



Release Notes for Cisco MeetingPlace Web Conferencing (Release 4.3.0.246)

Revised: April 24, 2006

Contents

- [Introduction, page 2](#)
- [System Requirements, page 3](#)
- [New and Changed Information, page 8](#)
- [Installation Notes, page 14](#)
- [Important Notes, page 19](#)
- [Caveats, page 19](#)
- [Documentation Updates, page 36](#)
- [Related Documentation, page 38](#)
- [Obtaining Documentation, page 38](#)
- [Documentation Feedback, page 39](#)



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- [Obtaining Technical Assistance, page 39](#)
- [Obtaining Additional Publications and Information, page 41](#)

Introduction

This document describes the Cisco MeetingPlace Web Conferencing maintenance release 4.3.0.246, which includes new features, capabilities and outstanding issues since release 4.3.0.100.

If you are upgrading to Cisco MeetingPlace Web Conferencing Release 4.3.0.246, make sure that your SQL Server or Microsoft Server Desktop Engine (MSDE) is on Service Pack 3 or later. If your SQL Server or MSDE is not yet on Service Pack 3, upgrade it before attempting your Cisco MeetingPlace Web Conferencing upgrade to 4.3.0.246.




Note

Throughout the remainder of this document, Cisco MeetingPlace is referred to as “MeetingPlace” and Cisco MeetingPlace Web Conferencing is referred to as “MeetingPlace Web”.

Early Deployment Releases

Release	Date of Release	General Description
4.3.0.246	04/27/04	Several environmental, administrative, and infrastructure enhancements, such as Windows 2003 support, system-level chat control, and Portuguese and Spanish (Latin America) language support
4.3.0.100	10/20/03	Internationalization (Japanese and French), updated system requirements, better 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

Release	Date of Release	General Description
4.2.7.92	05/17/02	Feature-rich release with WebConnect, slide show mode, polling and an updated meeting room  Note For any future meetings, only the scheduler sees the Polling link and can create a poll.
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

System Requirements

Hardware Requirements

MeetingPlace Web requires a Windows server dedicated to MeetingPlace applications. Hardware configuration is based on the number of user licenses (ports) on your system.



Note

MeetingPlace Web is a CPU- and RAM-intensive application. The following requirements are minimum recommended specifications for the Windows server(s) running MeetingPlace Web. Servers that do not meet these specifications may experience performance issues. For more information on system hardware requirements, see the “MeetingPlace Web System Requirements” in Chapter 4 of the *Cisco MeetingPlace Web Conferencing System Manager’s Guide (SMG)*.

Table 1 System Requirements

Requirement	Specifics
<p>A Cisco MCS server dedicated to MeetingPlace applications based on the number of user licenses (ports) on your MeetingPlace audio server</p> <ul style="list-style-type: none"> • A Cisco MCS-7835 or MCS-7845 is required for all new server implementations running MeetingPlace Web. • Customers with third-party Windows servers will be supported as per the terms of their support agreements. The generic server specifications provided are to help ensure that customers with existing third-party Windows servers have adequate hardware to run MeetingPlace Web. 	<p>24 - 48 user licenses</p> <ul style="list-style-type: none"> • 1.6+ GHz Pentium 4 single CPU, dual CPU capable • 1 GB RAM • 20 GB disk space
	<p>49 - 120 user licenses</p> <ul style="list-style-type: none"> • 1.6+ GHz dual Pentium 4 Xeon CPU • 1 GB RAM • 30 GB disk space
	<p>121 - 200 user licenses</p> <ul style="list-style-type: none"> • 2.0+ GHz dual Pentium 4 Xeon CPU • 1-2 GB RAM • 40 - 60 GB disk space
	<p>201 - 1152 user licenses (one per 200 concurrent web conferencing users)</p> <ul style="list-style-type: none"> • 2.0+ GHz dual Pentium 4 Xeon CPU • 2 GB RAM • 60 - 80 GB disk space



Note We recommend that you use RAID disk configuration.

100 Mbps Full Duplex, Switched Network Interface Card

TCP/IP connection to the MeetingPlace audio server

NT File System (NTFS) with >2.5GB free space available

<p>Disk space requirements for one hour of Web Recording (synchronized DC + audio)</p>	<p>For constant application sharing: 700 MB</p>
	<p>For presentation (approx. 50 slides): 55 MB + total size of slide .jpg files</p>
	<p>For whiteboard full of annotations: 55 MB</p>

Software Requirements

Service Packs (SP) listed are required minimums. Those releases later than the ones listed are assumed to work unless documented otherwise. For more information on system software requirements, see the “MeetingPlace Web System Requirements” in Chapter 4 of the *Cisco MeetingPlace Web Conferencing SMG*.

System requirements:

- Windows 2000 Server or Advanced Server edition (with SP 4 or higher), or Windows 2003
- Microsoft IIS 5.0 or 6.0
- SQL Server 2000 (with SP 3), or SQL Server 2000 Desktop Engine (MSDE) (with SP 3, included with MeetingPlace Web)



Note

A full version of SQL Server is always recommended for better performance.

Multiserver Meetings

MeetingPlace Web supports scheduling of multiserver meetings from the MeetingPlace Web scheduling page.

For scheduled multiserver meetings, the web conference is held on the web server associated with the primary audio server. This information is configured in the click-to-attend link that is sent to invitees. To join their web conference, invitees can open their meeting notifications and click the click-to-attend link to join. However, if users choose to join their multiserver meeting through the MeetingPlace homepage, they must enter the URL of the correct web server—the web server associated with the primary audio server—in order to join.

To update a multiserver meeting, you must update the meeting on each server individually, which can be done from either MeetingTime or MeetingPlace Web.

To ensure multiserver meeting functionality, all MeetingPlace Web gateway machines that are attached to a MeetingPlace audio server must have the same version of MeetingPlace Web installed, for example, 4.3.0.246.

Software Compatibility

MeetingPlace Gateways

MeetingPlace Web is compatible with currently shipping gateways as indicated in the following table. To read the table, locate your MeetingPlace audio server release then locate your MeetingPlace Web release. Read down the column for your list of compatible gateways.

Table 2 MeetingPlace Gateway Compatibility Matrix

Product	Release		Release	
MeetingPlace Audio Server	5.0.2, 5.1, 5.2		4.3	
MeetingPlace Web	4.3	4.2.7 with patch	4.3	4.2.7 with patch
MeetingPlace for Outlook	4.2.7	4.2.5, 4.2.7	4.2.7	4.2.5, 4.2.7
MeetingPlace for Notes	4.2.7, 4.3	4.2.7	4.2.7, 4.3	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, 5.2	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
MeetingPlace Network Backup Gateway	5.0	NA	NA	NA
MeetingPlace IM Gateway	4.3	NA	4.3	NA

Third-Party Environment

MeetingPlace Web is compatible with third-party environments as indicated in the following table. Service Packs (SP) that are listed are required minimums. Those releases later than the ones that are listed are assumed to work unless documented

otherwise. For more information about system requirements, see the “MeetingPlace Web System Requirements” in Chapter 4 of the *Cisco MeetingPlace Web Conferencing SMG*.

**Note**

MeetingPlace Web only supports the ability to do web conferencing, that is, any activity in the meeting console, on computers that are set up with a single monitor. As such, if you have a computer set up to display across multiple monitors, you will see a black screen when trying to share applications or your desktop. This is not a defect, but a product limitation.

Table 3 Third-Party Environment Compatibility Matrix

Product	Requirement
Windows Users	
End-user operating system	<ul style="list-style-type: none"> Windows 98, ME, 2000 Professional, 2000 Server or Advanced Server edition (with SP 4), XP, 2003. Microsoft PowerPoint 2000 <p>This is the last release to support Windows 98.</p>
End-user browser (Netscape Navigator does not allow access to the meeting room)	<p>Microsoft Internet Explorer 5.5, 5.5 (SP 1 or SP 2 with JVM >=3309), 6.0 (with JVM >=3802 or Sun JRE 1.4.2 or higher)</p> <p>Netscape Navigator 4.78 (Japanese only), 4.79 (with Netscape JRE 1.1.5), 6.2.x, 7.0 (with Sun JRE 1.4.1 or higher)</p> <p>This is the last release to support Netscape Navigator 4.7x and 6.x. Netscape Navigator 7.1 support is planned in the next major release.</p>
T.120 application	Microsoft NetMeeting 3.01
Mac OS Users	
End-user operating system	Mac OS 9, OS 9.1, OS X (classic mode only)

Table 3 Third-Party Environment Compatibility Matrix

Product	Requirement
End-user browser (no access to meeting room)	<p>Microsoft Internet Explorer 5.0.1a, 5.1</p> <p>This is the last release to support Internet Explorer 5.0.1a and 5.1. Internet Explorer 5.2 support is planned in the next major release.</p> <p>Netscape Navigator 4.79, 6.2.3, 7.0</p> <p>This is the last release to support Netscape Navigator 4.7x and 6.x. Safari 1.2 and Netscape Navigator 7.1 support is planned in the next major release.</p>
UNIX Users	
End-user operating system	Solaris 7 or 8
End-user browser (no access to meeting room)	<p>Netscape Navigator 4.78, 6.2.3</p> <p>This is the last release to support Netscape Navigator 4.7x and 6.x. Netscape Navigator 7.0 support is planned in the next major release.</p>
T. 120 application (no access to meeting room)	SunForum 3.1, 3.2

Cisco Security Agent

MeetingPlace Web is not compatible with Cisco Security Agent (CSA). We do not recommend that you install CSA where MeetingPlace Web is or will be installed.

New and Changed Information

This maintenance release of MeetingPlace Web (4.3.0.246) includes the following new features and enhancements.

Administrative Enhancements

System-Level Chat Control

This feature allows the system administrator to enable or disable the chat feature from the MeetingPlace Web Admin page. This setting is configurable either per server or per site.

Lecture-Style Chat from Presenter to Audience

A Presenter in a lecture-style meeting now has the ability to chat to everyone in the meeting, as well as to anyone individually.

Denial of Service Settings

Three new administrative settings allow the system administrator to more accurately control how many simultaneous users can enter a web conference. To access the following settings, click **Admin > Web Server Administration** from the MeetingPlace Web home page. You must sign in with a System Manager account to access the Admin page.

For	Do this
Performance Tuning	Select the setting that best describes your conferencing environment. This optimizes your server based on the number of potential concurrent web conferencing users (versus users who may not be using the conferencing portion of MeetingPlace Web, such as administrators who only schedule meetings).
Max Concurrent Web Conference Users	Enter a number between 0 and 200. This sets the maximum number of concurrent web conference users allowed on this server.
Use Intelligent Load Algorithm	Set to Yes or No. Selecting Yes allows the web server to accept participants based on a load algorithm. Users attempting to enter the meeting are requested to standby while their request is processed. Selecting No defaults the web server to accept all requests simultaneously. If the server is busy or the Max Concurrent Web Conference Users limit is reached, users are told the server is busy and asked to try again. The recommended setting is Yes .

After modifying your settings, click **Submit**, then restart your web server.



Note

Setting **Performance Tuning** and **Max Concurrent Web Conference Users** to the highest level on a machine with inadequate hardware will result in sluggish to poor performance for users.

Customizable MeetingPlace Web Page Fields

Provides an XML file for Cisco MeetingPlace personnel to customize which fields will appear on the following MeetingPlace profile pages: wcProfileBasics.tpl, ProfilePrefs.tpl.

Customizable MeetingPlace Web Page Strings

Provides an XML file for Cisco MeetingPlace personnel to customize database strings on the MeetingPlace Web home page, scheduling page, and meeting details page. This includes language-specific strings. This XML file is kept separate from the main XML file used by the MeetingPlace Web database thus easing customization and upgrade processes.

For additional information, contact Cisco MeetingPlace Customization Services.

Segmented Meeting Access (DMZ-C) Configuration

System administrators can now configure the DMZ-C configuration (one internal MeetingPlace web server within the corporate firewall, one external MeetingPlace web server within the DMZ) from the MeetingPlace Web Admin page. In most cases, no additional customization services are required.

Customization services are still required for the DMZ-B configuration (both internal and external MeetingPlace web sites residing in the same machine).

Infrastructure Enhancements

Automatic Encryption of SQL Server Password in Registry

MeetingPlace Web records two SQL Server passwords in the registry: one for the MeetingPlace Web database and one for the MeetingPlace Web-Slave (data conference) database. The MeetingPlace Web-Slave database password is now automatically encrypted for increased security.

Improved Audio Conversion

Changed bitrate conversion from 8bits to 16bits for MeetingPlace Voice (MPV) to WAV conversion.

Improved Participation Rate

The maximum number of users in a single meeting increases to 100 while in Application Sharing mode and 150 in Presentation mode based on users attending over a five minute period.

The maximum number of concurrent users on a single web server equals 200.



Note

- The system has an attend-rate limitation of 40 attends per minute for the entire server. Other factors, such as additional meetings starting at the same time, recording and playback usage, scheduling, network congestion and so on will affect performance and can reduce the number of users that can be supported at a given time.
 - The Participants tab only displays a list of participants if the number of attendees equals 100 or less. If more than 100 users attend the meeting, a warning message appears stating that there are too many participants to list.
-

Improved Waiting Room

Enhanced message in the MeetingPlace waiting room accurately informs users that they have entered the waiting room and to please wait for the meeting to begin.

Portuguese and Spanish (Latin American) Language Support

Provides support for both Portuguese and Spanish (Latin American).

Improved Multiserver Meetings

MeetingPlace Web (4.3.0.246) extends the standard meeting password option to the multiserver meeting scenario. To take advantage of this feature, users enter a password when scheduling their multiserver meeting. All invitees are then required to enter the password when attempting to attend the meeting.

Improved Performance on Multi-Processor Machines

MeetingPlace Web (4.3.0.246) allows the Windows operating system to intelligently run MeetingPlace Web processes on all available processors thus increasing performance on multi-processor machines.

Direct Access to MeetingPlace Reference Center

Allows users to display MeetingPlace Reference Center pages via a direct URL without initiating a MeetingPlace Web user session.

Cached Guest Profile

Guest profile information is now cached, thus reducing the number of round-trips the MeetingPlace web server makes to the MeetingPlace audio server for this information and thereby optimizing performance.

Reduced Meeting Room Load Time

Template code size is optimized to decrease network traffic thus reducing the time and resources required to load the meeting room.

Increased Slide Size in Presentation Mode

Slide size in Presentation mode is now optimized for a 1024x768 screen resolution.

Optimized Slide Download in Lecture-Style Meetings

When attending a lecture-style meeting in Presentation mode, the meeting room caches three slides ahead of the one being presented rather than downloading all slides at once. This optimizes performance and reduces network load.

MeetingPlace DCTS Addin Integration

DCTS integration is an unsupported capability in MeetingPlace Web 4.3.0.246. It is assumed that if you are using the MeetingPlace DCTS Addin, you are already familiar with its capabilities and features. Users using this addin do so at their own risk.

Environment Improvements

MeetingPlace Web (4.3.0.246) supports the Windows 2003 operating system, and Sun JRE and Microsoft Internet Explorer for the meeting room.



Note

Windows 2003 support requires some manual post-installation steps. Contact your Cisco MeetingPlace support representative for the appropriate Technical Note.

Installation Notes

For full installation instructions, please refer to Chapter 5 of the *Cisco MeetingPlace Web Conferencing SMG*.

To install MeetingPlace Web (release 4.3.0.246) on a clean server:

-
- Step 1** Verify that the gateway machine has Microsoft JVM installed.
- Open a DOS command window and enter **jview**. 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](#)
 - If JVM is installed, proceed with the installation.
- Step 2** 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.
- Step 3** Run the 4.3.0.246 installer. For installation instructions, please refer to “Installing MeetingPlace Web” in Chapter 5 of the *Cisco MeetingPlace Web Conferencing SMG*.
- Step 4** At the end of the installation, the program will prompt you to restart. Select to restart your computer and click **Finish**. You must always restart the gateway machine in order to complete the installation. If it does not prompt you to restart, please restart manually.
- 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.
- Step 5** Perform full MeetingPlace Web functionality testing.
-

Upgrade Paths

Before attempting an installation or upgrade, verify that your gateway machine meets all the hardware and software requirements listed in this release note.

If you are	See instructions in
Upgrading from a previous version of MeetingPlace Web 4.0, i.e., release 4.3.0.63 – 4.3.0.100	“Upgrading From a Previous Release of MeetingPlace Web 4.0” section on page 15
Upgrading from a new install of MeetingPlace Web 4.2.7	“Upgrading from MeetingPlace Web 4.2.7” section on page 16
Upgrading from an upgraded release of MeetingPlace Web 4.2.7, i.e., you upgraded from MeetingPlace Web 4.2.5 to 4.2.7	“Upgrading from a Previously Upgraded Release of MeetingPlace Web 4.2.7” section on page 17
Upgrading from MeetingPlace Web 4.2.5 or below	“Upgrading From MeetingPlace Web 4.2.5 or Below” section on page 18

Upgrading From a Previous Release of MeetingPlace Web 4.0

If your existing release of MeetingPlace Web was customized, DO NOT proceed with the upgrade. Refer to the [“Web Customizations” section on page 19](#).

-
- Step 1** To upgrade from a previous release of MeetingPlace Web 4.0 (release 4.3.0.63 - 4.3.0.100), complete the following preliminary steps:
- Open a DOS command window and enter `jview`. 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](#)
 - If JVM is installed, proceed with the installation
 - If the gateway machine has PC Anywhere installed, disable it and restart the machine
- Step 2** Run the MeetingPlace Web 4.3.0.246 installer. For installation instructions, see “Installing MeetingPlace Web” in Chapter 5 of the *Cisco MeetingPlace Web Conferencing SMG*.
- Step 3** At the end of the installation, the program will prompt you to restart. Select to restart the server and click **Finish**. You must always restart the gateway machine in order to complete the installation. If it does not prompt you to restart, please restart manually.

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.

- Step 4** Perform full MeetingPlace Web functionality testing.
- Step 5** Confirm that your Audio Service was upgraded to the new version. If it wasn't, see: [Field Alert FA00325 – After upgrading MeetingPlace Web to a newer version, gwstatus shows that Audio Service did not get upgraded to the new version](#)

Upgrading from MeetingPlace Web 4.2.7

If your existing release of MeetingPlace Web was customized, DO NOT proceed with the upgrade. Refer to the [“Web Customizations” section on page 19](#).

When upgrading from a clean installation of MeetingPlace Web 4.2.7, first determine your version of SQL Server then proceed as indicated in the following table:

If	Do this
You are using a full version of SQL Server 2000	<ul style="list-style-type: none"> • Verify that SQL Server 2000 SP3 was applied • Proceed with the MeetingPlace Web (release 4.3.0.246) installation as outlined in the “Installation Notes” section on page 14
You are using MSDE 2000 SP3/SP3a	<ul style="list-style-type: none"> • Proceed with the MeetingPlace Web (release 4.3.0.246) installation as outlined in the “Installation Notes” section on page 14

If	Do this
You are uncertain what version of MSDE is installed	<ul style="list-style-type: none"> • Refer to Technical Note TN00178 – Determine SQL server version • Proceed with either upgrading your version of MSDE or installing MeetingPlace Web (release 4.3.0.246) as outlined in the “Installation Notes” section on page 14
MSDE 2000 SP3/SP3a is not installed	<ul style="list-style-type: none"> • Backup the MeetingPlace Web database as described in: Technical Note TN00164 – Backup the MPWeb SQL database • Upgrade the current MSDE to MSDE 2000 SP3a as described in: Technical Note TN00179 – Upgrade MSDE or install new MSDE • Restart the MeetingPlace web server and verify that MeetingPlace Web is fully functional before proceeding • Install MeetingPlace Web (release 4.3.0.246) following the steps in the “Installation Notes” section on page 14

Upgrading From a Previously Upgraded Release of MeetingPlace Web 4.2.7

If your existing release of MeetingPlace Web was customized, DO NOT proceed with the upgrade. Refer to the [“Web Customizations” section on page 19](#).

If	Do this
You are using a full version of SQL Server 2000	<ul style="list-style-type: none"> • Verify that SQL Server 2000 SP3 was applied • Proceed with the MeetingPlace Web (release 4.3.0.246) installation as outlined in the “Installation Notes” section on page 14
You are using MSDE 2000 SP3/SP3a	<ul style="list-style-type: none"> • Proceed with the MeetingPlace Web (release 4.3.0.246) installation as outlined in the “Installation Notes” section on page 14

If	Do this
You are uncertain what version of MSDE is installed	<ul style="list-style-type: none"> • Refer to Technical Note TN00178 – Determine SQL server version • Proceed with either upgrading your version of MSDE or installing MeetingPlace Web (release 4.3.0.246) as outlined in the “Installation Notes” section on page 14
MSDE 2000 SP3/SP3a is not installed	<ul style="list-style-type: none"> • Backup the MeetingPlace Web database as described in: Technical Note TN00164 – Backup the MPWeb SQL database • Uninstall the current MSDE and re-install MSDE 2000 SP3a as described in: Technical Note TN00179 – Upgrade MSDE or Install new MSDE • Restore the MeetingPlace Web database by following the instructions in Technical Note TN00165 – Restore the MPWEB SQL database • Restart the MeetingPlace web server and verify that MeetingPlace Web is fully functional before proceeding • Install MeetingPlace Web (release 4.3.0.246) following the steps in the “Installation Notes” section on page 14

Upgrading From MeetingPlace Web 4.2.5 or Below

There is no upgrade path from MeetingPlace Web 4.2.5 or below to MeetingPlace Web 4.3.0.100.246.

Since your existing MeetingPlace Web is most likely running on hardware and OS platform that are not compatible with the requirements of this latest release of MeetingPlace Web either:

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

Troubleshooting

Problem After the installation, I do not see the MeetingPlace Web Conferencing service.

Solution Refer to Field Alert [FA 000243 - Missing MeetingPlace Web Conferencing master service after upgrade to MeetingPlace Web 4.0, Release 4.3.](#)

Important Notes

Web Customizations

Upgrading to MeetingPlace Web (release 4.3.0.246) will affect all MeetingPlace Web customizations. If you have customizations created by Cisco MeetingPlace Professional Services, contact your Cisco MeetingPlace support representative before proceeding with the upgrade. If Cisco MeetingPlace Professional Services did not create the customization(s), copy your customizations before upgrading. They may need to be reapplied after the upgrade.

Caveats

Open 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 allow annotation over a shared desktop.</p>

CR ID	Title
CR16119	<p data-bbox="294 240 1089 266">MeetingPlace Web installation failure due to InstallShield problem</p> <p data-bbox="294 287 1214 345">Due to an InstallShield problem, the MeetingPlace Web installation fails when the MeetingPlace Web files are being unpacked.</p> <p data-bbox="294 365 1231 456">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 data-bbox="294 475 1231 594">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 data-bbox="294 610 1025 636">Web conference crashes when manipulating Explorer settings</p> <p data-bbox="294 657 1231 748">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 data-bbox="294 764 1085 790">Cursor is not visible in the “Name” input field on the Invitees page</p> <p data-bbox="294 812 1214 870">On Netscape Navigator 6.2 browsers, the cursor disappears inside the Name input field on the Invitees page.</p>
CR17459	<p data-bbox="294 886 1224 945">Portion of the pie chart isn't visible/the Choice field should be filled out by the character limit</p> <p data-bbox="294 966 1231 1057">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 data-bbox="294 1068 908 1094">Error message to list actual audio file path attached</p> <p data-bbox="294 1115 1157 1141">A user tries to add a WAV file as an attachment and gets the following errors:</p> <p data-bbox="294 1162 989 1188">Error:[12565] Unsupported sample size detected in sound file.</p> <p data-bbox="294 1209 1231 1268">Error:[12596] Invalid sound file (C:\WINNT\TEMP\MPA8C.tmp) specified for voice attachment.</p> <p data-bbox="294 1289 1231 1347">Error:[22649] The attachment type added as voice is not a voice file. Please check the type and try again.</p> <p data-bbox="294 1369 1231 1427">Note: WAV files come in many different encoding formats. MeetingPlace only supports the following encoded .wav files: 8-bit or 16-bit at 8 kHz, 11 kHz or 22 kHz.</p>

CR ID	Title
CR17612	<p>“Undefined Word” appears in answer input fields during poll question setup</p> <p>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.</p>
CR17625	<p>Proxy server support is not functional</p> <p>If you specify a MeetingPlace web server to use a proxy server from the MeetingPlace Web Admin page, meeting rollover fails.</p>
CR17626	<p>A “Session Expired” message shows up when rolling a meeting to a different site</p> <p>This happens when a user does not have a profile on the rollover site.</p> <p>Workaround: Apply a profile synchronization program to populate missing profiles on all sites participating in the rollover environment.</p>
CR17640	<p>Uninstall leaves some MeetingPlace Web files on the server</p> <p>After performing some install processes, such as Modify or Upgrade, uninstalling the product may leave a few MeetingPlace Web conferencing files on the server.</p>
CR17652	<p>Rolled meetings are not purged from the primary WebConnect server’s database</p> <p>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.</p> <p>Note: If implemented, SQL Server replication will solve this problem.</p>
CR17661	<p>Uninstalling a MeetingPlace web server that is sharing a database with another MeetingPlace web server fails to remove information from the database</p> <p>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 Admin page.</p> <p>Workaround: From the MeetingPlace Web Admin page, remove the uninstalled web server entry.</p>
CR17673	<p>Some text is not fully visible in some MeetingPlace Web pages or dialog boxes</p> <p>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.</p>

CR ID	Title
CR18587	<p>Backspace keystroke can falsely display events inside the meeting room</p> <p>Users inside the meeting room may see events that either didn't occur or occurred in the past when they depress the backspace key. The backspace key seems to work like the Back button of a browser.</p>
CR18594	<p>NetMeeting does not automatically launch from the meeting room on Netscape 4.7x browser</p> <p>Users with Netscape 4.7x browsers are unable to launch NetMeeting automatically. Instead, the system asks the user to save a file into a folder and manually launch the file to open up NetMeeting. This also happens when Microsoft's IIS security lockdown is applied on the web server.</p>
CR18677	<p>NS 6.2/7.0 crashes on post-first or second attempts at closing a WebShare window</p> <p>Netscape crashes when a user tries to close the WebShare window. This occasionally happens on the second attempt.</p>
CR18691	<p>User sees a script error when clicking the Calendar button</p> <p>A script error appears if a user clicks the Calendar button while the page is still trying to completely download.</p>
CR18696	<p>Guest user displayed multiple times in the Participant list if the user rejoins the web conference multiple times without logging out</p> <p>When a guest user rejoins a web conference without logging out of the system, the Participant list shows the guest user as many times as the user rejoins the meeting. This also affects meeting reports.</p>
CR18867	<p>Macintosh and Netscape 4.79 user sees color synchronization problem after a browser refresh</p> <p>When a Macintosh or Netscape 4.79 user resizes their window, their web conference refreshes. After the refresh, the user notices that their assigned color in the Participant list changes. This color does not match what other attendees see in their Participant lists.</p>

CR ID	Title
CR18896	<p>System resources decrease very quickly if a user opens and closes the meeting room several times</p> <p>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 was 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.</p>
CR18973	<p>Users with slow speed connections have difficulty opening the meeting room</p> <p>Users with less than 14 kbps have difficulty loading the meeting room.</p>
CR19101	<p>Error message "Error Extracting Support Files" appears during the install process</p> <p>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.</p>
CR19275	<p>Restricted users are able to search for past meetings</p> <p>Guest users are still able to search for meetings that occurred during the last 24 hours even though MeetingPlace was set to restrict guest users from accessing past meetings.</p>
CR19403	<p>Users can't change user password to zero length using the Web</p> <p>Users can't change their profile passwords to zero length.</p>
CR19436	<p>User will experience problems if user selected 'No' when asked to download security package</p> <p>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.</p>
CR19549	<p>Watermark in PowerPoint slides not converted properly</p> <p>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 converts the slide as if the image is in its original format.</p>
CR19552	<p>Animation in PowerPoint slides not converted properly</p> <p>If a PowerPoint slide contains an animated image, the slide does not show up accurately in Presentation mode.</p>

CR ID	Title
CR19619	<p>User’s highlighter always paints in black when using annotations</p> <p>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.</p>
CR19660	<p>Users get stuck at 1% when trying to open meeting room</p> <p>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%.</p> <p>Workaround: For both internal and external sites, from IIS’s Home Directory, set Application Protection permission to Low.</p>
CR19731	<p>User sees a JavaScript error while trying to add a PowerPoint file as an attachment through a proxy server</p> <p>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.lineImg.Style is null or not an object” message. This issue was escalated to Microsoft.</p>
CR19734	<p>Remember Me produces “session expired” if Content Advisor is enabled</p> <p>If a user enables the Content Advisor feature of Internet Explorer and attempts to use the Remember Me function, the user will receive a “session expired” error.</p>
CR19843	<p>Click-to-attend links set for an external site bring users to the Meeting Details page for future meetings</p> <p>When a user attends a future meeting using the click-to-attend link from a Lotus Notes client, the user is displayed the Meeting Details page for that meeting instead of the normal “Meeting is not available or too soon to attend” message.</p>
CR19925	<p>Users are unable to add an attachment to a rolled over meeting</p> <p>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.</p>

CR ID	Title
CR20194	<p data-bbox="292 240 1170 267">Installer hangs and remains minimized in the task bar during an upgrade</p> <p data-bbox="292 285 1228 345">The installer hangs and becomes minimized in the task bar with apparent activities. In Taskmgr, the Ikernel.exe process is consuming almost 100% CPU.</p> <p data-bbox="292 363 1228 456">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.</p>
CR20382	<p data-bbox="292 472 1013 500">Some MeetingPlace Services were not started after an install</p> <p data-bbox="292 518 1217 578">Occasionally, when installing or upgrading MeetingPlace Web, some services may not start automatically.</p> <p data-bbox="292 596 1134 623">Workaround: Restart the MeetingPlace Web Conferencing master service.</p>
CR20426	<p data-bbox="292 641 1231 701">Installing MeetingPlace Web onto an existing MeetingPlace gateway server may prevent existing meetings from getting downloaded to their own database</p> <p data-bbox="292 719 1213 810">After installing MeetingPlace Web onto a server with an existing MeetingPlace gateway, all meetings from the MeetingPlace web server may not get replicated to their own database. This is due to incompatible table schema changes.</p> <p data-bbox="292 828 1143 888">Workaround: From the online Replication Service page, select Update All Meetings to download all meetings again.</p>
CR20430	<p data-bbox="292 901 1231 928">Script error appears when you delete a meeting on a WebConnect environment</p> <p data-bbox="292 946 1213 1006">Retrieve a future meeting that was scheduled on an external site. Try to delete this meeting and you will see a script error.</p>
CR20639	<p data-bbox="292 1023 1231 1083">IIS lockdown unable to apply Access Control List to Attachment Location folder if folder is specified in UNC format</p> <p data-bbox="292 1101 1231 1192">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.</p>

CR ID	Title
CR20484	<p>After upgrading to 4.3, the new MeetingPlace Web Conferencing master service did not start automatically</p> <p>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.</p> <p>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.</p>
CR20564	<p>After conversion, certain PowerPoint files are missing information</p> <p>Advanced PowerPoint users will use native PowerPoint conversion.</p>
CR20574	<p>Snapshot only captures one of two shared images</p> <p>Two users share applications, one takes a snapshot. Only one image appears instead of two.</p>
CR20654	<p>In Japanese version, users can't delete guest from Invitee box</p> <p>Profile users with language set to Japanese are unable to delete guest users from the Invitees list box on the Schedule page.</p>
CR20690	<p>Webshare on Netscape 6.2 hangs for https on Mac OS 9.2</p> <p>If a user tries to attend a public meeting using HTTPS, the browser hangs.</p>
CR20781	<p>Discrepancy in number of total slides between meeting room and Attachment preview</p> <p>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.</p>
CR20811	<p>Profile users allow scheduling meeting on external site</p> <p>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.</p>

CR ID	Title
CR20817	<p>A user without JVM installed sees an incorrect message when running the browser test</p> <p>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.</p>
CR20819	<p>Meeting recording reported an incorrect time length</p> <p>While merging the voice and web recordings, there is a mismatch between the actual length of the recorded meeting and what the system logged.</p>
CR20824	<p>Playback of meeting recording does not function</p> <p>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."</p> <p>Workaround: Restart the Audio and Replication Services to prevent future problems.</p> <p>Note: It is not possible to recover existing meetings already in this condition.</p>
CR20769	<p>Participant list in meeting room stops updating</p> <p>Occasionally, real-time events, such as "Now Speaking" or the mute/unmute functions, don't appear as real-time events in the meeting room.</p>
CR21033	<p>User on Netscape is unable to collaborate after user's permission gets changed</p> <p>A user joins a lecture-style meeting as an Audience or Participant user. The user's permission is changed to Presenter, but the user's Take Control button doesn't show up. This only occurs if the user is using a Netscape browser.</p>
CR21048	<p>Users are unable to share on Win98 Japanese systems</p> <p>Occasionally, users on a Windows 98 platform cannot share applications from their IE browser.</p>
CR21051	<p>User receives a "157 – Internal error" message when the scheduler begins the meeting</p> <p>The meeting organizer receives an error message when he tries to start the meeting if a guest user joined the meeting before him.</p>

CR ID	Title
CR21060	<p>Mac users using Netscape browser may have their browser hang</p> <p>Mac users clicking on any button from the toolbar in a web conference can cause their browsers to become unstable.</p>
CR21162	<p>Attendees get a “you have been removed from the meeting” message in a reservationless meeting</p> <p>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...”</p>
CR21180	<p>Web recording icon exists, but users cannot playback a recording</p> <p>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.</p>
CR21184	<p>Master service sometimes fails to register after an upgrade</p> <p>Upgrade from a pre-4.3.0 to the latest MeetingPlace 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.</p>
CR21186	<p>Guest outdial using Call Me does not match the VUI icon in the meeting room</p> <p>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.</p>
CR21383	<p>User sees a “Your permission is unknown at this time...” message after clicking on the Slides menu item</p> <p>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 her browser often enough that the system is unable to maintain her permission state.</p>
CR21440	<p>Take Control button and switching of application doesn’t function if there are two applications being shared by two different users</p> <p>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.</p>

CR ID	Title
CR21665	<p>Users with French-Canadian profiles don't see meeting recordings properly</p> <p>A user with French-Canadian as their default profile language accesses the Attachment page for a recording. The recording doesn't display properly.</p>
CR21879	<p>On Mac OS, a user receives inconsistent information when using an Internet Explorer versus a Netscape browser</p> <p>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.</p>
CR21913	<p>Browser test does not finish running when executed on a Mac OS 9.2 with Netscape 6.2 platform</p> <p>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.</p>
CR21968	<p>After an attendee gets disconnected from the meeting room, the attendee's name is still displayed in the Participant list.</p> <p>When an attendee is disconnected from the meeting room (through a network disconnect), the attendee's name and web conferencing icon (computer icon) still display in the Participants list. If a user mouses over the icon though, it says "No DC connection".</p>
CR22043	<p>PC restarts automatically after clicking the audience status or the Unshare button</p> <p>A user on a Netscape browser shares an application and decides to either unshare it or view audience status. In some instances, the user's computer restarts without warning.</p>
CR22112	<p>Error appears after clicking Home button after scheduling a rollover meeting</p> <p>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.</p>
CR22216	<p>Delete meeting button doesn't delete recurring meetings</p> <p>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.</p>

CR ID	Title
CR22477	<p>Incorrect information about Meeting start time after meeting was updated with error</p> <p>User tries to update future meeting to past time. After an error, the Start Meeting Time is displayed incorrectly in the Find window.</p>
CR22503	<p>Internal MPWeb should not try to process recorder.cgi if meeting is public</p> <p>In a DMZ-C architecture in which you have a separate internal MeetingPlace Web and an external (DMZ) MeetingPlace Web, the web conference will occur on the DMZ server if the meeting is public. This means the web conference recording (filename = recorder.cgi) will only exist on the DMZ server.</p>
CR22216	<p>SMA / Monthly by Day Renew Ending SMA returns wrong date on web schedule page</p> <p>The Schedule Meeting page displays the wrong date for scheduled meetings.</p>
CR22571	<p>SMA / Weekdays Renew Ending SMA returns wrong date on web schedule page</p> <p>The Schedule Meeting page displays the wrong date for scheduled meetings.</p>
CR22583	<p>An error fails to appear when the Profile becomes locked or inactive</p> <p>The profile becomes locked or inactive after three attempts with an incorrect password. An error fails to appear in this instance.</p>
CR22657	<p>Canceled meetings are not deleted from the server if canceled from the “No Show” notification</p> <p>If a recurring meeting is not attending for a specific period of time, the meeting scheduler receives a “No Show” notification. The scheduler attempts to cancel the meeting from this notification. The meeting is not canceled.</p>
CR22680	<p>User’s long name gets truncated in “Now speaking” on the bottom toolbar</p> <p>Rename an existing participant or add a new participant with a very long name. While the user is speaking, the "Now speaking" status bar at the bottom of the meeting room truncates the name.</p>
CR22705	<p>User can’t delete the wav. file from attachment page</p>
CR22724	<p>Presentation mode with large PowerPoint presentations trigger “Java Out Of Memory” Error</p> <p>User used Presentation mode with 244 slides and received the “Java out of memory” error.</p>

CR ID	Title
CR22768	<p>Packet router mismatch error leads to non-functional meeting room</p> <p>When loading the meeting room, active content (chat/participant list/webshare) does not initialize. This occurred when two different users joined the same conference from the same machine using the same instance of JVM.</p> <p>Workaround: Restart your browser</p>
CR22769	Network connection breaks during web playback and reconnection doesn't work
CR22846	<p>GWSVC spinning leads to unresponsive server</p> <p>Some servers experienced critical errors in large web conferences.</p>
CR23001	<p>Active MPX threads performance counter displays wrong value</p> <p>The value for the Active MPX threads counter is often unreliable.</p>
CR22803	<p>Converted slides disappear from file system after upgrading</p> <p>After upgrading, converted slides are no longer in the corresponding meeting folder on the MeetingPlace web server.</p>
CR22975	<p>Upgrade fails when using windows authentication</p> <p>Connection to database never established.</p>
CR22790	Uninstall does not function
CR22952	<p>Attachment page opens instead of the Meeting Options page if user uses the Back button on Internet Explorer</p> <p>A user schedules a future meeting from Internet Explorer and then clicks Meeting Details > Attachment/Recording. The user then clicks on the Back button and sees the Attachment page rather than the Meeting Options page.</p>
CR22955	<p>System allows user to initiate a reservationless meeting even though the user does not have permission for it</p> <p>Set the User Profile's "Use Reservationless" setting in MeetingTime to No then enter the Profile number in the Meeting ID field on the MeetingPlace Web Welcome page. Click Attend. The meeting is scheduled and you are permitted into the meeting room.</p>
CR23026	In Mac, unnecessary text appears on the Invitees list of the Basic Schedule page
CR23036	<p>Access web base page gives script error "Permission Denied"</p> <p>This occurs if the default URL address of the Internet Explorer browser is set to about:blank.</p>

CR ID	Title
CR23038	<p>Illegal announcement option format error message appears if you use Beep+Number Entry Announcement on the Account page</p> <p>From the MeetingPlace Web Account page, if you select Beep + Number as your setting for the Entry announcement and Departure Announcement fields, error messages appear: “Illegal announcement option format” and “Bad announced departure format”.</p>
CR23049	<p>Solaris/ "Do not close window" stays in front of the WebShare window</p> <p>Join a web conference on Solaris using a Netscape browser. A “Do not close this window” dialog box appears in front of the WebShare window and doesn't hide until you switch focus to the WebShare window.</p>
CR23055	<p>Can't add attachment to Continuous meeting purged from MeetingPlace audio server</p> <p>User can't add attachment from attachment detail page to Continuous meetings that exceed the number of days meetings are normally kept on the MeetingPlace audio server. User goes through the motions of adding an attachment, but no attachment is added.</p> <p>Workaround: User can still add attachments to such meetings from the meeting room using the Add Presentations/Attachments now link.</p>
CR23056	<p>Browser test does not function for French and Spanish languages on Japanese OS</p> <p>In such scenarios, an empty page appears if you click on the Browser test link.</p>
CR23062	<p>Now Sharing function doesn't display the name with apostrophe</p>
CR23066	<p>Incorrect behavior for scheduling a reservationless meeting from schedule page</p> <p>After scheduling a reservationless meeting, if you go to the New Meeting page and click Schedule again, another (same) reservationless meeting is scheduled. This is incorrect behavior. An error message should appear.</p>
CR23087	<p>Corrupted meeting if system manager tries to update meeting scheduled by end user when “Allow Vanity ID “ is set to No on the server</p> <p>“Allow Vanity ID” is set to No on the server and an end user schedules a meeting. The system manager attempts to update the meeting. The meeting gets corrupted. This problem only applies if the system manager attempts to change the Meeting ID.</p>

CR ID	Title
CR23112	<p>Load balancing: in-session meeting switch fails</p> <p>In a load balancing scenario, the web conference fails due to a stoppage of MeetingPlace conferencing services. When users try to re-join the same meeting, they see a "Can't find server" error. This is incorrect behavior. Existing users in the meeting should exit and get redirected to a stable server when they click the Join Web Conference button again.</p>
CR23115	<p>Rollover meetings to SSL-only site fails</p> <p>Schedule a meeting on the first site, copy the meeting and schedule again to initiate rollover. Rollover starts and fails; Message:Error:[22876] Unable to roll meeting(s) to other site.</p>
CR23119	<p>SMTP notifications sent with wrong link from rollover site</p> <p>The link received points to another web server that has SMTP installed on the same SMTP server and same MeetingPlace audio server. Users show up in the Participant list, but can't attend the same web conference.</p>
CR23091	<p>Slide display problem (blank) when moving backward in lecture-style meeting.</p> <p>When the presenter skips a few slides and then goes backward, each new slide displayed has to be loaded first (not cached). Netscape / JRE 1.4.2 seems to sometimes struggle when displaying the slide. The slide gets downloaded but the display refresh does not occur unless the end-user clicks on the window/moves the mouse</p>
CR23132	<p>Guest users unable to see presentation slides if permission changed to presenter</p> <p>The missing slides do not seem to download. When the ex-guest controls the slides, everything works except that the slides not already cached in his session do not download and do not display. This issue is encountered in lecture-style meetings only.</p>
CR23135	<p>Unix users can't send private chat to other participants</p> <p>Participants are not displayed in the Chat list. Participants reappear in the Chat list when the user moves or resizes the Chat window.</p>

Issues Resolved Since Last Release

CR ID	Title
CR21033	In lecture-style meeting Netscape users can't collaborate after their permission status is changed to Presenter.
CR21050	Lecture-style meeting scheduled from MeetingPlace Web doesn't inherit parameters. Starts in the waiting room.
CR21163	Reservationless: no meeting details page + popup blocker usability issue
CR21628	Annotation permission not properly removed between web conferencing modes
CR21189	Meeting room participant list not accurate - libnet drops events
CR21200	Make sure sequence numbers do not overlap when making MeetingPlace audio server API calls
CR21633	Guest Audience user can 'take control' even though they don't have permission
CR21668	Java script appears if Guest name contains " and ' characters
CR21680	MeetingPlace Web sends extra PartLeaveConf message for web conferences
CR21815	Rolled meetings are unattainable from site1
CR21816	SSI: error 5171 Bad Meeting ID when user clicks on Meeting Details button
CR21668	Running the Browser Test takes very long time with Proxy, about 7-10 minutes
CR21905	NullPointerException when other part starts sharing - meeting room using Sun Java
CR21942	Test meeting L1122334455667788C4279176975 does not extend
CR21967	Permissions not detected when joining back-to-back web conferences without first closing
CR22145	Presentation not converting on the external server
CR22189	Internet Explorer / Java not freeing up java threads after meeting room unloads
CR22219	User sees white DC window and cannot share due to java Null Pointer exception
CR22456	Japanese MeetingPlace web server stuck at 1% meeting room load
CR22464	General Key in registry under Web Publisher is not accessible
CR22465	Certain profiles unable to schedule using MeetingPlace Web -- scheduled page refresh, meeting details

CR ID	Title
CR22563	When attachments are purged on the MeetingPlace audio server, the Web Recording link disappears from the MeetingPlace Web user interface
CR22565	Not enough space in meeting room to display phone number
CR22587	Attachments from a continuous meeting are never downloaded after fresh install
CR22617	Security audit performed by Next Generation Security Software Ltd
CR22619	java. lang. Unsatisfied Link Error: Term error when leaving the meeting room
CR22641	Replication service gives internal error 157 and 12387
CR22661	Web recording links do not allow access to purged meetings
CR22662	MeetingPlace agent crashes when trying to load some new internationalized dlls
CR22666	Installer does not install Microsoft Java
CR22671	PowerPoint presentations added to the meeting did not get converted correctly
CR22678	IIS Spin on Japanese OS
CR22682	Avoid start-up race on single-box systems
CR22698	Web recording playback with no audio - RCI_Connect error 9
CR22699	With 3rd party authentication, retrieving remote meetings errors
CR22701	Page not found appears if close meeting room on the Netscape browser
CR22702	Unable to attend multiserver meeting with password protection
CR22703	Participant list and application share not working - java Null Pointer Exception
CR22718	Double CDATA tag breaks MeetingPlace Web 4.2.7 backward compatibility
CR22722	DCL Slave becomes unresponsive during performance test
CR22761	Mpaudsvc. map not installed by installer
CR22766	Admin/Web Server Properties page is corrupted
CR22767	Deleting existing socket connection reported as an error by DCMS
CR22772	Queued-up conversions don't merge audio into Web if done after Replication Service restart
CR22776	DCMS service crash
CR22787	MP Agent crashes if you enter invalid number in the minutes field /Schedule meeting page
CR22801	DCMS: RCI_Connect error 3

CR ID	Title
CR22808	UK profile trying to load German resource file in meeting room
CR22848	NULL response from WebAPI. MPAgent cannot create conference
CR22854	Increase size of message table to support higher number of worker threads
CR22858	Can't open Poll window / error ASP 0156:80004005
CR22876	Change from passing absolute timeouts to relative ones in AddOutGoingRequest()
CR22927	Audio service tries to convert indefinitely if conversion fails
CR22940	Replication service error 155 under heavy server load
CR22925	Cannot add participant to a past meeting
CR22945	Always shut down ArchiveWriter when conference ends
CR22960	IIS crash (MPX) on gc34 server
CR22961	Can't schedule/update recurring meeting with TBB checked/ Java script appears
CR22981	Data conference server (gwsvc) crash during application sharing session
CR23046	Data conference service does not recover after IIS crash/recycle
CR23130	MPagent crash with MSM - https required

Documentation Updates

Errors

Missing Information in Secure Socket Layer Section

Chapter 7 of the *Cisco MeetingPlace Web Conferencing SMG*, Management Tools, fails to provide the following note:

When entering information to generate your SSL certificate, make sure that you do not use single or double quotation marks. MeetingPlace Web cannot read the quotation marks and will produce the following error message: Invalid SERVERVARIABLES request inputs.

Missing Information in MeetingPlace Web Load Balancing Configuration Section

Chapter 6 of the *Cisco MeetingPlace Web Conferencing SMG*, MeetingPlace Web Load Balancing, is missing information. This information affects four sections of the MeetingPlace Web load balancing configuration:

- Configure MeetingPlace Services for the First Internal Web Server
- Install Additional Internal MeetingPlace Web Servers
- Configure MeetingPlace Services for the First External Web Server
- Install Additional External MeetingPlace Web Servers

Whenever you are requested to open regedit, complete the following steps:

Open regedit and navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Data Connection\DCMS\Admin. Delete the UserReset registry key if it exists. Make sure that you delete the key itself. Do not simply blank out its value. Then, set **UserDomain**, **UserName**, **UserPassword**, and **FileServer** as indicated in the SMG.



Note

Instructions in the Cisco MeetingPlace Web Conferencing System Manager's Guide often request the use of a System Manager account. This refers to a MeetingPlace System Manager-level account as configured in MeetingTime.

Changes

Compatibility with RealAudio Encoder 3.0

The “MeetingPlace Web Audio Service” section of Chapter 4 in the *Cisco MeetingPlace Web Conferencing SMG* indicates support for RealAudio Encoder 3.0 on RealAudio Server 8. This pairing is no longer supported. Instead of RealAudio Server 8, we recommend using Helix Basic Server 9, a free limited-edition offering with a one-year licence that can be downloaded from www.realnetworks.com.

Helix Server does not support RealAudio Encoder 3.0. You will require RealAudio Encoder 8 or later.

**Note**

This is the last release of MeetingPlace Web that will support RealAudio.

Related Documentation

Cisco MeetingPlace Web Conferencing System Manager's Guide—Describes how to install and configure Cisco MeetingPlace Web Conferencing. Please refer to the Release Note for Cisco MeetingPlace Web Conferencing for the latest updates.

Cisco MeetingPlace Web Online Help—Provides end-users with detailed step-by-step instructions on how to use MeetingPlace Web. Online help is accessible from the Help menu on the MeetingPlace Web home page.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

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- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

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

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

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

We appreciate your comments.

Obtaining Technical Assistance

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

Cisco TAC Website

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

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

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

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

Opening a TAC Case

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

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

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

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

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

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

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

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

TAC Case Priority Definitions

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

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

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

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

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

Obtaining Additional Publications and Information

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

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

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

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

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

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

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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