



Configuring Your Mail Server, Time Zone, and Locale

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Setting Up the Mail Server For Your System

By setting up this mail server, the system can use your corporate mail server to send emails to administrators (alerts, alarms, reports, and so on) and users (meeting invitations, password resets, and so on).

Before You Begin

You must have successfully completed the deployment of the virtual machines required for your system.

Procedure

Step 1 Enter the fully qualified domain name (FQDN) of a mail server that the system will use to send emails.

Step 2 If you want **TLS enabled**, then check this check box.

Step 3 You may edit the **Port** field if you do not want to use the default value.
By default, the SMTP port number is 25, or 465 (secure SMTP port number).

Note If there is a firewall between the internal virtual machines and the mail server, then these ports may be blocked. To ensure mail traffic can pass, make sure these ports are open between the mail server and your system.

Step 4 If you want to enable mail server authentication, check the **Server authentication enabled** check box.
If you enable server authentication, then the **Username** and **Password** fields are displayed.

Step 5 If displayed, enter the **Username** and **Password** credentials for the system to access your corporate mail server.

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

Step 6 Select **Next**.

Setting Up the Time Zone and Locale for the System

Procedure

Step 1 Select the local time zone for your system from the drop-down list.

Step 2 Select the country locale for your system from the drop-down list.

Step 3 Select **Next**.

Confirming the Mail Server, Time Zone, and Locale Settings

You entered these settings on the previous screens.

- Review the information you entered previously. If there are any mistakes, then select **Back**. Otherwise, select **Next**.

Setting Up the First Administrator Account for Your System

The system creates a single administrator account as part of the deployment process. This administrator will receive an activation email from the system, requesting a sign in and creation of a password.



Caution

This administrator must sign into the system, create a password, and add additional administrators and users. Otherwise, no other user will have access to the system.

Before You Begin

You must have correctly set up a mail server for the system to send emails to administrators and users.

Procedure

Step 1 Enter the first and last names of the administrator.

Step 2 Enter the administrator's complete email address.

Step 3 Select **Submit**.

Depending on your network speed and mail server, the administrator will receive a welcome email in under 15 minutes, asking the administrator to confirm the account by signing in to the system and creating a password. After sign in, the administrator can view a tutorial that explains how to use the system.

Step 4 We recommend you keep this page open until the administrator receives the activation email. Be sure to bookmark this **Email Confirmation** page as well. You may use the bookmark to return to this page to resend the email, if necessary. Otherwise, you will be unable to resend the activation email. If the administrator does not receive that email, it may be an issue with your corporate mail server or the activation email may have gone into the junk or spam email folder.

Important Without an activation email, no one will be able to sign in to the system, forcing a redo of the system deployment.

Step 5 The administrator must sign in to the system and add additional users. Upon creation of the new user, the system sends an email to each user, welcoming and asking the user to sign in and create a password. Upon initial sign in, each administrator will have an opportunity to view a tutorial of the system. The administrators can view the tutorial immediately, or decide to view it later.

Testing the System

These are some of the tests to run on the system. You can accomplish these tests and validate your system by using two diagnostic tools provided on the support pages for this product: the Meetings Test and the System Resources test.

- Add, edit, activate, and deactivate users.
- Schedule and hold a meeting.
- Reschedule an existing meeting.
- Delete a series of meetings or a future meeting.
- Open a meeting attachment.
- Play a meeting recording.

