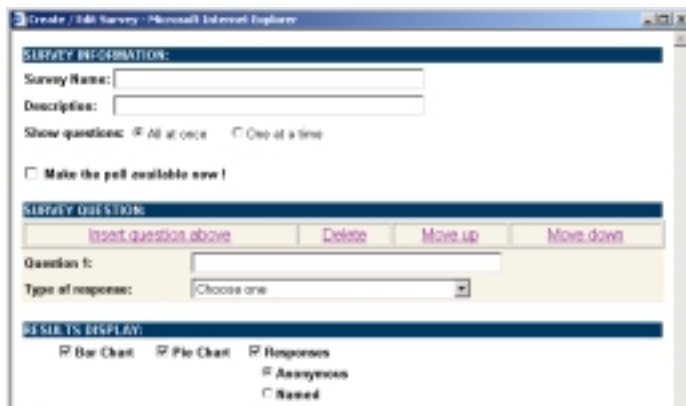
From the Meeting Room, click the polling icon.

Note: If you have not voted on poll, survey, or brainstorming questions already associated with this meeting and opened for voting, these windows will open on top of the WebPoll page.

2. The WebPoll page displays. Any existing polls, surveys, or brainstorming questions will be listed. Click the Survey button.



3. The Create/Edit Survey window displays.
4. In the Survey Information section, enter the Survey Name and Survey Description information. Next, select whether the questions will be displayed All at once or One at a time. To enable voting on this poll, check the **Make the poll available now!** box.



5. In the Survey Question section, enter a question in the Question 1 field and then make a selection from the Type of response pull-down menu. There are 10 types of responses to choose from.

SURVEY QUESTION:

[Insert question above](#) [Delete](#) [Move up](#) [Move down](#)

Question 1:

Type of response:

Choice 1:

Choice 2:

[Insert question above](#) [Delete](#) [Move up](#) [Move down](#)

Question 2:

Type of response:

RESULTS DISPLAY:

☒ Bar Chart ☒ Pie Chart ☒ Responses

☒ Anonymous

☐ Named

6. Depending on the type of response selected, the required fields will vary. Enter the information as required for each question created.
7. You may add additional questions, change the order in which questions display, or delete questions by using the Insert question above, Delete, Move up, or Move down links. The Add a question button at the bottom of the page will insert fields for an additional question at the bottom of the survey.
8. In the Results Display section, select how the poll results will display (Bar chart, Pie chart, Responses). To deselect any of these options, uncheck the corresponding box. If Responses is selected, select whether they will display in Anonymous or Named format.

RESULTS DISPLAY:

☒ Bar Chart ☒ Pie Chart ☒ Responses

☒ Anonymous

☐ Named

9. Once you have entered the required information for all questions created, click the Create button.

The WebPoll page displays with the survey description. Any polls, surveys, and brainstorming questions associated with

this meeting are listed along with the status of Polling Available? and Results Available?

A red “X” in these columns indicates that voting or viewing results is not available. A green checkmark in these columns indicates that polling or viewing results is available. Refer to page 160 to enable these options.



- From the Action menu, you may select from any of nine actions, such as Vote, View Results, Start Voting, Show Results, etc. Refer to page 154 for a description of Action menu options.

To create a brainstorming question:

- Under the Options section of the current meeting or future meeting scheduled page, click the polling icon.

From the Meeting Room, click the polling icon.

Note: If you have not voted on poll, survey, or brainstorming questions already associated with this meeting and opened for voting, these windows will open on top of the WebPoll page.

- The WebPoll page displays. Any existing polls, surveys, or brainstorming questions will be listed.



- Select the Brainstorming button. Enter your brainstorming question in the field provided and click the Create button.



- The brainstorming question you've created displays. Enter your idea(s) in the field provided and click the Send button.



- Click Done Brainstorming to close the brainstorming session.

- The WebPoll page displays with the brainstorming question. Any polls, surveys, and brainstorming questions associated with this meeting are listed along with the status of Polling Available? and Results Available?

A red “X” in these columns indicates that voting or viewing results is not available. A green checkmark in these columns indicates that polling or viewing results is available. Refer to page 160 to enable these options.



- From the Action menu, you may select from any of nine actions, such as Vote, View Results, Start Voting, Show Results, etc. Refer to page 154 for a description of Action menu options.

To open a poll, survey, or brainstorming question for voting:

If the **Make the poll available now!** box was not checked during the creation of a poll or survey, voting will need to be enabled from the WebPoll page before meeting participants will be able to vote.

- To open a poll, survey, or brainstorming session for voting, select **Start Voting** from the WebPoll page Action menu.

2. The red “X” in the **Polling Available?** column should be replaced with a green checkmark to indicate that polling is now available.

To make results available for a poll, survey, or brainstorming question:

1. Select **Show Results** from the WebPoll page Action menu.
2. The “X” in the **Results Available? column** should be replaced with a green checkmark to indicate that results are now available for viewing.

To vote on a poll, survey, or brainstorming question:

Users may only vote once per poll, survey, or brainstorming question.

Note: Once a meeting has concluded, users may still vote and view results from the past meeting page if these options have been made available to them.

1. Under the Options section of the current meeting or past meeting page, click the polling icon.

From the Meeting Room, click the polling icon.

2. The poll, survey, and brainstorming questions display. You may choose to vote on any or all of the questions.

To view results for a poll, survey, or brainstorming question:

Any type of user (end user, meeting scheduler, system manager, or guest) can view results if the system manager, meeting scheduler, or poll creator has made results available. However, if a poll, survey, or brainstorming question has been set up to display responses in anonymous format, a system manager will still be able to view responses in named format.

1. Under the Options section of the current meeting or future meeting scheduled page, click the polling icon.

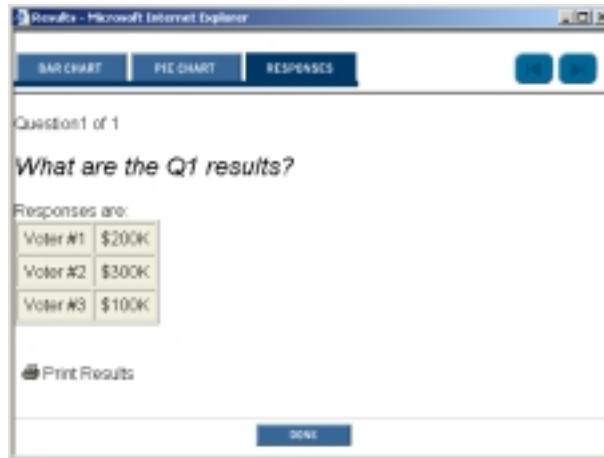
From the Meeting Room, click the polling icon.

Note: If you have not voted on poll, survey, or brainstorming questions associated with this meeting, these windows will open on top of the WebPoll page.

2. The WebPoll page displays. From the corresponding poll, survey, or brainstorming Action menu, select **View Results**.
3. The Results page displays, with the results display options previously selected (Bar chart, Pie chart, Responses). System managers will see the following results for an anonymous poll:



End users will see the following results for an anonymous poll:



4. Click the corresponding tab to view additional display options or Done to close this window.

Note: For past meetings, users may only access view results, options, and vote (if they have not previously voted) options.

To edit an existing poll, survey, or brainstorming question:

The meeting scheduler, poll creator, or system manager may make changes to an existing poll, survey, or brainstorming question.

Note: If you make edits after the poll, survey, or brainstorming question has been opened for voting, any results will be deleted.

1. Under the Options section of the current meeting or future meeting scheduled page, click the polling icon.

From the Meeting Room, click the polling icon.

2. The WebPoll page displays. Any existing polls, surveys, or brainstorming questions will be listed. From the Action menu, select **Edit Poll, Edit Survey, or Edit Question**.
3. The current poll, survey, or brainstorming question displays.

4. After making your changes, the WebPoll page displays the updated question(s).

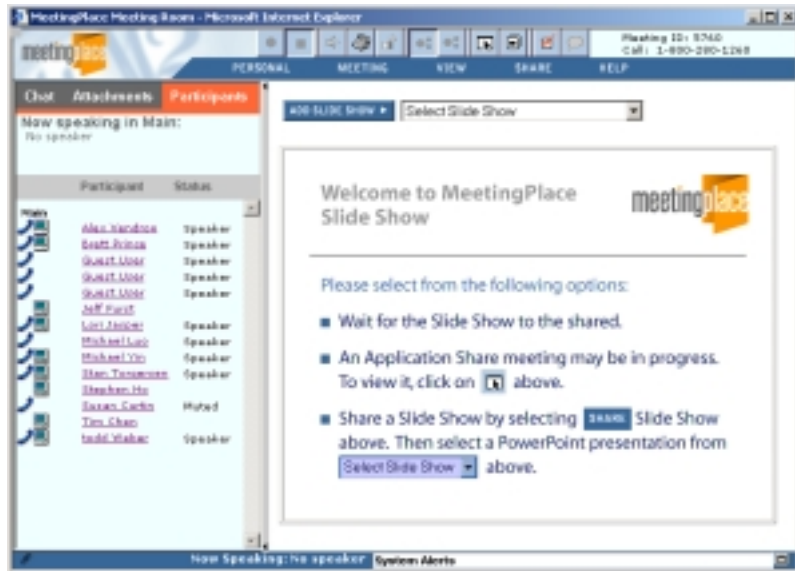
Using Slide Show

Viewing and Sharing a Slide Show

Microsoft PowerPoint files (.ppt) are attached to the meeting and converted to .html format for ease of sharing with other web conference participants from the Meeting Room. PowerPoint files may be attached at any time before or during a meeting. For instructions on adding an attachment before a meeting, refer to page 130.

To upload and share a slide show from the Meeting Room of a current meeting:

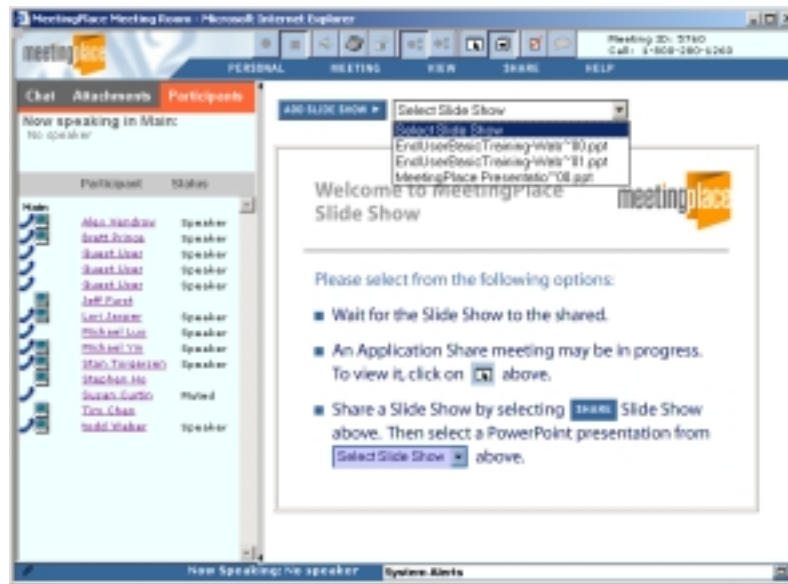
1. From the Share menu, select Slide Show.



2. Click the Add Slide Show button at the top of the page. The Attach Slide Show window opens on top of the Meeting Room window.

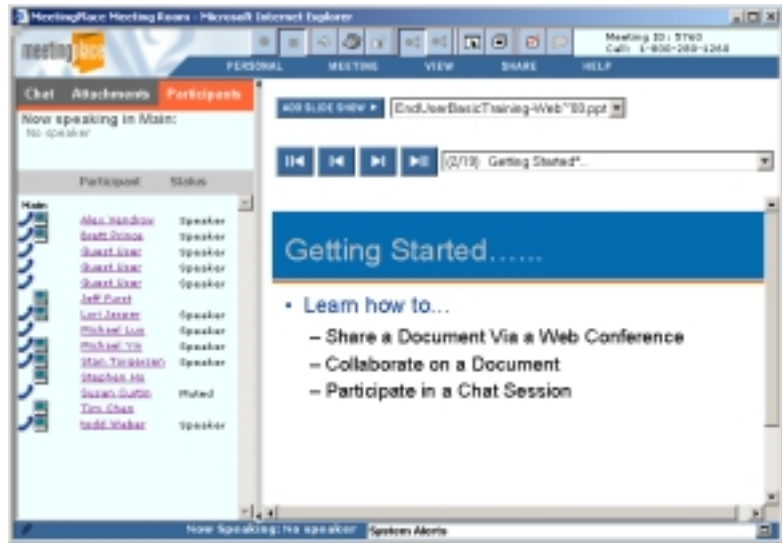


3. Click the Browse button to locate a .ppt file to upload and then click the Add Attachment button. Please allow a few minutes to convert the file for presentation.
4. Once converted, the file appears in the pull-down menu. Select the slide show to be shared from this list.



5. Once selected, the slide show is shared with other meeting participants.

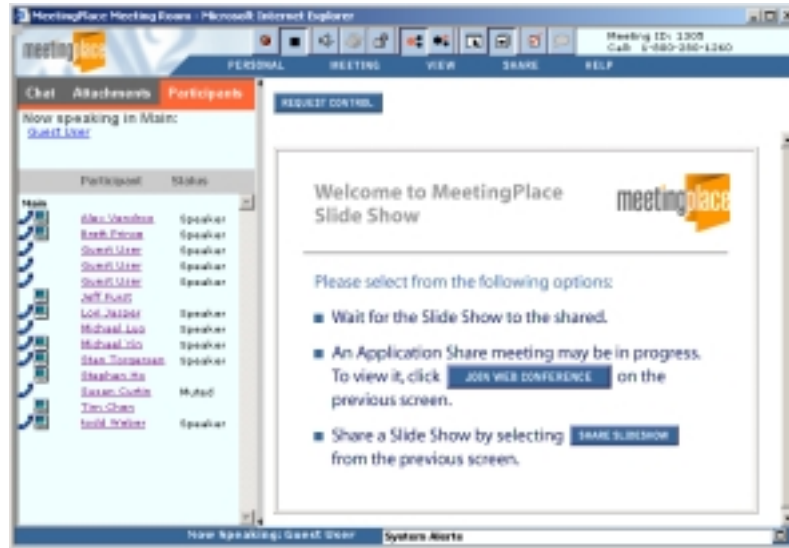
6. Use the arrow buttons and/or pull-down menu to scroll through the slide show. The Slide Show title and slide number are displayed in this list.



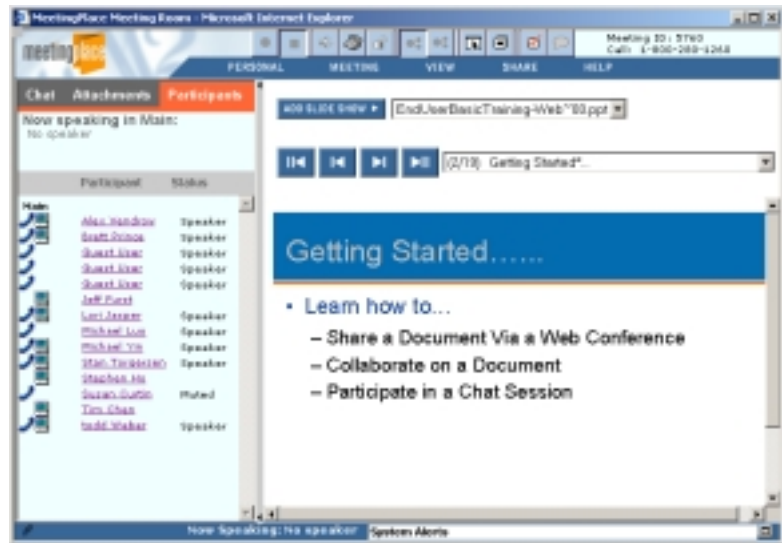
To view and take control of a slide show from the Meeting Room:

1. From the View menu, select Slide Show.
2. If a slide show is being shared in the meeting, the slide show displays.
3. Click the Request Control button to take control of a slide show currently being shared or select Slide Show from the Share menu.

The host of the meeting will be prompted to confirm whether to transfer control of the slide show. You will be notified whether control has been transferred to you.

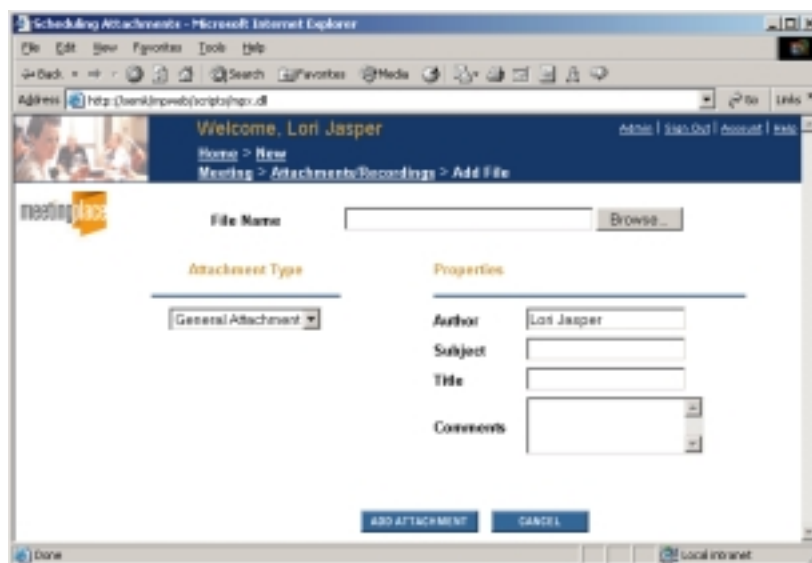


4. Use the pull-down menu to select a slide show from the list of uploaded slide shows.
5. Once you have selected a slide show, use the left and right arrow buttons or pull-down menu to scroll through the slide show.



To add attachments to a current meeting from the Meeting Room:

1. From the Meeting Room, click the Attachments tab sidebar.
2. Click the More Attachment Options link. The Scheduling Attachments page displays.
3. Click the New Attachment button and select an attachment type from the Attachment Type pull-down menu.

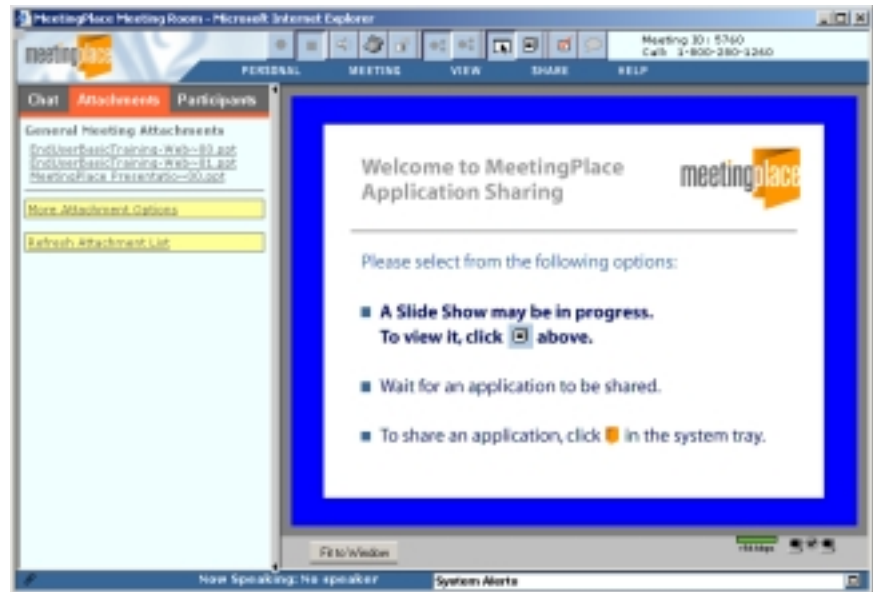


- To attach a document, select General Attachment from the Attachment Type pull-down menu. Click the Browse button to select the document you want to submit.
 - To attach a URL, select URL from the Attachment Type pull-down menu, and enter the Internet URL address you want the meeting participants to review in the File Name field. For example, <http://www.yourcompany.com>.
 - To attach a meeting comment, select Meeting Comment from the Attachment Type pull-down menu. Click the Browse button to locate the meeting comment you want to submit.
4. Click the Add Attachment button. Click OK to return to the Current Meeting page, and then click the Update button to update the meeting.

Note: You must minimize or close the Current Meeting page to return to the Meeting Room.

5. Click the Attachments tab sidebar and then click the Refresh Attachment List link.

The new attachment should be listed under General Meeting Attachments.



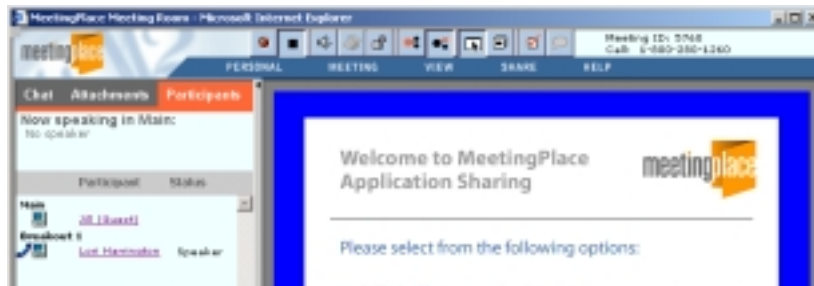
Meeting Room In-Session Features

The Meeting Room provides a variety of features you can use to enhance your meeting experience.

These in-session features enable you to do such things as mute your line, lock a meeting, and form subgroups in breakout sessions.

To go into a breakout session from the Meeting Room:

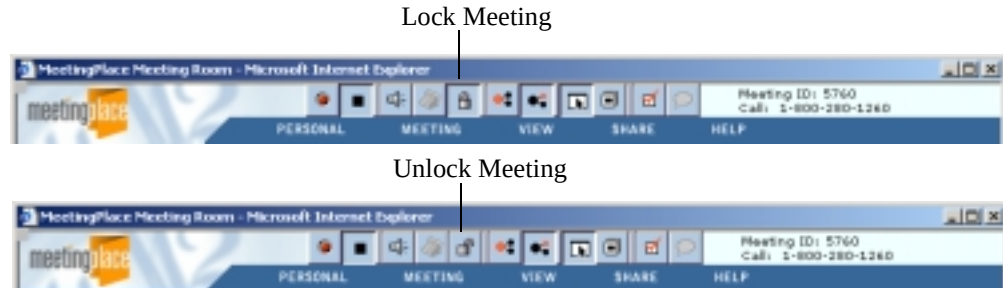
1. Decide which breakout session you want to go into (this can be any number from 1 to 9), and then tell the other meeting participant(s) to meet you in this “room.”
2. To go to breakout 1, go to the Personal menu, and select Breakout 1 or click the Move to Breakout icon from the toolbar .
3. To go to breakout session 2 to 9, go to the Personal menu, and select Breakout <2> Go. Use the left and right arrow keys to adjust the breakout room number, and then click Go.
4. The Participants tab displays which breakout room you are in.



5. To return to the main meeting, go to the Personal menu, and select Main Room or click the Main Room icon from the toolbar .

To lock/unlock a meeting from the Meeting Room:

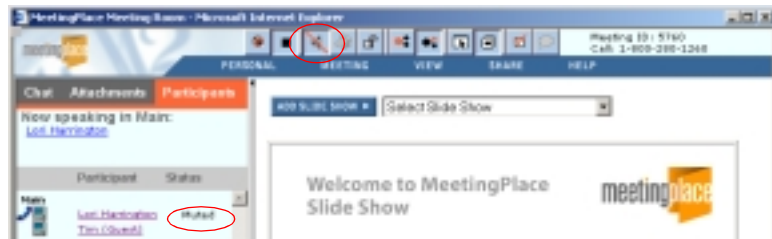
1. From the Meeting Room, go to the Meeting menu, and select Locked or Unlocked. Or, select the Meeting Locked or Unlocked icon from the toolbar.



2. Ensure that only invited users are attending by reviewing the list of participants from the Participants tab sidebar.

To mute or unmute your line from the Meeting Room:

1. From the Personal menu, select Muted or click the Mute/Unmute icon from the toolbar .
2. To unmute your line, select unmuted from the Personal menu.
3. The Participants tab and toolbar displays your updated speaker status.

**To mute or unmute a participant from the Meeting Room:**

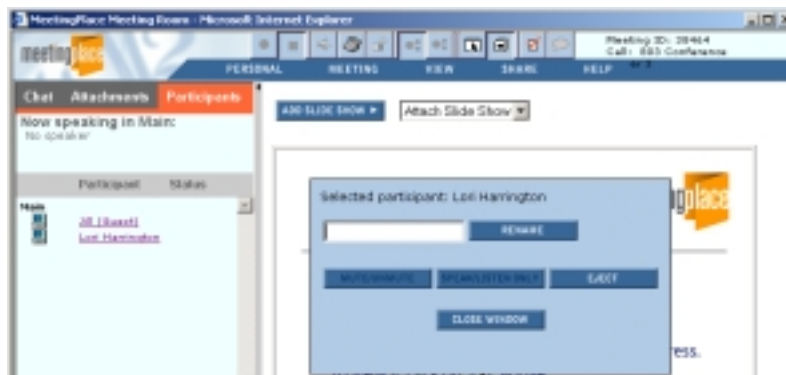
1. From the Participants tab, select a participant's name and click the participant link. The selected participant window displays.

2. Select the Mute/Unmute button. The Participant's tab should display the updated participant's status.

To rename a participant from the Meeting Room:

Note: MeetingPlace profile users will have the ability to rename and mute other meeting participants.

1. From the Participants tab, select a participant's name and click the participant link. The selected participant window displays.
2. Enter a name for the participant in the field provided and click the Rename button.



3. The Participants tab displays the participant's updated name.
4. Click the Close Window button.

To eject a participant from the Meeting Room:

Note: Only the meeting scheduler or system managers will have the ability to eject meeting participants.

1. From the Participants tab, select a participant's name and click the participant link. The selected participant window displays.

2. Click the Eject button. You will be prompted to confirm whether to eject the selected participant.
3. Click the Close Window button.

The selected participant is ejected from the voice portion of the meeting.

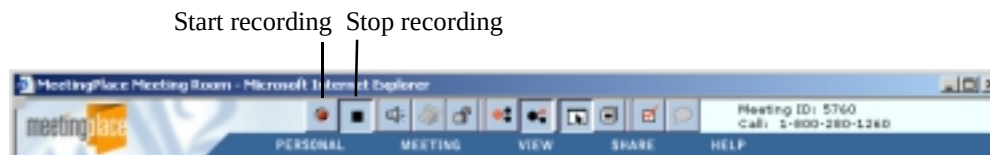
To change a participant's speaking ability from the Meeting Room:

Note: MeetingPlace profile users will have the ability to rename and mute other meeting participants.

1. From the Participants tab, select a participant's name and click the participant link. The selected participant window displays.
2. Click the Speak/Listen Only button.
3. The Participants tab displays the participant's updated speaking status.
4. Click the Close Window button.

To start/stop recording from the Meeting Room:

1. From the Meeting menu, select Start Recording to begin the meeting recording. Or, select the Start Recording button from the Toolbar.
2. To stop recording from the Meeting menu, select Stop Recording. Or, select the Stop Recording button from the Toolbar.

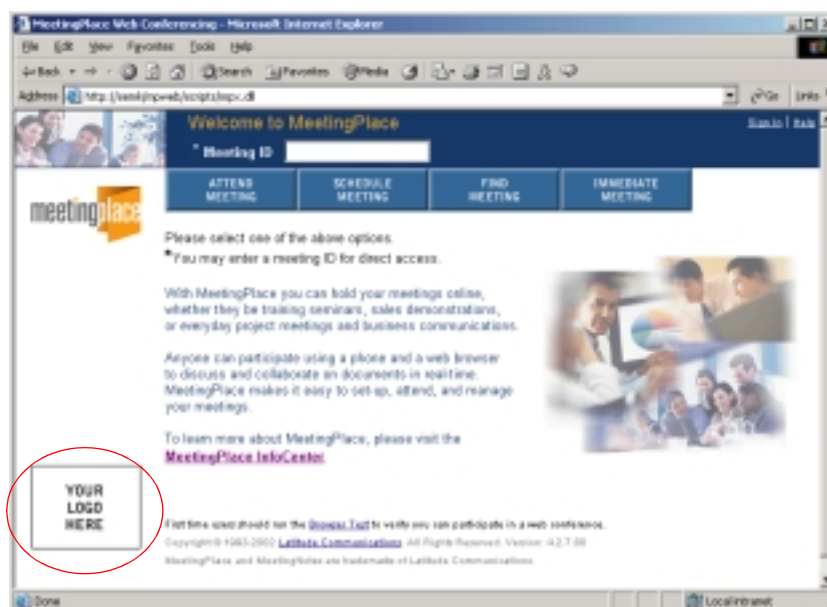


To end a meeting from the Meeting Room:

1. From the Meeting menu, select End meeting.
2. Click OK to confirm to end the meeting. Users will receive “This meeting has ended” message from the Meeting Room. The voice portion of the meeting will also be shut down.

Inserting Your Logo on the MeetingPlace Home Page

The MeetingPlace home page includes a “Your Logo Here” placeholder where you may insert your company’s logo.



Before you insert your company logo, check that the dimensions of your logo are 108x83 pixels or less. A small logo will work in this space, but a larger sized logo will result in the content of the page shifting to the right.

To insert your logo:

1. Once your logo is the appropriate dimensions, rename the image file you wish to use to yourlogohere.gif.

2. Copy this file to X:\Latitude\mpweb\images. When you are prompted to replace the existing file, select Yes.

When you re-open your Web browser, the logo you inserted will appear on the MeetingPlace home page.

If you do not want to include a logo on the MeetingPlace home page, you will need to replace the yourlogohere.gif file with a blank .gif file.

To remove the “Your Logo Here” placeholder:

1. Navigate to X:\Latitude\mpweb\images and locate the yourlogohere.gif file.
2. Rename this file to yourlogohere_old.gif.
3. Locate the blanklogo.gif file and rename this file to yourlogohere.gif.

8 Providing Web Conferences for Those Outside Your Company

If web conferences are only going to be conducted among people within your organization, you do not need to consider the impact of firewalls because all the participants will most likely be directly connected to your organization's local area network (LAN).

However, if people outside your organization's firewall will be participating in web conferences, the following issues need to be considered:

- Java must be allowed to pass through your network and the network of external participants.
- For external users to participate in web conferences using WebShare (the built-in web conferencing application for MeetingPlace Web), they must be able to connect to your MeetingPlace Web server through TCP port 80 and port 1627. If you block port 1627 access to your MeetingPlace Web server, users will still be able to use WebShare by establishing a "tunnel connection" through port 80. However, the web conferencing speed is much faster through port 1627 than through port 80. Therefore, we strongly recommend that you open port 1627 to your MeetingPlace Web server.
- For external users to participate in a web conference using T.120 applications (e.g., Microsoft NetMeeting), they must be able to connect to your MeetingPlace Web server through TCP port 80 and port 1503.

What is a Firewall?

A firewall is a security device set up to protect important information stored on a company's internal network. Since a company's LAN is usually connected to the Internet, firewalls are often installed between them to prevent people on the Internet from accessing important information on the corporate LAN.

One of the ways you can limit access is by controlling which TCP ports are allowed to pass information through a firewall. Firewall software allows network managers to open specific TCP ports in the firewall to allow inbound access to public servers, such as Web servers, while leaving other portions of the network protected.

For example, when someone on the Internet connects to your company's home page, they must pass through TCP port 80 of your company's firewall to access the Web server, as displayed in Figure 8-1.

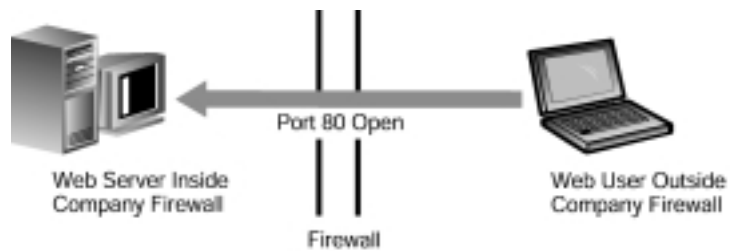


Figure 8-1 Typical Firewall Setup

Enabling Those Outside Your Firewall to Participate in Web Conferences

Note: When providing external access to web conferences, it is recommended that the MeetingPlace Web server be placed in a DMZ between an organization's internal network and the Internet. See page 182 for this deployment option.

As long as the standard port used for HTTP access is open inbound on your organization's firewall, external users will be

able to participate in a web conference using MeetingPlace WebShare.

However, if an external user wants to host a web conference using a T.120 application like NetMeeting, TCP port 1503 also needs to be open inbound for the T.120 application to connect to the web conference server. Hosting an application using MeetingPlace WebShare only requires that port 80 be open.

Note: We strongly recommend that you leave TCP port 1627 open for web conferencing using WebShare. If port 1627 is closed, WebShare will perform additional connection manipulations and “tunnel” through port 80. However, due to the additional processing overhead associated with establishing tunnel connections, users’ web conferencing experience through tunnel connections will be significantly slower than if WebShare is able to connect through port 1627.

Figure 8-2 displays the specific ports that need to be open for T.120 applications and MeetingPlace WebShare to connect to the MeetingPlace Web server.

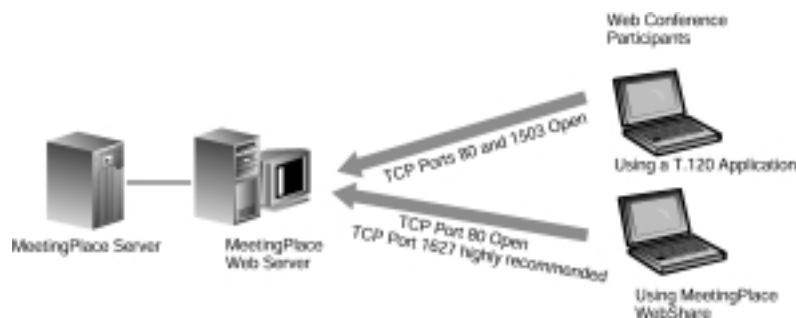


Figure 8-2 Port Access Requirements Without a Firewall

If an outside participant is also located behind a firewall, the same ports must be open for outbound access on their end, as displayed in Figure 8-3.

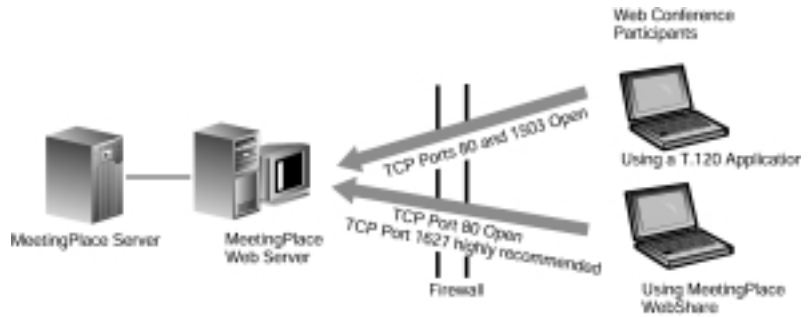


Figure 8-3 Port Access Requirements With a Firewall

Internal and External Internet User Access

There are a variety of architectures that can be used in deploying MeetingPlace for Internet access. For the highest degree of security, Latitude recommends deploying MeetingPlace Web on two separate Windows servers; one configured as a full-access internal server, and the other configured as an attend-only access external server placed in the Demilitarized Zone (DMZ). The DMZ is a network segment between a LAN/WAN and the Internet.

This configuration provides a very high level of security in that it allows an organization to entirely isolate internal web conferencing activity and content to the internal network — only MeetingPlace web conferences specifically configured for external access will be available via the Internet.

While internal users have access to the full MeetingPlace Web interface, external users have limited attend-only access through a MeetingPlace home page that only allows attendance to meetings specified as public.

To schedule a meeting accessible by external users:

1. From the MeetingPlace home page, click the Schedule Meeting button.
2. In the Options section, click the Meeting Options icon.

3. Scroll down to the Meeting Security section. Set the “Display meeting to everyone?” parameter to Yes.

4. Click the Submit button to finish scheduling your meeting. External users will see the following MeetingPlace home page:



Figure 8-4 External MeetingPlace home page

Another deployment option would be to host a single MeetingPlace Web server in the DMZ for both internal and external web conferences. Please consult your MeetingPlace Support Representative to determine the best architecture for your needs.

Configuring the MeetingPlace Web Server in the DMZ

MeetingPlace Web can be automatically installed and configured as an internal web site or as an external web site. The internal web site server will reside in the Intranet and provide full-featured access to internal employees, while the external web site server will reside in the Internet world and provide attend-only access. This is the most secure deployment, but will require two separate Windows servers.

Note: The MeetingPlace Replication Service on the MeetingPlace Web server in the DMZ must be enabled and running. If this service is disabled, participants of a public meeting scheduled on this server will not be able to access meeting attachments or view Slide Show presentations.

For organizations requiring controlled access to MeetingPlace web conferences for external users, the preferred deployment option is to place the MeetingPlace Web server in the DMZ.

This server will only allow users to attend public meetings. Users will not be able to use this server to schedule or review meetings.

Note: We recommend configuring external MeetingPlace Web servers or MeetingPlace Web servers in a DMZ to use SSL. This will provide optimum security and will resolve proxy server issues that might prevent users from joining a web conference. Refer to page 192 for SSL configuration instructions.

To create a public meeting, the meeting must be scheduled with the “Display Meeting to Everyone” parameter set to “Yes” and

the “Who can Attend” parameter set to “Anyone”. Customers will need to decide which meeting preference will be used as the default setting.

Table 8-1 MeetingPlace Web Server DMZ Requirements

DMZ Requirements	
1. Two MeetingPlace Web servers, one in the DMZ and one in the Intranet.	☐
2. All Meeting Place Profile users access MeetingPlace via the internal MeetingPlace Web server.	☐
3. All users from the Internet have access to MeetingPlace meetings through the MeetingPlace Web server in the DMZ.	☐
4. Segmented DNS for internal and external usage.	☐
5. TCP Port 80 open into the DMZ zone from the Internet; TCP Port 1627 open into the DMZ zone from the Internet (strongly recommended).	☐
6. TCP Port 1503 open into the DMZ zone from the Internet (for T.120 applications such as NetMeeting).	☐
7. TCP Ports 5003 and 5005 open inbound and outbound between the DMZ zone and intranet.	☐

Internal users will access MeetingPlace Web on the Intranet while external users from the Internet can only access the MeetingPlace Web server in the DMZ. This is illustrated in Figure 8-5.

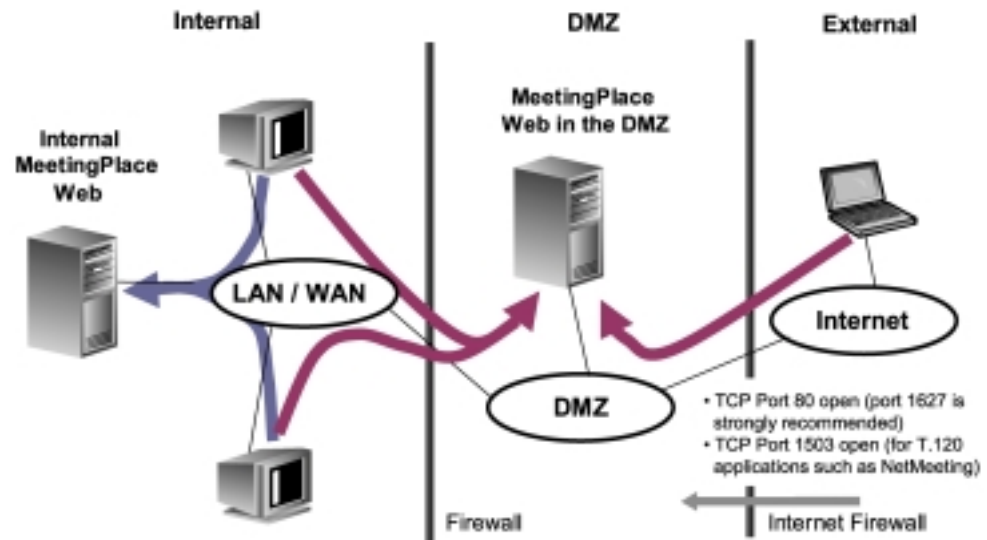


Figure 8-5 MeetingPlace DMZ Configuration

For external users to participate in web conferences using WebShare, TCP port 80 must be open. However, if port 1627 is not open, it will “tunnel” through port 80. Tunnel connections are much slower than using a port 1627 connection. Therefore, it is highly recommended that you open port 1627 in addition to port 80.

For external users to participate in web conferences using a T.120 application, such as Microsoft NetMeeting, port 80 and 1503 must be open.

Note: If you choose to close TCP port 1627, you must test web conference performance through a tunnel connection to determine if the tunnel connection meets your performance requirements or needs.

Configuring Internal and External MeetingPlace Web on the Same Windows Server

You can also install both the internal MeetingPlace Web and DMZ MeetingPlace Web on the same Windows server by choosing the setup type option of “both” during installation. This type of deployment compromises security and is not recommended.

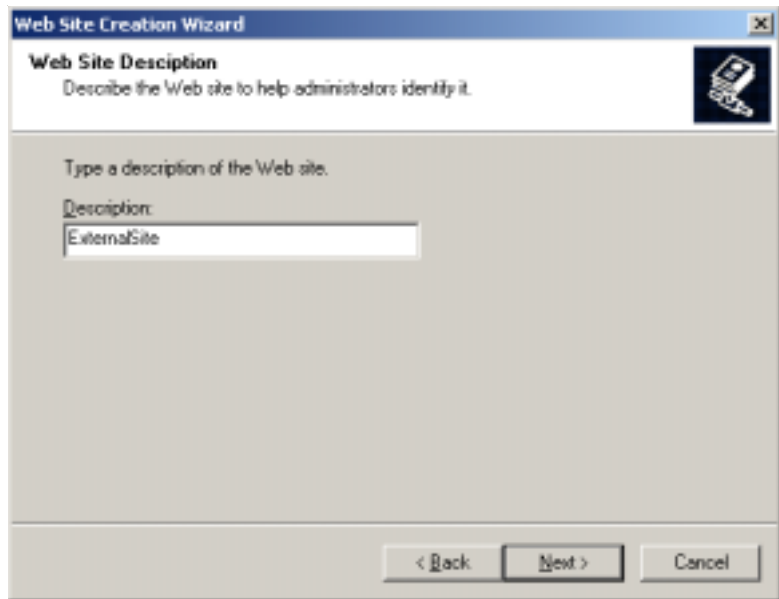
During installation, a pop-up box will inform you that you need to create two web sites on your Windows machine. The installation program will install all the necessary files for an internal web site and an external web site on the same Windows server, and will automatically configure the default web site in IIS to be the internal web site.

However, you will need to create and configure a second web site in IIS to represent the external web site.

Setting up an external web site:

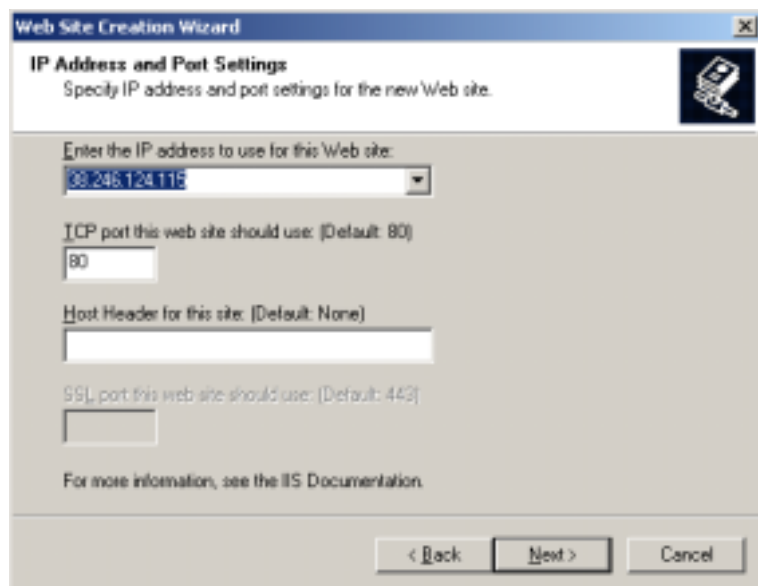
To set up an external web site, open IIS and create a new web site and name it DMZ to represent the external web site to be used solely by Internet users.

1. From Internet Services Manager (IIS), right-click on your web server and select new | website.
2. At the Web Site Description screen, enter a description for your web site and click Next.



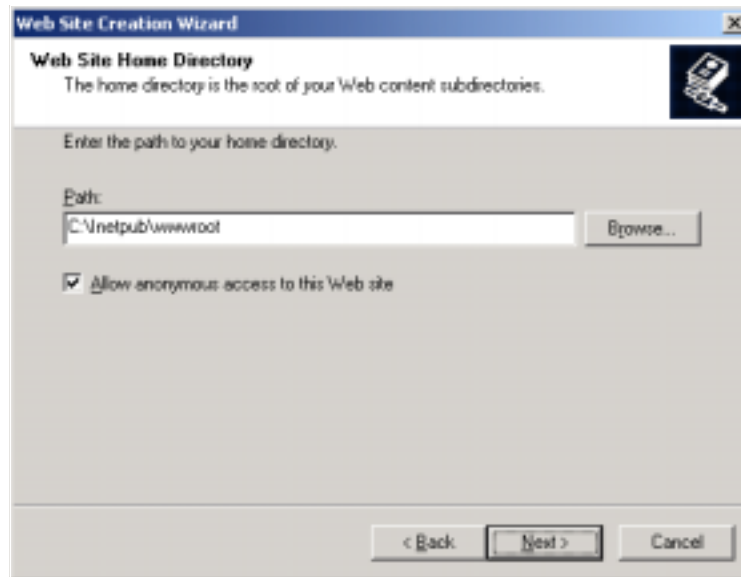
The screenshot shows the 'Web Site Creation Wizard' window, specifically the 'Web Site Description' step. The window has a title bar with 'Web Site Creation Wizard' and a close button. Below the title bar is a header area with the text 'Web Site Description' and a sub-instruction 'Describe the Web site to help administrators identify it.' To the right of this header is a small icon of a floppy disk. The main area of the window contains the text 'Type a description of the Web site.' followed by a label 'Description:' and a text input field containing the text 'ExternalSite'. At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

3. Specify the IP address and port settings for your new web site and click Next.

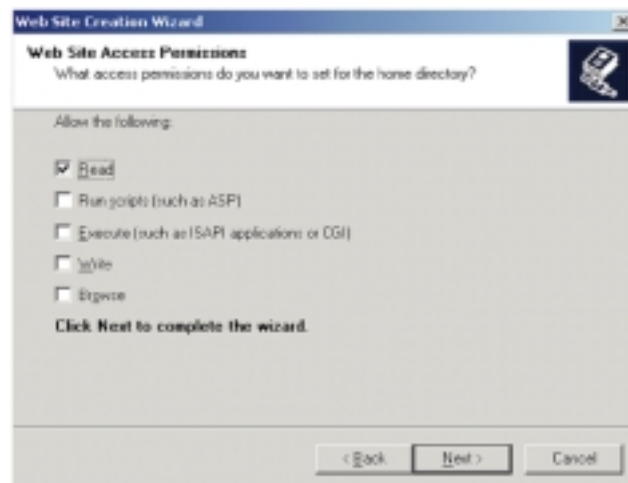


The screenshot shows the 'Web Site Creation Wizard' window, specifically the 'IP Address and Port Settings' step. The window has a title bar with 'Web Site Creation Wizard' and a close button. Below the title bar is a header area with the text 'IP Address and Port Settings' and a sub-instruction 'Specify IP address and port settings for the new Web site.' To the right of this header is a small icon of a floppy disk. The main area of the window contains several fields: 'Enter the IP address to use for this Web site:' followed by a dropdown menu showing '38.246.124.115'; 'TCP port this web site should use: (Default: 80)' followed by a text input field containing '80'; 'Host Header for this site: (Default: None)' followed by an empty text input field; and 'SSL port this web site should use: (Default: 443)' followed by an empty text input field. At the bottom of the main area is the text 'For more information, see the IIS Documentation.' At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

4. Enter the path to your home directory and click Next.



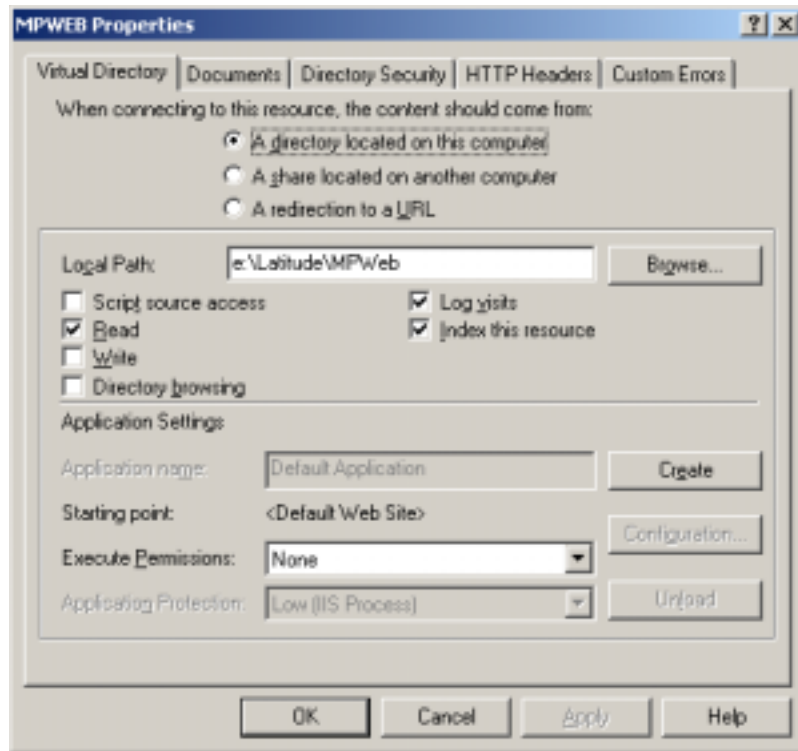
5. From the Web Site Access Permissions screen, place a check in the Read box and click Next to complete finish creating your web site.



Creating virtual directories for the external web site:

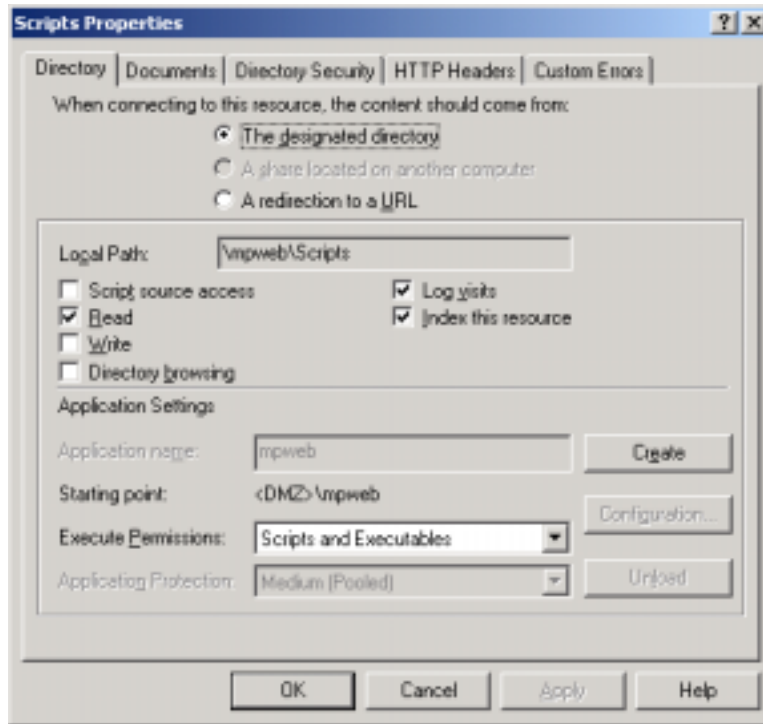
Next, you will need to create a virtual directory in the new DMZ web site called MPWEB.

1. Right-click on the new DMZ web site and select New | Virtual directory.
2. In the MPWeb Properties dialog box, select the virtual directory tab. Set the Local Path to X:\Latitude\MPWeb and the Execute Permissions parameter to None.

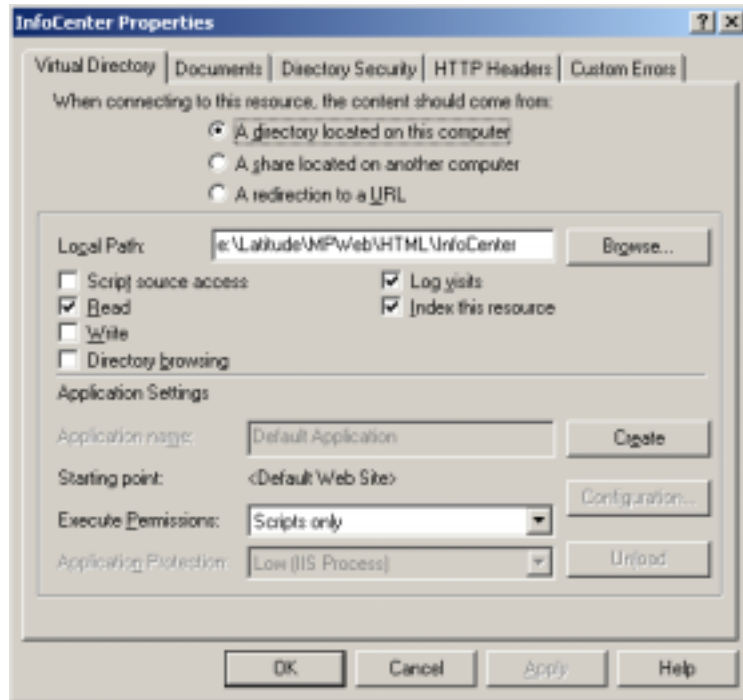


3. Under the new MPWEB virtual directory, create another virtual directory called Scripts.
4. Right-click on the new MPWEB virtual directory and select New | Virtual directory. In the Scripts properties dialog box,

click the Directory tab. Set the Local Path to c:\Latitude\MPWeb\scripts and the Execute Permissions parameter to Scripts and Executables.



5. Under the HTML directory, create another virtual directory called InfoCenter.
6. Right-click on the HTML directory and select New | Virtual directory. In the InfoCenter dialog box, click the Virtual Directory tab. Set the Local Path to c:\Latitude\MPWeb\HTML\InfoCenter and the Execute Permission parameter to Scripts only.



7. After creating the new external web site, you must start the web site to activate it.
8. Right-click on ExternalSite and select Start.

After creating the external web site, you will need to specify which of the two web sites in IIS is to be your external web site. To specify the external web site, a registry key setting is required. Contact your Latitude Customer Support Representative for instructions.

Configuring DNS servers in a DMZ

A segmented DNS configuration allows one “Click to Attend” URL to direct users either to the internal server or to the DMZ server, depending on where they are. For example, the host name “meetingplace.company.com” would direct anyone from the Internet world to the IP address associated with the MeetingPlace

Web server in the DMZ. The same “meetingplace.company.com” will direct users who are connected to the corporate internal network to the IP address associated with the internal MeetingPlace Web server.

If you cannot accommodate segmented DNS, you will need to add a second “Click to Attend” URL in the notification templates, with one link pointing to the MeetingPlace Web server in the DMZ and the other to the internal MeetingPlace Web server.

Segmented DNS Configuration

The segmented DNS configuration requires two independent DNS servers (one for internal and one for DMZ). This configuration enables one URL to work for all users. If any e-mail gateways are used, there would be one “Click to Attend” URL for all users.

- The URL for MeetingPlace Web should resolve to the IP address of the internal MeetingPlace Web server for internal users.
- The same URL should resolve to the IP address of the external MeetingPlace Web server in the DMZ for external (Internet) users.

Non-Segmented DNS Configuration

The non-segmented DNS configuration requires one DNS server for internal host name resolution only. This configuration requires two different URLs, one for each MeetingPlace Web server. If any e-mail gateways are used, and the “Click to Attend” URL is enabled, the notification templates would need to be customized to include two URLs; one for internal and one for external users.

- The URL for MeetingPlace Web should resolve to the IP address of the internal MeetingPlace Web server for internal users.

- A second URL for MeetingPlace Web should resolve to the IP address of the external MeetingPlace Web server for Internet users.

The drawback to this configuration is that your internal URL would be exposed to external users. To prevent this, you can customize e-mail notifications to not include any “Click to Attend” URLs. However, doing so impacts the end users’ experience.

Configuring the MeetingPlace Web Server to use Secure Socket Layer (SSL)

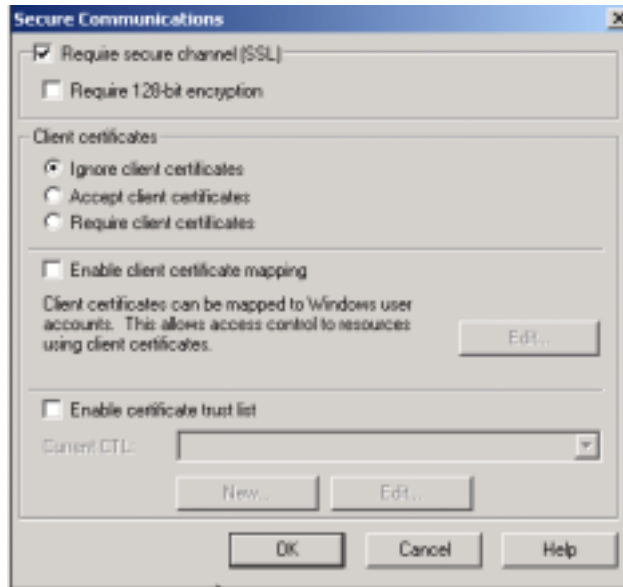
Secure Socket Layer (SSL) helps ensure that the security of the information shared in a web conference is not compromised. Before you can configure MeetingPlace Web to use SSL, make sure you have done the following:

- Obtained a certificate from an authorized Certificate Authority. For example, if your MeetingPlace Web URL is xyz.company.com, you need to apply for a certificate specifically for xyz.company.com. Consult your IT Department for assistance.
- Applied the certificate to the MeetingPlace Web web site. Consult your IT Department for assistance.
- Enabled the SSL option by placing a check in the Use Secure Web Server (https://) box from the Agent Service tab in the MeetingPlace Gateway Configurations interface. In addition, you must enable SSL security in IIS.
- Configured your web server to require an SSL connection from the WebConnect Admin page. See page 228 for instructions.

To enable SSL security in IIS:

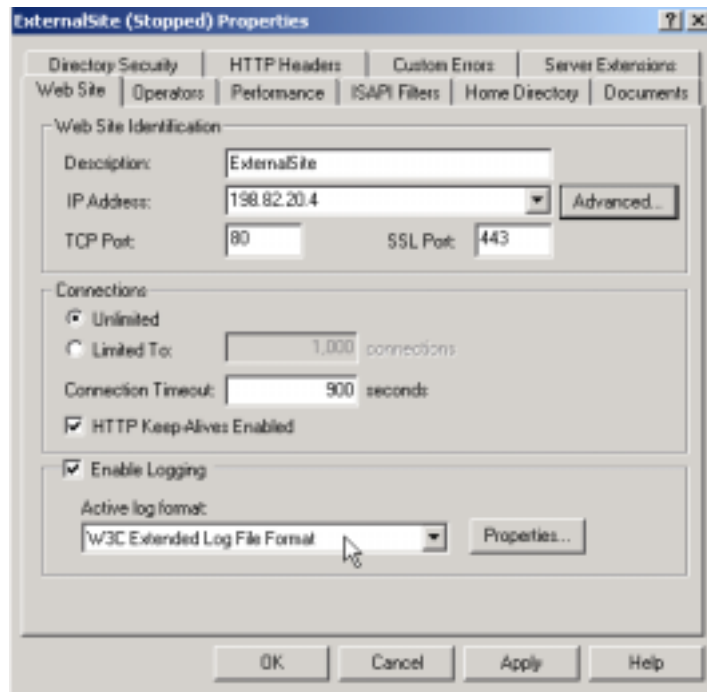
1. From Start | Programs | Administrative Tools, select Internet Services Manager.

2. From the left panel, right-click the MPWEB web site and then select Properties.
3. Select the Directory Security tab. From the Secure Communications dialog box, click Edit.



Note: If the Edit button is disabled, the Certificate has not been applied to the MPWEB web site. Contact your IT department for configuration assistance before continuing to the next section.

4. From the Secure Communications dialog box, check that the Require secure channel (SSL) box is checked.
5. Click OK and then the Apply button to exit.
6. Right-click on the MPWEB web site and select Properties.
7. Select the Web Site tab. In the SSL Port field, enter 443. 443 is the default port used for https requests.



Note: The SSL Port field will be disabled if the Certificate has not been applied to MPWEB web site. Contact your IT department for configuration assistance before continuing to the next section.

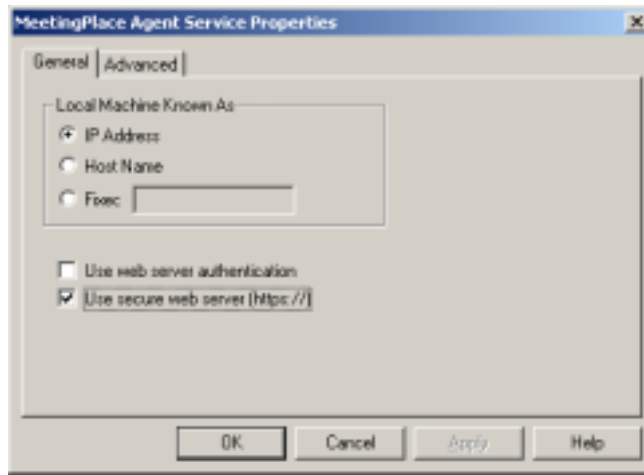
8. Click Apply and then OK to exit.

After making these changes, stop and restart the MPWEB web site.

9. Right-click on the MPWEB web site and select Stop.
10. Right-click on the MPWEB web site and select Start.

MeetingPlace Web Administrator Configuration:

1. Go to Start | Programs | MeetingPlace Applications | MeetingPlace Web Administrator.
2. From the pull-down menu, click Configure | Agent Service.
3. Select the General tab. Check the Use secure web server (https://) box. Click Apply and then OK.

**MeetingPlace WebConnect SSL Configuration:**

1. From the WebConnect Admin page, select the Web Server radio button.
2. In the Require SSL field, select one of the following:
 - Yes.** This web server requires an SSL connection.
 - Either.** This web server can support both SSL and non-SSL connections.
3. Click the Submit button.

9 Using MeetingPlace Web in Japanese

The MeetingPlace Web interface in Japanese provides a simplified method for scheduling, attending, and reviewing voice and web conferences in Japanese. To view the MeetingPlace Web interface in Japanese, the Guest Profile Language on the MeetingPlace conference server must be set to Japanese. Once this is done, the MeetingPlace home page will appear in Japanese for all users. To schedule and attend meetings in Japanese, users' profile language must be set to Japanese.

Language Selection

Language selection is only available to MeetingPlace profile users. Once a Japanese profile user has logged into the system, the MeetingPlace Web interface will display in Japanese, based on the language specified in the users' profile. If a user changes his profile language through the MeetingPlace Web interface after logging in, the language change will take effect once the user has logged out and logged back in to reset the session language.

Table 9-1 provides a checklist of the MeetingPlace Web requirements for Japanese.

Table 9-1 Japanese System Requirements

Japanese System Requirements	
To enable users to schedule meetings using the MeetingPlace Web interface in Japanese, make sure the following is installed and running: • Microsoft Internet Explorer 4.72, 5.0, or 5.5 (SP 2) with the browser set to view Japanese (From the View menu, select Encoding Japanese) Note: Japanese Netscape Navigator is not supported. Note: Polling, Slide Show, and Meeting Room features are not supported via the MeetingPlace Web interface in Japanese.	☐

About the MeetingPlace Home Page

After logging into MeetingPlace, profile users will see the Welcome to MeetingPlace home page with their profile name displayed at the top of the page. From the MeetingPlace home page users can access the following functions:

- **Attend Meeting 会議へ参加** : Enables users to quickly join a specific meeting after entering its meeting ID. Clicking the Attend Meeting 会議へ参加 tab automatically brings you to the Attend Meeting page where you can sign in as a profile user or as a guest.
- **Schedule Meeting 会議の予約** : Allows you to specify meeting parameters from the New Meeting page and then schedule an immediate meeting or a future meeting.
- **Find Meeting 会議の検索** : Brings you to the Today's Meetings page where you can search for past, future, or current meetings.
- **Immediate Meeting 即時会議** : Allows you to schedule and attend an immediate meeting. The meeting is automatically scheduled using system default scheduling parameters; you

will not be able to specify your own meeting parameters using this scheduling method.

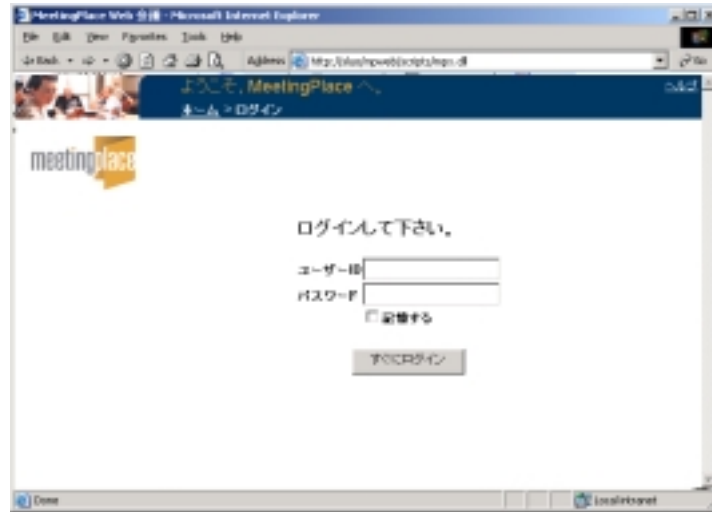
Note: Guest users who have not logged into the system using a MeetingPlace profile are provided with a restricted set of web pages that allow them to attend but not schedule meetings. The guest profile must be set to Japanese for guest users to view pages in Japanese.

Logging in as a Profile User

Logging in as a profile user allows you to schedule meetings, view a list of meetings, and access system features unavailable to guests.

To log in using your profile:

1. From the Welcome to MeetingPlace home page, click the Sign In ログイン link in the upper right-hand corner to access the Sign In page.
2. Enter your MeetingPlace user ID and password in the fields provided. These values are case-sensitive. To avoid re-entering this information in the future, check the Remember Me 記憶する box .



3. Click the Sign In Now **すぐにログイン** button.
4. The Welcome to MeetingPlace home page appears with your profile name at the top of the page.

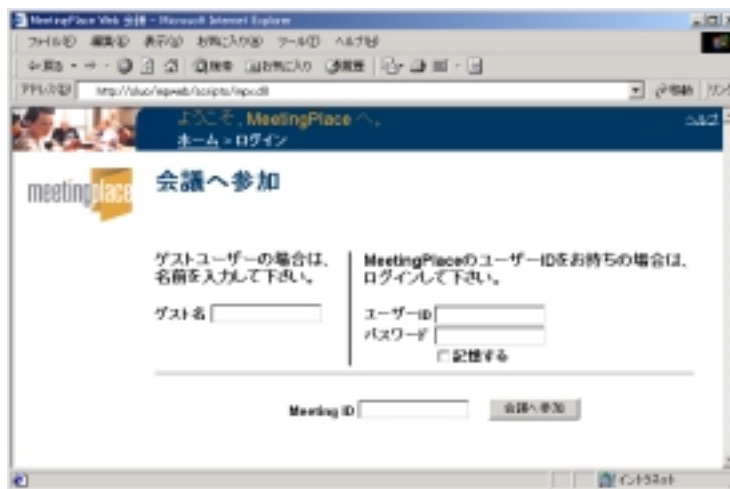


Logging in as a Guest User

As a guest user, you may attend specific meetings or browse through a list of public meetings once you have registered as a guest user.

To attend a meeting as a guest:

1. From the Welcome to MeetingPlace home page, enter the meeting ID of the meeting you want to attend in the field provided, and then click the Attend Meeting **会議へ参加** tab.
2. When prompted, enter your guest name in the field provided, and click the Attend Meeting **会議へ参加** button.



Note: If you do not know the meeting ID, click the Find Meeting **会議の検索** tab. Enter your guest name in the field provided, and click the Find Meeting **会議の検索** button. A list of public meetings displays.

3. From the Current Meeting page, click the Call Me **音声会議に参加** button to join the voice conference. Click

the Join Web Conference **Web 会議に参加** button to join the web conference.

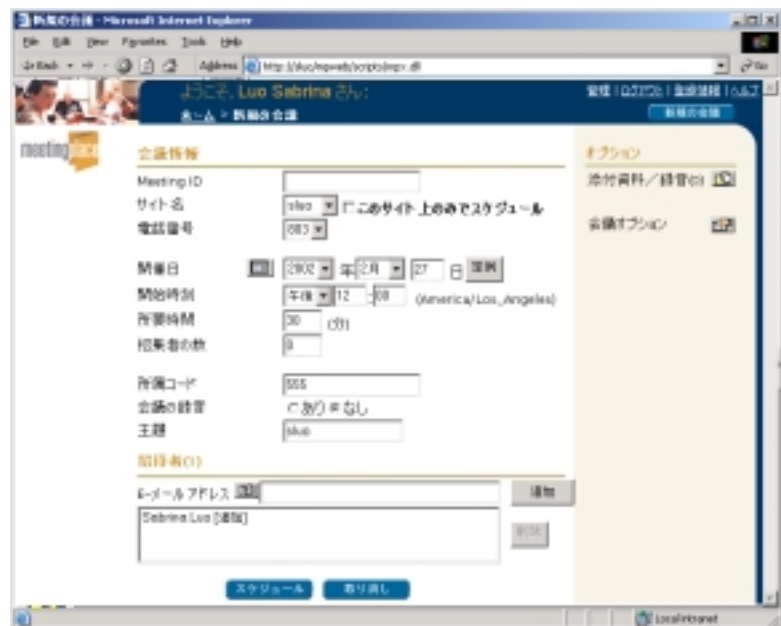
Scheduling Meetings

To schedule a meeting:

1. From the MeetingPlace home page, click the Sign In **ログイン** link in the upper right-hand corner.
2. From the Sign In page, enter your MeetingPlace user ID and password and click the Sign In Now **すぐにログイン** button.

Tip: Select the Remember Me **記憶する** checkbox to store your sign in information for future sessions.

3. When the Welcome user name page re-appears, click the Schedule Meeting **会議の予約** tab. The New Meeting page appears.



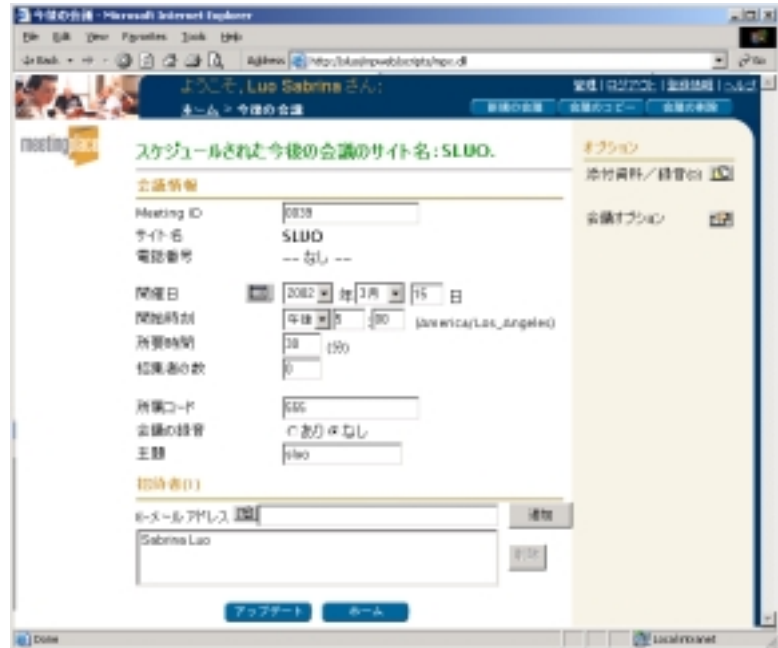
4. Fill in the meeting information basics, such as the date, time, and length of the meeting.

If you want to specify a particular scheduling site, select it in the Site drop-down list. If you have selected your home site, you may also specify a particular server by selecting a phone number from the Phone Number drop-down list.

5. You may also enter a meeting ID and the e-mail addresses of your meeting invitees.

Tip: Click on the Address Book アドレス帳 icon in the Invitees section to invite participants and to search for a profile user or team by their name, number, or user ID.

6. To schedule a recurring meeting, click the Recurrence 定例 button and set the Frequency and # of Occurrences parameter to the appropriate settings. Click Done 終了.
7. Use the Attachments/Recordings 添付資料/録音 and Meeting Options 会議オプション icons to customize your meeting. From these sections you can modify your meeting preferences and attach documents for others to review. When you've finished setting your options, click the Submit 実行 or OK button. This returns you to the scheduling form.
8. Click the Schedule スケジュール button to finish scheduling your meeting. A confirmation page appears to confirm that the meeting has been successfully scheduled.

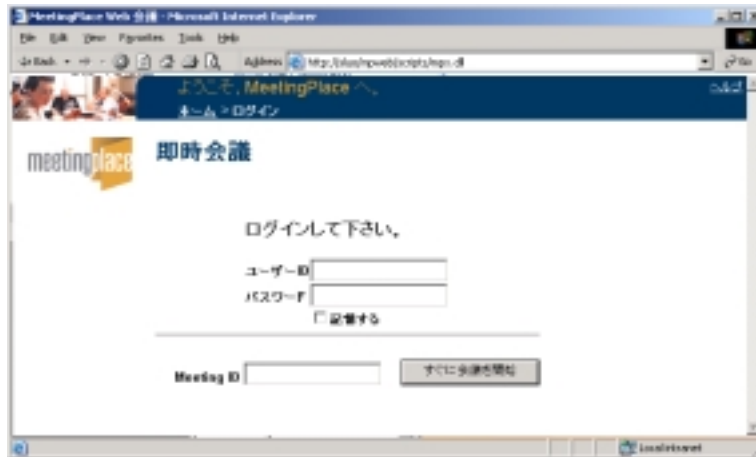


To schedule and attend an immediate meeting:

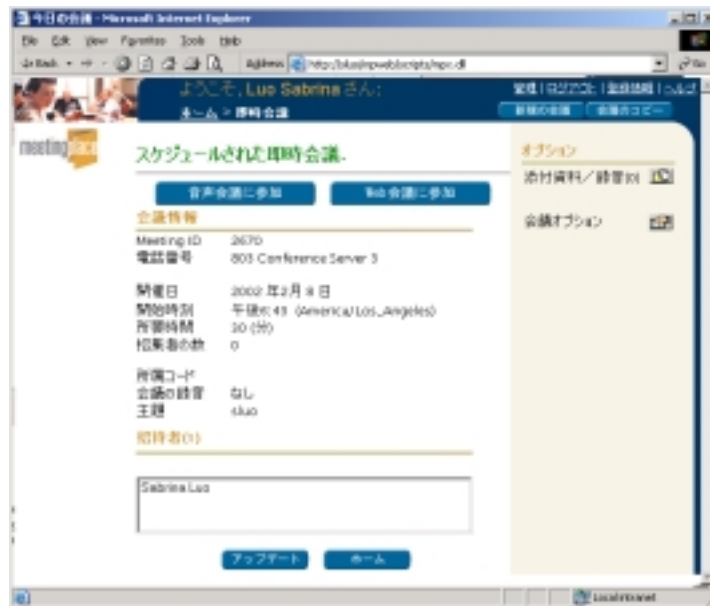
When you schedule an immediate meeting, the meeting is automatically scheduled using system default scheduling parameters; you will not be able to specify your own meeting parameters using this scheduling method.

Immediate meetings will always default to the profile language of the meeting scheduler. The meeting scheduler may change the meeting language of an immediate meeting after it has been scheduled.

1. From the MeetingPlace home page, click the Immediate Meeting **即時会議** tab. The immediate meeting sign in page displays. Enter your MeetingPlace user ID and password in the fields provided, and click the Start Meeting Now **すぐに会議を開始** button.



2. A confirmation page appears to confirm that the meeting has been successfully scheduled.



3. Click the Call Me **音声会議に参加** button to have MeetingPlace call you.

4. To attend the web conference, click the Join Web Conference **Web 会議に参加** button.

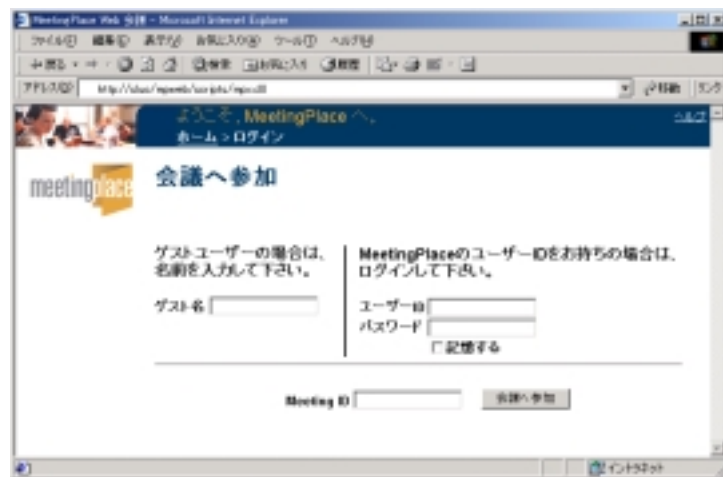
Attending Meetings

To attend a meeting:

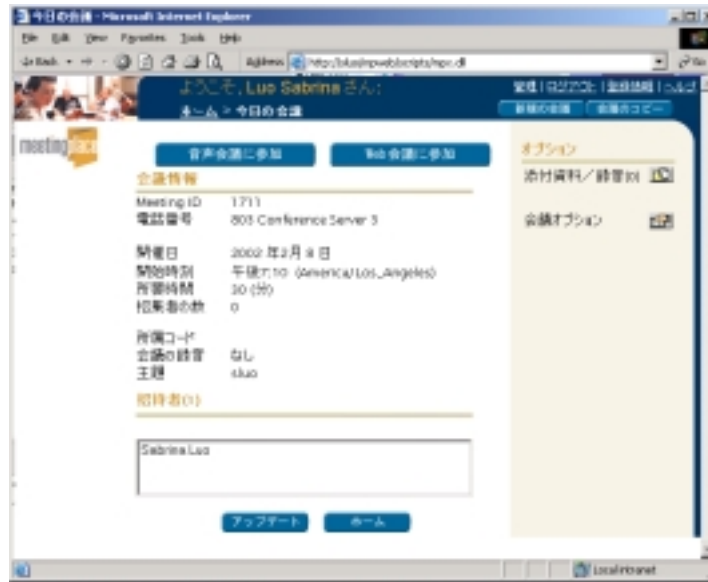
1. From the MeetingPlace home page, enter the meeting ID of the meeting you want to join in the field provided and then click the Attend Meeting **会議へ参加** tab.

Tip: If you do not know the ID of the meeting, click the Find Meeting **会議の検索** tab to browse for the meeting by date. Guests must first register before they are able to search for meetings.

2. The Attend Meeting sign in page displays. Enter your MeetingPlace user ID and password or guest name in the fields provided, and then click the Attend Meeting **会議へ参加** button.



3. From the Current Meeting page, click the Call Me **音声会議に参加** button.



4. When prompted, enter your phone number and click OK.
When MeetingPlace calls you, follow the prompts to join the meeting.

If MeetingPlace is not configured to outdial to your phone, the system displays the phone number you need to dial to join the meeting.

5. To attend the web conference, click the Join Web Conference **Web 会議に参加** button.

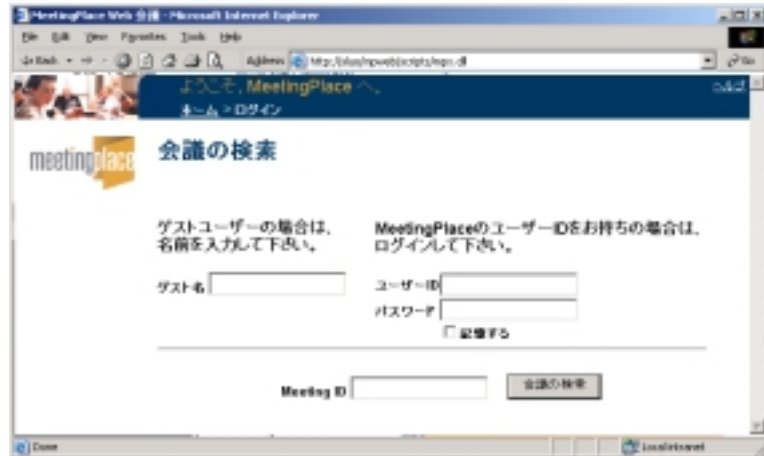
Finding Meetings

To find a meeting:

1. From the MeetingPlace home page, click the Find Meeting **会議の検索** tab.

Note: Guests must first register before they are able to search for meetings. Guest users may only browse through public meetings.

2. The Find Meeting sign in page displays. Enter your MeetingPlace user ID and password or guest name in the field provided, and click the Find Meeting **会議の検索** button.



3. The Find Meeting page displays. To find a specific meeting, enter the meeting ID in the field provided, and then click the Find Meeting **会議の検索** button.

会議の検索

検索するサイト:

Meeting ID:

開始日: 2002年 2月 15日 年 月 日 時 分 秒

終了日: 2002年 2月 15日 年 月 日 時 分 秒

会議の種類:

今日の会議

サイト名	開催日/開始時刻	主題	Meeting ID	電話番号
viao	2/15/2002 午前 11:19	btcombs.17	515111901	803
viao	2/15/2002 午前 11:22	btcombs.16	515112201	803
viao	2/15/2002 午前 11:23	btcombs.19	515112301	803
viao	2/15/2002 午前 11:30	btcombs.19	515113001	803
viao	2/15/2002 午前 11:31	btcombs.19	515113103	803
viao	2/15/2002 午前 11:32	btcombs.13	515113202	803

4. Scroll down the list to locate a meeting. Each meeting is organized according to Site, Date/Time, Subject, and Meeting ID. Once you find your meeting, click the meeting ID to access the meeting details page.
5. To browse through past or future meetings, modify meeting search parameters and then click the Search 検索 button.

10 WebConnect

WebConnect provides seamless integration between multiple internal and external MeetingPlace systems through a single URL. Making use of a single database and a customer defined rollover sequence, WebConnect ensures the availability of MeetingPlace resources while still offering the benefits of a consistent user experience.

Note: Your Latitude Technical Consultant can help you plan this configuration with assistance from the Customization Services group.

Concepts

System

A system can either be a networked group of up to 8 MeetingPlace servers or a standalone MeetingPlace server.

Site

A site is a collection of systems. From an application standpoint, a site consists of a natural group of systems on which users can schedule and host their meetings. A site is not limited to any geographical limitations. It is, however, limited to conference servers within a networked system.

Servers that can be reached via Single Number Access must belong to the same site.

Note: For this release of MeetingPlace Web (3.0), each site can only contain one system.

External Site

An external site is one that is outside your network and used for dedicated use. External sites have features, such as the ability to

attach documents and access meeting recordings, that are equivalent or greater than sites that are on your network.

MeetingPlace Services

A suite of services that supports MeetingPlace by offering a range of deployment options. MeetingPlace Services encompasses the following:

Managed Services. Latitude-owned equipment installed on a customer's premise and connected to their network, but managed by Latitude's MeetingPlace Services group.

Hosted Services. Latitude-owned equipment installed off-site at a hosted facility but still connected to a dedicated customer's network. Hosted Services is equivalent to a dedicated external site.

Overflow Services. A group of MeetingPlace user licenses that are shared amongst a group of customers for overflow purposes. Overflow Services is equivalent to a shared external site.

Note: For further information on MeetingPlace Services, please consult with your MeetingPlace Sales Representative.

MeetingPlace Image

A collection of sites (internal and/or external) that end users can roll across. Separate images do not share database information (like lists of meetings) or profile directories. A site can be a member of several different images, e.g., MeetingPlace Services (a site) can be part of Image 1, which contains all sites within the U.S., as well as part of Image 2, which contains all sites within Asia Pacific.

Rollover Map

The sequential mapping of sites within a MeetingPlace Image. Figure H-1 illustrates four possible rollover maps from a

MeetingPlace Image that contains the following sites: Santa Clara, San Francisco, Dallas, and MeetingPlace Services.

Map	Rollover Site 1	Rollover Site 2	Rollover Site 3	Rollover Site 4
Map A	Santa Clara	San Francisco	Dallas	MP Services
Map B	San Francisco	Santa Clara	Dallas	MP Services
Map C	Dallas	Santa Clara	MP Services	n/a
Map D	Dallas	San Francisco	Santa Clara	n/a

Figure 10-1 Rollover Maps

Each map in Figure H-1 contains a different rollover sequence. If your user group is assigned to Map A and you schedule a meeting, MeetingPlace will first attempt to schedule your meeting on the Santa Clara site. If the Santa Clara site is unavailable, MeetingPlace will then attempt to schedule according to the sequence outlined in your rollover map: San Francisco, then Dallas, and finally MeetingPlace Services.

Scheduling Meetings with WebConnect

Scheduling meetings is achieved through the MeetingPlace Web home page. Therefore, end users only need to know a single URL regardless of which system the meeting will be scheduled on.

MeetingPlace will initially attempt to schedule on the first site indicated in a user's rollover map. This is regardless of what location the user schedules from. If the meeting cannot be scheduled on this site, MeetingPlace will attempt to schedule on the next site as indicated in the user's rollover map.

A warning message prompting the user to confirm rollover to another site will be displayed if configured.

Users may choose to schedule on a site other than their default site. If the meeting cannot be scheduled on the selected site, rollover will ensue beginning at the first site on their rollover map.

The MeetingPlace Web Scheduling Page provides users with a checkbox to **only** use the site selected. This effectively turns off the automatic rollover function. If users select this checkbox and scheduling fails, they will receive an error message.

Recurring meetings will only roll if all meetings in a recurring chain fail to schedule on the initial site.

Note: Dedicated external sites sharing the same database is not a supported WebConnect configuration.

Note: The “Try Before You Buy” option is not supported with WebConnect. (From the New Meeting scheduling page, click the Recurrence button, and select the Report conflicts before committing box.)

Note: In order to roll meetings to other sites, the MeetingPlace Server Parameter “**Allow vanity mtg ID’s?**” must be set to **Yes**.

Note: In order for the end user to roll over to other sites, they also must have the following fields set in their profile:

Sched only on scheduling home server? = No

Sched only on NS home site? = No

Figure H-2 illustrates how meetings are scheduled with WebConnect.

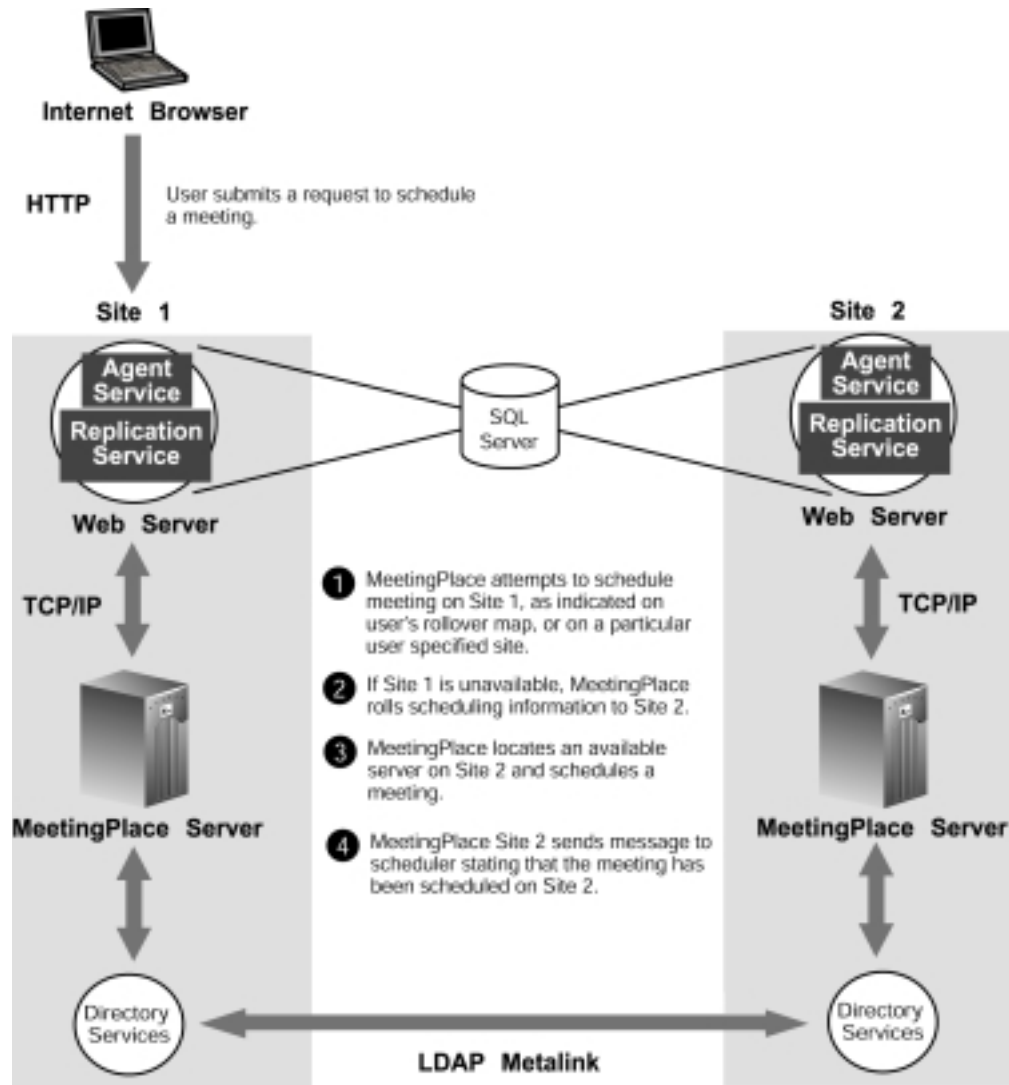


Figure 10-2 How Meetings are Scheduled with WebConnect

Scheduling Meetings in a DMZ Environment

In a DMZ environment, some meetings will be available to users on the external server and some on the internal server.

Meetings scheduled on internal servers will remain on internal servers through the rolling process. Meetings that are intended to be available on the external server should roll to external servers.

If you have a DMZ environment, the meeting will continue to have the expected security level and be available to the expected users with the following restrictions:

- One external web site must be placed in the DMZ zone for every site.
- Public meetings may only be scheduled on sites that have a web site residing in the DMZ.
- To provide Internet users access to public meetings, the meeting scheduler must be using a profile that can schedule meetings on these external web sites. Additionally, these external web sites must exist on all sites within the meeting scheduler's rollover map(s).

Finding Meetings

Meetings are searchable through the **Find Meeting** button on the MeetingPlace Web home page. Clicking this button reveals a list of all public meetings, regardless of which site they are scheduled on.

Users may also specify which site they would like to search, revealing a list of all public meetings scheduled on that particular site.

Attending Meetings

When meetings are scheduled via a site rollover, MeetingPlace sends an e-mail notification to the scheduler confirming that their meeting has been scheduled. This notification is sent from the

server that successfully scheduled the meeting and includes details such as the meeting date and time, the meeting site name, the meeting ID, and the phone number needed to join the meeting.

E-mail notifications also include a Click-to-Attend link that connects directly to the conference site.

Note: Profile users attending rolled meetings via the Click-to-Attend link must verify that their e-mail address has been properly formatted. When the MeetingTime parameter “Type of e-mail system” is set to “other”, the corresponding e-mail address must be in SMTP format (User@company.com). If a user has their profile e-mail address set to First name, Last name, notifications may not be distributed properly when meetings are rolled.

Note: The meeting scheduler is responsible for forwarding the e-mail notification to invited participants.

Those organizations with a firewall can customize their e-mail notifications to contain two Click-to-Attend links: one for internal participants and one for external participants. End users attending meetings inside the domain can access any meeting, whether it is located on an internal or external server, through the single MeetingPlace Web URL.

Those choosing to attend meetings from the telephone must dial into the correct system as indicated in their e-mail notification.

Note: Please consult with your MeetingPlace Support Representative for further information on how to customize your notifications for both internal and external participants.

Requirements and Configuration

This section describes how to configure your MeetingPlace sites for WebConnect. All configuration is completed on the MeetingPlace Web Rollover Administration page.

Requirements

MeetingPlace Web with WebConnect runs on a Windows 2000 server. Before you begin configuration, you should verify that you have satisfied the requirements as outlined in Table 10-1 as well as all applicable Microsoft service packs, critical updates and security patches.

These requirements are in addition to the MeetingPlace Web system requirements listed in Table 4-1.

Table 10-1 WebConnect Requirements

Requirement	Values
1. MeetingPlace server software: - MeetingPlace 2000.2 (release 4.2), MeetingPlace 2001 (release 4.3), or MeetingServer 5.0. - The appropriate version of MeetingTime. To verify your version, go to the reception area in MeetingTime and select About MeetingTime from the Help menu. The first two digits of your version number should be the same as your MeetingPlace server, i.e., MeetingTime 4.2.x, 4.3.x, or 5.0.x. Note: The WebConnect feature is not supported on UNIX systems.	MeetingPlace version number: _____ MeetingTime version number: _____
2. All systems within a site must have the same system options (e.g., MeetingNotes) and notification vehicles (e.g., MeetingPlace E-Mail Gateway, Microsoft Outlook). If the system options are not identical, the system manager must take this into account when creating rollover maps.	☐

3. All sites within a MeetingPlace Image must be running MeetingPlace server software within two releases of each other. • Minimum server software requirement: MeetingPlace 2000.2 (release 4.2)	☐
4. MeetingPlace Directory Services or similar profile synchronization procedure must have been deployed on a dedicated server. • For internal and dedicated external sites participating in a roll-over map, User Groups, Meeting Categories, and User Profiles must be synchronized.	☐
5. For external dedicated sites: • VPN (can be T1 or Frame Relay)	☐
6. For rollover map configuration: • All users must be assigned to a group. • All groups must have a rollover map (even if the rollover map has only one site).	☐

WebConnect Configuration

This section assumes that you have already installed MeetingPlace Web.

Before you start configuration, make sure that User Groups, Meeting Categories, and User Profiles have been synchronized on internal and dedicated external sites participating in a rollover map. If this is not done, rolled meetings will fail.

Steps for updating user groups follow. Any new User Groups created in MeetingPlace will automatically replicate from MeetingPlace to the SQL Server database.

Note: If you do not have Directory Services installed, refer to the *Importing User Profile and Group Information* section in the MeetingPlace 2001 System Manager's Guide for manual profile synchronization procedures. This section begins on page 3-16.

Note: Meeting Categories must be manually synchronized between two MeetingPlace servers, otherwise meeting searches by a specified Meeting Category will not work properly.

Important: Before you begin scheduling meetings using WebConnect, make sure that user profile time zone settings are changed to the appropriate time zones for that user. Default time zone settings may use the "localtime" setting, which could cause rolled meetings to be scheduled for a different time of day than the requested time. The proper time zone setting as well as all other profile information **MUST** be identical for each user across all Internal and Dedicated External sites.

About User Groups

A profile can either be active, inactive, or the value may be Group Default, in which case it depends on the value of the group that the profile belongs to. When using groups, it's important that attribute values in user profiles are set to "Group Default" and not

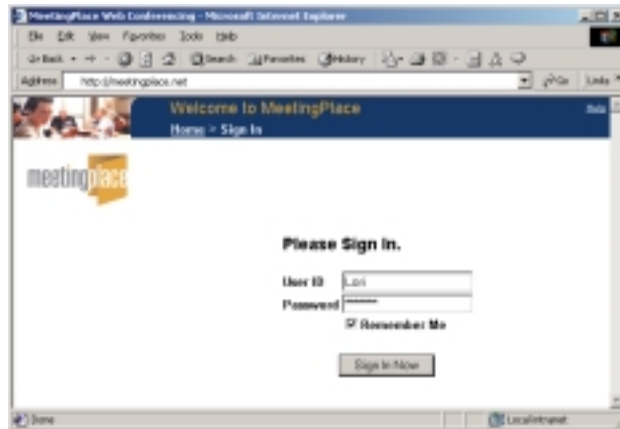
“Yes” or “No” since altering the value of the group will alter the value of the profile.

To Update User Groups:

1. Click the Start button on the bottom of your Windows screen.
2. Select Programs | MeetingPlace Applications | MeetingPlace Web Administration.
3. Select Replication Service Configuration.
4. When the Replication Service Configuration window opens, click the Update All Groups button. This will trigger a complete group replication by the Replication Service at the next update interval.
5. When finished, click the OK button.

The Administration Page

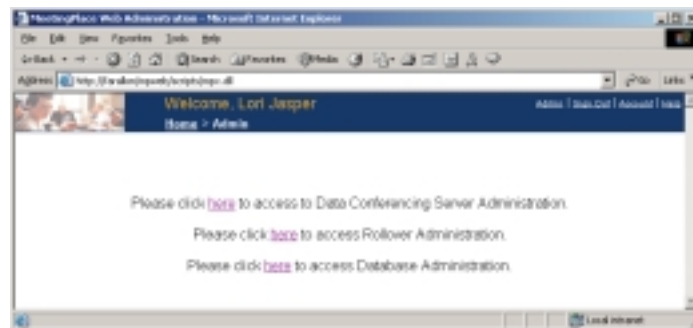
1. Open your Web browser and type in the URL for MeetingPlace Web. The default URL structure is *http://your server name*.
2. When the MeetingPlace Web home page opens, click the Sign In link located on the top right-hand corner. The Sign In page opens.



3. Type in your User ID and Password and click the Sign In Now button. The MeetingPlace Web home page opens with your name displayed at the top.

Tip: Select the Remember Me checkbox to store your sign in information for future sessions.

4. Click the Admin link in the top right-hand corner of the MeetingPlace Web home page. The Administration page opens with three options.



5. Select the Rollover Administration link. The Rollover Admin page opens.

Configuring a Site

Note: Since a site needs to be associated with at least one web server, you need to configure your web server settings **prior to** configuring a site. Refer to the Configuring a Web Server section for instructions.

The Admin page opens to the site configuration screen. This screen is divided into two sections: the Configuration Management section allows for configuration of new sites or modification of previously configured sites while the Configuration Display section lists the name and details of previously configured sites.

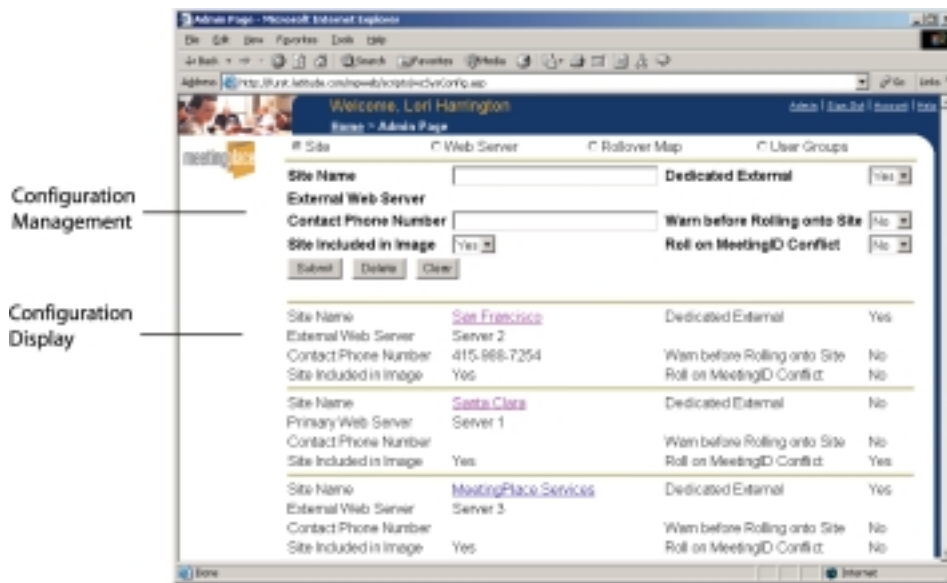


Figure 10-3 MeetingPlace Web Admin Page

1. From the Configuration Display section, click the name of the site you want to configure. Once selected, the site name appears in the Configuration Management section.

Note: The Site Name field entry on the Site Configuration page MUST match the Web Server Name field entry on the Web Server configuration screen for each site. If these entries do not match, searches will not display the same site name.

Site Name	External Web Server	Contact Phone Number	Site Included in Image	Dedicated External	Warn before Rolling onto Site	Roll on MeetingID Conflict
San Francisco	Server 2	415-888-7254	Yes	Yes	No	No
Santa Clara	Server 1		Yes	No	No	Yes
MeetingPlace Services	Server 3		Yes	Yes	No	No

The External Web Server field indicates the web server associated with an external site. The Primary Web Server field indicates the primary web server associated with an internal site, dedicated to take rollover traffic.

2. Type in the Contact Phone Number in the appropriate field.
3. Indicate whether this site is to be included in the image. In other words, will it be part of your rollover map?

Yes. This site will be included in the image.

No. This site will not be included in the image.

4. Indicate whether this site is a dedicated external site. In other words, is it a MeetingPlace Hosted Service?

Yes. This site is a MeetingPlace Hosted Service.

No. This site is not a MeetingPlace Hosted Service.

5. Indicate whether this site is a shared external site. In other words, is it a MeetingPlace Overflow Service?

Yes. This site is a MeetingPlace Overflow Service.

No. This site is not a MeetingPlace Overflow Service.

6. Indicate whether you want the system to warn users before rolling onto this site from another site.

Yes. If the previous site in the rollover sequence is unavailable and MeetingPlace needs to rollover to this site, users will receive a warning prompt asking them to confirm that it is ok for their meeting to be rolled over to this site.

No. If the previous site in the rollover sequence is unavailable, the system will automatically roll the meeting to this site without prompting for confirmation.

Tip: It is recommended that you configure external sites to warn users before rolling as usage on external sites is calculated on a cost-per-minute basis.

7. Indicate whether this site should roll on meeting ID conflicts.

Yes. If a meeting cannot be scheduled on this site due to a meeting ID conflict, the system will automatically roll the meeting to the next available site in the user's rollover map.

No. If a meeting cannot be scheduled on this site due to a meeting ID conflict, the user will receive an error message

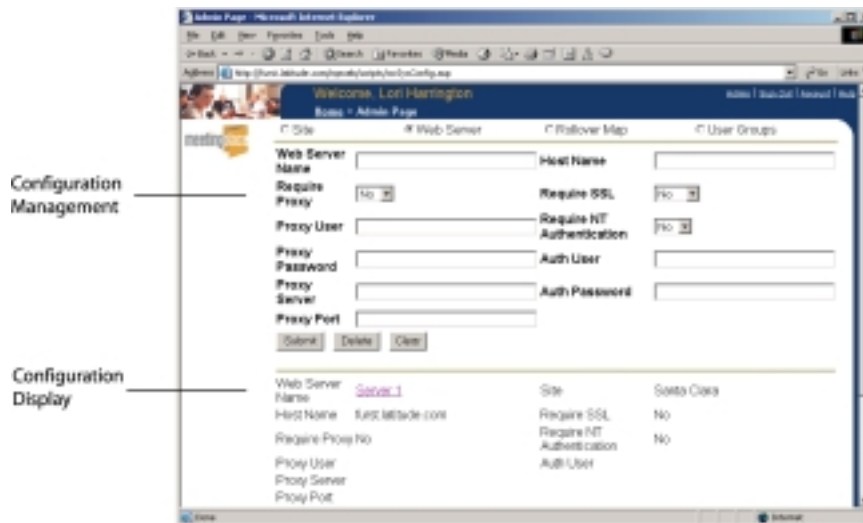
indicating that they should remedy the error by changing the meeting ID.

8. When finished, click the Submit button.
9. Repeat steps 1-8 for each remaining site listed in the Configuration Display section of your Admin page. When finished, select the Rollover Map radio button from the top of the Admin page.

Note: If you want to delete a site from your image, click the Delete button instead. Only external sites can be deleted from an image.

Configuring a Web Server

The web server page allows for configuration of multiple web servers per site, with each pointing to the same MeetingPlace server. Further, the web server page allows configuration of connection requirements on a per web server basis.



The Web Server configuration screen is also divided into two sections: Configuration Management and Configuration Display. Configuration Management allows for configuration of new web servers or modification of previously configured web servers. Configuration Display indicates the name and details of previously configured web servers.

1. From the Configuration Display section, click the name of the web server you want to configure. Once selected, the web server name displays in the Configuration Management section.

Note: The Web Server Name field entry on the Web Server configuration screen MUST match the Site Name field entry on the Site Configuration page for each site. If these entries do not match, searches will not display the same site name.

2. In the Web Server Name field, enter a nickname for your web server.
3. In the Host Name field, enter the Fully Qualified Domain Name or IP address of your web server.

The following section applies to web servers with a proxy server:

4. In the Require Proxy field, indicate whether a proxy server will be required:

Yes. This web server has a proxy server set up.

No. This web server does not have a proxy server set up.

5. **(optional)** In the Proxy User field, enter the proxy user login.
6. **(optional)** In the Proxy Password field, enter the proxy password.
7. In the Proxy Server field, enter the host name of the proxy server.
8. In the Proxy Port field, enter the proxy port used for your proxy server.

Note that this value depends on the setup of your web server and must match proxy server settings. The default setting is port 8080.

9. **If SSL is used:** In the Require SSL field, indicate whether the web server requires an SSL connection:

Yes. This web server requires an SSL connection.

No. This web server does not require an SSL connection.

Either. This web server can support both SSL and non-SSL connections.

Note: To enable the SSL option, place a check in the Use Secure Web Server (https://) box from the MeetingPlace Gateway Configurations' Agent Service tab. In addition, you must enable SSL security in IIS. Refer to "Agent Service Tab" on page 91 for more details.

The following section applies to web servers requiring NT authentication:

10. In the Require NT Authentication field, indicate whether the web server requires NT authentication:

Yes. This web server requires NT authentication.

No. This web server does not require NT authentication.

11. In the Auth User field, enter the domain_name\user_login, if a domain name is to be specified.
12. In the Auth Password field, enter the NT login password.
13. Click the Submit button and proceed to the Configuring a Site section.

Configuring a Rollover Map

Each site has now been placed into an image. Each image needs to be organized into a rollover sequence so that the MeetingPlace Web server knows which site to contact, and in what order, in case of a scheduling failure.

Important: Once a rollover map has been configured:

- All users must be assigned to a group.
- All groups must have a rollover map (even if the rollover map has only one site).

Once a rollover map has been configured for any image, if there are groups that you do not want to have rollover privileges, a rollover map consisting of only one site must be created. This single-site rollover map must be assigned to all groups that you don't want to have rollover capability. Users belonging to a group without a rollover map will receive error messages.

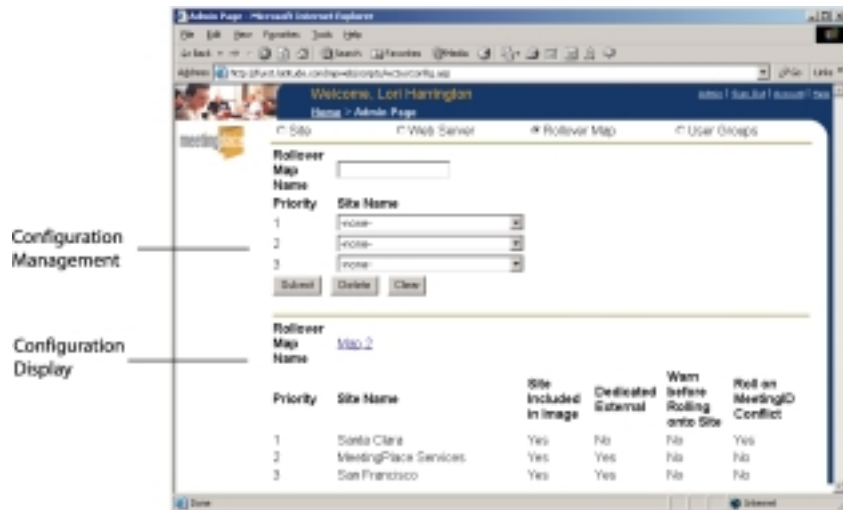
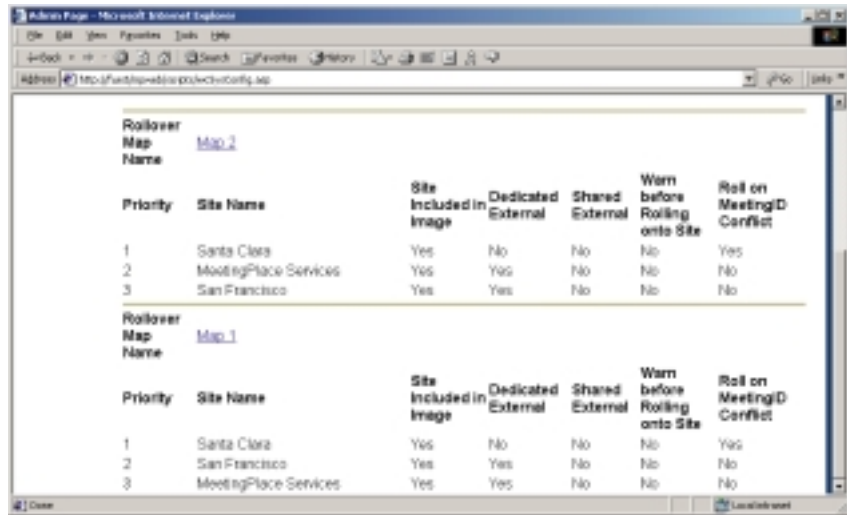


Figure 10-4 Rollover Map Configuration Screen

The Rollover Map configuration screen is also divided into two sections: Configuration Management and Configuration Display. Configuration Management allows for configuration of new maps or modification of previously configured maps. Configuration Display indicates the name and details of previously configured maps.

1. To begin configuration of a rollover map, define a new map name in the top Rollover Map Name field. If you want to modify a previously configured map, click the appropriate highlighted name in the bottom Rollover Map Name field. Whichever map you select will appear in the top Rollover Map Name field.



Assigning Rollover Maps to User Groups

Make sure that all groups have been updated as described on page 221 before continuing.

1. Select the User Groups radio button from the top section of the Admin page. The User Groups configuration screen opens.

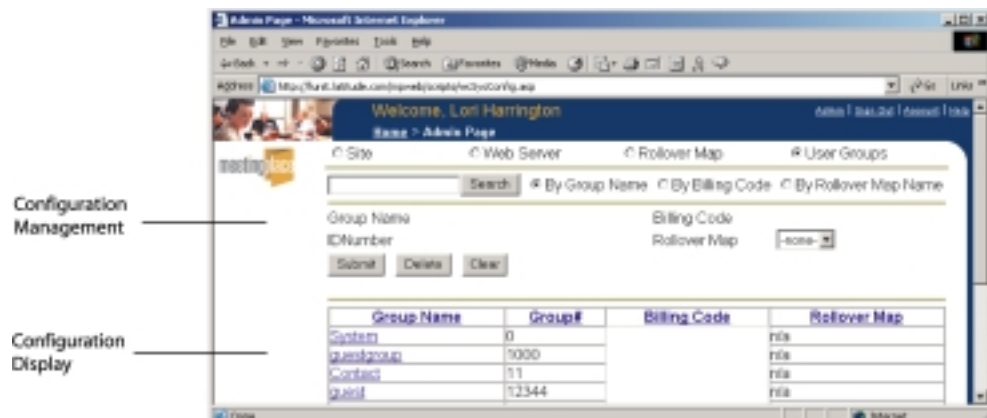
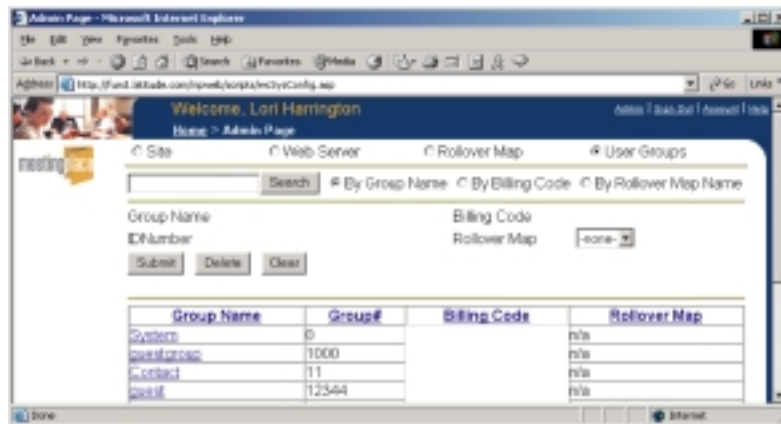


Figure 10-5 User Groups Configuration Screen

2. Select the User Group you want to configure from the list displayed. If you cannot find your group, or the list is too lengthy, search for it by Group Name, Billing Code, or Rollover Map Name by typing in the Search box and clicking the Search button.

Once located, the group information appears in the Configuration Management section of the screen.



3. Assign a rollover map by selecting one from the Rollover Map drop-down box.
4. When finished, click the Submit button. The newly configured User Group appears in the Configuration Display section.

Note: You can also delete user groups from this page by selecting the Delete button instead of the Submit button. Clicking the Delete button deletes that user group from the SQL Server database, **not** the MeetingPlace database.

If a group has been deleted in error, the Replication Service will repopulate the group listing on the next scheduled update.

Troubleshooting

The following section explains how to troubleshoot common problems that may occur when configuring or scheduling with WebConnect.

Q: What should I do when I receive the error message “Cannot login to site X with host name X”?

A: Verify that the web server on that host has been started by going to your Internet Services Manager. On Windows 2000, the Internet Services Manager is accessed as follows:

Start | Programs | Administrative Tools | Internet Services Manager

Also verify that the MP Agent Service on the host has been started. The MP Agent is accessed as follows:

Start | Services | MP Agent Service

Q: What should I do when I receive an error message stating that the user does not exist?

A: Verify that user profile information—particularly user ID, password, user group, and meeting categories (if used)—exists on all the sites within the user’s rollover map.

If you do not have Directory Services installed, refer to the *Importing User Profile and Group Information* section in the MeetingPlace 2001 System Manager’s Guide for manual profile synchronization procedures. This section begins on page 3-16.

For further information, refer to your MeetingPlace Support Representative.

Q: When I try to assign a rollover map to a user group, I can’t find the user group I’m looking for in the list provided or when I search using the parameters provided.

A: Make sure that you update user groups, as described on page 221, before attempting to assign rollover maps. That way, information on both the MeetingPlace database and the SQL Server database will be synchronized when you try to access groups.

Q: Why am I unable to add attachments or invite people to a meeting that has rolled?

A: WebConnect does not support rolled attachments or rolled invitees. Adding attachments or invitees to a meeting that has rolled is not possible unless you navigate to the web server that is connected to the MeetingPlace server that the meeting was scheduled on, and add the attachment or invitees there.

Q: Why do I receive the following warning messages when I access the MeetingPlace Web home page?

- Warning:[22894] No rollover map or rollover map empty for the user.
- Warning:[22897] Operation is tried on the local site only.

A: You belong to a group which does not have a rollover map. Once a rollover map has been configured, all users must be assigned to a group and all groups must have a rollover map (even if the rollover map has only one site). Refer to page 229 for rollover map configuration instructions.

11 Troubleshooting

This chapter explains how to troubleshoot common problems that may occur in generating the MeetingPlace Web pages, accessing meeting information and/or attachments, or playing meeting audio files. In addition, problems that may occur when joining a web conference, hosting a web conference, and collaborating in a web conference are also covered.

Commonly Asked Questions

The following sections explain how to troubleshoot problems that may occur when using MeetingPlace Web.

Accessing Meetings

Q: Why can't I view meetings in the Today's Meetings table after I've just scheduled them?

A: Perform the following check:

- Refresh the page to ensure you are viewing the most current data.

Q: While logged on to MeetingPlace Web, why do I receive an error stating that the template cannot be found?

A: Verify that the template file specified in the error message or error page exists in the X:\Latitude\mpweb\template directory. If the template does exist, make sure the directory's permissions allow MeetingPlace Web to access the template files (i.e., set the Everyone group with full access permissions and then restrict who is a member of that group).

If the templates are not in the /templates directory, you need to re-install the template files.

Q: While logged on to MeetingPlace Web, why do I receive an error message stating the "session is stale"?

A: MeetingPlace Web keeps session information about each connected user. This information is kept for a minimum of one hour from the time a user last logged on to MeetingPlace Web, up to a maximum of 24 hours. If a user logs on to MeetingPlace Web from a different location than the one they used originally, then the first browser's connection is lost. If the end user goes back to the first browser, they will receive a notification that their session is stale. This can also happen if MeetingPlace Web needs to free some room for new users and one of the current end users has not used MeetingPlace Web for over an hour.

Q: When trying to schedule a meeting, why do I receive the error "the meeting being scheduled is different than the one in MeetingPlace Web?"

A: Most likely the Schedule Now button was pressed twice before MeetingPlace Web had a chance to respond. This resulted in MeetingPlace Web scheduling a meeting on the first press of the button, but before it had a chance to respond it received another scheduling request. Check to see if the meeting was scheduled (using the browse meeting feature) before scheduling the meeting again.

Q: I'm in a web conference while trying to schedule a new meeting via the Cisco IP phone interface. Why do I get a "Session is Stale" message?

A: When you log on to MeetingPlace for Cisco IP Phones while you are already logged onto a web conference, your web session may become stale. This will happen if MeetingPlace for Cisco IP Phones is utilizing the same MeetingPlace Web (version 4.2.5) that is also being used for web conferencing. Your current voice and web conference will be uninterrupted, but you will have to log in again to the interface you want to use.

A workaround is to install the MeetingPlace Web intended for web conferencing on a separate Windows server.

Q: What does the message "No more sessions available" mean?

A: MeetingPlace Web only allows for a maximum of 120 sessions. Please contact your Latitude Customer Support Representative for configuration instructions.

Q: When I try to join a meeting I get the following message, “Guest profile is reserved for system use and cannot be used for current operation”. What does it mean?

A: Your meeting has been scheduled to only allow MeetingPlace profile users. No guests are allowed.

Q: As I navigate through links in MeetingPlace Web pages, I get the following error message:

“Internet Explorer Script Error: Object doesn’t support this property or method.”

Once I click OK, I can continue using MeetingPlace Web and all functions seem to be working fine.

A: Upgrading your Web browser to a newer browser will generally correct this problem. Refer to Appendix A for a list of supported Web browsers. Or you can disable (uncheck) “Java console enabled” under Tools – Internet Options – Advanced.

Q: Users receive the following error message “MPAgent is not available... please try again later” when trying to access MeetingPlace Web.

A: The MeetingPlace Agent Service is either down or not responding. Stopping and restarting the Agent Service should resolve the problem.

Q: The MeetingPlace Replication Service keeps going down, or the MeetingPlace Gateway SIM Service frequently disconnects from the MeetingPlace server.

A: If you are not using SQL 2000 with your MeetingPlace Web, then it is possible that the SQL Server 2000 Desktop Engine (previously called MSDE) on your gateway is an older version

and has memory leak, which would contribute to the instability of Replication Service.

Q: I am in the Meeting Room and click a link in Microsoft Word or Outlook. I no longer see the Meeting Room. Why is this?

A: It is likely that this link replaced the Meeting Room in your Web browser. Do not click on links in other applications while you are in a web conference.

Q: Why am I having problems getting into the Meeting Room from my AOL Web browser?

A: The AOL Web browser is not supported for MeetingPlace Web. To access the Meeting Room, minimize your AOL browser window and rejoin the web conference using a supported version of Internet Explorer or Netscape Navigator.

End User MIME Types

Q: What if I click on an icon and the browser responds with “this MIME type is unknown?”

A: Check that the MIME (Multipurpose Internet Mail Extensions) type associations are properly defined on both your Web server and Web browser.

Determine the MIME types based on the types of documents commonly used in your organization, such as Microsoft Word (.doc extension), Excel (.xls extensions), Power Point (.ppt extensions), etc.

SSL Security Warning Dialog Box, “Name does not match the certificate”

After a SSL certificate has been applied to the MeetingPlace Web web site, a user enters the following URL in his Web browser: <https://Computername.latitude.com>. When the user attends a meeting and clicks the “Join Web Conference” button from the Current Meeting page, the user receives a Security Warning that “Name does not match the certificate”, even though a SSL

certificate has already been applied to the MeetingPlace Web web site.

To resolve this problem:

1. Once you have logged on using your MeetingPlace user ID and password, open the Admin page.
2. In the upper right hand of the page, click the Admin link. Next, click the Rollover Administration link.
3. From the Admin page, select the Web Server radio button.
4. In the Host Name field, enter the Fully Qualified Domain Name of your web server. If this field contains just the host name of your Windows server, change it to the FQDN, such as meetingplace.company.com.
5. Click the Submit button.

Note: This value must match the value where the SSL certificate has been assigned.

End User Time Zones

Q: How do Time Zones Work?

A: Before a user logs in to MeetingPlace, the Public Meetings area displays times based on the time zone of the guest profile. The Quick Schedule form defaults to the time on the user's PC.

Once a user logs into MeetingPlace, the time that appears on the scheduling form and in the Browse Meetings area is based on the time zone specified in their user profile.

Problems With Meeting Recordings

Make sure that the meeting is over. The recording will not become available until the meeting has ended.

Since a meeting may continue beyond the expected end time if some participants have forgotten to disconnect from the meeting, use the MeetingTime In-Session tab to verify that no one is in the meeting, and terminate the meeting manually.

Meeting recordings are converted into the desired audio format before they can be posted. During the conversion process, you will see a “Processing Now...” status. In comparison with other MeetingPlace services, the audio services’ conversion process takes a lower priority; therefore, during the peak hours of MeetingPlace usage, audio files will be converted and posted at a much slower pace.

If you are experiencing problems, perform the following checks:

- Verify that MeetingPlace Replication Service and MeetingPlace Audio Services are running.
- Verify that the meeting is scheduled with recording features: “Record Meeting” must be set to YES.
- “Auto Start Meeting Recording” may be set to YES or NO. If this parameter is set to YES, recording will auto-start when the second participant enters the meeting. If it is set to NO, participants must manually start the recording (by pressing #61 on the phone or by using the recording icon/button in MeetingTime or MeetingPlace Web).
- Go to the MeetingTime Review tab. Select your meeting and click the Attachments button. If the recording attachment shows a length of 0, recording space was reserved but participants did not turn on the recording.
- Verify that the base path and host name fields in the Audio Encoding Services Configuration window contain the correct information. Refer to Appendix D for details.

- Schedule a test meeting to check the audio conversion process. The success or failure of this test will give you more information as to the cause of your problem.
- Open the MeetingPlace Eventlog (on the MeetingPlace Web server, right-click the MeetingPlace icon in the system tray and select “eventlog”).
- Schedule a test meeting. Join the meeting and start recording.
- Terminate the meeting after a few minutes (from MeetingTime or the Meeting Room).
- In the Eventlog window, verify the following activity pattern (the ID and file names are shown only as examples):

Updating the Meeting with Conference Id=536894678

Retrieving attachment,

FileName:C:\Latitude\MPWeb\Meetings\536894678\MtgRec_20304.mpv

Conversion from MPV to RA is Queued for MtgRec_20304.mpv

Success: conversion from mpv to ra

Deleting file:

C:\Latitude\MPWeb\Meetings\536894678\MtgRec_20304.mpv

Q: The MeetingPlace Web Administrator log is showing that attachments cannot be downloaded from the MeetingPlace Server. What is the problem?

A: MeetingPlace Web currently does not support NAT (Network Address Translation). If you ping the host name of the MeetingPlace server in the MeetingPlace Web network, it returns the MeetingPlace Server’s IP as 170.xxx.xxx.xxx. However, if you ping or do a nslookup of the MeetingPlace Server from the MeetingPlace Server’s network and you get an IP of 172.xxx.xxx.xxx, that means the MeetingPlace Web gateway uses

Network Address Translation to communicate with the MeetingPlace Server. In this case, attachments cannot be transferred.

Problems with RealAudio Server

Please refer to Appendix D for RealAudio Server integration and configuration details.

Q: What if I move my RealServer base path to a new location and now the RealServer is not streaming any of the MeetingPlace Web files?

A: There are two base path fields that need to have the correct values, and they must match. You need to verify the same base path is entered in the RealServer Administration interface, as well as in the MeetingPlace Web Administrator interface.

- For RealServer Administration: Log on to the RealServer Administration web page (this is installed by the RealAudio Server installation program, and a shortcut is usually placed on your desktop). Go to: Configure | General Setup | Mount Points. Set the base path to the desired RA file storage location. For example, d:\ra_files.
- For MeetingPlace Web Administrator: Open the MeetingPlace Web Administrator interface, and select Configure | Audio Encoding Service | Real Audio Conversion Parameter. Set the base path to the desired RA file storage location. This must match what you entered in RealServer Administration page. For example, d:\ra_files.

Q: What if I installed the Audio service on a separate Windows server and my meeting recordings are not being converted to the RealAudio, WAV, or MP3 format?

A: If the Audio service is not installed on the same Windows server as MeetingPlace Web, perform the following checks:

- Ensure the Audio Service's logon account uses an account

with administrative privileges.

If you are still encountering problems after confirming that the statements above are true, you are probably experiencing a Windows Security problem.

Q: What if RealAudio (.ra) files cannot be found?

A: To solve this problem, perform the following checks:

- Make sure the correct host name is entered in the Audio Encoding Service tab. Try changing the host name to the IP address and restarting RealAudio and the MeetingPlace services.
- Make sure the same base path is entered in the RealAudio Server Administration interface, as well as in the MeetingPlace Web Administrator interface.

Q: What if I am not getting RealAudio conversions?

A: Schedule a test meeting with recording while monitoring MeetingPlace Web activities in the Eventlog. Refer to the previous instructions.

Problems with Windows Media Server

Please refer to Appendix D for Windows Media Server integration and configuration details.

Problems with Other File Attachments

If the meeting was scheduled from a different MeetingPlace gateway or client, such as from MeetingPlace for Outlook or MeetingTime, the attachment needs to be downloaded from the MeetingPlace server to the MeetingPlace Web gateway. While the attachments are being downloaded, you will see a “Processing Now...” status.

When you add a file as attachment, that file is temporarily stored in the Windows server’s TEMP directory. On a Windows Server, the TEMP directory is typically mapped to C:\temp. If for any

reason you cannot access this folder, or if the drive is full, then your file attachment operation will fail.

When Users Can't Join a Web Conference

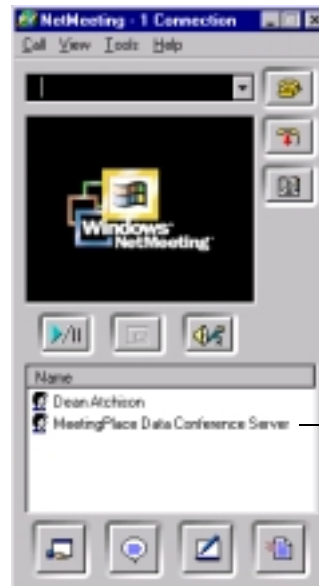
If one or more users report they are unable to join a web conference, you need to determine whether the problem affects everybody in the meeting or just a few of the participants.

If no one can join the web conference, the problem is most likely related to the MeetingPlace Web server, such as one of the Windows services being down. If only one or two participants are affected, those users may have network connectivity issues.

To determine if a user has connected to the web conference server:

- MeetingPlace WebShare users—the Meeting Room appears with the connection status icon displayed in the right corner, as displayed in Figure 11-1.
- NetMeeting users—The user's name and the MeetingPlace Web Conference Server appear in the main window of NetMeeting, as displayed in Figure 11-2.

If you determine that one or more users have not connected to the web conference server, refer to Table 11-1 for possible solutions.



List of participants connected to the web conference using NetMeeting

Figure 11-2 Determining NetMeeting Connection Status

Table 11-1 What To Do When Users Cannot Join a Web Conference

When No One Can Join	When Only a Few Users Can't Join
1. If the users are all attending the web conference from MeetingTime, make sure MeetingTime has the correct IP address of the web conference server and sees this server as active.	1. Make sure the users have network connectivity.
2. Make sure the MeetingPlace Agent and MeetingPlace Web services are running.	2. Make sure the users have Internet access.
3. Check the MeetingPlace Web Event log.	3. Make sure the users can view the Join Web Conference button from the Web.
4. Check the Windows Event Viewer.	4. Make sure the user is not attending over a very slow dial-up connection (below 28.8 kbps).

When No One Can Join

If no one can join the web conference, perform the following checks:

1. If all the users are attending from MeetingTime, make sure MeetingTime has the correct IP address of the web conference server and views the server as active.

To check that MeetingTime has the correct information, go to the Usage Parameters topic in the Configure tab, and scroll down to the Data Meetings Section. Then make sure that the:

- Data Mtg IP Address parameter contains the correct IP address of the web conference server.
- Web Conference Active parameter is set to Yes.

If either of these parameters is incorrect, restart the MeetingPlace Agent service. MeetingTime is then updated with the correct information.

2. Make sure the following Windows services are running on the web conference server:
 - MP Agent
 - Conferencing Gateway
 - Conferencing GCC
 - Conferencing MCS
3. Check the MeetingPlace Web Event log for any messages related to the web conference server. Report any major errors to your MeetingPlace support representative.
4. Check the Windows Event Viewer, Application log, for any errors related to the Windows server.

When Only a Few Users are Unable to Join

If some of the users are able to join the web conference but others are not, make sure those that are unable to join have the following:

- Network connectivity (i.e., are they connected through a switch or a hub?)
- Internet access

If a user has network connectivity and Internet access, perform the following checks:

- Make sure the user can view the Join Web Conference button from the Web. For information on joining web conferences, refer to “Using MeetingPlace Web” on page 117.
- Determine whether the user is attending the web conference over a network or dial-up connection. If the user is attending on a dial-up connection, the web conference server may be disconnecting them because their connection is too slow.
- If an external user is unable to join a web conference, the web server hostname may not have been properly configured in the Administration page. Ensure that you have followed the post-installation steps on page 72.
- If an external user is accessing MeetingPlace Web through a proxy server, the proxy server may be configured in a way which would not allow access to the web conference. Refer to Table 4-1 for proxy server requirements.

You may need to configure the MeetingPlace Web Server to use Secure Socket Layer (SSL) so that external users can attempt to join a web conference using an https:// connection. Even if an external user is behind a proxy server, they will be able to join a web conference. Refer to page 192 for SSL configuration details.

Problems Using NetMeeting

If a user clicks on the Use NetMeeting link and receives a text file (see below), it is most likely that NetMeeting is not installed. If NetMeeting is not installed, the user needs to download a free copy from: www.microsoft.com/netmeeting.

```
[ConferenceShortCut]
ConfName=198.207.208.201
Address=198.207.208.201
RemoteConfName=L32792C536887061
CallFlags=196609
Transport=1
```

```
[ExtendTheFile]
a=This file must be a minimum size in order for some
b=browsers to have enough time to calculate estimated
c=download times. The browser could hang if the file is
d=too small.
```

If a user clicks on the Use NetMeeting link, and receives the message, “The other person did not allow you to join the meeting.” a security setting needs to be disabled on NetMeeting 3.0. Go to Tools | Options | Security tab, uncheck the boxes next to “I prefer to receive secure incoming calls. Accept only secure calls when I’m not in a meeting,” and “I prefer to make secure outgoing calls.”



Figure 11-3 NetMeeting 3.0 Security Settings

When MeetingPlace Web Users Can't View Shared Documents

If a MeetingPlace Web user cannot view a shared document, first determine whether the user's MeetingPlace Web is displaying a blank gray screen, the Welcome page, or blank blue screen.

MeetingPlace Web Displays Gray Screen

If MeetingPlace Web displays a gray screen in the right-hand WebShare pane, do the following:

- Make sure the user's Web browser is Java-enabled. To check, run the MeetingPlace Browser Test. Refer to Appendix A for details.
- Download the latest Java Virtual Machine for Internet Explorer and ensure that Java is enabled on the user's machine. To check whether Java has been enabled, go to

Internet Options on your Web browser. Click the Custom Level button and check Java permissions to make sure that they are enabled.

- The Conference Gateway service on the web conference server is down, and needs to be restarted on the Windows server where MeetingPlace Web is installed.

If this doesn't solve the problem, stop the MeetingPlace Conferencing MCS service, which will stop the MeetingPlace Conference GCC and MeetingPlace Conferencing Gateway.

Then, restart the MeetingPlace Conferencing Gateway service, which will in turn start the MeetingPlace MCS and GCC service. If this doesn't resolve the problem, stop the MeetingPlace Agent service and restart it.

- From the Meeting Room help menu, select Show Diagnostics Log. A client information window displays a user's connection statistics.



- If you are using a dial-up connection, allow more time to download the WebShare applet.
- Empty the cache of the user's Web browser.

MeetingPlace Web Displays Blue Screen

If MeetingPlace Web displays a blank blue screen, the shared document may have been accidentally moved off screen. Have the user look for the shared document in the corners of the MeetingPlace WebShare pane by scrolling or dragging the shared document to the center of the WebShare pane.

MeetingPlace Web Displays Welcome Page

If MeetingPlace Web displays the Welcome page, as displayed in “Determining MeetingPlace Web Share Connection Status” on page 247, but the user is unable to view any shared documents. Look at the WebShare connection status icon in the lower right corner of MeetingPlace Web to determine a user’s connection status.

If you don’t see a green check mark between the two computer icons, a proxy server could be preventing MeetingPlace Web from connecting to the web conference server. Proxy servers can slow down data transmission and create a round trip latency that is too large for the user to participate in the web conference.

If the status icon is a grey check mark between the two computer icons, MeetingPlace Web is connected to the web conference server, but one of the following issues may exist:

- No one is sharing a document.
- The user may have joined the web conference for the wrong meeting.
- The user’s Web browser may not be supported. Refer to Appendix A for a list of supported Web browsers.

When Users Are Unable to Host a Web Conference

Share Application Button Missing

Once a user has joined a web conference using MeetingPlace WebShare, the Share Application button may be missing for the following reasons:

1. A user is attending a lecture-style meeting as either a guest or a profile user without speaking ability. Users will not see the Share Application or Take Control buttons.
2. A user is a Macintosh or UNIX system user. Only Windows system users may host a web conference via MeetingPlace Web.
3. An Internet Explorer user chose not to accept the MeetingPlace Web certificate.

The user's version of Microsoft Java Virtual Machine (JVM) may be outdated. Make sure the user's system has a supported Java Virtual Machine. Refer to page 275 for more details.

If a user has connected to the web conference server but is unable to share a document because the NetMeeting sharing button is disabled or the user cannot launch NetMeeting from MeetingPlace Web, refer to the following two sections.

NetMeeting Sharing Button Disabled

If a Windows user is unable to share a document because the NetMeeting Share button is disabled, the default configuration of their NetMeeting client may need to be changed.

Some of the Windows operating systems ship with the sharing capabilities of NetMeeting turned off. To turn on sharing capabilities, go to the Tools menu in NetMeeting, select Enable Sharing, and then restart the system.

Two other NetMeeting limitations that might affect a user's ability to share documents include:

- Windows users can share programs only if they have installed Service Pack 3 or later for Windows NT 4.0.
- If NetMeeting is installed in a directory where the path contains extended characters, program sharing might not work.

Can't Launch NetMeeting from MeetingPlace Web

If the Use NetMeeting link is missing from the bottom of the MeetingPlace WebShare window, the user may be attending a lecture-style meeting and does not have speaking ability. In lecture-style meetings, those without speaking ability cannot take control of any documents being shared by the host.

If a user clicks on the Use NetMeeting link and receives a dialog box prompting them for the program to use to open the requested file, locate the NetMeeting application and click OK. If NetMeeting is not installed, the user needs to download a free copy from: www.microsoft.com/netmeeting.

When Users are Unable to Collaborate

When the host of the web conference opens a document for collaboration, but the other participants are unable to take control, you need to determine if the participants who are unable to collaborate are using MeetingPlace Web or NetMeeting.

Unable to Collaborate Using MeetingPlace Web

If the Take Control button does not appear on MeetingPlace Web, the following may be the cause:

- The host of the web conference has not opened the document for collaboration.
- In some cases, the participant that has control of the document must click the Release Control button before another user can collaborate.

- The user is attending a lecture-style meeting and does not have speaking ability. In lecture-style meetings, those without speaking ability cannot take control of any document being shared by the host.

Note: Collaboration is allowed for the following sharing options: Select an application from a list, Share desktop, and Select an application with the pointer, but not for Share part of screen.

Unable to Collaborate Using NetMeeting

If the host of a web conference is using NetMeeting 3.0, any participant using NetMeeting 2.1 will be unable to collaborate on the document, even when permitted by the host. This is a NetMeeting 3.0 compatibility restriction.

To resolve this problem, all participants should use the same NetMeeting version. The Microsoft Web site provides free NetMeeting upgrades.

When Users are Dropped from a Web Conference

If one or more users report they have been dropped from a web conference, you need to determine whether everybody in the web conference was dropped or just a few of the participants.

When Only a Few Users Have Been Dropped

If only one or a couple of users have been dropped from the web conference, but others have maintained their connection, those users that lost their connection should:

- Close your Meeting Room window and rejoin the web conference.

If the same problem persists, perform the following checks:

- Make sure the user's Web browser is supported. See Appendix A for a list of supported Web browsers.
- Make sure the user's Web browser is java-enabled and that

their Java Virtual Machine is supported. To verify that the user's Web browser is java-enabled, refer to Appendix A. To check a user's Java Virtual Machine, refer to page 276

- If the participant was using a remote access service, like Shiva, to connect to the company's LAN, determine if an inactivity timeout has disconnected them from the web conference server. To avoid the inactivity timeout, users should periodically issue keyboard or mouse button commands; mouse movements are not registered as activity.
- If accessing through a Virtual Private Network (VPN), ensure the security policy is deactivated.

When All Users are Dropped

If all the users in the web conference have been dropped, the following problems may be the cause:

- All participants have left the voice conference and the MeetingPlace Disconnect Empty Port Timer has ended the entire meeting, including the web conference.
- The meeting scheduler or host has ended the meeting.
- A major error occurred on the web conference server.

If meeting participants are still in the voice conference and the host of the meeting did not stop sharing, an error might have occurred on the web conference server. To determine if the web conference server is functioning correctly:

1. Make sure the following Windows services are running on the web conference server:
 - MP Agent
 - Conferencing Gateway
 - Conferencing GCC
 - Conferencing MCS

2. Check the Windows Event Viewer, Application log, for any errors related to the web conference server.
3. Check the MeetingPlace Web Event log for any messages related to the web conference server. Report any major errors to your MeetingPlace support representative.

When Users Continue to Get Dropped

Users may keep getting disconnected from a web conference (several minutes after they have been reconnected to the web conference, they are disconnected again) for the following reasons:

1. The network bandwidth is too limited to allow users to participate at this time. Users may be on a dial-up connection or the network may be congested. If other applications are running in the background that consume additional bandwidth (i.e., streaming, synchronizing e-mail, etc.), these operations should be stopped during the web conference.
2. Users may be connected to a proxy server which blocks Java applets. Ensure that the proxy server does not block Java applets. Refer to page 42 for proxy server requirements.

Users may be connected to a proxy server with lengthy time-out delays. Alter the connection so that the proxy server time-out setting is longer than five minutes. If this is not permitted, contact your customer support representative for instructions on configuring your proxy server and the MeetingPlace system.

For Additional Assistance

If the MeetingPlace Web server loses its connection, go to: \Latitude\mpweb\datasvc directory. All diagnostic information is stored under Latitude\mpweb\diagnostics. Zip these files and send them to your Latitude Customer Support Representative for additional assistance.

Security Warning Windows

MeetingPlace Web uses Java applets, which are signed. Two Security Warning windows appear to avoid problems with some browsers that are running high level security, which will only accept signed applets.

The Security Warning windows will appear after you click the Join Web Conference button, unless you have previously accepted the MeetingPlace Web certificate.

Internet Explorer users should place a check in the “Always trust content from Latitude Communications” option box when they receive Security Warning windows, as displayed in Figure 7-5, and click Yes. This prevents the windows from appearing in the future.

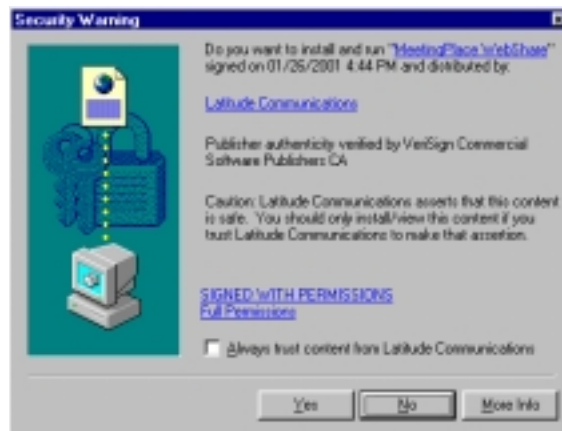


Figure 11-4 Internet Explorer Security Warning Window

Netscape Navigator users should place a check in the “Remember this decision” option box, and click Grant when they receive Java Security windows, as displayed in Figure 7-6. This prevents the windows from appearing in the future.

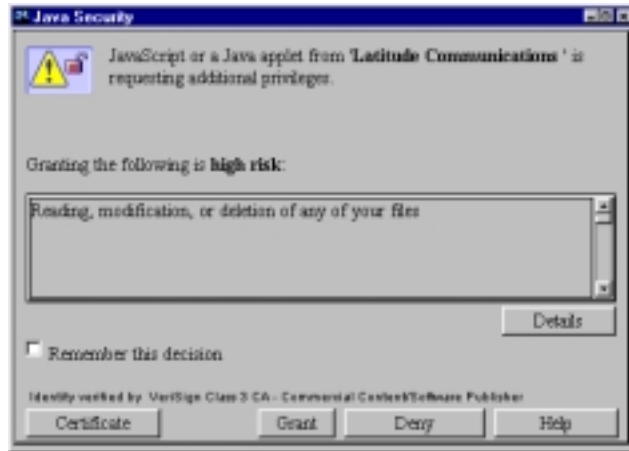


Figure 11-5 Netscape Navigator Java Security Window

If you choose not to accept the MeetingPlace Web certificate, you will not experience full MeetingPlace Web functionality in the web conference.

If a user declines to accept the MeetingPlace Web certificate and later wants to accept the certificate:

First, users should exit their browser and try to re-join the web conference. If the option to accept the MeetingPlace Web certificate does not appear:

- Internet Explorer 4.x users: Go to View | Internet Options | Content | Certificates | Publishers and remove the “Latitude Communications” certificate.
- Internet Explorer 5.x users: Go to Tools | Internet Options | Content | Certificates | Publishers and remove the “Latitude Communications” certificate.
- Netscape Navigator users: Go to Communicator | Tools | Security Info | Java/JavaScript. Remove the “Latitude Communications” certificate.

- Both Netscape Navigator and Internet Explorer users will then need to exit out of their browser and rejoin the web conference.

Questions Regarding Security

Q: How do I restrict access over anonymous connections?

A: MeetingPlace has enterprise security built in, so no additional steps are required.

Q: Will any of the following Microsoft hotfixes have any adverse effects on the MeetingPlace web site?

[MS02-009](#) Incorrect VBScript Handling in IE can Allow Web Pages to Read Local Files

[MS02-014](#) Unchecked Buffer in Windows Shell Could Lead to Code Execution

[MS02-015](#) 28 March 2002 Cumulative Patch for Internet Explorer

[MS02-016](#) Opening Group Policy Files for Exclusive Read Blocks Policy Application (Q318593)

[MS02-017](#) Unchecked buffer in the Multiple UNC Provider Could Enable Code Execution (Q311967)

[MS01-022](#) WebDAV Service Provider Can Allow Scripts to Levy Requests as User

[MS02-018](#) Cumulative Patch for Internet Information Service (Q319733)

[MS02-007](#) SQL Server Remote Data Source Function Contain Unchecked Buffers

A: They should not have any effect on the MeetingPlace Web pages. However, not all Microsoft hotfixes and patches are tested for compatibility.

Q: Can I safely delete the default SMTP virtual server in IIS? Is this needed for the MeetingPlace Web pages to function properly?

A: Deleting the default SMTP virtual server in IIS won't have any effect on the MeetingPlace Web pages.

Q: Can I safely delete the Administration Web Site? Is this needed for the MeetingPlace Web Site to function properly?

A: Deleting the Administration Web Site won't have any effect on the MeetingPlace Web pages.

Q: Will deleting subfolders underneath wwwroot such as images, _private, _vti_cnf, _vti_log, _vti_pvt, _vti_script and _vti_txt folders have any effect on the MeetingPlace web site?

A: These subfolder all come from FrontPage. You may experience difficulty with FrontPage when publishing to that server if you delete these subfolders.

Q: Parent Paths are enabled in the Default web site, the mpweb virtual directory and the cgi-bin virtual directory. Can Parent Paths be disabled for these two sites and not have any effect on the MeetingPlace Web pages?

A: Enabling Parent Paths allows anonymous users to use '..' to move from the current directory to the parent. Administrators should disable this function to prevent such users from traversing the directory tree.

Avoiding the “File Download” Window When Joining Web Conferences

When joining a web conference using NetMeeting, users may receive a window prompting them to either save a file to disk or

open it from the current location. This file, known as a “speed dial” file (.cnf), is responsible for connecting users to the web conference.

It is recommended that you configure your Web browser to automatically open speed dial files so you are not prompted with the window displayed in Figure 11-6.

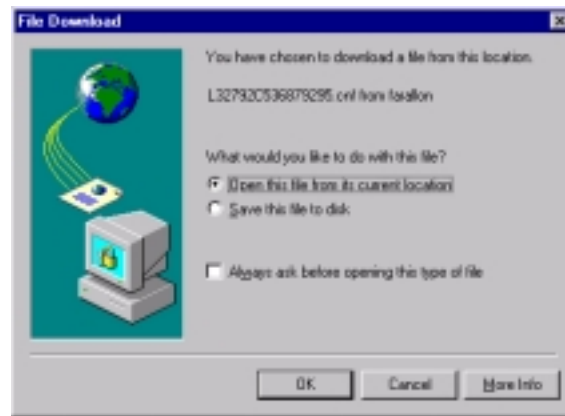


Figure 11-6 Open With Window

To ensure this window does not appear in the future:

1. Uncheck the box titled “Always ask before opening this type of file.”
2. Select the “Open this file from the current location” box, and then click OK. NetMeeting then opens and connects you to the web conference.

If you select to save the file to disk, you will need to double-click on the file once it has been downloaded on your system to join the web conference.

You can also configure your Web browser in advance of joining a web conference so the File Download window never appears. Refer to the appropriate section below for your Web browser type.

Netscape Navigator:

1. From Netscape Navigator, select Edit | Preferences. The Preferences window is displayed.
2. Select Applications from the left-side directory.
3. Select the listing for the CNF extension type, and click Edit. The Edit Type window appears.

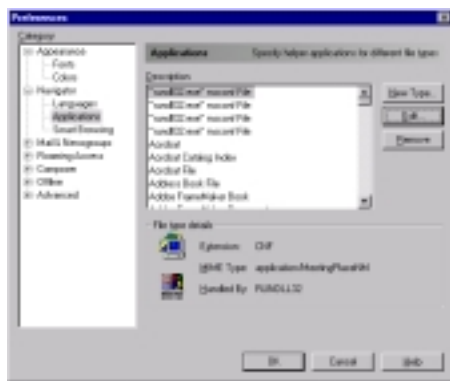


Figure 11-7 Preferences Window

4. Uncheck the box titled “Ask me before opening downloaded files of this type.” Click OK.

Internet Explorer:

1. From your Windows desktop, double-click on My Computer.
2. From the My Computer window, select View | Folder Options.
3. Select the File Types tab.
4. Scroll down and select the Speed Dial listing.
5. Click Edit. The Edit File Type window appears.

6. Uncheck the box titled “Confirm open after download” and click OK.

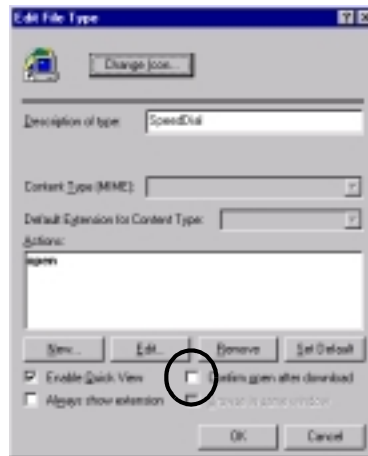


Figure 11-8 Edit File Type Window

Directory Server Connection Message

If a user receives the following dialog box when they join a NetMeeting web conference, you need to reconfigure NetMeeting to not log on to a directory server upon start up.

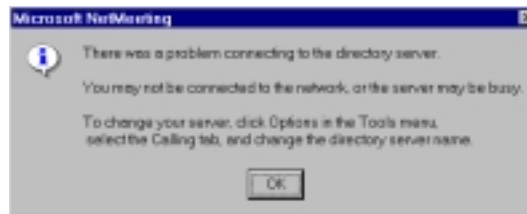


Figure 11-9 Directory Server Message

This message does not affect a user’s ability to join a web conference.

To prevent this message from appearing:

1. From the Tools menu in NetMeeting 3.0, select Options. The

Options window appears.

2. Under Directory Settings, make sure the following boxes are *not* selected:
 - Log on to the directory server when NetMeeting starts
 - Refresh directory listing when NetMeeting starts

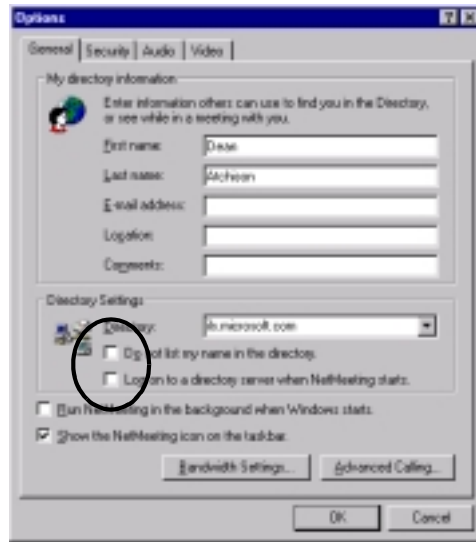


Figure 11-10 NetMeeting 3.0 Directory Options

Window Obstructing the View of a Shared Document

Once a user has clicked the Join Web Conference button, a thatched window may block the view of a shared document for the following reasons:

1. The host has another application on top of the application that they are sharing. The host needs to bring the shared application to the front of their screen.

2. The WebShare window is on top of the shared application.

Note: Using the MeetingPlace icon in the system tray to share applications will prevent this problem.

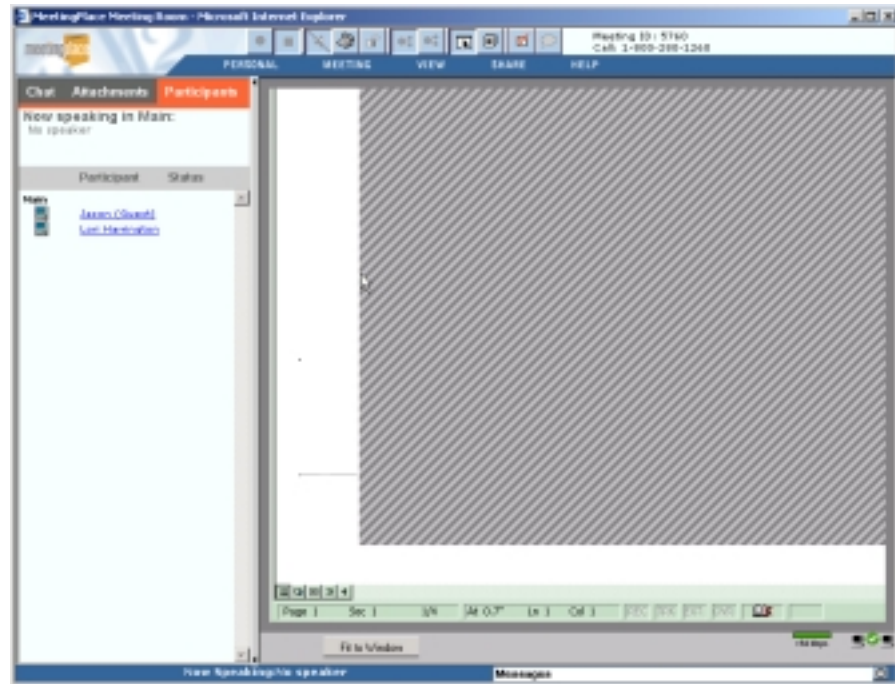


Figure 11-11 Window Obstructing the View of a Shared Document

Data Transmission During a Web Conference

The resource manager of Data Conference Meeting Server (DCMS) holds a pool of buffers for each conference. For different bandwidth channels (high, medium and low), does DCMS maintain separate buffers or just one buffer for all the three bandwidth channels? For optimized performance, are separate buffers the correct solution?

Yes, there is a separate buffer pool for each bandwidth channel. This is so flow control can be handled completely separately for each channel. Clients from one channel cannot affect clients in another.

Do clients belonging to different bandwidth channels receive the same packets? Or in order to make the slow clients catch up quickly, does DCMS send fewer packets to the slow clients? If DCMS send fewer packets to the slow clients, what is the ratio for high, medium, and slow channels?

DCMS sends fewer packets to clients in the lower bandwidth pool. For example, if you were to share a clock, a high bandwidth client may see a change in the second hand every one to two seconds, whereas a low bandwidth client may only see the second hand change every five seconds. Another example would be if you share a PowerPoint slide presentation that includes animation. Participants in the web conference will only see the final slide, but not the animation.

The maximum rate at which DCMS will send data on each bandwidth channel is (in bytes per second):

- Low channel bandwidth = 2000 (i.e., 16kbps)
- Medium channel bandwidth = 5000 (i.e., 40kbps)
- High channel bandwidth = 200000 (i.e., 3200kbps — effectively unlimited for a LAN connection)

This does not, however constitute a constant ratio, as usually the send-rate will not max out these bandwidths.

What are the TCP ports that need to be opened in order to host a web conference?

If a socket connection needs to be established, TCP port 1627 should be opened for WebShare and TCP port 1503 should be opened for a T.120 application such as NetMeeting.

What are the TCP ports that need to be opened in order to participate in a web conference?

The same ports as those used for hosting a web conference.

What is the minimum connection speed?

Theoretically, there is no minimum connection speed. However, if you are on a slow connection (low channel bandwidth), latency will be affected.

I am hosting an application with 24-bit graphics. Will this work?

The T.120 protocol only uses a 256-color palette (8-bit graphics). So both WebShare and a T.120 application such as NetMeeting only support 8-bit graphics. If you host an application which has 24-bit graphics, the images can still be shared and viewed by others. However, they will be transferred to an 8-bit mode.

Tip: If you want to ensure that participants will see what you are seeing color-wise, make sure that you have selected 256 colors for your color palette.

Does having audio files in the PowerPoint slide presentation cause the time to download a slide to be longer? I imagine the sound file will only play on the web conference host's PC so there should be no bandwidth impact. Correct?

This should not cause the slow-down since web conferencing just grabs the images (composed of pixels) and broadcasts them to the participants. The included audio files cannot be broadcasted by the web conference protocol. The sound file will only play on the host's PC. If the audio file is on the host's local machine (and not from a web link), there is no bandwidth impact.

Problems Using Microsoft Internet Explorer

Q: When scheduling or rescheduling a meeting with over 40 people, why does the information in the Attend By field become unreadable?

A: This can happen in some other fields as well. This is an Internet Explorer Windows 95 problem where Windows 95 runs out of GDI resources. Contact Microsoft Technical Support if this is a problem.

Q: What if the following error message is displayed when using MeetingPlace Web?



Figure 11-12 Microsoft Internet Explorer Error

A: You most likely clicked on a link and unknowingly dragged it and dropped it to another location.

The scripts on MeetingPlace Web do not support the drag and drop capability present on most browsers.

Q: Why do I receive the following message when I click on the Join Web Conference button?

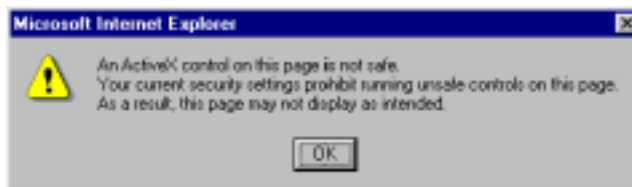


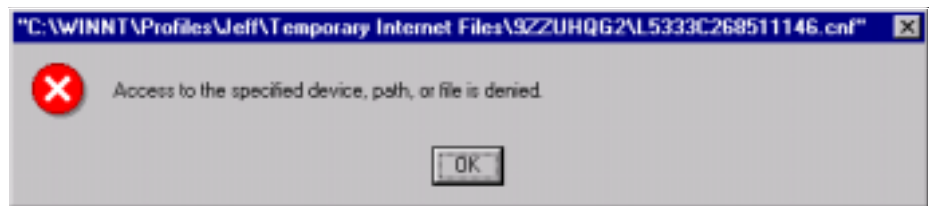
Figure 11-13 ActiveX Control Message in Internet Explorer

A: This happens when ScriptActiveX controls marked safe for scripting have been disabled. To change this, go to Internet Options | Security | Custom Level. Set ScriptActiveX controls marked safe for scripting to Enable or Prompt.

Q: After I click on the Join Web Conference button, I receive a pop-up message that java applets are being downloaded. How can I resolve this problem?

A: Close your browser. Go to your C:\Temp directory. Delete the MeetingPlace folder and rejoin the web conference.

Q: Why do I receive the following error when trying to join a web conference?

*Figure 11-14 Speed Dial Error in Internet Explorer*

A: This will happen if Internet Explorer and Netscape Navigator are both installed and the speed dial plugin has been removed from your Netscape browser. Removing this plugin deletes the speed dial setting from your system's registry, which prevents Internet Explorer from accessing the web conference server.

The simplest way to fix this problem is to re-install NetMeeting. Doing so puts the correct settings back into the registry.

Problems Using Internet Explorer with the Sun JRE Java Plug-in

Microsoft Internet Explorers running Sun's Java Runtime Environment may be unable to participate in web conferences.

The reason is that Sun's Java Runtime Environment and Microsoft Java Virtual Machine (JVM) are not compatible. The Sun JRE is incorrectly configured to be used with Internet Explorer.

Internet Explorer users must download the JVM from http://www.microsoft.com/java/vm/dl_vm40.htm.

Note: Netscape Navigator JDK version 1.3 does not support SSL. You will need to upgrade to Java Plug-in version 1.4 to participate in a MeetingPlace meeting using <https://>.

To check which Java Plug-in you have installed:

1. Go to Start | Settings | Control Panel. All installed Java Plug-ins will display.
2. Double-click the Java Plug-in icon in the Control Panel.
3. The Java Plug-in Control Panel opens. Click the Browser tab.

If there is a check in the Microsoft Internet Explorer box, this will force Internet Explorer to use the Sun JRE Java Plug-in instead of the Microsoft JVM Java Plug-in.

From Internet Explorer:

1. Go to Tools | Internet Options.
2. Click the Advanced tab. If the Sun JRE is being used, there will be a check under the Java (Sun) section in the Use Java 2 v1.4.0 for <applet> box.

To resolve this issue:

1. Open Internet Explorer and go to Tools | Internet Options. Click the Advanced tab.
2. Scroll down to the Java (Sun) section. Uncheck the "Use Java 2 v1.4.0 for <applet>" box.

3. Close and reopen Internet Explorer. You should now be able to participate in web conferences.

To remove the “Java (Sun)” section in the Advanced tab completely, go to the Control Panel and open the Java Plug-in Control Panel. Uncheck the option of using the Sun JRE with Microsoft Internet Explorer.

Problems Using Netscape Navigator

Q: Why do I receive the following window after clicking the Join Web Conference button?

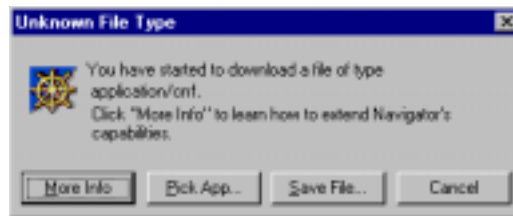


Figure 11-15 Unknown File Type Window

A: This window appears when a Microsoft IIS Web server has not been configured with the MIME type for *.cnf* files. The Web server uses *.cnf* files to direct Web browsers to the web conference. After configuring your IIS Web server with the MIME type for *.cnf* files, Netscape Navigator users will no longer receive this window.

To configure IIS with the proper MIME type for *.cnf* files:

1. Open Internet Service Manager (Start | Programs | Windows 4.0 Option Pack | Microsoft Internet Information Server | Internet Service Manager).
2. Right-click on the NMSpeedDial folder (located under the /mpweb directory), and select Properties.
3. Select the HTTP Headers tab and click the File Types button.

4. Click the New Type button.
5. In the File Type window, enter the following information.
When finished, click OK.

To host a web conference using NetMeeting, Netscape Navigator users will need to configure the NetMeeting MIME type for a Netscape browser. Refer to Appendix B for details.

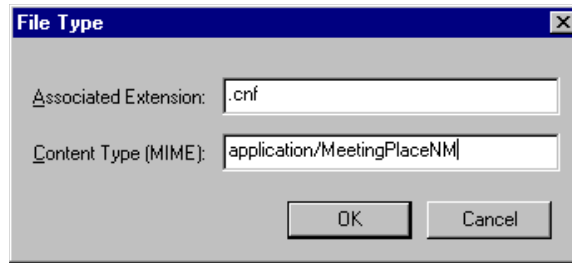


Figure 11-16 Setting the MIME type for .cnf Files

Q: After I click on the Join Web Conference button, I receive a pop-up message that java applets are being downloaded. How do I resolve this problem?

A: Close your Web browser. Go to your C:\Temp directory. Delete the MeetingPlace folder and rejoin the web conference.

Web browser does not support Java

The user's Web browser must have a supported version of Java and Java must be enabled. Microsoft refers to Java as Java Virtual Machine (JVM), while Netscape refers to Java as Java Runtime Environment or JDK. The following Java-enabled Web browsers are supported:

- Internet Explorer with JVM. Refer to the following table for the specific JVM version requirements.

Table 11-2 JVM Version Requirements

Internet Explorer Version	JVM Version
Internet Explorer version 6.0	3802
Internet Explorer version 5.5	3309
Internet Explorer version 5.01	3309
Internet Explorer version 5.0	3167
Internet Explorer version 4.0	2436

- Netscape Navigator with JDK version 1.1.

Note: The Java Plug-in version 1.3 does not support SSL. You will need to upgrade to Java Plug-in version 1.4 to participate in a MeetingPlace meeting using https:/.

Internet Explorer Users

To check the version of a system's Java Virtual Machine from Internet Explorer, use either the Java Console or type **jview** from a DOS prompt.

From a DOS prompt:

1. From the user's system, go to a DOS prompt, type **jview**, and then press Enter.
2. When the Java information is displayed, look for the version number in the first line of text.

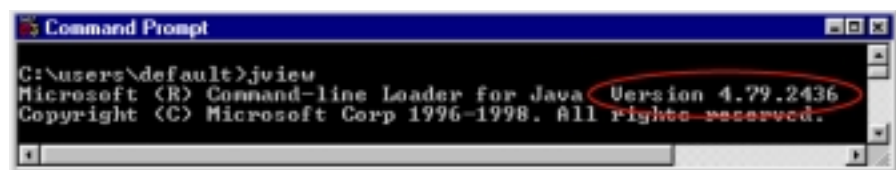


Figure 11-17 Java Virtual Machine Version Number

3. If your JVM version does not meet the requirements for your version of Internet Explorer listed in Table 11-2, you will need to upgrade the JVM or your version of Internet Explorer from the Microsoft web site at www.microsoft.com, and download the upgrade. Please note that you must reboot your machine after downloading a newer JVM.

From the Java Console:

1. Go to View | Java Console.

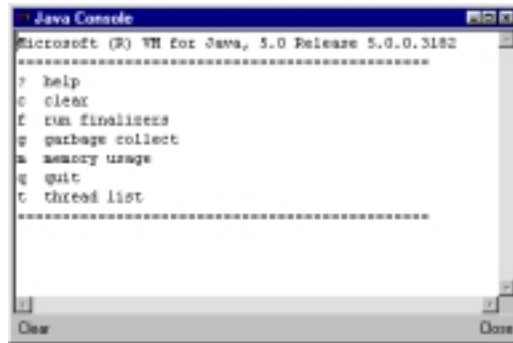


Figure 11-18 Java Console from Internet Explorer

2. When the Java Console opens, look for the version number of Java in the first line of text.
3. If the Java Console is not enabled, go to Tools | Internet Options | Advanced. Under the Microsoft VM settings, check the Java Console enabled box, and then restart your browser. The Java Console selection will now appear under the View menu.

Netscape Navigator Users

To check a system's JDK version:

1. From Netscape Navigator: Go to Tasks | Tools | Java Console. The Java Console displays.

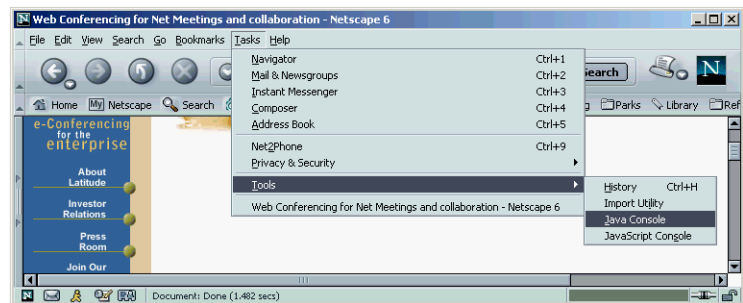


Figure 11-19 Java Console from Netscape Navigator

2. If the version of JDK is not supported, you may need to upgrade your Web browser.

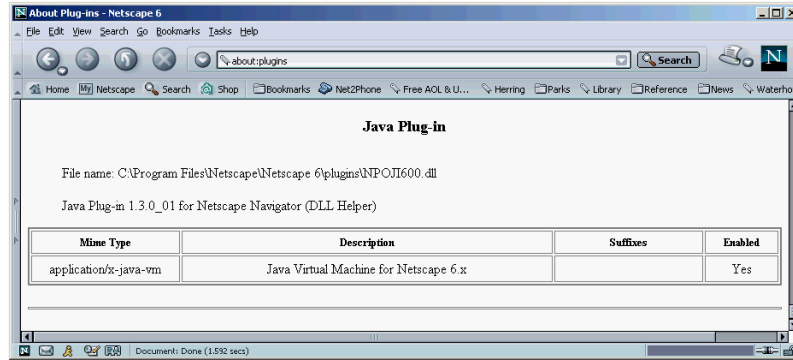
To check a system's Java Plug-in:

1. From Netscape Navigator: Select the Tasks menu | Tools. If the Java Console is grayed out, then the user does not have the necessary Java code to run MeetingPlace Web.



OR:

1. Open Help | About Plug-ins
2. Scroll through the list. If you do not see a list of “Java Plug-in” entries, then the user does not have the necessary Java code to run MeetingPlace Web.



Problems opening WebShare with Netscape Navigator Version 6.2

If you installed Netscape Navigator version 6.2 using the “Recommended” option, then you do not have the necessary Java code to join a web conference.

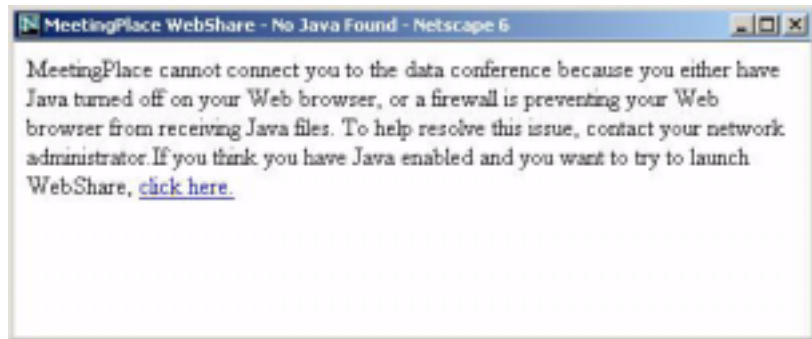
When you try to open a page that requires Java, such as WebShare, you will be prompted to download Java.



If you click Cancel, no Java Plug-in will be loaded.

Once you have cancelled out of a prompt asking you to download Java for your browser, you will not be prompted again the next time you try to open a page that requires Java.

After you click the “Join Web Conference” button, you will see a new window open and attempt to load WebShare. If you get the following message, then most likely you have not installed Java Runtime Environment. JRE contains Java codes required to run MeetingPlace Web, including the Java Virtual Machine.



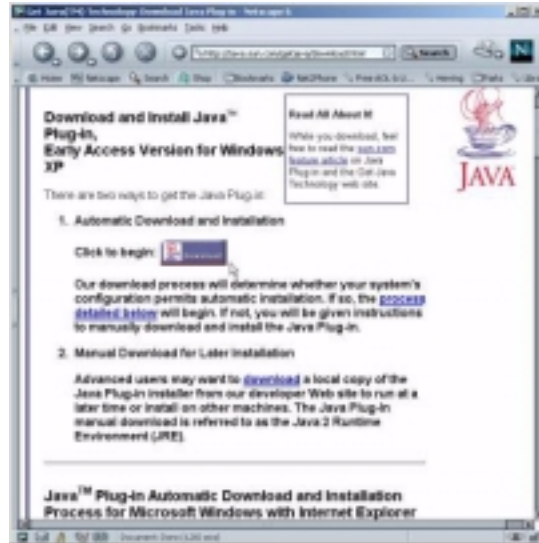
If you try to launch WebShare by clicking the “click here” link, you will see the following screen, with the message that “your browser is too old” at the bottom of the page.



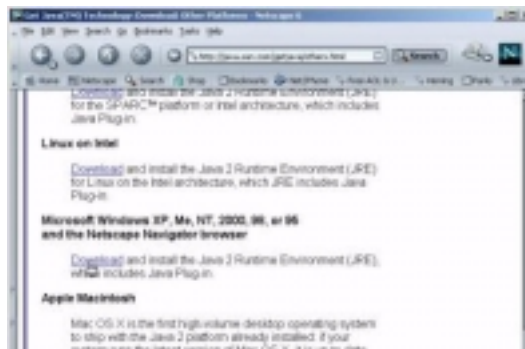
Downloading the Java Plug-in version 1.4 for Netscape Navigator

Once you have verified that the Sun JRE Java Plug-in is not installed, follow these steps to install the Java Plug-in:

1. Download the Java Plug-in from: <http://java.sun.com/getjava/download.html>
2. Click the Download button.



3. Scroll down to the appropriate section for your OS, and click the download link.



4. Click Continue to download. Follow the directions to complete the installation.



5. You must reboot your computer after downloading the Java Plug-in.

Note: If a user has both Internet Explorer and Netscape Navigator installed on the same system, Internet Explorer will use the Sun JRE Java Plug-in instead of the Microsoft JVM Java Plug-in. As a result, users will be unable to participate in web conferences using Internet Explorer. To resolve this issue, refer to page 273.

Meeting Room Initializing Bar Doesn't Complete if Disk is Full

If your hard disk is full, the “Please wait while MeetingPlace initializes” status bar will not finish loading, and you will not receive any messages stating that your disk is full. Your Web browser will continue to try to load the applets. Ensure that you have sufficient disk space before joining a web conference.

Meeting Room clicking when data engine loading

Users will hear clicking while their Meeting Room is loading and when a slide show is refreshing. This sound may be turned off through a user's Control Panel.

Upgrading to SQL 2000

If you are using SQL Server 2000 Desktop Engine (previously called MSDE) with your MeetingPlace Web and see the following messages in your Windows Event Viewer Application log, you should upgrade to SQL 2000:

“This SQL Server has been optimized for 5 concurrent queries. This limit has been exceeded by 1 query and performance may be adversely affected.”

Testing Your Connection to the MeetingPlace Web Database

Configuring the Data Source Name (DSN) will test whether you are successfully connecting to a database. Perform the following steps to test your connection:

1. From the MeetingPlace Web system, go to the Control Panel and select ODBC Data Sources.
2. Select the System DSN tab and remove the MPWEB301 listing.
3. Click Add, and follow the prompts provided by the Wizard:
 - Select SQL Server Driver, and click Finish.
 - Enter *mpweb* as the name of the data source.
 - Enter the name of the SQL Server you want to connect to, and click Next.
 - Choose to authenticate with SQL Server Authentication, and then enter the login information. Click Next when finished.
 - Change the database to *mpweb*, and click Next.
 - Allow the SQL Server ODBC driver to choose the translation by checking Perform Translation for Character Data. Click Finish
 - Click OK.

Users Unable to Login Due to Large MeetingPlace Web Database File

When the MPWEB.ldf and MPWEB.mdf become too large, users will not be able to log in to MeetingPlace Web and will receive an error message.: “Error message: [1228] operation failed. Currently on Web server pitest1, SQLserver loadtest, MPserver Bigeugen.”

The Eventlog window will display the following error: “The log file for database MPWEB is full. Back up the transaction log for the database to free up some log space.”

To resolve this issue:

1. From the SQL Enterprise Manager, select the database properties page.
2. Select Options | Auto Shrink.
3. To enable this option, set the database recovery model to Simple or perform a backup of the log.

Note: If you are using SQL Server 2000 Desktop Engine (previously called MSDE), this option is selected by default.

A End User Requirements

The topics covered in this chapter include:

- Viewing and collaborating requirements
- Hosting requirements using WebShare
- Hosting requirements using a T.120-compliant application
- Browser Test settings requirements

Table A-1 Viewing and Collaborating Requirements

Viewing and Collaborating Requirements	
1. Windows Users	• 75 MHz Pentium processor • 32 Mbytes of RAM • One of the following Java-enabled Web browsers running on Windows 95 (SR2)*, Windows 98, Windows ME, Windows NT 4.0 (with SP 6a or above), Windows 2000 Server, Professional, or Advanced Server, or Windows XP: – Microsoft Internet Explorer versions 4.0 (with Service Pack 2) and later with Microsoft Java Virtual Machine (JVM). Refer to Table A-4 for specific JVM version requirements. Security level must be set to Medium (or Low). – Netscape Navigator version 4.7 and later. The Meeting Room is not supported with Netscape Navigator. Netscape Navigator version 6.2 users will not be able to host web conferences.

Viewing and Collaborating Requirements	
	Note: Internet Explorer versions 4.x or 5.x are not supported in Windows XP since Windows XP ships with Internet Explorer version 6.0. Note: Internet Explorer versions 4.x is not supported in Windows 2000 or Windows ME since they ship with Internet Explorer version 5.5 or higher. Note: Internet Explorer 4.0 Service Pack 2 users will not have Meeting Room toolbar access. Note: Netscape Navigator versions 6.0 and 6.1 are not currently supported. * MeetingPlace Web 3.0 will be the last version to support Windows 95. • Separate internet and telephony access for attending voice and web conferences. Note: If an IP phone is installed, telephony access is not required.

Viewing and Collaborating Requirements	
2. Macintosh Users	• Macintosh Runtime Java (MRJ) version 2.2.2 and above (version 2.2.3 is recommended) • Built-in memory (Internet Explorer): 12 Mbytes or greater • Overall virtual memory: 200 Mbytes or greater • One of the following Web browsers running on Macintosh OS 8, OS 9, or OSX: – Microsoft Internet Explorer version 5.0 and later. – Netscape Navigator version 4.7 and later. Note: The Meeting Room and WebPoll features are not supported on Macintosh systems. • Separate internet and telephony access for attending voice and web conferences. Note: If an IP phone is installed, telephony access is not required.
3. UNIX Users	• The following Web browser running UNIX OS Sun Solaris 7 or 8: – Netscape Navigator version 4.7 or later. Note: The Meeting Room, WebPoll, and Slide Show features are not supported on UNIX systems. Note: The WebConnect feature is not supported on UNIX systems. • Separate internet and telephony access for attending voice and web conferences. Note: If an IP phone is installed, telephony access is not required.

Table A-2 Hosting Requirements Using WebShare

Hosting Requirements Using WebShare	
1. Windows Users	• System Requirements: – 200 MHz Pentium II processor – 64 MB RAM • (Optional, but strongly recommended) TCP port 1627 opened on your firewall for direct inbound access. Note: If this port is not open, MeetingPlace WebShare establishes a significantly slower connection over HTTP through port 80. • One of the following Java-enabled Web browsers running on Windows 95 (SR2), Windows 98, Windows ME, Windows NT 4.0 (with SP 6a or above), Windows 2000 Server, Professional, or Advanced Server, or Windows XP: – Microsoft Internet Explorer versions 4.0 (with Service Pack 2) and later with Microsoft Java Virtual Machine (JVM). Refer to Table A-4 for specific JVM version requirements. Security level must be set to Medium. – Netscape Navigator version 4.7 and later. The Meeting Room is not supported with Netscape Navigator. Netscape Navigator version 6.2 users will not be able to host web conferences. Note: Internet Explorer versions 4.x or 5.x are not supported in Windows XP since Windows XP ships with Internet Explorer version 6.0. Note: Internet Explorer versions 4.x is not supported in Windows 2000 or Windows ME since they ship with Internet Explorer version 5.5 or higher.

Hosting Requirements Using WebShare	
	Note: Internet Explorer 4.0 Service Pack 2 users will not have Meeting Room toolbar access. Note: Netscape Navigator versions 6.0 and 6.1 are not currently supported.
2. Macintosh Users	Hosting web conferences using WebShare is not available for Macintosh users, however users may host Slide Show presentations.
3. UNIX Users	Hosting using WebShare is not available for UNIX users.

Table A-3 Hosting Using a T.120-Compliant Application

Hosting Using a T.120-Compliant Application	
1. Windows Users	• NetMeeting (version 3.01) or other T.120-compliant application installed. Note: NetMeeting users running Windows NT 4.0 need to have sharing enabled. To enable sharing, open NetMeeting, select Enable Sharing from the Tools menu, and then restart your Windows server. • TCP port 1503 must be opened on any firewalls between the host and the MeetingPlace Web server. • Screen savers disabled. • Netscape Navigator users need to have the proper NetMeeting MIME type configured on their Web browser. See “Configuring the NetMeeting MIME Type for a Netscape Browser” on page 299.
2. Macintosh Users	Hosting using a T.120-compliant application is not available for Macintosh users.

Hosting Using a T.120-Compliant Application	
3. UNIX Users	• UNIX users running Sun Solaris 7 or 8: – SunForum 3.2 Note: The WebConnect feature is not supported on UNIX systems. • TCP port 1503 must be opened on any firewalls between the host and the MeetingPlace Web server. • Screen savers disabled.

Table A-4 JVM Version Requirements

Internet Explorer Version	JVM Version
Internet Explorer version 6.0	3802
Internet Explorer version 5.5	3309
Internet Explorer version 5.01	3309
Internet Explorer version 5.0	3167
Internet Explorer version 4.0	2436

Browser Test Settings

In order to run the Browser Test, the following settings must be enabled on a user's Web browser:

Table A-5 Browser Test Settings Requirements

Browser Test Settings Requirements	
1. Internet Explorer Users	Ensure the following settings are enabled: • Script ActiveX controls marked safe for scripting: Required for Java applet access. • Run ActiveX controls and plug-ins: Required to run Java applets. • Scripting of Java applets: Required for script access into the Java applets. • Java permissions: Set to High Safety. Disabling this setting will also disable Java and the JVM. As a result, applets cannot be scripted or run. • Active scripting: Required to access the Browser Test, WebShare and Slide Show. These settings can be accessed from Tools Internet Options Security tab. Select Internet or Local intranet and then the Custom Level button to check and modify your settings.

While the MeetingPlace Web pages do not use ActiveX to make calls into Java Applets from JavaScript, Internet Explorer treats Java Applets the same as ActiveX controls. In order to have access into Java Applets, both "Script ActiveX controls marked safe for scripting" and "Scripting of Java applets" need to be enabled. If one of these settings is disabled, scripting to Java Applets will fail.

2. Netscape Navigator users	Ensure the following settings are enabled: • JavaScript: Required to access the Browser Test, application sharing and Slide Show. • Java: Required to access WebShare. These settings can be accessed from Edit Preferences Advanced. • Automatically Load Images: Required to access application sharing and Slide Show. This setting can be accessed from Edit Preferences Privacy and Security Images. • Java Plug-in (Java 2 Runtime Environment = JRE) installed: To download, go to http://Java.sun.com/getJava/download.html
-----------------------------	---

Note: If you cannot adjust these settings, your company may have a security policy in place that prevents changes to these settings. Contact your information technology (IT) department for more information.

Downloading Attachments

Most Web browsers support mechanisms to enable users to view documents that cannot be read natively by a Web browser. Through *helper applications* and *plug-ins*, Web browsers can leverage other applications to read foreign document types. RealAudio files are one example of a file type that requires an external helper application such as RealPlayer or other similar application.

To identify a file type, the Web server reports to the Web browser the document's MIME (Multipurpose Internet Mail Exchange) type. For example, the MIME type for RealAudio files is "audio/x-pn-realaudio".

For a Web browser to properly launch a file, it must be properly configured for the MIME type.

Because setup programs for Windows applications typically set up the appropriate associations between applications and filename extensions, your users will very rarely encounter a case where they cannot just load files posted in popular formats.

Configuring MIME types in Netscape Navigator

Netscape Navigator displays the following screen when users try to download a file whose format is not recognized by the Web browser.

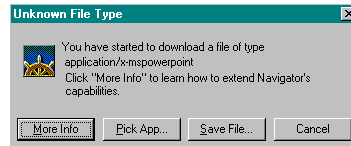
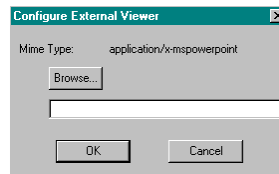


Figure A-1 Unknown File Type dialog box in Netscape Navigator

To configure the MIME type in Netscape Navigator:

1. From the Unknown File Type screen, click Pick App.
2. From the Configure External Viewer dialog box, click Browse to select the directory that stores the program you want to associate with this file type. This program will be used to open this file type in the future.



3. Click OK.

Associations in Internet Explorer

Even though Microsoft Internet Explorer also supports MIME types, the preferred mechanism for associating file types with applications is through filename extensions.

If Internet Explorer downloads a file where the filename

extension is not known, it displays the following dialog box.

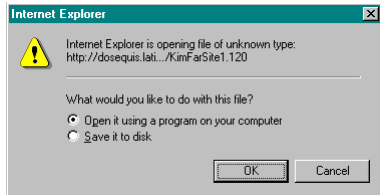
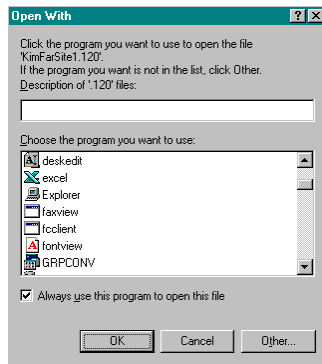


Figure A-2 Unknown file type dialog box in Internet Explorer

To configure file types in Microsoft Internet Explorer:

1. From the unknown file type dialog box, click OK.
2. From the Open With screen, select the application you want to associate with this file type.



3. Click OK.

B Using NetMeeting

The topics covered in this chapter include:

- Using NetMeeting 3.0
- NetMeeting 2.1 and 3.0 compatibility restrictions
- Configuring the NetMeeting MIME type for a Netscape browser
- Sharing an application
- Opening an application for collaboration

Using NetMeeting 3.0

In addition to allowing you to view and collaborate on documents, NetMeeting provides chat and whiteboard capabilities. You do not have to be the host of the web conference to initiate a chat or whiteboard session from NetMeeting.

Note: Initiating a chat or whiteboard session automatically launches a window on each NetMeeting user's screen. This chat or whiteboard window may obstruct the view of a document that is being shared.

To chat with other NetMeeting participants:

The Chat feature enables NetMeeting users to send public messages to all meeting participants and private messages to NetMeeting users only. To initiate a chat session:

1. Click the NetMeeting icon located in the status area of your task bar.

2. Click the Chat button. 

3. When the text screen appears, type the message you want to send, and press the Send Message button.

To whiteboard with other NetMeeting participants:

This feature enables NetMeeting users to draw and illustrate ideas using standard drawing tools. To whiteboard with the other NetMeeting users:

1. Click the NetMeeting icon located in the status area of your task bar.

2. Click the Whiteboard button. 

3. To start drawing, use the tools on the left side of the Whiteboard window.

To copy a window into the whiteboard:

1. From the Tools menu, select Select Window.
2. If the Whiteboard Select Window screen appears, click OK.
3. Click on the window you want to copy.
4. Click anywhere in the Whiteboard window. The window you copied appears on the whiteboard.

NetMeeting 2.1 and 3.0 Compatibility Restrictions

Due to compatibility limitations between NetMeeting 2.1 and NetMeeting 3.0, users may experience difficulties when collaborating in web conferences with participants who are using another version of NetMeeting.

The following are known issues that exist between NetMeeting 2.1 and NetMeeting 3.0:

- NetMeeting 2.1 users cannot take control of an application or document that is being shared by a NetMeeting 3.0 user.
- In some cases, NetMeeting 2.1 users will not be able to use the chat feature with NetMeeting 3.0 users.
- NetMeeting 2.1 users cannot close the Chat window on their screen if the Chat feature is being used with a NetMeeting 3.0 user.

For more information regarding NetMeeting 2.1 and NetMeeting 3.0 compatibility, refer to Microsoft's Web site at www.microsoft.com/netmeeting.

Configuring the NetMeeting MIME Type for a Netscape Browser

To use NetMeeting, Netscape Navigator users need to have their browsers configured with the NetMeeting MIME type. To help users configure their browsers, the MeetingPlace Web server provides a utility that users can download after joining a web conference. This utility automatically configures the NetMeeting MIME type for Netscape browsers.

To access this file, users simply join the web conference and click a link, displayed in Figure B-1, that appears at the bottom of MeetingPlace WebShare.

After downloading the utility, running it on their system, and restarting their browser, the user is able to host a web conference using NetMeeting. This link only appears if the MeetingPlace Web server detects that a user's Netscape browser needs the NetMeeting MIME type configured.

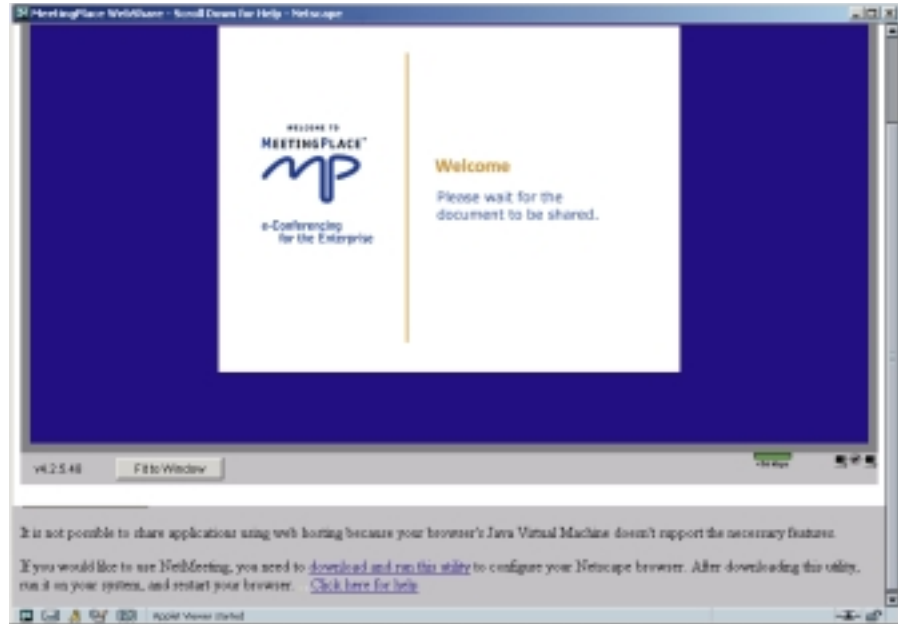


Figure B-1 Accessing the MIME Type Configuration Utility

Tip: To prevent your Netscape users from having to download and run the utility while they are trying to use NetMeeting, e-mail them the utility in advance of their meeting so they can install it before they join the web conference. This utility (*SetMimeType.exe*) is located in the C:\Latitude\mpweb\webconf directory on the data conference server.

Manually Configuring the NetMeeting MIME Type

If you do not want to use the MIME type configuration utility, you can manually configure the NetMeeting MIME type by following the instructions below:

1. Launch Netscape Navigator.
2. From the Edit menu, select Preferences.
3. In the Preferences screen, select Applications from the directory on the left (Figure B-2).

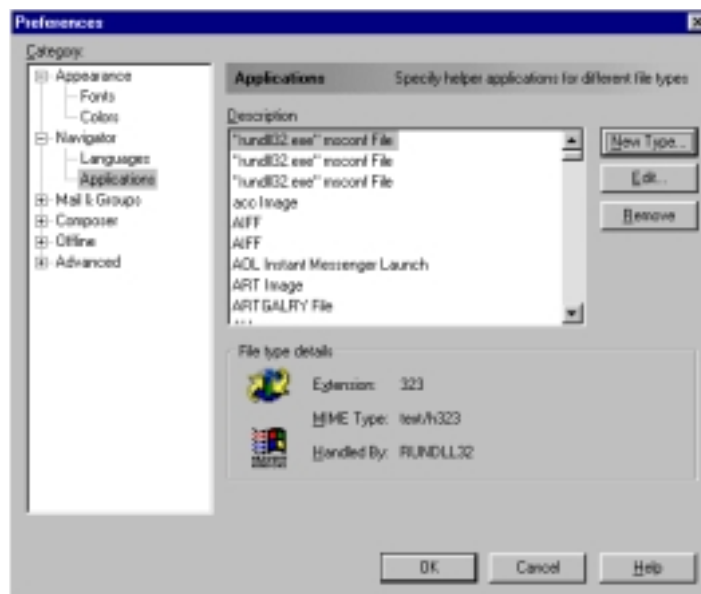


Figure B-2 Preferences Screen

4. Click the New Type button on the right.
5. In the New Type screen, enter the information in bold (refer to Figure B-3):

Description of type: **Speed Dial**

File extension: **CNF**

MIME Type: **application/MeetingPlaceNM**

Application to use:

rundll32.exe msconf.dll,OpenConfLink

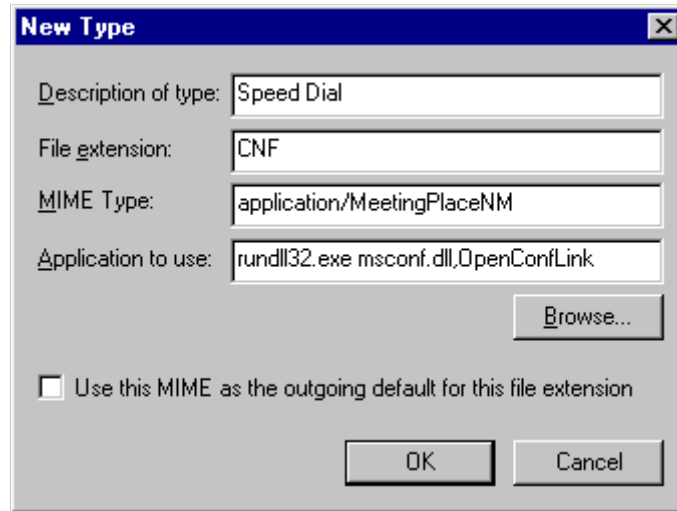


Figure B-3 New Type Screen Configured for Microsoft NetMeeting

6. Select OK to return to the Preferences window.
7. Select the listing for the CNF extension type, and click Edit. The Edit Type window appears.
8. Uncheck the box titled “Ask me before opening downloaded files of this type.” Click OK.
9. Close and restart your browser for the change to take effect.

To share an application using NetMeeting 3.0:

1. Open the application you want to share and join the web conference. For more information, see Chapter 7.
2. From the Meeting Room Share menu, select App using NetMeeting. NetMeeting will open.

Note: If you are using a Netscape browser and the bottom of the page contains information about downloading a utility, you need to download this file, run it on your system, and then re-open your Web browser if you want to use NetMeeting.

3. Click the Share Program button.



4. From the Sharing window, select the application you want to display, and click the Share button.



5. Maximize the shared application. The other meeting participants will now be able to view your application.
6. To stop sharing, click the Unshare button on the Sharing window.

To open an application for collaboration using NetMeeting 3.0:

1. Ensure the application you want to open for collaboration is being shared.
2. From the Sharing window, click the Allow Control button.
3. Inform the meeting participants that they can take control of the application by double-clicking on the shared document.
4. To disable collaboration, press the Esc key on your keyboard. You can also double-click on the shared application to regain control and then click the Prevent Control button in the Sharing window.

C Upgrading an Existing MeetingPlace Web

This appendix describes the upgrade procedures to preserve the database used by the previous version of MeetingPlace Web. The procedures for upgrading MeetingPlace Web depend on the number of MeetingPlace user licenses you have purchased.

Upgrading MeetingPlace Web (fewer than 480 user licenses)

If your MeetingPlace system has fewer than 480 user licenses, you can use the SQL Server 2000 Desktop Engine as your SQL Server. The installation program will automatically install SQL Server 2000 Desktop Engine if it does not detect the full Microsoft SQL Server on the Windows server.

Upgrading MeetingPlace Web (480 or more user licenses)

If your MeetingPlace system has 480 or more user licenses, install SQL Server 7.0 (with Service Pack 3) or SQL Server 2000 before upgrading to MeetingPlace Web. You may install SQL Server on the same system as MeetingPlace Web or on a remote server. You will be given a choice during the install to select a local or remote server.

Note: The Microsoft Upsizing Wizard utility converts the pre-4.1.3 MeetingPlace Web database (called mpweb301.mdb) from Access format to the SQL format database (called mpweb.mdf) which is used by 4.1.3 or later releases of the MeetingPlace Web gateway. Please contact your MeetingPlace Support Representative for instructions to upgrade from a pre-4.1.3 version of MeetingPlace Web.

Upgrading MeetingPlace Web

To upgrade MeetingPlace Web:

1. Close the MeetingPlace Gateway Configurations interface.
To close this interface, right-click on the MeetingPlace icon located in the status area of the task bar, and select Close.

If the MeetingPlace icon is not displayed in the task bar, you probably have an older version of MeetingPlace Web installed. The MeetingPlace Gateway Configurations interface does need to be shut down in this case.
2. Back up any MeetingPlace Web pages and images that have been customized. These pages are located in the /template, /html, and /images directories.
3. To upgrade from MeetingPlace Web (version 4.2.0 or later), run the Setup Program, and follow the installation process described in Chapter 5.

Note: GUIDS entries for site and system must match on internal/external and primary/secondary servers. Ensure that the GUIDS.reg file has been run on external/secondary Windows servers prior to upgrading your MeetingPlace Web. Refer to page 51 for instructions on running the GUIDS.reg file on external/secondary Windows servers.

Using the SQLInstall Utility to Create a New Database or Repair an Existing Database

The MeetingPlace Web installation automatically creates a blank mpweb.mdf database and configures MeetingPlace Web and Microsoft ODBC to use this database. No additional steps are typically required for most installations and upgrades.

In some situations, you may need to run the SQLInstall.exe utility manually if you want to create or delete a database on the SQL Server or if you need to repair an existing database.

To run the SQLInstall.exe Utility:

1. From Start | Settings | Control Panel | Services, stop the following services:
 - MeetingPlace Agent Service
 - MeetingPlace Conversion Agent
 - MeetingPlace Replication Service
2. From the MeetingPlace Web system, run the *SQLInstall.exe* program in the **X:\Latitude\mpweb\datasvc**, where **X:** is the drive where MeetingPlace Web is installed.

The MeetingPlace Web Database Configuration Tool displays.

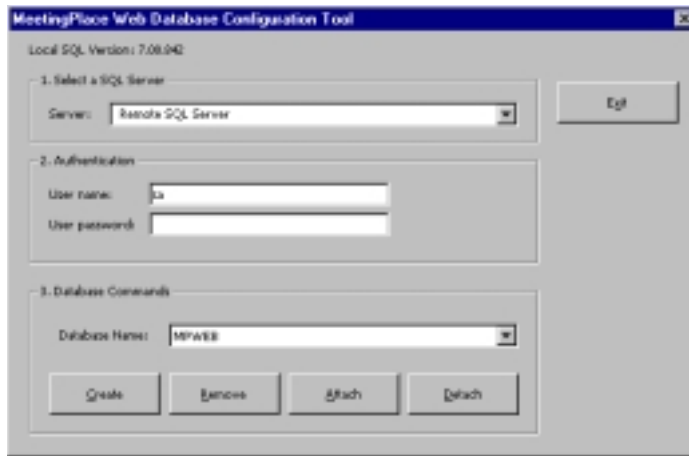


Figure C-1 MeetingPlace Web Database Configuration Tool

3. From the Select a SQL Server section, click the drop-down arrow to select your SQL Server.
4. In the Authentication section, enter the SQL Server user name and password that MeetingPlace Web will use to access its SQL database.

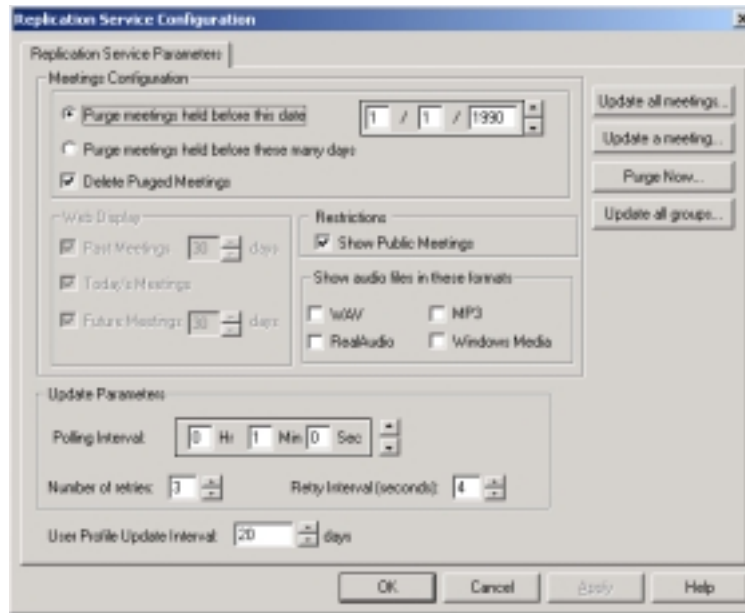
SQL Server has a built-in account with the user name of **sa** without a password. We recommend that you use this account for MeetingPlace Web database authentication. However, if your SQL Server administrator had specifically created an account for MeetingPlace Web, you should use that account here.

5. From the Database Commands section, click on the down arrow and select MPWeb from the drop down list.
6. Click the Create button.
7. Click Exit.

Updating Meetings

After using the SQLInstall utility, you need to update all meetings on MeetingPlace Web. To update meetings:

1. Open the MeetingPlace Web Administrator interface (Start | Programs | MeetingPlace Applications | MeetingPlace Web Administrator).
2. From the Configure menu, select Replication Services.
3. The Replication Services Configuration window displays.



4. Click the Update All Meetings button. The SQL Server Login window displays.



5. In the Server drop-down menu, select the server where the MeetingPlace Web database is installed.
6. Enter your User ID and password in the fields provided.
7. Click OK.

D

Configuring Audio Components

This appendix describes the following configuration procedures:

- Setting the compression of your RealAudio Encoder 3.0 files
- Configuring the RealAudio Server (.ra) File Location
- Configuring the Windows Media (.wma) File Location
- Adding the Windows Media Services
- MP3 Encoder Configuration
- Installing and Configuring the MeetingPlace Web Audio Service Component on a Separate Windows Server

Setting RealAudio Encoder 3.0 Compression

To set the compression of your RealAudio Encoder 3.0 files:

1. From Windows Explorer, locate the directory of MeetingPlace Web (usually in c:\latitude\mpweb).
2. Open the audiosvc folder, and locate the *encode_l.exe* file.
3. Double-click on the file to launch the RealAudio Encoder 3.0.

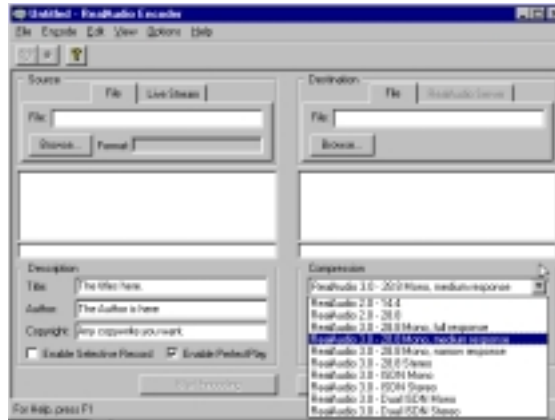


Figure F-1 RealAudio Encoder Window — Setting Compression

4. Select a compression type from the drop-down menu located in the lower right hand corner of the window.
5. To save your new compression value, select Save default settings from the Options menu.

Note: The RealAudio server and RealAudio encoder must be installed and configured prior to installing the RealAudio component of MeetingPlace Web.

RealAudio Server Administrator Configuration

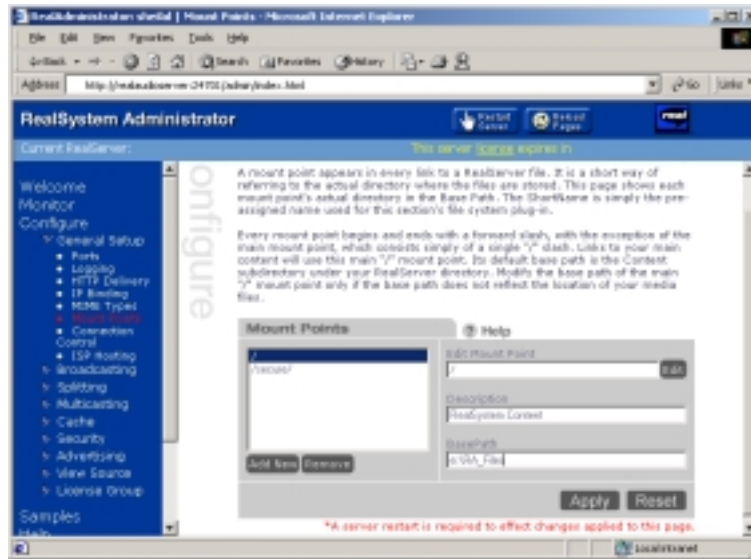
Prior to installing the Windows Media Service or MeetingPlace Web, you must decide where the audio files will be stored. This must be an existing directory and must match the mount point. If you decide to change the locations for the audio files after the conversion has taken place, converted files will not be accessible.

Configuring the RA File Location:

1. To open the RealServer Administrator, go to: Start | Programs | RealServer | RealServer Administrator.

Ensure that the listed server is your audio server host name.

2. Go to Configure | General Setup, and select Mount Points.
3. Make sure that the Base Path entry matches the RealAudio Server base path specified during installation. The base path is where you want your converted RA/RM files to be stored.



Note: If you choose to change the location of the RA/RM files, you will need to modify the listed path to the desired location.

4. Next, click the Apply button. A page will appear to confirm your changes.
5. A RealServer service restart is required for the change to take effect. To restart the RealServer service, click on the Restart Server button located at the top of the page.

Windows Media Administrator

Prior to installing the Windows Media Service or MeetingPlace Web, you must decide where the audio files will be stored. This

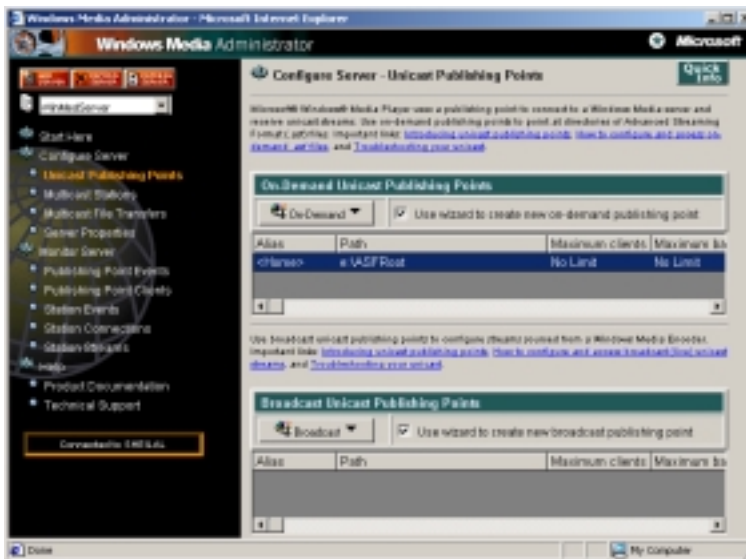
must be an existing directory and must match the mount point. If you decide to change the locations for the audio files after the conversion has taken place, converted files will not be accessible.

Configuring Windows Media (.wma) File Location:

1. To open the Windows Media Administrator, go to: Start | Programs | Admin Tools | Windows Media.

Check to make sure the server listed is your audio server host name.

2. Click Configure Server, and then select Unicast Publishing Points.
3. Make sure that the “Path” entry matches the Windows Media Server base path specified during installation.



If you choose to change the location of the .wma files, double-click on the C:\ASFROOT entry, and change the “Directory path:” field to the directory where you will store your converted audio files.

4. The Configure Server – Edit Unicast On-Demand Publishing Point page displays. Change the value of Directory Path to the desired location.

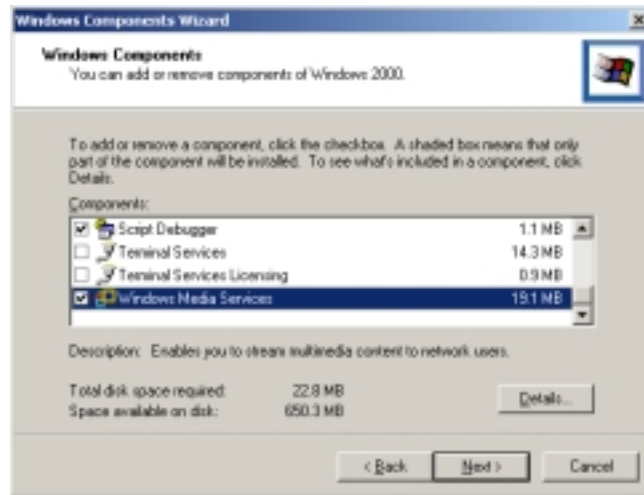
5. Next, click the Refresh Server button to apply your changes.

Adding Windows Media Services

Before installing the Windows Media Audio Service Component of the MeetingPlace Web installation, you must first add Windows Media Services. Add the Windows Media Services from the Windows Components Wizard (in Windows 2000) or from the Microsoft website: <http://www.microsoft.com>.

To Add Windows Media Services (in Windows 2000):

1. Go to Start | Settings | Control Panel. Click on Add/Remove Programs and Add/Remove Windows Components.
2. Select Windows Media Services and click Next.



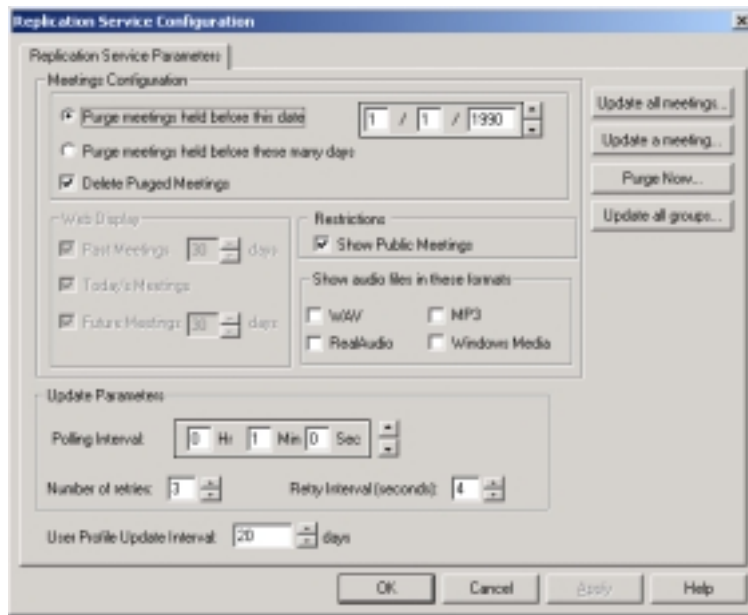
3. Click Finish when the Windows Components Wizard has finished installing the Windows Media Services.

MP3 Encoder Configuration

Before MeetingPlace Web can convert recordings to the MP3 format, you will need to configure your MP3 encoder (requires a XingMP3 Encoder available at www.xingtech.com).

To Configure a Xing MP3 Encoder:

1. From Start | Programs | MeetingPlace Applications, select MeetingPlace Web Administrator.
2. From the Configure menu, select Replication Services.
3. In the Show audio files in these formats section, check the MP3 option box and click Apply.



4. Next, run a repair to configure the MP3 conversion. Go to Start | Settings | Control panel | Add/Remove programs. Select MeetingPlace Web, and then choose the “repair” option.

Installing and Configuring the MeetingPlace Web Audio Service Component on a Separate Windows Server

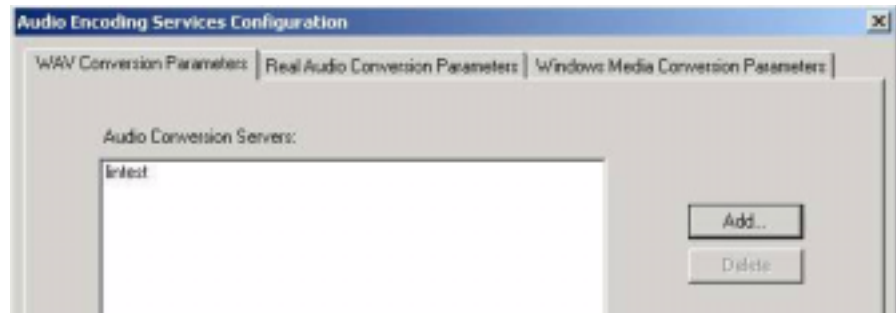
This section covers installing MeetingPlace Web on one Windows server (PC1), and installing the MeetingPlace Web Audio Service component on a separate Windows server (PC2). All audio conversion activity will be performed by the Windows server (PC2). These conversion activities include converting .mpv files into .wav files, and any subsequent conversion of that .wav file into Real Audio (.ra) format, Windows Media (.wma) format, and/or .mp3 format. In addition, third-party audio servers,

such as Windows Media Server or RealAudio Server will also reside on PC2.

The following uses Windows Media. For RealAudio conversions, substitute Windows Media with RealAudio in the following example.

Installing MeetingPlace Web on the First Windows Server (PC1):

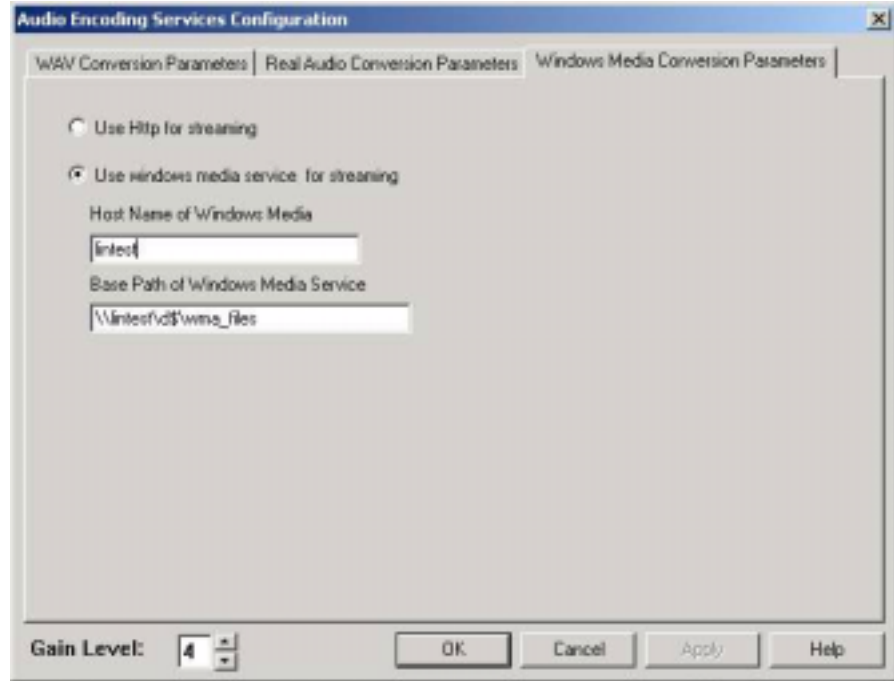
1. Log on to the Windows Server using an account with Local Administrator rights and log on as service rights. Our example uses the account Latitude_Domain\mpwebadmin.
2. Install MeetingPlace Web by choosing the “Basic Installation” option.
3. Once the installation has finished, configure the WAV Conversion and Windows Media Conversion Parameters:
4. From Start | Programs | MeetingPlace Applications, select MeetingPlace Web Administrator. Click Configure from the menu bar and select Audio Encoding Service.
5. Under the “WAV Conversion Parameters” tab, click Add.
6. Enter the host name or IP address of the audio conversion server (i.e., the Windows server without MeetingPlace Web).
7. Click Apply and OK.



8. Select the “Windows Media Conversion Parameters” tab.
9. Enter the host name of Windows Media in the field provided. This is the Windows server where you installed the “Windows Media Services” component as part of the Windows OS components. In this example, the Windows Media server is on the same Windows server as the Audio Service component of the MeetingPlace Web (i.e., PC2).
10. Enter the Base Path of the Windows Media Service in the field provided. This must be in UNC format.

The base path is where your converted Windows Media (.wma) files will be stored. In this example, a folder in d:\wma_files on PC2 was created where all converted Windows Media format (.wma) files will be stored. The host name of PC2 is lintest. Therefore, the base path in UNC format is \\lintest\d\$\wma_files.

11. Click Apply and OK.

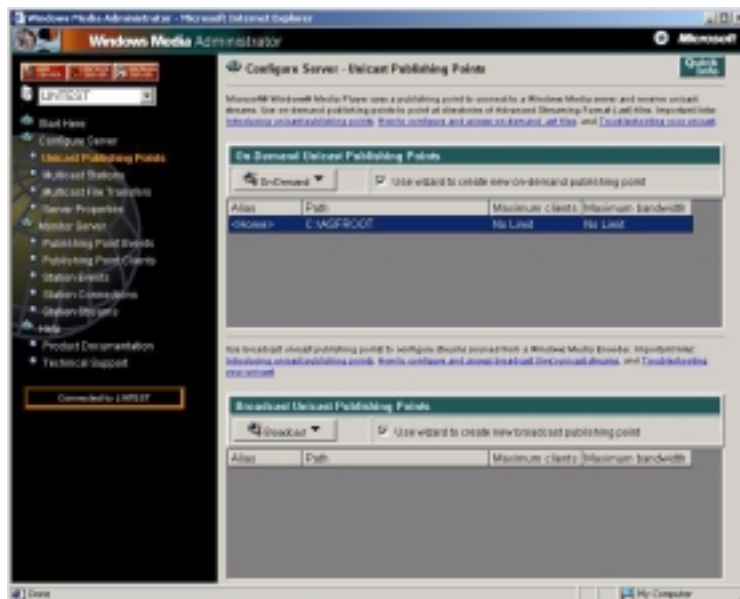


Installing the Windows Media Server and MeetingPlace Web Audio Service Component on the Second Windows Server (PC2):

1. Log on to the Windows Server using the same Windows account you used to log onto PC1. This example uses Latitude_Domain\mpwebadmin.
2. Create the directory where your Windows Media (.wma) files will be stored. In this example, we created a folder on the D drive, called d:\wma_files. You also need to create two subdirectories, so that you have a folder structure of d:\wma_files\mpweb\meetings.
3. Install the Windows Media Server (and/or Real Audio Server, if applicable). Windows Media Server is a component of Windows 2000 Server OS, while RealAudio Server can be purchased from RealNetworks.

To install the Windows Media Server:

4. From Start | Control Panel | Add/Remove Programs, click “Add/Remove Windows Components”, and scroll to the bottom of the list of available OS components.
5. Select the “Windows Media Services” and click Next.
6. When the installation is complete, open Start | Programs | Administrative Tools | Windows Media.
7. In the Windows Media Administration interface, click “Unicast Publishing Points”.



8. Double-click on the C:\ASFROOT, and change the “Directory path:” field to the directory where you will store your converted audio files. In this example, it is d:\wma_files.

Note: Use only the first folder i.e., d:\wma_files, and **NOT** d:\wma_files\mpweb or d:\wma_files\mpweb\meetings.



9. Click OK after making the path change, and then click the “Refresh Server” button in the upper left corner.

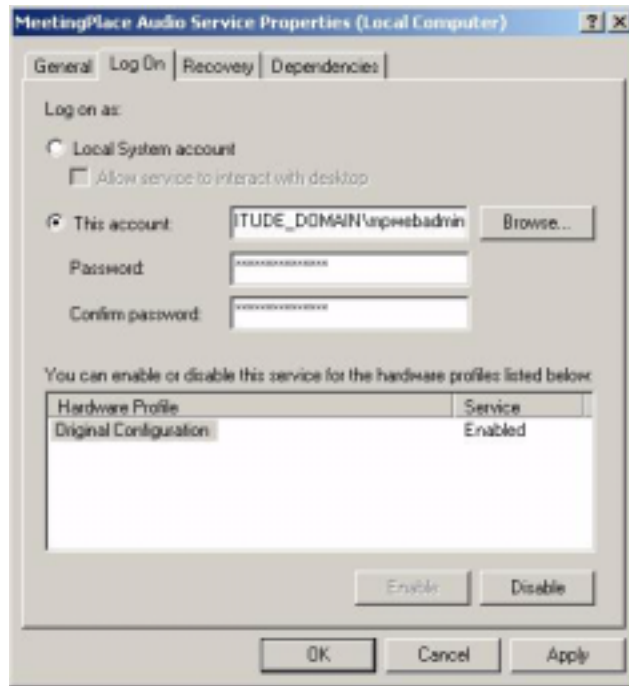
Installing the MeetingPlace Web Audio Service component:

1. Double-click the MeetingPlace Web installation program.
2. Select the “Full Installation” option during the installation.

Note: You should only need to install the Audio Service component. However, the “Audio Service Only” installation option is defective, so you will need to run the “Full Installation” option, then manually disable all MeetingPlace services except for the two services you need for the audio conversion.

3. After the installation is complete and before you reboot PC2, disable the following services:
 - MeetingPlace Agent Service
 - MeetingPlace Conferencing Gateway

- MeetingPlace Conferencing GCC
 - MeetingPlace Conferencing MCS
 - MeetingPlace Conversion Agent (only in MeetingPlace Web 4.2.7)
 - MeetingPlace Replication Service
4. Immediately after the installation, the MeetingPlace Audio Service will have a default of Log On As = LocalSystem. You must change the “Log On As” from “LocalSystem” to a Windows account with service administration rights. This example shows a Windows account of mpwebadmin on the Latitude_Domain.
 5. Open Windows Services Control Panel.
 6. Right-click on the MeetingPlace Audio Service and select Properties.
 7. Click on the Log On tab.
 8. Select “This account:”
 9. Click on the Browse button and select the Windows account used on page 320. This example uses the account of mpwebadmin on Latitude_Domain.



10. Verify that in the Windows Services Control Panel, you only have the Audio Service and Gateway SIM service enabled, and Audio Service Log on As using an account with service rights:

Name	Startup Type	Log On As
MeetingPlace Audio Service	Automatic	Latitude_Domain\mpwebadmin
MeetingPlace Gateway SIM	Automatic	LocalSystem

11. After you have changed the Audio Service parameter, restart the Audio Service.

Index

A

- about
 - MeetingPlace Web 3.0 19
 - MeetingPlace WebShare 20
- accessing recordings 31
 - over the phone 31
 - through your PC 31
- adding attachments to a meeting 130
- Agent access configuration 96
- Agent service 27
- Agent service configuration 91
- attending a web conference 16
- attending meetings 135
- audio components
 - configuration 311
- audio file formats 101
- audio service 26, 41
- audio service configuration 103

C

- chat 149
 - using 149
- configuring external web site 185
- configuring the MeetingPlace Web services 88
- connection speed icon 143
- connection status icon 143

D

- dcconfig.exe 79, 80
- directory server connection 263
- disk space estimate 86
- displaying public meetings 29, 100
- DNS configuration 190
- downloading attachments 30

- DSN configuration 283

E

- external site
 - WebConnect concepts 211
- external web site
 - creating virtual directories 188
 - setting up 185

F

- finding meetings 137
- firewalls
 - about 178
- flex fields 111
- functions
 - system manager 1

G

- gateway options
 - MeetingPlace Directory Services 9
 - MeetingPlace E-Mail 9
 - MeetingPlace for Notes 9
 - MeetingPlace for Outlook 9
- Gateway SIM configuration 88
- getting technical assistance 3

H

- hosting requirements 288
- HTML 27

I

- installation
 - overview 46
- installation options 47
- installation planning 34, 50, 218

installing multiple MeetingPlace Web 3.0 servers 75
 internal and external access 180
 inviting people to a meeting 128
 ISAPI 21, 23

J

Java Plug-in
 downloading 280
 JavaScript 21

L

Latitude
 getting technical support 3

M

managing MeetingPlace Web 3.0 85
 meeting
 recordings 10
 meeting process 10
 Meeting Room
 about 4, 139
 breakout session 171
 changing a participant's speaking ability 174
 ejecting a participant 173
 ending a meeting 175
 in-session features 16
 locking and unlocking 172
 menus 140
 muting or unmuting 172
 muting or unmuting another participant 172
 recording 174
 renaming a participant 173
 sidebar 140
 toolbar 140
 MeetingNotes
 automatic purging 86

MeetingPlace
 about 5
 gateway options 7
 MeetingTime 11
 network integration 5
 overview 5
 technical support 3
 welcome 1
 MeetingPlace alarm table 107
 MeetingPlace authentication filter 112
 MeetingPlace Browser Test 117
 MeetingPlace e-Tutorials 3
 MeetingPlace home page
 about 119
 inserting your logo 175
 MeetingPlace image
 WebConnect concepts 212
 MeetingPlace profiles 28
 MeetingPlace Reference Center 3
 MeetingPlace services
 WebConnect concepts 212
 MeetingPlace Voice (MPV) 27
 MeetingPlace Web
 administrative interface 22
 events window 107
 installation planning 34
 MeetingPlace Web 3.0
 about 19
 benefits 15
 configuring internal web site 185
 functions 25
 installing 54
 Japanese 197
 overview 13
 requirements 33, 197
 using 117
 MeetingPlace Web 3.0 activities
 monitoring 105
 MeetingPlace Web 3.0 administrative interface 88
 MeetingPlace Web 3.0 interface 8

- MeetingPlace Web 3.0 requirements
 - MeetingPlace requirements 34
- MeetingPlace Web conferencing applications 20
- MeetingPlace Web server
 - testing 81
- MeetingPlace WebChat
 - using 149
- MeetingPlace WebShare
 - using 141
- MeetingTime 11
- Microsoft NetMeeting
 - about 20
- Microsoft Upsizing Wizard 305
- MIME 299
- MIME types
 - configuring for Internet Explorer 294
 - configuring for Netscape Navigator 294
- MP3 Encoder
 - configuration 316
- MP3 player 44
- MPV format 86

N

- NetMeeting
 - chat 297
 - using 297
 - version compatibility 298
 - whiteboarding 298
- NetMeeting 3.0
 - opening an application for collaboration 304
 - sharing an application 302
- Netscape Navigator
 - configuring MIME types for 299
- network
 - MeetingPlace integration 5
 - requirements 38
 - security 19
 - system requirements 38
- network bandwidth considerations 86
- network impact 109

O

- other documents available 2
- overview
 - MeetingPlace 5
 - MeetingPlace Directory Services 9
 - MeetingPlace E-Mail 9
 - MeetingPlace for Notes 9
 - MeetingPlace for Outlook 9
 - MeetingPlace Web 3.0 7, 13
 - MeetingPlace WebShare 20

P

- PBX 7
- polling intervals 102
- post-installation steps 72
- preparing for installation 50
- profile access 28
- proxy server requirements 42
- proxy servers 254
- public telephone network 7
- purging meetings 103

R

- RealAudio 86
- RealAudio Encoder 3.0 61
 - setting compression 311
- RealAudio Server Administrator
 - configuration 312
- reliability 18
- replicating information
 - intervals 26
- replication service
 - configuration 98
- requirements
 - hosting 288
 - hosting using a T.120-compliant application 289

- viewing and collaborating 285
 - WebShare hosting 288
- resource planning 85
- rollover map
 - WebConnect concepts 212
- S**
- scheduling an immediate meeting 126
- scheduling meetings 123
- scheduling multiserver meetings 132
- searching for meetings 30
- secure socket layer (SSL) 19, 24
- security warning window 260
- SetMimeType.exe 300
- signing in
 - guest user 121
 - profile user 119
- site
 - WebConnect concepts 211
- Slide Show
 - about 4
 - uploading 164
 - using 164
- SQL Server 46
- SQL Server 2000 Desktop Engine 46
- SSL
 - configuring MeetingPlace Web 3.0 for 192
- SSL (secure socket layer) 96
- storage 85
- system
 - WebConnect concepts 211
- system manager
 - functions 1, 85
 - MeetingPlace documentation 2
 - MeetingTime 11
 - who should use this guide 1
- system requirements
 - network 38

T

- TCP ports 177
- technical support 3
- troubleshooting 237, 283
 - meeting access 237
 - MIME types 240
 - RealAudio streaming 244
- tunneling 24

U

- uninstalling MeetingPlace Web 84
- updating meetings 103, 308
- upgrading MeetingPlace Web 305
- using 149
 - MeetingPlace WebShare 141

V

- voice comments 10

W

- WAV 86
- web conference
 - attending 140
 - disabling collaboration 149
 - hosting 146
 - opening an application for collaboration 148
 - participating 141
 - sharing an application 146
- web conferences
 - about 139
- web conferencing applications
 - MeetingPlace WebShare 20
- web conferencing applications
 - NetMeeting 20
- web server authentication 94
- WebConnect
 - about 4
 - Administration page 221

To run the GUIDS.reg file on external/secondary Windows servers:

1. Install MeetingPlace Web on the internal or primary Windows server.
2. Copy the GUIDS.reg file from the internal/primary server (located in **X:\latitude\mpweb**, where **X:** is the drive on which MeetingPlace Web is installed).
3. Place the GUIDS.reg file in the external/secondary server's C:\temp directory.
4. Double-click the GUIDS.reg file on the external/secondary server.
5. When prompted to add the information from the GUIDS.reg file to the registry, click OK.
6. Install MeetingPlace Web on the external/secondary server.