



Release Note

MeetingPlace Web 4.0 (Release 4.3.0.100)

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10/20/2003	SL, AS, AK, SA	Release	B2	0485	MeetingPlace Web 4.0 (4.3.0.100) to Manufacturing
12/04/2003	SA	Release	B3	0495	<ul style="list-style-type: none"> • Page 5, added reference to TN00181 • Page 7, corrected size requirements for Web Recording • Revised for documentation cases: <ul style="list-style-type: none"> • 44934 – pg 7, Note added to Requirements table • 44935 – pg 8, added Section 4.3 for Multiserver Meeting requirements • 44937 – pg 21, added CR22224 • 44938 – pg 9, Section 6.1 added Step 3 for disabling PCA • 45146 – Section 6 incorporated Notes into subsections • 45147 – pg 9, added Step 8 in Section 6.1 for reference to FA00325 (Audio Service not upgraded) • 38476 – Section 6.5 added info for upgrading from 4.2.5 or below

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1 Overview

This document is intended to describe the MeetingPlace Web 4.0 maintenance release (release 4.3.0.100), which includes new features, capabilities and outstanding issues since release 4.3.0.63.

IMPORTANT: If you are upgrading to MeetingPlace Web 4.0 release 4.3.0.100, you must make sure that your SQL Server or Microsoft Server Desktop Engine (MSDE) is on Service Pack 3 or higher. If your SQL Server or MSDE is not yet on Service Pack 3, please upgrade it before attempting your MeetingPlace Web upgrade to 4.3.0.100.

2 Product History

Release	Date of Release	General Description
4.3.0.100	10/20/03	Internationalization (Japanese and French), updated system requirements, support for multi-processor servers, various performance and application share improvements
4.3.0.63	03/26/03	Feature rich release with whiteboard and improved presentation mode, annotation, 24-bit color support, synchronized voice/web recording and playback, and updated meeting room
4.2.7.92	05/17/02	Feature rich release with WebConnect, slide show mode, polling and an updated meeting room
4.2.5.53	09/14/01	New user interface
4.2.0.44	05/21/01	Introduction of web-based sharing
4.1.3.42	09/18/00	Implementation of MSDE/SQL Server vs. Microsoft Access database
4.0.0.10	04/23/99	First use of WebShare

3 New Features

This maintenance release of MeetingPlace Web 4.0 (4.3.0.100) includes the following new features and enhancements.

3.1 Internationalization

MeetingPlace Web 4.0 now supports both Japanese and French.

3.2 Updated System Requirements

MeetingPlace Web 4.0 (release 4.3.0.100) recommends increased system requirements. For more information, refer to Table 4-1.

3.3 Performance Improvements

3.3.1 Support for IIS Compression

This release officially supports the IIS compression feature. IIS compression uses the compression capability of web browsers supporting HTTP1.1 to compress the data sent to these clients from the server. This helps reduce the amount of network data traffic.

Note: Do NOT turn IIS compression on without consulting the setup instructions. There are multiple steps involved including manual scripts that must be executed. Not respecting these steps will break your MeetingPlace Web installation. For instructions on how to configure this option in IIS, please refer to Technical Note TN00180 – Enable IIS Compression for MPWeb 4.3.0.100 and above.

3.3.2 Meeting Room Load Speed

Various improvements meant to reduce the amount of data transfers and IIS requests have been developed to accelerate the loading of the meeting room. This combines with the IIS compression support described above to significantly improve performance especially on slow networks that are constraint by available bandwidth.

The following information gives comparison numbers for a typical end-user sequence:

- Home page
- Input meeting ID and press Enter
- Log on using profile account
- Meeting room loads

	MeetingPlace Web release 4.3.0.100 network traffic vs. release 4.3.0.63	Increase in the # of simultaneous users (retaining same overall amount of network data traffic)
First time user (no data in web browser cache)	-33%	+50%
Second time user and after (data already cached in web browser cache)	-44%	+78%

These numbers may vary for other types of end-user activities, such as finding meetings and scheduling meetings. Core features available within the meeting room (application sharing, presentation mode with slide loadings) are NOT affected by the network traffic reduction improvements.

3.4 Better Support for Multi-processor Servers

This release provides optimized support for quad-processor servers, such as a dual Xeon server using Intel's hyperthreading technology.

3.5 Number of Mpageant Threads Cap for MSDE-based Systems

For MeetingPlace Web systems operating against the MSDE database, the maximum number of worker threads that the MeetingPlace Agent Service can use is now increased to 100 (the default value is still unchanged at 30, the value can be adjusted in the registry). In the previous release, this number was set at 10 based on the fact that the MSDE engine introduces performance degradation when executing more than 8 concurrent SQL queries.

This release will therefore offer more scalability when operating with MSDE. However, system performance monitoring is still very important when operating with MSDE. Under heavy load, the MSDE database engine can easily become the bottleneck of the system and an upgrade to SQL Server (full version) may be considered. In addition, MSDE cannot support databases larger than 2GB. If your MeetingPlace Web database reaches this size, action is required (upgrade to full SQL Server or setting of a more aggressive value for the 'purge meetings' parameter). Please refer to Technical Note TN00181 – Understanding MSDE performance and scalability limitations.

3.6 Application Sharing Improvements

3.6.1 Connection Speed Queue

When joining a web conference, the speed of your connection to the server is measured. Based on this speed, your connection is assigned to one of three connection speed queues:

- Low speed: for a connection speed < 56Kbits/s

- Medium speed: for a connection speed between 56Kbits/s and 150Kbits/s
- High speed: for a connection speed above 150Kbits/s

If the result of the first speed test is below 150Kbits/s, a second test is run with more data packets. The best result of the two tests is kept.

The thresholds mentioned above (56Kbits/s, 150Kbits/s) have been raised from the thresholds indicated in MeetingPlace Web release 4.3.0.63 (20Kbits/s, 102Kbits/s).

3.6.2 Connection Speed Color Depth

In MeetingPlace Web 4.3.0.63, only the high speed queue operated in 24-bit color. MeetingPlace Web 4.3.0.100 improves the connection speed color depth. In this release, the medium speed and high speed queues now operate in 24-bit color. The low speed queue still operates in 8-bit color in order to minimize network traffic.

3.6.3 Connection Speed Traffic Throttling

Clients in the slow speed queue exchange data with the server at a maximum rate of 100Kbits/s. This is an improvement from 16Kbits/s in the previous release.

Clients in the medium speed queue exchange data with the server at a maximum rate of 300Kbits/s. This is an improvement from 40Kbits/s in the previous release.

Clients in the high speed queue exchange data with the server at a maximum rate of 1600Kbits/s. This remains unchanged from the previous release.

3.6.4 Connection Speed Dynamicity

This release introduces the concept of automatically adjustable connection speed:

- If a client connection to the server is too slow for this client to continue using its current connection speed queue, this client will be forced to reconnect in the lower speed queue. This happens transparently and no user interaction is necessary.
- If a client connection to the server is becoming fast enough to justify an upgrade to the higher speed queue, this upgrade will be performed. The 'upgrade' test is conducted at regular intervals (5 minutes) when no traffic is exchanged between the client and the server.

Note: When moving down to the slow speed queue from the medium speed queue, the rendering of the application(s) shared will automatically move from 24-bit color to 8-bit color

4 Requirements

4.1 Hardware Requirements

MeetingPlace Web 4.0 requires a Windows server dedicated to Latitude applications. Hardware configuration is based on the number of user licenses (ports) on your system. This information is upgraded from release 4.3.0.63.

Note: MeetingPlace Web is a CPU- and RAM-intensive application. The following are minimum recommended specifications for the Windows server(s) running MeetingPlace Web. Servers that don't meet these specifications may experience performance issues. For more information on system hardware requirements, please refer to "MeetingPlace Web System Requirements" in Chapter 4 of the *MeetingPlace Web 4.0 SMG*.

Table 4-1 Hardware Requirements

Requirement	Specifics
<ul style="list-style-type: none"> A Windows server dedicated to MeetingPlace applications based on the number of user licenses (ports) on your MeetingPlace audio server: <p><i>NOTE: These requirements, for larger and faster machines than previously recommended, are being provided to all new customers. Existing customers should know that this release of Web 4.3 will run at least as fast as, and probably faster than, the predecessor 4.3 Release on current machines. However, experience subsequent to initial GA of Web 4.3 suggests that customers will obtain better results by using the machine and memory sizes suggested here.</i></p>	24 - 48 user licenses <ul style="list-style-type: none"> 1.6+ GHz Pentium 4 single CPU, dual CPU capable 1 GB RAM 20 GB disk space
	49 - 120 user licenses <ul style="list-style-type: none"> 1.6+ GHz Pentium 4 dual CPU 1 GB RAM 30 GB disk space
	121 - 240 user licenses <ul style="list-style-type: none"> 2.0+ GHz Pentium 4 dual CPU 1 - 2 GB RAM 40 GB disk space
	241 - 480 user licenses (one per 200 concurrent web conferencing users) <ul style="list-style-type: none"> 2.0+ GHz Pentium 4 dual CPU 2 GB RAM 40 - 60 GB disk space
	481 - 1152 user licenses (one per 200 concurrent web conferencing users) <ul style="list-style-type: none"> 2.0+ GHz Pentium 4 dual CPU 2 GB RAM 60 - 80 GB disk space
<ul style="list-style-type: none"> RAID 5 disk configuration 	
<ul style="list-style-type: none"> 100 MHz Full Duplex, Switched Network Interface Card 	
<ul style="list-style-type: none"> TCP/IP connection to the MeetingPlace server 	
<ul style="list-style-type: none"> NT File System (NTFS) with >2.5GB free space available 	
<ul style="list-style-type: none"> Disk space requirements for one hour of Web Recording (synchronized DC + audio) 	For constant application sharing <ul style="list-style-type: none"> 700 MB
	For presentation (approx. 50 slides) <ul style="list-style-type: none"> 55 MB + total size of slide .jpg files
	For whiteboard full of annotations <ul style="list-style-type: none"> 55 MB

4.2 Software Requirements

Service Packs (SP) listed are required minimums. Those greater than the ones listed are assumed to work unless documented otherwise. For more information on system software requirements, please refer to "MeetingPlace Web System Requirements" in Chapter 4 of the *MeetingPlace Web 4.0 SMG*.

System requirements:

- Windows 2000 Server or Advanced Server edition with SP 2 or higher
- Microsoft IIS 5.0
- SQL Server 7 with SP 3, SQL Server 2000 with SP 3, or SQL Server 2000 Desktop Engine (MSDE) with SP 3 (included with MeetingPlace Web)

Note: This is the last version of MeetingPlace Web that will support SQL Server 7. A full version of SQL Server is always recommended for better performance.

4.3 Multiserver Meetings

In order for the Multiserver Meeting scheduling feature to work from the MeetingPlace Web gateway UI, all MeetingPlace Web gateway machines that are attached to each MeetingPlace Server (both the Primary Server and the Secondary Servers) must have the same MeetingPlace Web version.

5 Compatibility Matrix

5.1 MeetingPlace Gateways

MeetingPlace Web 4.0 is compatible with currently shipping gateways as indicated in Table 5-1. To read Table 5-1, locate the version of your MeetingPlace server then locate your version of MeetingPlace Web. Read down the column for your list of compatible gateways.

Table 5-1 MeetingPlace Gateways Compatibility Matrix

Product	Version		Version	
MeetingPlace Server	5.0, 5.0.2, 5.1		4.3	
MeetingPlace Web	4.3	4.2.7 with patch	4.3	4.2.7 with patch
MeetingPlace for Outlook	4.2.5, 4.2.7	4.2.5, 4.2.7	4.2.5, 4.2.7	4.2.5, 4.2.7
MeetingPlace for Notes	4.2.7	4.2.7	4.2.7	4.2.7
MeetingPlace E-Mail Gateway	4.2.1	4.2.1	4.2.0, 4.2.1	4.2.0, 4.2.1
MeetingPlace Directory Services	4.2.7	4.2.7	4.2.7	4.1.3, 4.2.7
MeetingPlace IP Gateway	4.2.7	4.2.7	4.2.7	4.1.3, 4.2.7
MeetingPlace for IP Phone	4.2.5	4.2.5	4.2.5	4.2.5

5.2 Third-Party Environment

MeetingPlace Web 4.0 is compatible with the following third-party environments as indicated in Table 5-2. Service Packs (SP) listed are required minimums. Those greater than the ones listed are assumed to work unless documented otherwise. For more information on system requirements, please refer to "MeetingPlace Web System Requirements" in Chapter 4 of the *MeetingPlace Web 4.0 SMG*.

Table 5-2 Supported Third-Party Environments

Product	Requirements
Windows Users	
End user operating system	Windows 98, ME, NT 4.0 with SP 6a, 2000 Professional, 2000 Server or Advanced Server edition with SP 2, XP
End user browser (Netscape Navigator does not enable access to the meeting room)	Internet Explorer 5.5, 5.5 SP 1 or SP 2 with JVM >=3309, 6.0 with Java VM >=3802 Netscape Navigator 4.79, 6.2, 7.0 with Java VM from Sun 1.4.1
T.120 application	Microsoft NetMeeting 3.01
Macintosh Users	
End user operating system	Macintosh OS 9, OS 9.1, OS X (classic mode only)
End user browser (no access to meeting room)	Internet Explorer 5.0.1a, 5.1 Netscape Navigator 4.79, 6.2.3, 7.0
UNIX Users	
End user operating system	Solaris 7 and 8

End user browser (no access to meeting room)	Netscape Navigator 4.78, 6.2.3
T.120 application (no access to meeting room)	SunForum 3.1, 3.2

6 Install and Upgrade Common Practices

NOTE: You must verify that your gateway machine meets all the hardware and software requirements. Please refer to “Requirements” in Section 4.

6.1 *New Install of MeetingPlace Web 4.3 (no existing MPWeb on the server)*

1. You should not install 4.3.0.63 as it has been superceded by the 4.3.0.100 maintenance release.
2. Verify that the gateway machine has MS JVM installed.
 - a) Open a DOS command window and enter ‘jview’ (no quotes).
 - b) If you receive an unrecognized command message, JVM is not installed. Refer to: Field Alert FA00314 – MPAgent complains of missing user tables in slave database and MPWeb services constantly restart.
 - c) If JVM is installed, proceed with the installation.
3. If the gateway machine has PC Anywhere installed, prior to the install or upgrade, be sure the “PC Anywhere Host Service” is not running. If it is, disable it and restart the machine.
4. Run the 4.3.0.100 installer. For installation instructions, please refer to “Installing MeetingPlace Web” in Chapter 5 of the *MeetingPlace Web 4.0 SMG*.
5. At the end of the installation, the program will prompt you to restart. Click Finish and the server will restart automatically. You must always restart the gateway machine in order to complete the installation. If it does not prompt you to restart, please restart manually.
6. Due to the time required for the database to be created and updated, it may take up to 5 minutes or more after the reboot before the system is stable enough to perform valid tests.
7. Perform full Web functionality testing.
8. If you are following these steps after performing an upgrade of MeetingPlace Web, confirm your Audio Service was upgraded to the new version. If it wasn’t, please refer to:
9. Field Alert FA00325 – After upgrading MeetingPlace Web to a newer version, gwstatus shows that Audio Service did not get upgraded to the new version

6.2 *Upgrade from 4.3.0.x*

1. If you are upgrading an existing MeetingPlace Web, you must determine whether it has been customized. If your MeetingPlace Web has been customized, do not proceed with the upgrade. Please refer to Section 7 “Web Customizations”.
2. If your existing MeetingPlace Web does not have customizations, install MeetingPlace Web 4.3 following the steps in Section 6.1 “New Install of MeetingPlace Web 4.3”.

6.3 *Upgrade from 4.2.7 (which was a brand new 4.2.7 installation) to 4.3*

1. If you are upgrading an existing MeetingPlace Web, you must determine whether it has been customized. If your MeetingPlace Web has been customized, do not proceed with the upgrade. Please refer to Section 7 “Web Customizations”.
2. If your existing MeetingPlace Web does not have customizations, proceed to the next step.
3. If a full version of SQL 2000 Server is installed, first verify that SQL Server 2000 SP3 has been applied. Proceed to install MPWeb 4.3 following the steps in “New Install of MeetingPlace Web 4.3” in Section 6.1.
4. If MSDE 2000 SP3/SP3a is installed, proceed to install MPWeb 4.3 following the steps in “New Install of MeetingPlace Web 4.3” in Section 6.1. If you are uncertain what version of MSDE is installed, refer to: Technical Note TN00178 – Determine SQL server version

5. If MSDE 2000 SP3/SP3a is not installed, follow the procedure below:
 - a) Backup the MPWEB database as described in: Technical Note TN00164 – Backup the MPWeb SQL database
 - b) Upgrade the current MSDE to MSDE 2000 SP3a as described in: Technical Note TN00179 – Upgrade MSDE or install new MSDE
 - c) Restart the MPWeb server and verify that MPWeb is fully functional before proceeding.
 - d) Install MPWeb 4.3 following the steps in “New Install of MeetingPlace Web 4.3” in Section 6.1.

6.4 Upgrade from 4.2.7 (which was previously upgraded from 4.2.5 or earlier) to 4.3

1. If you are upgrading an existing MeetingPlace Web, you must determine whether it has been customized. If your MeetingPlace Web has been customized, do not proceed with the upgrade. Please refer to “Web Customizations” in Section 7.
2. If your existing MeetingPlace Web does not have customizations, proceed to the next step.
3. If a full version of SQL 2000 Server is installed, first verify that SQL Server 2000 SP3 has been applied. Proceed to install MPWeb 4.3 following the steps in “New Install of Web 4.3” in Section 6.1.
4. If MSDE 2000 SP3/SP3a is installed, proceed to install MPWeb 4.3 following the steps in “New Install of Web 4.3” in Section 6.1. If you are uncertain what version of MSDE is installed, refer to: Technical Note TN00178 – Determine SQL server version
5. If MSDE 2000 SP3/SP3a is not installed, follow the procedure below:
 - a) Backup the MPWEB database as described in: Technical Note TN00164 – Backup the MPWeb SQL database
 - b) Uninstall the current MSDE and re-install MSDE 2000 SP3a as described in: Technical Note TN00179 – Upgrade MSDE or Install new MSDE
 - c) Follow the instructions in Technical Note TN00165 – Restore the MPWEB SQL database to restore the MPWEB database:
 - d) Restart the MPWeb server and verify that MPWeb is fully functional before proceeding.
 - e) Install MPWeb 4.3 following the steps in “New Install of MeetingPlace Web 4.3” in Section 6.1.

6.5 Upgrade from 4.2.5 or below to 4.3

1. If you are upgrading an existing MeetingPlace Web, you must determine whether it has been customized. If your MeetingPlace Web has been customized, do not proceed with the upgrade. Please refer to “Web Customizations” in Section 7.
2. If your existing MeetingPlace Web does not have customizations, follow the steps in “Upgrade from 4.2.7 (which was previously upgraded from 4.2.5 or earlier) to 4.3” in Section 6.4.

NOTE: Since the existing MeetingPlace Web is most likely running on hardware and OS platform that are not compatible with the requirements of the newer version of MeetingPlace Web, Latitude strongly recommends that you either:

- Rebuild the existing machine to the newer standards and re-install MeetingPlace Web
- Purchase a new, more powerful server and install the newer version of MeetingPlace Web

6.6 Troubleshooting

After the installation, I do not see the “MeetingPlace Web Conferencing” service

SOLUTION: Refer to Field Alert FA00243 – Missing MeetingPlace Web Conferencing master service after upgrade to MeetingPlace Web 4.0, Release 4.3.

7 Web Customizations

Upgrading to MeetingPlace Web 4.0 release 4.3.0.100 will affect all Web customizations. If you have customizations and Latitude Professional Services created them, contact your Latitude Technical Consultant before proceeding with the upgrade. If Latitude Professional Services did not create the customization(s), the customized files will need to be copied and may need to be re-applied after the upgrade.

8 Known Issues

CR ID	Title
CR15328	<p>Netscape doesn't display information about recurring meeting settings when you open the Recurrence dialog box a second time</p> <p>When the Recurrence dialog box is opened a second time, any settings that were previously set are not displayed. This is a problem with settings display only. There is no loss in functionality.</p>
CR15430	<p>Annotation over shared desktop</p> <p>The current release does not enable annotation over a shared desktop.</p>
CR16119	<p>MeetingPlace Web installation failure due to InstallShield problem</p> <p>Due to an InstallShield problem, the MeetingPlace Web installation fails when the MeetingPlace Web files are being unpacked.</p> <p>Workaround: According to an InstallShield knowledge base article, delete the C:\program files\common files\installshield\engine directory to fix this problem. The MeetingPlace Web installation should work successfully on the next attempt.</p> <p>Note: This problem may also occur if you run the MeetingPlace Web installation program from a mapped network drive. DO NOT run the installation program directly from a network drive; ALWAYS copy the program to the local hard drive before running it.</p>
CR16235	<p>Web conference crashes when manipulating Explorer settings</p> <p>The web conferencing session crashes if a user, controlling a remote desktop, tries to configure an Explorer window by clicking on the Like This Folder button or changing any of the Folder View options</p>
CR17447	<p>Cursor is not visible in the “Name” input field on the Invitees page</p> <p>On Netscape Navigator 6.2 browsers, the cursor disappears inside the Name input field on the Invitees page.</p>
CR17459	<p>Portion of the pie chart isn't visible/the Choice field should be filled out by the character limit</p> <p>A user creates a poll with multiple choices and enters text by character limit in the Choice fields. When other users then go to Pie Chart > Review Result, a portion of the text is invisible (the pie chart icon overlaps the text).</p>
CR17541	<p>Error message to list actual audio file path attached</p> <p>A user tries to add a WAV file as an attachment and gets the following errors:</p> <p>Error:[12565] Unsupported sample size detected in sound file.</p> <p>Error:[12596] Invalid sound file (C:\WINNT\TEMP\MPA8C.tmp) specified for voice attachment.</p> <p>Error:[22649] The attachment type added as voice is not a voice file. Please check the type and try again.</p> <p>Note: WAV files come in many different encoding formats. MeetingPlace only supports the</p>

- following encoded .wav files: 8-bit or 16-bit at 8 kHz, 11 kHz or 22 kHz.
- CR17612 “Undefined Word” appears in answer input fields during poll question setup**
While creating a poll, if you set the number of responses to a certain number then increase it, additional multiple choice fields appear with the words **Undefined word** in them. These fields should be blank.
- CR17625 Proxy server support is not functional**
If you specify a MeetingPlace Web server to use a proxy server from the MeetingPlace Web Administrative page, meeting rollover will fail.
- CR17626 A “Session Expired” message shows up when rolling a meeting to a different site**
This happens when a user does not have a profile on the rollover site.
Workaround: Apply a profile synchronization program to populate missing profiles on all sites participating in the rollover environment.
- CR17640 Uninstall leaves some MeetingPlace Web files on the server**
After performing some install processes, such as **Modify** or **Upgrade**, uninstalling the product may leave a few MeetingPlace Web conferencing files on the server.
- CR17652 Rolled meetings are not purged from the primary WebConnect server’s database**
Purged meetings are not deleted from the primary server’s database in a WebConnect configuration that has the primary server rolling to a dedicated external site. The Replication Service on the external site, which does the purging, only purges meetings from its own (local) database. Those same meeting records are not purged from the primary WebConnect server’s database.
Note: If implemented, SQL Server replication will solve this problem.
- CR17661 Uninstalling a MeetingPlace Web server that is sharing a database with another MeetingPlace Web server fails to remove information from the database**
After performing an uninstall on a web server (Web1) that is configured to share a database with an existing web server (Web2), the uninstalled web server still appears on the MeetingPlace Web Administration page.
Workaround: From the MeetingPlace Web Administration page, remove the uninstalled web server entry.
- CR17673 Some text is not fully visible in some MeetingPlace Web pages or dialog boxes**
Text on some MeetingPlace Web pages or dialog boxes, e.g., polling windows, may not be fully visible on some computers where the system font size is set too large.
- CR18587 Backspace keystroke can falsely display events inside the meeting room**
A user inside the meeting room may see events that either didn’t occur or occurred in the past when he depresses the backspace key. The backspace key seems to work like the **Back** button of a browser.
- CR18594 NetMeeting does not automatically launch from the meeting room on Netscape 4.7x browser**
Users with Netscape 4.7x browsers will not be able to launch NetMeeting automatically. Instead, the system will ask the user to save a file into a folder and have them manually launch the file to open up NetMeeting. This also happens when Microsoft’s IIS security lockdown is applied on the web server.
- CR18677 NS 6.2/7.0 crashes on post-first or second attempts at closing a WebShare window**
Netscape crashes when a user tries to close the WebShare window. This occasionally happens on the second attempt.
- CR18691 User sees a script error when clicking the Calendar button**
A script error appears if a user clicks the **Calendar** button while the page is still trying to completely download.
- CR18696 Guest user displayed multiple times in the invitee list if he rejoins the web conference multiple times without logging out**
When a guest user rejoins a web conference without logging out of the system, the invitee list will show the guest user as many times as he rejoins the meeting. This also affects meeting reports.

- CR18867 Macintosh and Netscape 4.79 user will see color synchronization problem after a browser refresh**
When a Macintosh or Netscape 4.79 user resizes his window, it causes his web conference to refresh. After the refresh, the user will notice that his assigned color in the Participant list changes. This color does not match what other attendees see in their Participant lists.
- CR18896 System resources decrease very quickly if a user opens and closes the meeting room several times**
On any OS and supported browser, if a user opens and closes the meeting room several times, the user's system resources decrease significantly. This has been found to be a Microsoft issue. The limiting factor here seems to be the amount of GDI resources available. This problem is worst on Windows 98.
- CR18973 Users with slow speed connections have difficulty opening the meeting room**
Users with less than 14 kbps have difficulty loading the meeting room.
- CR19101 Error message "Error Extracting Support Files" appears during the install process**
This is likely to have been caused by running the install program from a network drive. Never run MeetingPlace gateway installation programs from a network drive. Always copy the program to a local hard drive before executing it.
- CR19275 Restricted users are able to search for past meetings**
Guest users are still able to search for meetings that occurred during the last 24 hours even though MeetingPlace has been set to restrict guest users from accessing past meetings.
- CR19403 Users can't change user password to zero length using the Web**
Users can't change their profile passwords to zero length.
- CR19436 User will experience problems if user selected 'No' when asked to download security package**
When a user initiates a web conference, the user must select **Yes** to download all packages necessary for a fully functioning web conference using either the meeting room or WebShare.
- CR19549 Watermark in PowerPoint slides not converted properly**
If an image in a PowerPoint slide has a special format like a watermark image, the PowerPoint presentation in the meeting room is unable to reflect the watermark image. Instead, it will convert the slide as if the image is in its original format.
- CR19552 Animation in PowerPoint slides not converted properly**
If a PowerPoint slide contains an animated image, the slide will not show up accurately in Presentation mode.
- CR19619 User's highlighter always paints in black when using annotations**
For Macintosh OS 9.2.2 users using Netscape 6.2.3, the highlighter option always paints in black regardless of what color they choose to use.
- CR19660 Users get stuck at 1% when trying to open meeting room**
This problem occurs on "Both" type deployments (both internal and external web sites residing in one machine) when the server has one network interface card and two different static IP addresses. The user schedules a public meeting and adds a presentation as an attachment. The user then attends the meeting. When the next user attempts to attend a public meeting, the meeting room load stalls at 1%.
Workaround: For both internal and external sites, from IIS's Home Directory, set Application Protection permission to **Low**.
- CR19731 User sees a JavaScript error while trying to add a PowerPoint file as an attachment through a proxy server**
When a user in a web conference tries to add a PowerPoint attachment through a proxy server, the user receives a JavaScript error with a "Document.all.linelmg.Style is null or not an object" message. This issue has been escalated to Microsoft.
- CR19734 Remember Me produces "session expired" if Content Advisor is enabled**
If a user enables the Content Advisor feature of Internet Explorer and attempts to use the Remember Me function, she will receive a "session expired" error.

- CR19843 Click-to-Attend links set for an external site bring users to the Meeting Details page for future meetings**
When a user attends a future meeting using the Click-to-Attend link from a Notes client, the user is displayed the Meeting Details page for that meeting instead of the normal "Meeting not available or too soon to attend" message.
- CR19925 Users are unable to add an attachment to a rolled over meeting**
In a WebConnect configuration: The user attends a meeting (from site 1) that was scheduled on another site (site 2) and tries to add an attachment from inside the meeting. The system re-routes the user back to site 1. When the user tries to rejoin the web conference, the system removes the user from the meeting.
- CR20194 Installer hangs and remains minimized in the task bar during an upgrade**
The installer hangs and become minimized in the task bar with apparent activities. In Taskmgr, the lkernel.exe process is consuming almost 100% CPU.
Workaround: Terminate any mmc.exe processes in the Taskmgr. The installer will resume its task of upgrading the product. If you can't terminate the mmc processes, reboot the server and run the installation program again.
- CR20382 Some MeetingPlace Services were not started after an install**
Occasionally, when installing or upgrading MeetingPlace Web, some services may not start automatically.
Workaround: Restart the MeetingPlace Web Conferencing master service.
- CR20426 Installing MeetingPlace Web onto an existing MeetingPlace gateway server may prevent existing meetings from getting downloaded to their own database**
After installing MeetingPlace Web 4.0 onto a server with an existing MeetingPlace gateway, all meetings from the MeetingPlace server may not get replicated to their own database. This is due to incompatible table schema changes.
Workaround: From the online Replication Service page, select **Update All Meetings** to download all meetings again.
- CR20430 Script error appears when you delete a meeting on a WebConnect environment**
Retrieve a future meeting that was scheduled on an external site. Try to delete this meeting and you will see a script error.
- CR20639 IIS lockdown unable to apply Access Control List to Attachment Location folder if folder is specified in UNC format**
If Attachment Location is specified in UNC format, IIS Lockdown assumes that the folder is a remote network folder and gives an error about being unable to apply ACL to a remote network drive.
- CR20484 After upgrading to 4.3, the new MeetingPlace Web Conferencing master service did not start automatically**
MeetingPlace Web Conferencing is a new NT master service added in MeetingPlace 4.0 (release 4.3) to control the stopping and starting of all other MeetingPlace Web services. After upgrading older versions of MeetingPlace Web to release 4.3 and rebooting, the master service doesn't run.
Workaround: Check the gwevent log to make sure the MeetingPlace Agent Service is finished processing sqlinstall and is waiting for the master service to initiate a restart of all MeetingPlace services. Then, restart the master service or reboot the server.
- CR20564 After conversion, certain PowerPoint files are missing information**
Advanced PowerPoint users will use native PowerPoint conversion.
- CR20574 Snapshot only captures one of two shared images**
Two users share applications, one takes a snapshot. Only one image appears instead of two.
- CR20654 In Japanese version, users can't delete guest from Invitee box**
Profile users with language set to Japanese are unable to delete guest users from the Invitees list box on the Schedule page.
- CR20690 Webshare on Netscape 6.2 hangs for https on Mac OS 9.2**

- If a user tries to attend a public meeting using https, the browser hangs.
- CR20691 A second site was created when trying to install a second web server for load balancing**
This occurred because the user, when installing the second MeetingPlace Web server, used a different MeetingPlace server host name than was used when installing the first MeetingPlace Web server.
Workaround: Make sure that the MeetingPlace server host name matches on all web servers installed.
- CR20781 Discrepancy in number of total slides between meeting room and Attachment preview**
The number of total slides is different between what is displayed in the meeting room and what is displayed on the Attachment page for an immediate meeting.
- CR20811 Profile users allow scheduling meeting on external site**
If a MeetingPlace Web server has the "Both" configuration (both internal and external access on the same machine), profile users are allowed to schedule a meeting on the external site. Access is from the meeting room Attachment page.
- CR20817 A user without JVM installed on his system will see an incorrect message when running the browser test**
The browser test is confused by systems with no JVM if they have security options, such as "scripts ActiveX marked safe for scripting", enabled. As such, the browser test gives false information to the user.
- CR20819 Meeting recording reported an incorrect time length**
While merging the voice and web recordings, there is a mismatch between the actual length of the recorded meeting and what the system logged.
- CR20824 Playback of meeting recording does not function**
Occasionally, the audio conversion stops converting audio files. Therefore, when a user clicks the playback icon, they receive the following message: "The recording is currently not available. The system may be still converting."
Workaround: Restart the Audio and Replication Services to prevent future problems.
Note: It is not possible to recover existing meetings already in this condition.
- CR20769 Participant list in meeting room stops updating**
Occasionally, real-time events, such as "Now Speaking" or the mute/unmute functions, don't appear as real-time events in the meeting room.
- CR21033 User on Netscape is unable to collaborate after his permission gets changed**
A user joins a lecture style meeting as an Audience or Participant user. His permission is changed to Presenter, but his **Take Control** button doesn't show up. This is only if he's using a Netscape browser.
- CR21048 Users are unable to share on Win98 Japanese systems**
Occasionally, a user on a Windows 98 platform cannot share an application from his IE browser.
- CR21049 PowerPoint presentation does not convert after an upgrade from a 4.2.5 environment**
Upgrade from MeetingPlace Web release 4.2.5.x to 4.3.0.x. PowerPoint presentation attachments do not get converted to a viewable slide for the meeting room.
- CR21050 Lecture style meeting does not inherit "Start in Waiting Room" option.**
Lecture style meetings scheduled from the Web don't inherit the "Start callers in waiting room" parameter. Rather, meetings are always scheduled with "Admit as listeners". As a result, all users attending automatically go into the meeting room without waiting for the meeting organizer to enter the meeting.
- CR21051 User receives a "157 – Internal error" message when the scheduler begins the meeting**
The meeting organizer receives an error message when he tries to start the meeting if a guest user joined the meeting before him.
- CR21052 Scheduler is unable to start an open forum meeting if attending from a Netscape**

browser

A user has her profile "Lecture meeting attend settings" set to "Start caller in waiting room". When she tries to attend an open forum meeting, which she scheduled, from a Netscape browser, she receives the following message: "The meeting has not started, please wait for the meeting organizer to arrive..."

CR21060 Mac users using Netscape browser may have their browser hang

A Mac user clicking on any button from the toolbar in a web conference can cause his browser to become unstable.

CR21122 Users are unable to re-enter a reservationless meeting if the scheduler leaves the meeting

After a meeting is in session for a while, the scheduler leaves the meeting. If an attendee tries to re-enter the meeting, the system will not allow him to re-enter until the scheduler returns.

CR21162 Attendees get a "you have been removed from the meeting" message in a reservationless meeting

Two or more attendees attend a reservationless meeting from the Web, while one attendee dials in from the telephone. The phone attendee hangs up after a few minutes. All existing attendees see the message "you have been removed..."

CR21180 Web recording icon exists, but users cannot playback a recording

Users see a "processing now" message even after the meeting ended hours ago. This issue arises when the environment consists of an internal and external site where the meeting was held on an external site server.

CR21184 Master service sometimes fails to register after an upgrade

Upgrade from a pre-4.3.0 to the latest Web 4.3.0.x. On rare occasions, the master service fails to register itself and is therefore unable to start all the web services.

CR21186 Guest outdial using Call Me does not match the VUI icon in the meeting room

A guest user joins a meeting and uses **Call Me** to have the system outdial to him. The user's voice icon and Web icon in the meeting room Participant list don't match.

CR21189 Participant list doesn't match the actual attendees attending a lecture style meeting.

Schedule a lecture style meeting with users waiting in the waiting room for the organizer to arrive. After the organizer arrives, some attendees appear twice in the Participant list. Guest users sometimes show up with a Presenter icon.

CR21251 MPX.dll is unable to re-connect back to the database

The user experienced slowness inside the meeting room and overall slow performance. This was due to MPX.dll being unable to reconnect back to the database after the database became unresponsive. Restarting the web server didn't help mpx.dll to connect, but unloading and reloading MPX.dll from IIS fixed the issue.

CR21383 User sees a "Your permission is unknown at this time..." message after clicking on the Slides menu item

This is a timing issue. This message appears when a user tries to click on the Slides menu item when the meeting room has not completely loaded. After waiting a few more seconds, the user can click on the Slides menu item again without the message appearing. This issue also happens when a user refreshes his browser often enough that the system is unable to maintain his permission state.

CR21440 Take Control button and switching of application doesn't function if there are two applications being shared by two different users

Users A and B share an application. When user A takes control and goes to application B, application B flashes and immediately goes back to application A. User B has no problems switching between applications.

CR21558 Scheduler can't "start" a reservationless meeting when other users are already in the waiting room

If one or more users are in your reservationless meeting waiting room and you log on and click "Immediate Meeting", the meeting is supposed to start and allow you into the meeting. Instead, you get an error:

Error:[5284] The Meeting ID you chose is in use by a reservationless meeting.

Error:[12464] Error scheduling meeting.

- CR21628 Annotation permission not properly removed between web conferencing modes**
This issue is only seen when you perform a specific sequence of steps: A guest user in a meeting annotates, then a profile user changes the guest user's permission to Audience and switches the Whiteboard mode to Application Sharing. The profile user then switches the mode back to Whiteboard and the guest user finds that he can still annotate. He shouldn't be able to because of his Audience permissions.
- CR21633 Guest user can take control even though she doesn't have proper permission**
This issue is only seen when you perform a specific sequence of steps: A guest and profile user join a meeting as presenters. The profile user shares an application and enables collaboration. The guest user can see the **Take Control** button at this point. The profile user then changes the guest user's permission to Audience and switches from Application Sharing mode to Whiteboard, then back to Application Sharing mode again. The guest user can see the **Take Control** button and can also take control of the shared application. She shouldn't be able to because of her Audience permissions.
- CR21664 Continuous meeting becomes unusable**
A user joins a continuous meeting and finds that the Chat window doesn't function and the Participant list doesn't load.
Workaround: Delete the meeting and create a new continuous meeting.
- CR21665 Users with French-Canadian profiles don't see meeting recordings properly**
A user with French-Canadian as their default profile language accesses the Attachment page for a recording. The recording doesn't display properly.
- CR21668 Script error appears if the guest name contains quotations (" or ')**
If you log in as a guest user and enter " or ' as part of your guest name, script errors will appear as soon as you submit the log in request.
- CR21674 Items on the meeting room's Share > Applications menu don't show up**
From the meeting room, a user selects the Share > Applications menu. Another set of menu options should appear, but doesn't. However, when the user tries to select the menu again, the secondary menu does appear.
- CR21725 Error "waiting for Master service to restart all service" message appears after an upgrade**
After upgrading from a pre-MeetingPlace Web 4.0 to MeetingPlace Web 4.3.0.100, the system displays this error message and the user is required to start the master service manually.
- CR21815 Some meetings cannot be attended when scheduled on a different site**
A meeting is scheduled and automatically rolled over from site 1 to site 2 using WebConnect. Users find that they can't attend the rolled-over meeting from site 1.
Workaround: All users must attend the meeting from the site where it was scheduled—in this example, site 2.
- CR21816 User sees "Error 5171 Bad Meeting ID" when clicking the Meeting Details button**
When you schedule a rolled-over meeting and select the Meeting Details button, you're redirected to the base page with an "Error 5171 Bad Meeting ID" message. To view the meeting details of a rolled-over meeting, you have to retrieve the meeting from the site where it was scheduled.
- CR21851 User tries to share an application, but other attendees can only see a dark green screen**
A user shares an application from his desktop. All seems to appear normally on his side, but other attendees only see a plain dark green screen.
- CR21879 On Mac OS, a user receives inconsistent information when using an Internet Explorer versus a Netscape browser**
Run the browser test on Macintosh using either IE or Netscape and compare the results. You'll see more information on the Netscape browser even though both should be yielding

the same information.

CR21889 Browser test takes a long time to load and execute

User waits at least 7-10 minutes to load and run the browser test. It takes 3-5 minutes for the browser test page to show up when the user clicks the Browser Test link. After clicking **Start**, it's another 3-5 minutes for the test to run.

CR21913 Browser test does not finish running when executed on a Mac OS 9.2 with Netscape 6.2 platform

When a user tries to run the browser test on a Mac OS 9.2 using Netscape 6.2, the test gets stuck while verifying what Java version is installed on the user's machine.

CR21947 Users get stuck at 1% while trying to join a conference

This situation occurs when IIS is configured to use a specific IP address rather than the default "all unassigned" IP address.

CR21967 Permission is not detected when joining back-to-back meetings

A user in a current meeting closes his meeting room window to join a different meeting. Without closing all opened browser instances used for the previous meeting, he joins another meeting and enters the meeting room. In the new meeting, he has no permission assignment.

CR21968 After an attendee gets disconnected from the meeting room, his name is still displayed in the participant list.

When an attendee is disconnected from the meeting room (thru a network disconnect), his name and web conferencing icon (computer icon) still displays in the Participants list. If a user mouses over the icon though, it says "No DC connection".

CR22043 PC restarts automatically after clicking the audience status or the Unshare button

A user on a Netscape browser shares an application and decides to either unshare it or view audience status. On some instances, the user's computer restarts without warning.

CR22112 Error appears after clicking Home button after scheduling a rollover meeting

After a user schedules a rollover meeting and clicks on the home link or button, the user sees an unexpected error or a corrupted page.

CR22216 Delete meeting button doesn't delete recurring meetings

After scheduling a recurring series in which there are some conflicts, the Delete Meeting button on the resulting Future Meeting details page doesn't work. After clicking it and selecting **Apply to all meeting** or **Apply to selected meeting**, the meeting or meetings are NOT deleted.

CR22219 User sees white web conferencing window when attending a meeting

User saw a white application window when attending a meeting. This happened when the user encountered a Java Null pointer exception error in their log. This scenario may happen if the user reuses the same browser window to join a different meeting.

9 Issues Fixed Since Last Release

- CR19473 Select box not displayed in Netscape 4.79, 6.2 in Presentation mode
- CR20328 After download, Whiteboard mode is changed from Annotate to Show Annotation
- CR20496 Attachment count is wrong for meetings with a meeting name
- CR20576 Stop and Pause buttons on playback work very slowly (Sun java)
- CR20579 Playback on Sun JRE gives severe voice interruptions while slides are loading
- CR20599 Playback over modem loads slides/application share too slow
- CR20683 During selective meetings, users are stuck at 1% meeting room load
- CR20727 Attachment Recording table shows audio file Processing Now, but files are already done
- CR20827 Reference Center MeetingPlace Information page displays the wrong data
- CR20835 Client in WebShare unable to see hosted application
- CR20836 Null-pointer exception
- CR20837 Slides not loaded when meeting scheduled on VP8
- CR20985 Blanklogo gif is missing from image 000 folder
- CR21005 MSDE error 1706 + race condition with SQLinstall leads to installation failure
- CR21112 Participant list takes more than a minute to load
- CR21121 Meeting cannot extend if ports are greater than original request and a rescheduling occurs
- CR21126 Script error appears if outdial phone number is NULL in the Profile Account page
- CR21133 Can't join the web conference on the second web server, stuck at 1% loading
- CR21192 Attachments don't display
- CR21225 MeetingPlace Web 4.3.0.x application sharing shows incomplete portions of data shared
- CR21242 Reference Center properties revert back to the default after you restart the server
- CR21273 Web recording audio becomes choppy when the web conference screen changes
- CR21486 Script errors show up wcBase.tpl when the language port is set to No Language
- CR21493 Meeting console is loaded without Participant list (Please wait..)
- CR21557 Meeting room calls a non-existing file, which generates an IIS 404 error
- CR21578 Page can't be displayed when launching WebPoll
- CR21593 WebPoll triggers Japanese language pack installation dialog
- CR21658 Schedule multiserver meeting is broken
- CR21138 Browser test doesn't identify unsupported version of JRE
- CR21139 Browser test doesn't detect that JVM isn't installed on the system (XP/IE6)
- CR21196 WebPush url gets truncated
- CR21477 WebPush feature doesn't work with sign in URL
- CR21635 "The selected user has left the meeting" message repeatedly pops up
- CR21649 Web conferencing screen shows color reversal after drop from hi-speed queue
- CR21669 Address book in MeetingPlace Web is not able to display all profiles
- CR21708 Reference Center gives Array out of bound due to missing SQL database table
- CR21745 A MeetingPlace gateway service spins at 100% CPU
- CR21771 Incorrect negative conference ID in agent log
- CR21827 Green rectangles appear randomly in the middle of the web conferencing window
- CR21381 Hitting the ENTER key while in the Password field jumps to the SchedBasicRO page
- CR21907 Sun Java MeetingServer.jar DEBUG version does not contain resources

- CR21939 Error[22875] An unexpected error has happened. Please retry the operation.
- CR21674 Meeting room **Share > Applications** menu item is Inactive
- CR21788 Error: Slave waited too long for message when starting conference
- CR22101 Extraneous alarm regarding no WWW option in replication service
- CR21624 Upgrade option is not available
- CR21970 Cannot schedule multiserver meetings - Page cannot be found
- CR22224 MPWeb not compatible with Windows 98 clients using IE 5.5 or IE 6.0

10 Changes Since Last Release

CR19143 **Changes in Win32 Admin UI and the online MeetingPlace Web Administration interface**

The **Delete Purge Meetings** check box and the Agent Service configuration option have been removed from the Win32 Admin UI. Options are now enabled from the online MeetingPlace Web Administration interface.

Added more administrative functions to improved online MeetingPlace Web Administration interface

System managers can now perform most of the Replication Service functions, such as Update all Meetings, Update Groups and Profiles from the online Admin interface.

System managers can also set web server specific configurations, such as restrict guest access to meetings, restrict meeting room participant eject or rename, sharing of desktop etc.

MeetingPlace Web now comes with MSDE 2000 SP3

For increased security, the installer now includes MSDE SP3 as part of the installation package.

CR21588 **Disabled logging of public chat**

MeetingPlace Web used to record the content of public chats in a TXT file on the server. This feature has been removed in release 4.3.0.100.