

Web Office
Release Notes
Version 6.02

June 2004
DOC2063G

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Version 6.02

Notice

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Version 6.02 Package Contents

The Polycom WebOffice version 6.02 software and documentation CD includes the following items:

- Polycom WebOffice software:
 - Polycom WebOffice Server
 - Polycom WebOffice Administrator Web Support
- Documentation:
 - Polycom WebOffice 6.02 Administrator's Guide
 - Polycom WebOffice 6.0 User's Guide
 - Polycom WebOffice 6.02 Release Notes

System Requirements

Server Requirements

Recommended Requirements

Following are the Polycom WebOffice Server recommended requirements:

- Pentium-4 1GHz and higher (dual processor recommended)
- 1024 MB RAM
- Internet Connection - LAN to router connected to the Internet at 1.5 Mbps or higher
- 100 Mbps PCI network adapter providing LAN connection
- 40 GB on disk (required for System/SW/Session, and for Offices data + spare), preferably high speed SCSI supporting 160 Mbps transfer rate (3x18GB full RAID recommended)
- Software
 - Windows 2000 Server
- Environment
 - Firewall protection - usually TCP port 80 (HTTP) and ICMP are to be open for inbound traffic toward the server with state-full inspection activated
 - Optional - working in TCP mode port 83

Minimum Requirements

Following are the Polycom WebOffice Server minimum requirements:

- Minimum Server Specs for WebOffice License levels:
 - 5 Licenses - Pentium-III 700 MHz, 500 MB RAM and 10 GB hard disk with 512 Kbps connection
 - 25 Licenses - Dual Pentium-III 500 MHz, 1 GB RAM and 40-GB hard disk with 1.0 Mbps connection
 - 100 Licenses - Pentium-4 1.2 GHz, 1 GB RAM and 60-GB hard disk with RAID 0, 1.0 Mbps or higher connection
 - 250 Licenses - Dual Pentium-4 2.x GHz, 2 GB of RAM and 100-GB hard disk with RAID, 1.5 Mbps connection
 - 500 or more - Dual Pentium-4 with highest speed, 2 GB of RAM minimum and 20-GB install disk and 100-GB data disk with the data disk RAID 5 Striped, with 1.5 Mbps or higher connection
- Software
 - Windows 2000 Server
- Environment
 - Firewall protection - only TCP port 80 (or any other port the server was configured to work with) (HTTP) and ICMP are to be open for inbound traffic towards the server with state-full inspection activated

Client Software Requirements

Following are the Polycom WebOffice Client software recommended requirements:

- Standard Pentium-III 600 (or higher) Windows PC
- Software
 - Windows 95/98/98SE/NT/2000/ME/XP
 - IE 4.0 and higher / Netscape 7 and higher
- Environment
 - 128 MB RAM and higher
 - Internet connection - 128 Kbps and higher

Web Client Software Requirements

Following are the Polycom WebOffice Web Client software minimum requirements:

- Software
 - Windows 95/98/98SE/NT/2000/ME/XP, Mac or Linux
 - Windows OS: IE 5.0 and higher / Netscape 7.0 and higher
 - Mac OS: IE for Mac 5.2 and higher / Netscape 7.1 and higher
 - Linux OS: Netscape 7.1 and higher
- Environment
 - Internet connection

Meeting Conference Requirements

Following are the Polycom *WebOffice* configuration requirements for audio and video meetings:

- Audio conference
 - MCU - VoicePlus MCU or Voyant OCI MCU
 - WebCommander - optional but recommended when working with MGC unit version 6.0 and later
- Point-to-Point video conference
 - ViaVideo I and II, software version 4.0 and higher / ViewStation endpoints. ViewStation models include ViewStation FX, ViewStation EX, ViewStation FS 4000 - software version 5.1 and higher, and ViewStation VSX 7000 - software version 5.0 and higher.
 - Gatekeeper (PathNavigator is recommended) - optional but recommended
- Multipoint video conference
 - MCU
 - ViaVideo I and II, software version 4.0 and higher / ViewStation endpoints. ViewStation models include ViewStation FX, ViewStation EX, ViewStation FS 4000 - software version 5.1 and higher, and ViewStation VSX 7000 - software version 5.0 and higher.
 - WebCommander - optional but recommended when working with MGC unit version 6.0 and later
 - Gatekeeper (PathNavigator is recommended) - optional but recommended

Installing the Polycom WebOffice Software Package

New Installation

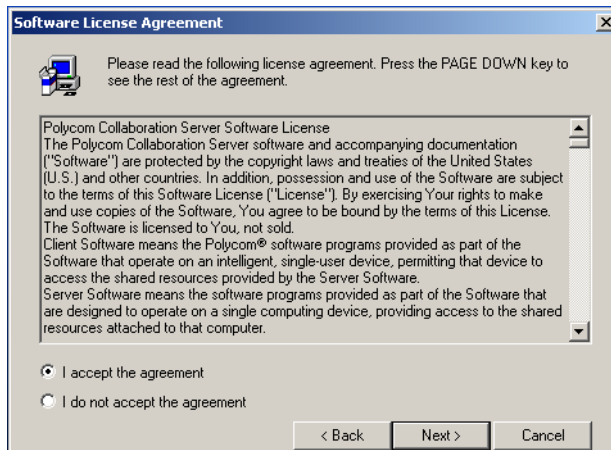
To install the Polycom WebOffice software package for the first time:

1. Insert the CD into the CD drive.
2. From the *Start* menu, select **Run**.
3. Enter **D:/Setup**, where D is the CD drive name, and then click **OK**.

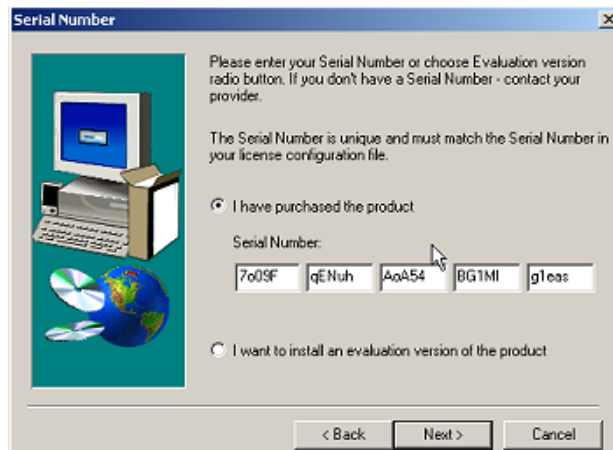
Installation Wizard

Follow the on screen instructions to complete the installation process.

1. In the *Software License Agreement* window, select **I accept the agreement** and click **Next** to accept and continue.



The *Serial Number* window opens.

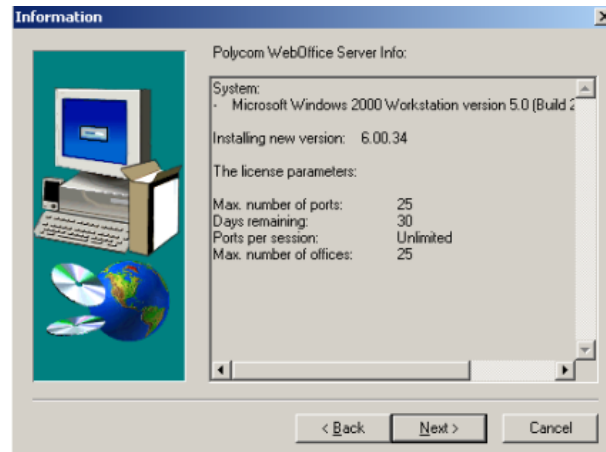


- If you are installing a licensed version of *WebOffice*, select **I have purchased the product** and enter a valid license key. If you are installing an evaluation version, select **I want to install an evaluation version of the product** and click **Next**.



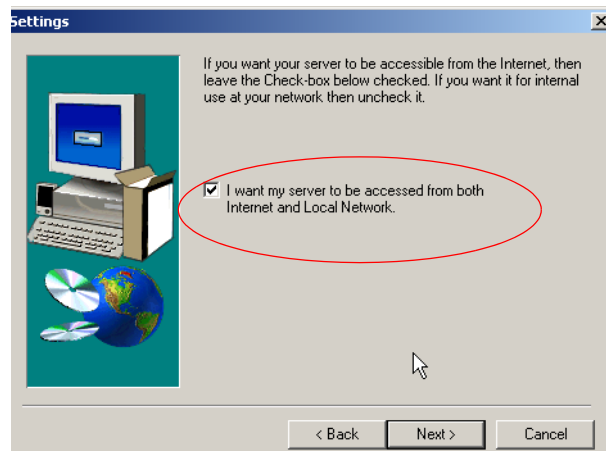
- Your license key determines the number of ports, *WebOffices* and connections to the server that you can configure.
- The evaluation version of *WebOffice* is valid for 30 days and allows you to build up to 25 *WebOffices*.

The *Information* window opens detailing your server information.



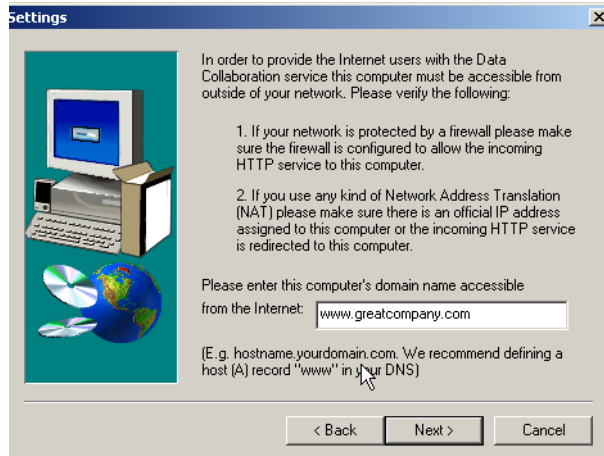
- Click **Next**.

The *Settings* window opens.



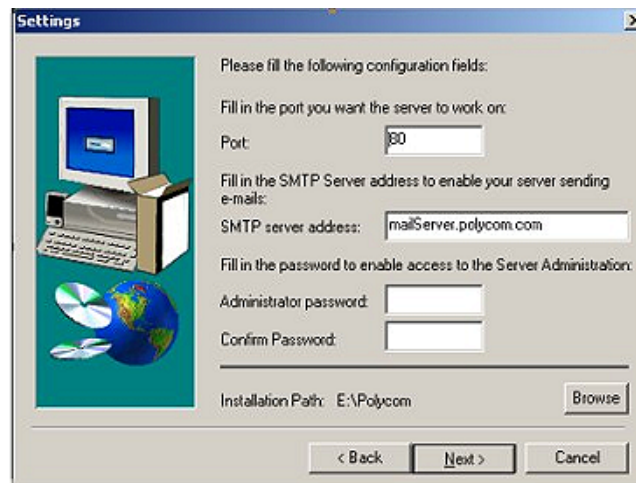
- The check box **I want my server to be accessed from both Internet and Local Network** is selected by default. This allows your *WebOffice* server act as both an Intranet (internal to the resident LAN) and Internet server (default installation). If this check box is cleared, the *WebOffice* server acts as an internal LAN server only.

The next *Settings* window opens.



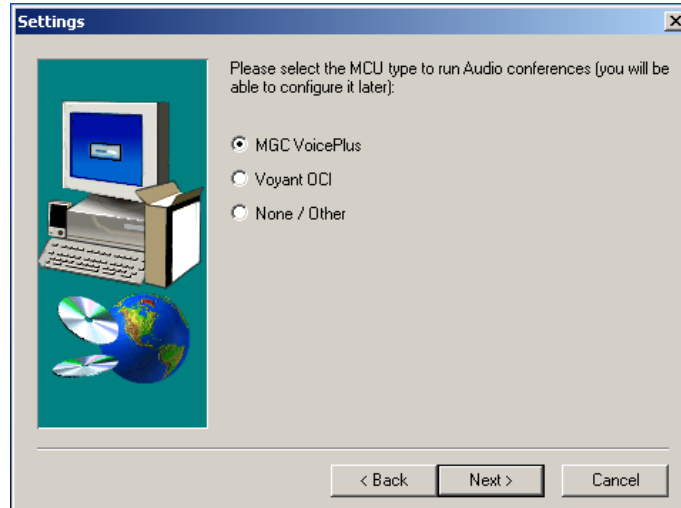
5. If you have chosen to install the *WebOffice* Server as an Internet server, you are prompted to enter the URL. The URL follows the format *www.polycom.com*. This is a typical URL structure, derived from the combination of the host and domain name. Click **Next** to continue.

If the check box **I want my server to be accessed from both Internet and Local Network** remains selected by default in Step 4, the next *Settings* window opens. If the check box is cleared in Step 4, continue with Step 10.



6. The default port is 80. If you need to use a different port for HTTP, enter the port number. Any port can be used assuming that no other process is using this port.
7. Enter the SMTP server address. This can be a URL or an IP number.
8. Enter the administrator password. Re-enter your password for confirmation. This is the username for controlling the *WebOffice* Instant Messaging Service from the Web. This Web interface enables the server administrator to add, remove and administer offices and users.
9. Select the target path for the installation and click **Next** to continue.

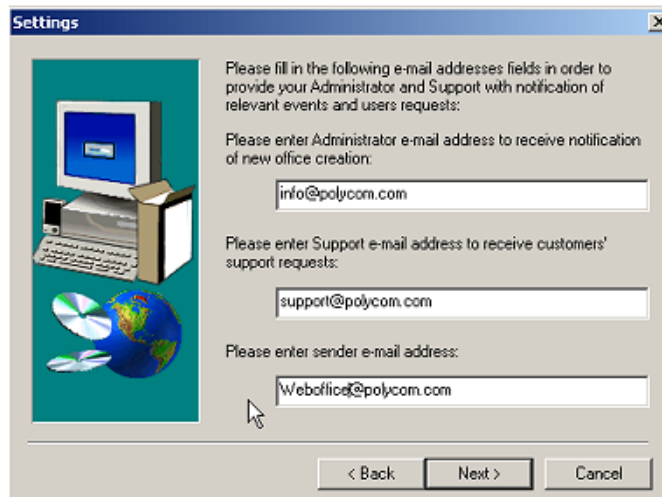
The following *Settings* window opens.



10. Select the MCU that will be used to run audio conferences; **MGC VoicePlus**, **Voyant OCI** or **None/Other**. Click **Next** to continue.

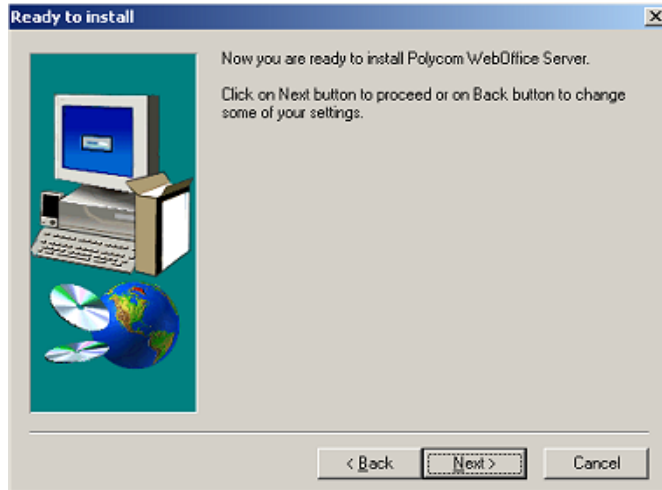
This option can be changed by the Administrator in the *Administrator's Tool - Portal Deployment*.

The following *Settings* window opens.



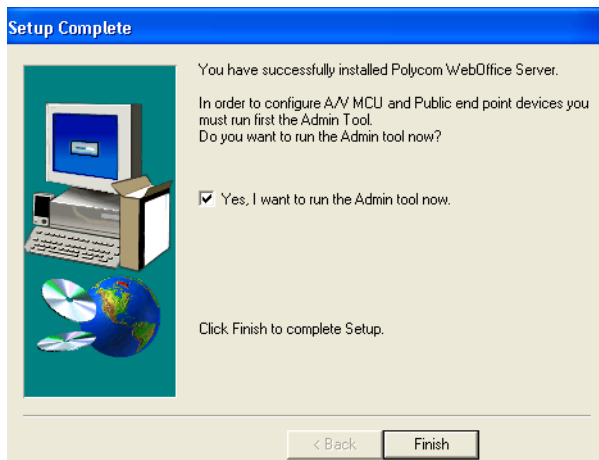
11. Enter the *WebOffice* Administrator e-mail address. The administrator receives e-mail from the server every time a *WebOffice* is created.
12. Enter the *WebOffice* Support e-mail address. This is the address that will receive e-mails from users seeking support.
13. Enter the *WebOffice* Sender e-mail address. This is the e-mail address that is shown in the Reply To line of sent e-mails. Click **Next** to continue.
14. Click **OK** to continue.

The *Ready to Install* window opens.



15. Click **Next** to install the Polycom WebOffice server.

When the installation is complete the *Setup Complete* window opens.



16. Click **Finish** to complete the installation process.

You must go to the *Administrator's Tool* to configure WebOffice to properly run audio and video meetings. If you want to go directly the *Administrator's Tool*, select the **Yes, I want to run the Admin tool now** check box, and click **Finish** to complete the installation process.

Update an Existing 5.X Version

The following section describes how to update an existing 5.X version of WebOffice to version 6.02.

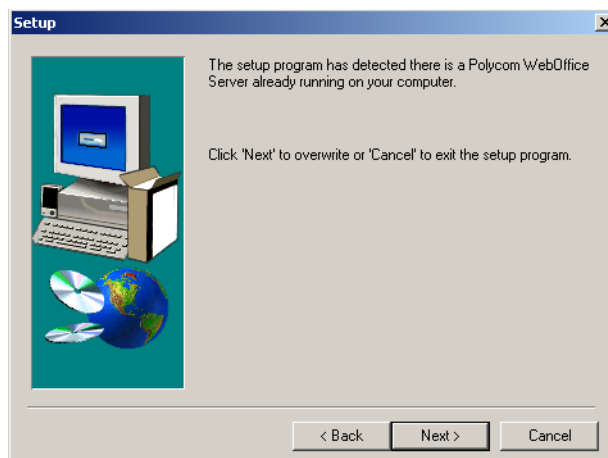
To update an existing Polycom WebOffice software package:

1. Insert the CD into the CD drive.
2. From the *Start* menu, select **Run**.
3. Enter **D:/Setup**, where D is the CD drive name, and then click **OK**.

Installation Wizard

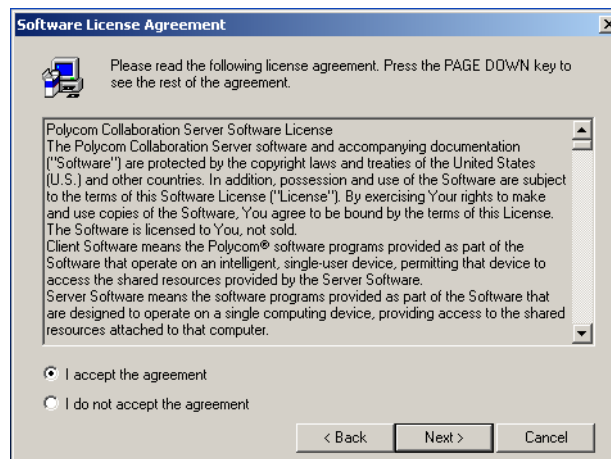
Follow the on screen instructions to complete the installation process.

1. The following *Setup* window opens, indicating that an older version of WebOffice exists on your computer. Click **Next** to continue with the installation.

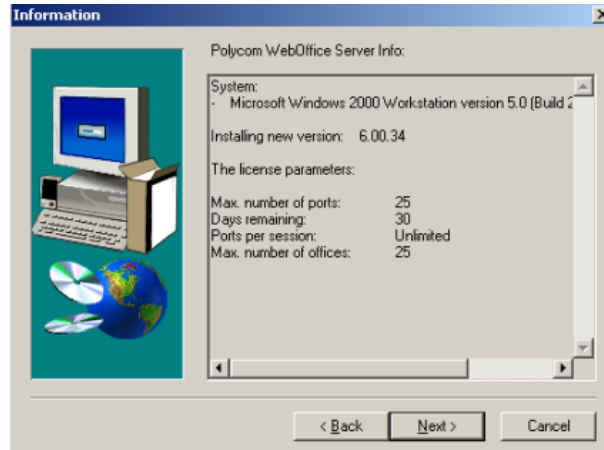


The *Software License Agreement* window opens.

2. Select **I accept the agreement** and click **Next** to accept and continue.

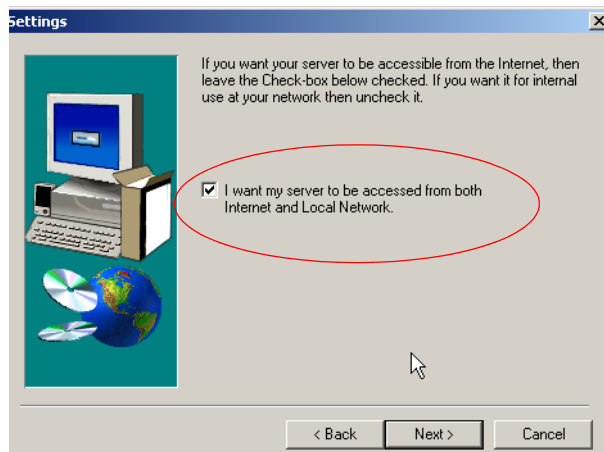


The *Information* window opens detailing your server information.



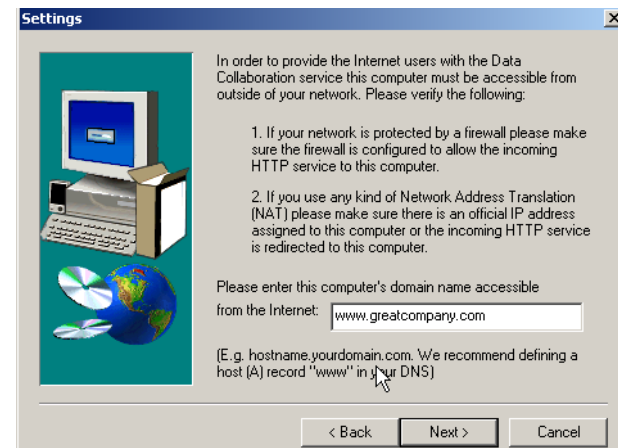
3. Click **Next**.

The *Settings* window opens.



4. The check box **I want my server to be accessed from both Internet and Local Network** is selected by default. This allows your *WebOffice* server act as both an Intranet (internal to the resident LAN) and Internet server (default installation). If this check box is cleared, the *WebOffice* server acts as an internal LAN server only.

The next *Settings* window opens.



- If you have chosen to install the *WebOffice* server as an Internet server, you are prompted to enter the URL. The URL follows the format *www.polycom.com*. This is a typical URL structure, derived from the combination of the host and domain name. Click **Next** to continue.

The next *Settings* window opens.

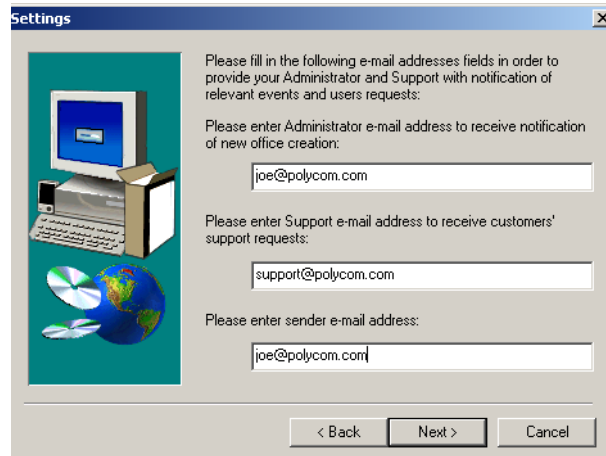
- The parameters are taken from the old installation and entered by default in the fields. If you do not want to change the parameters, click **Next** to continue and proceed with Step 11.
- The default port is 80. If you need to use a different port for HTTP, type the port number. Any port can be used assuming that no other process is using this port.
- Enter the SMTP server address. This can be a URL or an IP number.
- Enter the administrator password. Re-type your password for confirmation. This is the username for controlling the *WebOffice* Instant Messaging Service from the Web. This Web interface enables the server administrator to add, remove and administer offices and users.
- Select the target path for the installation and click **Next** to continue.

The next *Settings* window opens.

- Select the MCU that will be used to run audio conferences; **MGC VoicePlus**, **Voyant OCI** or **None/Other**. Click **Next** to continue.

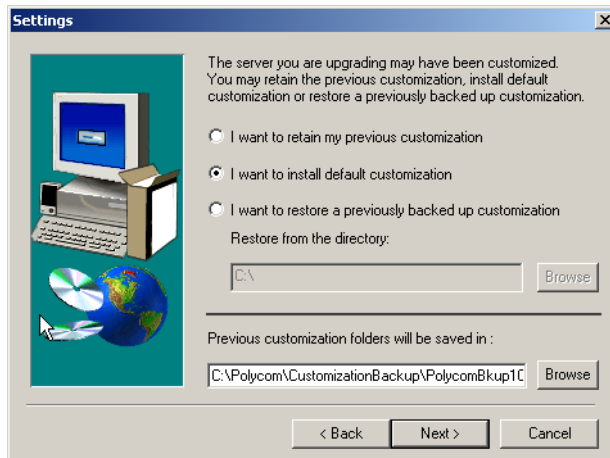
This option can be changed by the Administrator in the *Administrator's Tool - Portal Deployment*.

The next *Settings* window opens.



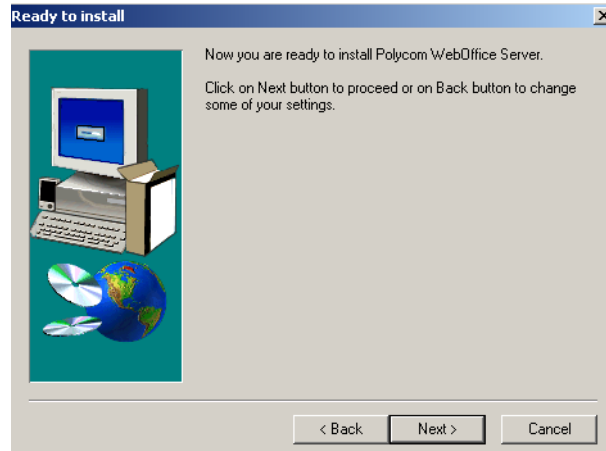
12. The parameters are taken from the old installation and entered by default in the fields. If you do not want to change the parameters, click **Next** to continue and proceed with Step 16.
13. Enter the WebOffice Administrator e-mail address. The administrator receives e-mail from the server every time a WebOffice is created.
14. Enter the WebOffice Support e-mail address. This is the address that will receive e-mails from users seeking support.
15. Enter the WebOffice Sender e-mail address. This is the e-mail address that is shown in the Reply To line of sent e-mails. Click **Next** to continue.

The next *Settings* window opens.



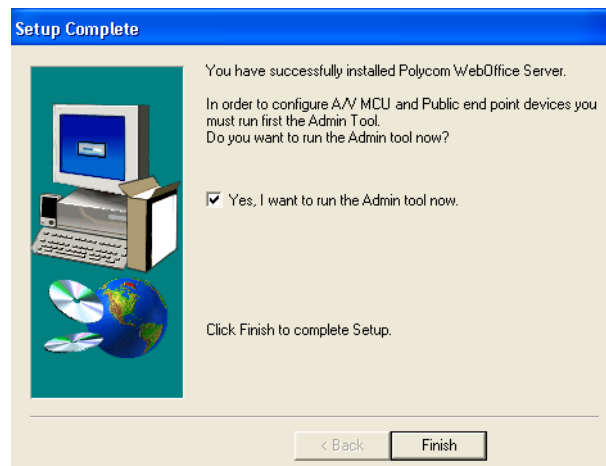
16. If you want to maintain your previous WebOffice customization, select **I want to retain my previous customization**. If you want to install the default customization, select **I want to install default customization** (default). If you want to restore a previously backed up customization, select **I want to restore a previously backed up customization and browse to the directory where the customization is saved**. Click **Next** to continue.

The *Ready to Install* window opens.



17. Click **Next** to install the Polycom WebOffice server.

When the installation is complete the *Setup Complete* window opens.



18. Click **Finish** to complete the installation process.
19. You must go to the *Administrator's Tool* to configure WebOffice to properly run audio and video meetings. If you want to go directly the *Administrator's Tool* select the **Yes, I want to run the Admin tool now** check box, and click **Finish** to complete the installation process.



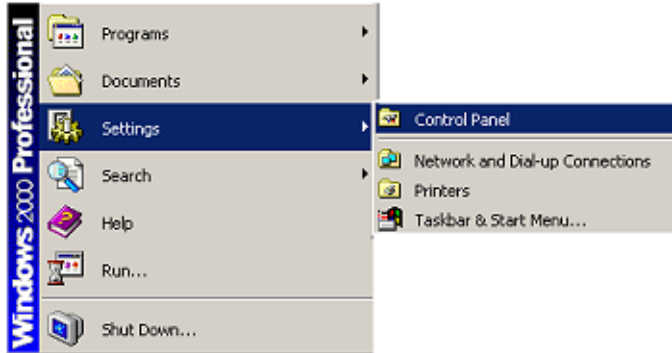
The *Administrator's Tool* can be accessed at anytime by entering the address of the WebOffice Admin site in your Web browser. The syntax is as follows:
http://<WebOffice_URL>/content/Admin
 where <WebOffice_URL> is your organization's WebOffice URL.

Uninstalling the Polycom WebOffice Software Package

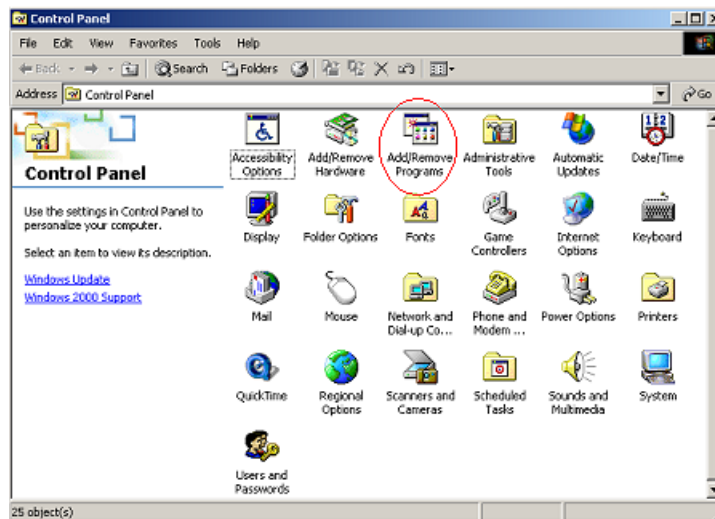
During the installation process, uninstall files are placed in the *WebOffice* folder. These files are used to aid the Windows operating system in uninstalling the application.

To uninstall the *WebOffice* Software package:

1. On the *Start-Programs* menu click **Settings**, and then click **Control Panel**.

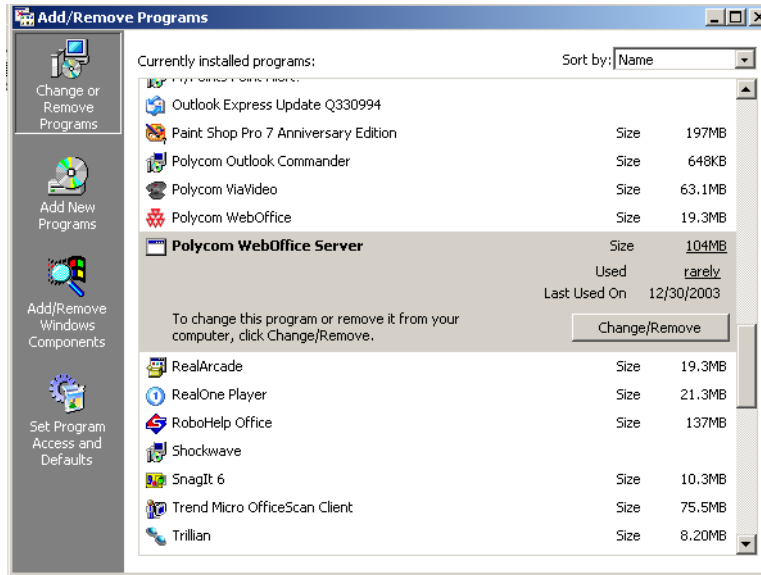


The *Control Panel* window opens.



2. Click the *Add/Remove Programs* icon.

The *Add/Remove Programs* window opens.



3. Select **Polycom WebOffice Server** from the list of installed software, and click the **Change/Remove** button.
4. The *WebOffice* software is uninstalled.

Version 6.02 - New Features List

The following table details the new updates available in WebOffice version 6.02.

Feature	Description
MGC Settings	<i>MGC Settings Update</i> For WebOffice to work with the MGC unit version 6.01, the MGC settings must be properly configured.

Version 6.02 - WebOffice MGC Settings

MGC Settings

This section explains the MGC settings for *WebOffice* to work with MGC version 6.01.

There are two *WebOffice* working modes with the MGC unit:

- Via WebCommander server
- Direct Management Mode

The working mode is defined by the *WebOffice* Administrator in the Administrator's Tool.



If your MGC Unit is version 5.0 or lower, you cannot work in MCU Direct Management mode, only in WebCommander mode.

When working in the Direct Management mode, when you launch an audio or video conference running on the MGC unit, you have to configure *WebOffice* to work with the MGC unit.

The MGC unit works with the *WebOffice* server as an external database application that is used for personal recognition of all conference participants and their attached endpoints.



For certain *WebOffice* features to be enabled, such as Personal Layout, Active Speaker and Mute/Unmute, the *WebOffice* server must work in MCU Direct Management mode, and the *WebOffice* server must serve as an external database application with the MGC unit. If you work in MCU Direct Management mode without IVR Message Services, the Personal Layout, Active Speaker and Mute/Unmute features will be disabled.

When an Audio or Video conference is started from *WebOffice*, the *WebOffice* server generates a list of passwords for each conference participant. These passwords are sent from the MGC unit to the *WebOffice* server for validation. The *WebOffice* server returns to the MGC unit permission to add the participants to the conference, and also send their names to the MCU. These names are also used in the MGC Manager/WebCommander applications to list the participants by their names. The participants are then added to the conference along with their names.

A guest password is also generated when the conference is started. This password is displayed to the conference organizer (*WebOffice* owner) and to all connected participants. This password can be used by participants who are disconnected, and be given to guests to manually dial-in to the conference. Participants using the manual password to connect to the conference are identified as 'guest' (without a user name).

The process is as follows:

1. The *WebOffice* conference is started by the *WebOffice* client.
2. The *WebOffice* server automatically generates a list of passwords for all invited buddies connecting to the conference.
3. The *WebOffice* server sends a request to the MGC unit to start a conference.
4. The MGC unit starts a conference and tells the *WebOffice* server the conference number.

5. The *WebOffice* server sends the conference number and personal passwords to the *WebOffice* clients connected to the conference.
6. The *WebOffice* clients dial to the MCU and automatically enter the passwords.
7. The MGC unit sends back a list of passwords to the *WebOffice* server to identify the connected participants.

WebOffice and MCU Configuration

To enable the MGC unit to use *WebOffice* as the external database application for authentication, the following operations must be performed:

1. Configure the *WebOffice* server to work in Direct Management mode, and to use IVR Message Services. This is done by the *WebOffice* Administrator from the *WebOffice* Administrator's Tool.
2. Configure the MGC unit to use the external database application. For MGC version 6.0, you must set the appropriate flag in the system configuration file, configure an XML file with details about the external database application (*WebOffice* server), and send the file to the MCU.

For MGC versions 6.01 and higher, you must set the appropriate flags in the system configuration file.

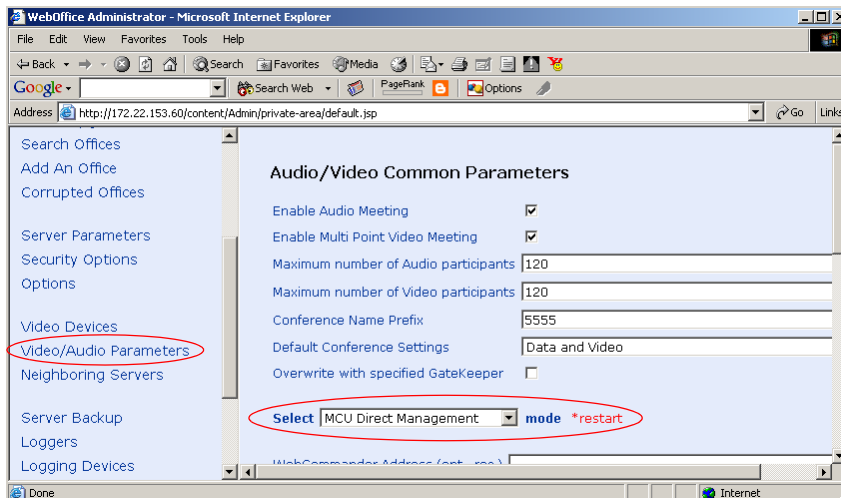
3. Configure the IVR Message Service used by the *WebOffice* server. The configurations are performed using the MGC Manager.

Configuring the WebOffice Server

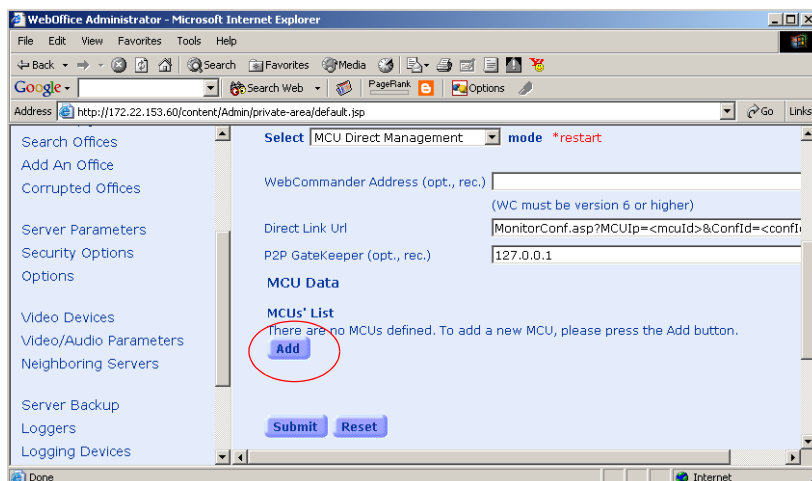
Configuring the WebOffice server to work in Direct Management mode, and to work with IVR Message Services is done by the WebOffice Administrator from the WebOffice Administrator's Tool.

To configure the WebOffice server:

1. Open the WebOffice Administrator's Tool.
2. In the *Main Menu* pane, click **Audio/Video Parameters**.



3. In the *Select* box, make sure **MCU Direct Management** is selected (this is the default mode).
4. In the *MCU's List*, click the **Add** button to add a new MCU.



The *Add New MCU* dialog box opens.

The screenshot shows a web browser window with the address bar containing the URL: `http://172.22.153.60/content/Admin/private-area/editMcu.jsp?popup=true&todo=loadMCUforAdd&devic...`. The main content area is titled "Add new MCU" and contains the following fields and options:

- Name: Text input field with a red asterisk.
- IP Address: Text input field with a red asterisk.
- Login Name: Text input field with a red asterisk.
- Password: Text input field with a red asterisk.
- Confirm Password: Text input field.
- Port: Dropdown menu with "1205" selected.
- Gatekeeper: Text input field with a red asterisk.
- H.323 Prefix: Text input field with a red asterisk.
- ISDN Prefix: Text input field.
- To enable ISDN, fill in the following fields:**
- Dialing Rule Set: Dropdown menu.
- Conference Number includes Country Code:
- Conference Number includes Area Code:
- MCU Order: Text input field with "1" entered and a red asterisk.
- Audio Templates: Dropdown menu with "Default Audio + IVR" selected. To the right, text reads: "Default Audio template with IVR enabled".
- Video Templates: Dropdown menu with "Default Video + IVR" selected. To the right, text reads: "Default Video with IVR service".

At the bottom left of the form area, there is a legend: *** Indicates a required field**. The browser's status bar at the bottom shows "Done" and "Internet".

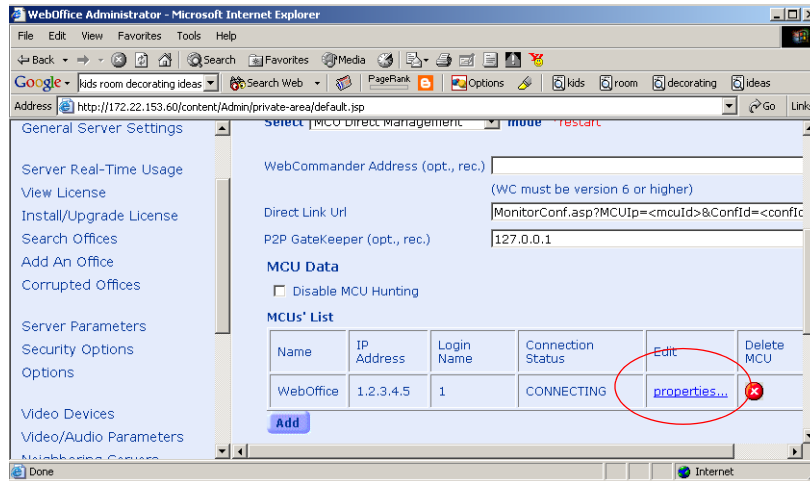
5. Define the following parameters:

Table 1-1: Add New Device - MCU Fields

Field	Description
Name	The name of the MCU. Specify a name that clearly identifies the MCU.
IP Address	The IP address of the MCU. The IP address of the MCU should be obtained from your network administrator and should be identical to the one configured in the MCU during the first entry settings.
Login Name	The MCU login name. The default is Polycom.
Password	The MCU password. The default is Polycom.
Confirm Password	Confirm the WebOffice password.
Port	The MCU port.
Gatekeeper	The MCU Gatekeeper address.
H.323 Prefix	The H.323 prefix for the MCU.
ISDN Prefix	The ISDN prefix for the MCU.
Dialing Rule Set	The Dialing Rule Set for ISDN calls. This is applicable only if an ISDN prefix is specified.
Conference Number includes country code	Specifies if the conference number includes a prefix with the country code. This is applicable only if an ISDN prefix is specified in "ISDN Prefix" above.
Conference Number includes area code	Specifies if the conference number includes a prefix with the area code. This is applicable only if an ISDN prefix is specified in "ISDN Prefix" above.
MCU order	This number indicates the order in which the MCU will appear in the list. When MCU Hunting is set to Auto, the system searches the MCU list for the first MCU that has enough resources to run the conference.
Audio Templates	Select the template that has been configured to work with IVR Message Services. By default this is 'Default Audio + IVR'.
Video Templates	Select the template that has been configured to work with IVR Message Services. By default this is 'Default Video + IVR'.

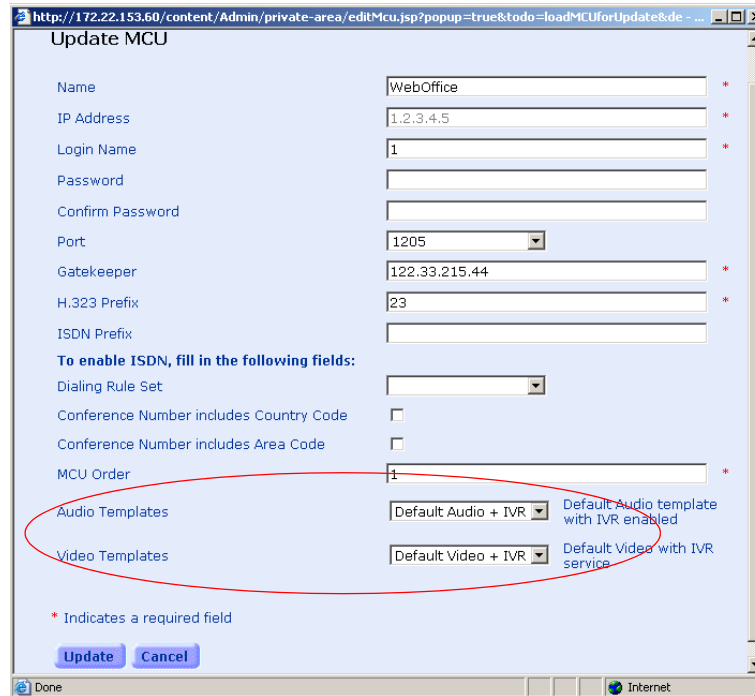
6. Click **Add**.

7. The MCU is added to the *MCU's List*.
8. To update an existing MCU, click on the **Properties** link of the MCU to be used with the WebOffice server.



The *Update MCU* dialog box opens.

9. Select the **Audio and/or Video Template** that has been configured to work with IVR Message Services. By default this is **Default Audio + IVR** and **Default Video + IVR**.



10. Click **Update** to save the settings.

Configuring the MGC Unit to use an External Database Application for MCU Version 6.0

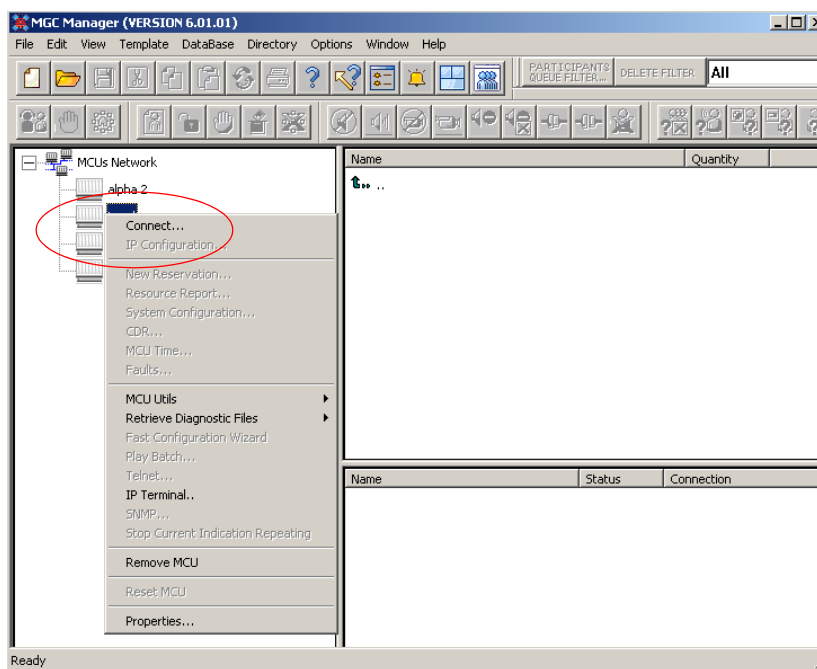
Configuring the MGC unit to use an external database application for MCU version 6.0 consists of two procedures: setting a flag in the system configuration file, and editing an XML configuration file and sending it to the MCU.

Setting the External Database Access Flag

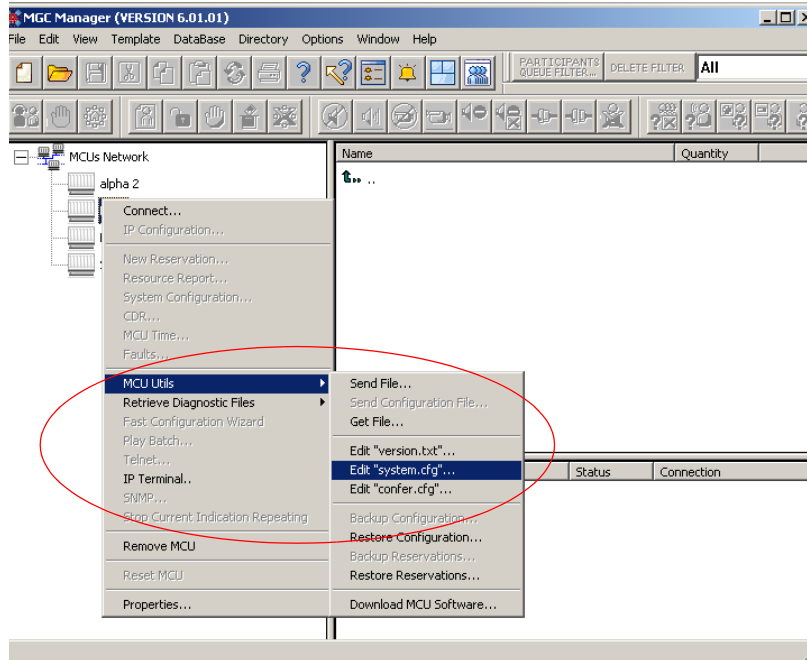
You must configure the MCU to access an external database application for validation and authentication. This is done in the file system configuration file (system.cfg).

To set the external database access flag in the system.cfg:

1. In the MGC Manager application, double-click the **MCU** icon. Alternatively, right-click on the **MCU** icon, and the click **Connect**.

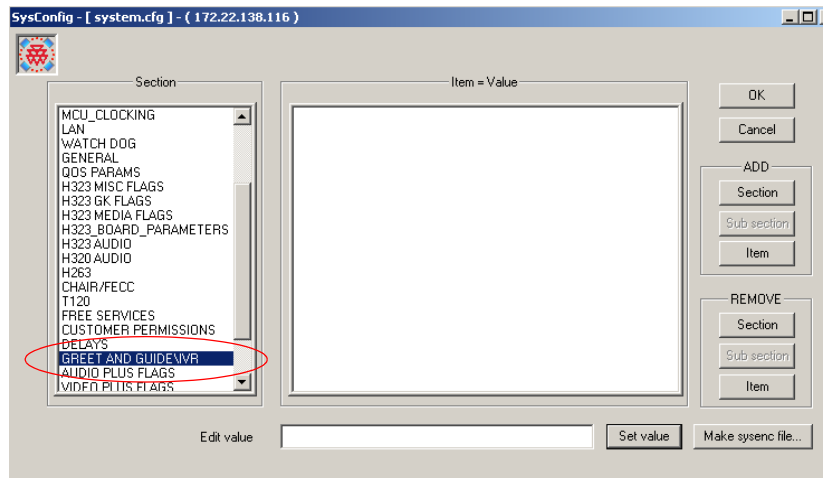


- Right click the **MCU Utils** icon, and then click **Edit "system.cfg"**.



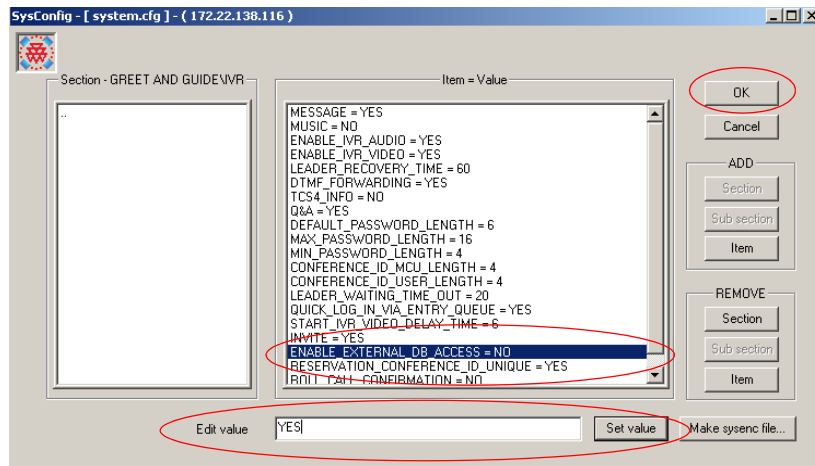
The *SysConfig* dialog box opens.

- In the *Section* pane, double-click the **GREET AND GUIDE/IVR** option.



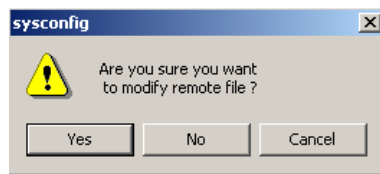
The *GREET AND GUIDE/IVR* flags are displayed in the *Item=Value* pane.

- In the *Item=Value* pane, click the **ENABLE_EXTERNAL_DB_ACCESS** item.



5. In the *Edit* value text box, enter the value **YES**.
6. Click the **Set value** button to apply the new value to the system configuration file.
7. Click **OK**.

A confirmation dialog box opens.



8. Click **Yes** to confirm.

Configuring the XML Configuration File

The **External DB Tools** folder in the MGC Manager software kit contains a file named **apserver.xml**, which is used to define information related to the external database application. The **apserver.xml** file must be edited and sent to the MCU.

The initial contents of the **apserver.xml** file are as follows:

```
<APPServer_Configuration_file>
  <Servers_List>
    <Server_Data>
      <IP>172.22.133.41</IP>
      <Port>5000</Port>
      <Login>ACCORD</Login>
      <Password>ACCORD</Password>
      <Directory>test/test.asp</Directory>
    </Server_Data>
  </Servers_List>
</APPServer_Configuration_file>
```

To configure the apserver.xml file and send it to the MCU:

1. Copy the **apserver.xml** file to your local disk.
2. Open the file in a text editor application.

3. Edit the values of the following elements:

Table 1-2: *apserver.xml* File Configuration

Element	Description
IP	The IP address of the external application server. Enter the IP address of the WebOffice server.
Port	The port number used by the MCU to access the external application server. When working with the WebOffice server, use port 5001 or 1205.
Login	The user name defined in the external database application for the MCU. For the WebOffice application, the default user name is: ACCORD .
Password	The password associated with the user name defined for the MCU in the external database application. For the WebOffice application, the default password is: ACCORD .
Directory	The URL of the external database application. For the WebOffice server, this is MculIntergration .

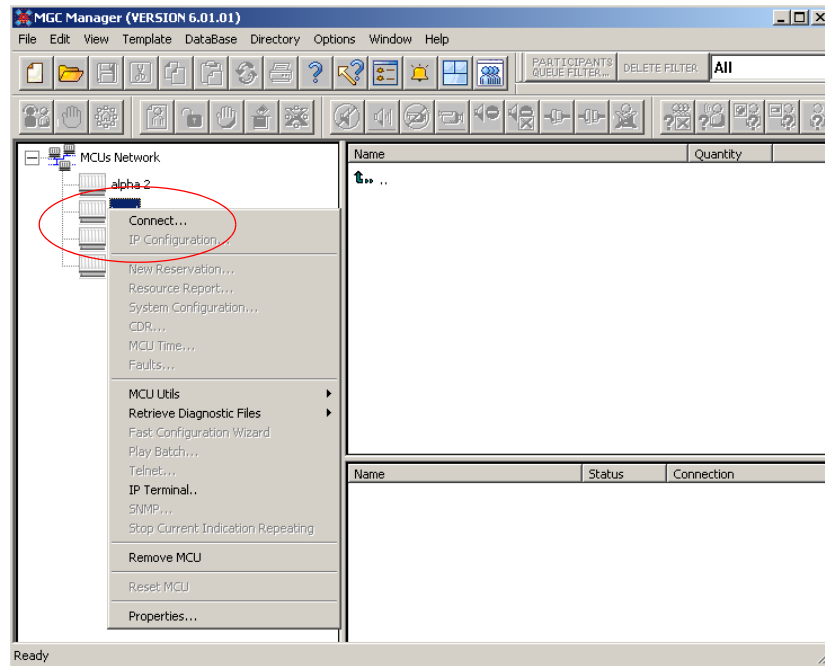
4. Save the new values and close the file.
5. Send the edited **apserver.xml** file to the MCU using the MGC Manager: In the *MGC Manager* application, right-click the **MCU** icon, click **MCU Utils** and then click **Send File**.
6. Reset the MCU.

Configuring the MGC Unit to use an External Database Application for MCU Versions 6.01 and Higher

Several flags must be set in the system configuration file (system.cfg) to define information related to the external database application when configuring the MGC Unit to use an external database application for MCU versions 6.01 and higher.

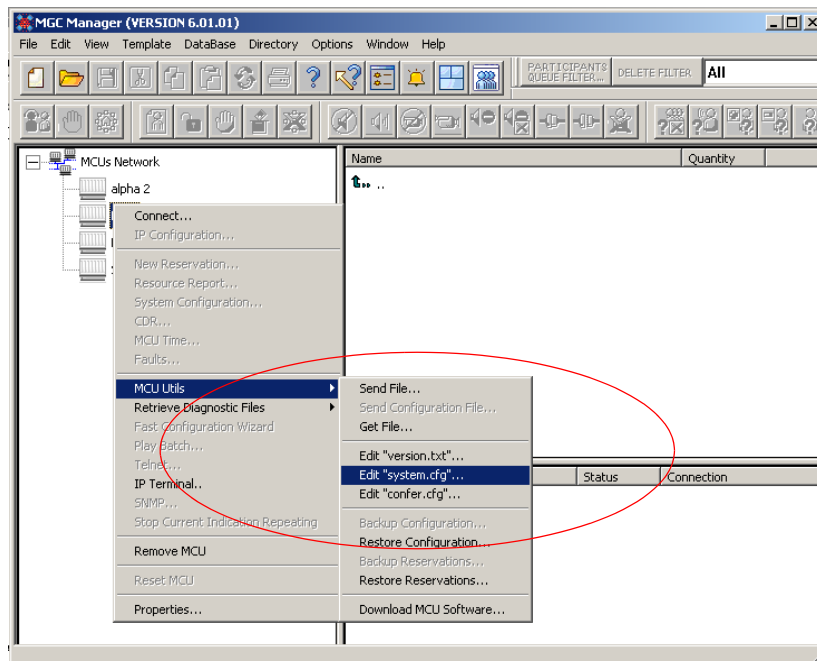
To set the external database flags in the system configuration file:

1. In the MGC Manager application, right-click on the *MCU* icon.

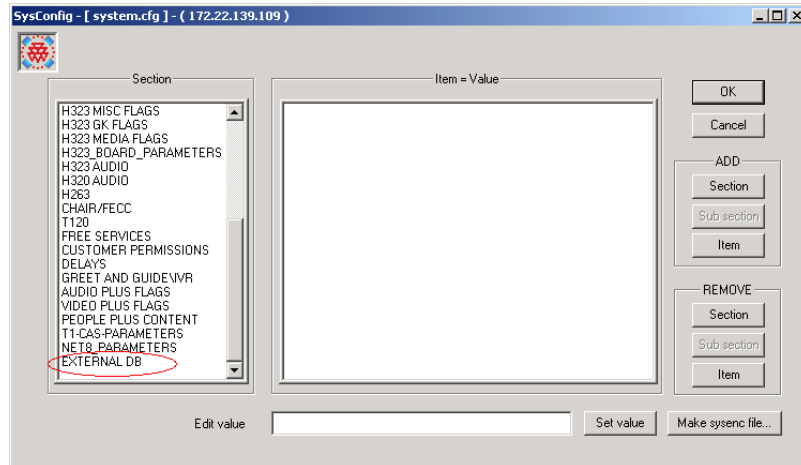


A pop-up menu opens.

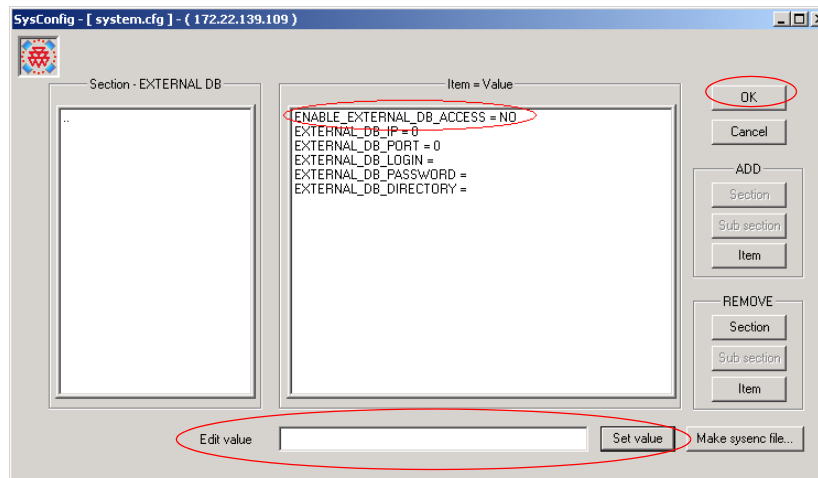
2. Click the **MCU Utils** option, and then click **Edit "system.cfg"**.



The *SysConfig* dialog box opens.



3. In the Section pane, double-click the **External DB** option.
The *External DB* flags are displayed in the *Item=Value* pane.
4. In the *Item=Value* pane, click the **ENABLE_EXTERNAL_DB_ACCESS** item.
The item's value is placed in the *Edit value* text box.



5. In the *Edit value* text box, enter the value **YES**.
6. Click the **Set value** button.
7. Repeat steps 4 to 6 to set the values of the following flags:

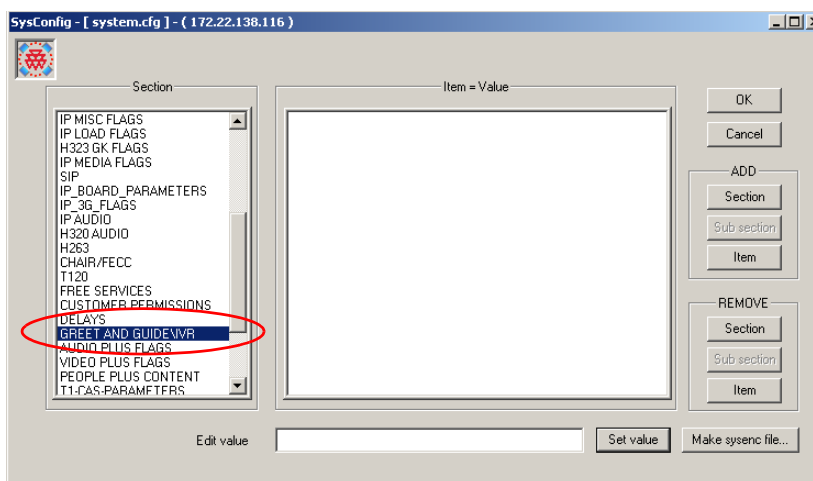
Table 1-3: SysConfig.cfg Flag Configuration

Element	Description
EXTERNAL_DB_IP	The IP address of the external application server.
EXTERNAL_DB_PORT	The port number used by the MCU to access the external application server. (The default HTTP port is usually 80.)

Table 1-3: SysConfig.cfg Flag Configuration

Element	Description
EXTERNAL_DB_LOGIN	The user name defined in the external database application for the MCU. For the WebOffice application, the default user name is: Polycom .
EXTERNAL_DB_PASSWORD	The password associated with the user name defined for the MCU in the external database application. For the WebOffice application, the default password is: Polycom .
EXTERNAL_DB_DIRECTORY	The URL of the external database application. For the sample script application, the URL is: <virtual directory>/SubmitQuery.asp .

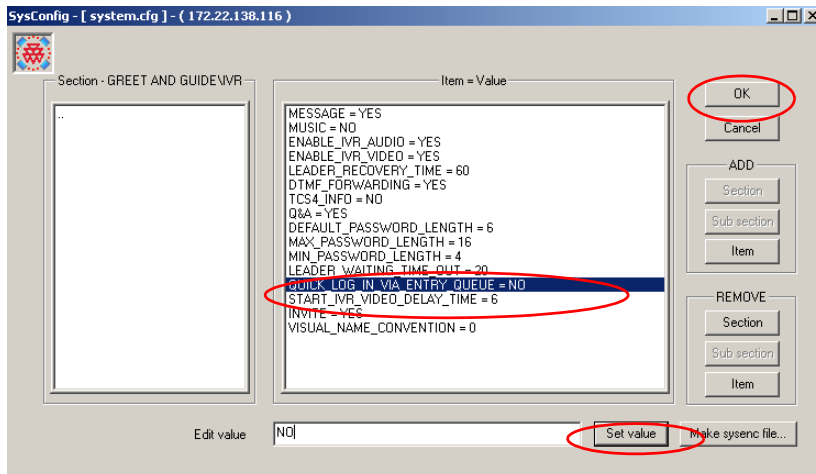
8. Click **OK**.
9. Open the *SysConfig* dialog box again.
10. In the *Section* pane, double-click the **GREET AND GUIDE\IVR** option.



The flags are displayed in the *Item=Value* pane.

11. In the *Item=Value* pane, click the **QUICK_LOG_IN_VIA_ENTRY_QUEUE** item.

The item's value is placed in the *Edit value* text box.



12. In the *Edit value* text box, enter the value **NO**.
13. Click the **Set value** button.
14. Click **OK**.



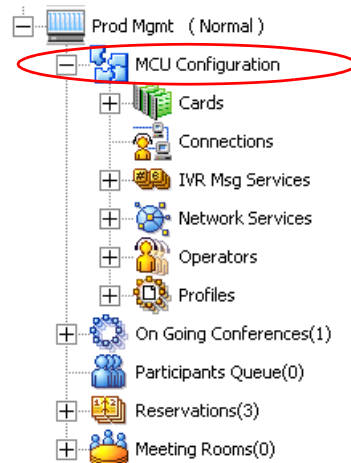
For more details on the `QUICK_LOG_IN_VIA_ENTRY_QUEUE` flag, refer to the *MGC Manager Release Notes, Version 6.01*.

Configuring IVR Message Services to Verify Participant Passwords

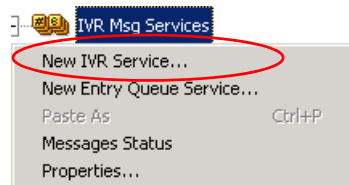
IVR Message Services must now be configured to work with the external database. This is done from the MGC Manager. Following are instructions for configuring IVR Message Services to verify conference passwords with an external database application.

To define a new IVR Message Service:

1. Connect to the MGC unit (MCU).
2. Expand the *MCU* tree.
3. Expand the *MCU Configuration* tree.



4. Right-click the *IVR Services* icon, and then click **New IVR Service**.



The *IVR-Global* dialog box opens.

The screenshot shows the 'Global' dialog box for configuring an IVR service. The fields are as follows:

IVR Service Name:	WebOffice
Language for IVR:	ENGLISH
External Server Authentication:	Always
Number of User Input Retries:	3
Timeout for User Input:	5 sec.
DTMF Delimiter:	#

At the bottom of the dialog box, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

This dialog box enables you to define the general parameters of the IVR Service.

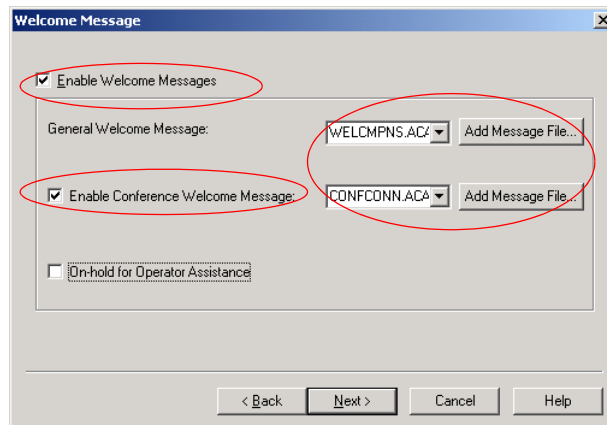
- Define the following parameters:

Table 1-4: IVR - Global Parameters

Option	Description
<i>IVR Service Name</i>	Enter the name of the IVR Message Service.
<i>Language for IVR</i>	Select the language in which the Audio Messages and prompts will be heard. The languages are defined in the <i>IVR Properties</i> dialog box. For more details, refer to the <i>MGC Manager User's Guide, Volume II, Chapter 2</i> .
<i>External Server Authentication</i>	Select Always . The MCU must work with an external database application to validate a participant's rights in the conference. The external database contains a list of participants (users), with their assigned parameters. The password entered by the participant is compared against the database. If the system finds a match, the participant is validated.
<i>Number of User Input Retries</i>	Enter the number of times the participant is able to respond to each menu prompt before the participant is disconnected from the MCU or waits for the operator's assistance.
<i>Timeout for User Input</i>	Enter the duration, in seconds, that the system waits for input from the participant before it is considered as an input error.
<i>DTMF Delimiter</i>	The interaction between the caller and the system is done via touch-tone signals (DTMF codes). Enter the key that will be used to indicate a DTMF command sent by the participant or the conference chairperson. Possible keys are the pound key (#) or star (*).

- Click **Next**.

The *Welcome Message* dialog box opens.



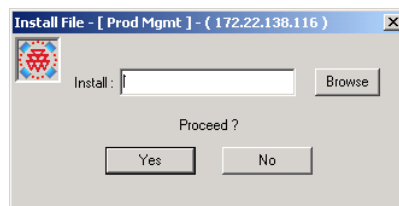
- Select the *Enable Welcome Message* check box to define the system behavior when the participant enters the conference IVR queue. You can select whether to play a general Welcome message, a conference-specific message or wait for the operator's assistance.

Table 1-5: Welcome Message Parameters

Option	Description
<i>General Welcome Message</i>	Select None if no general message is to be played or if you want only the conference specific message to be played. Select the message to be played when the participant first connects to the conferencing service and enters the conference IVR queue. The list includes all the audio files that were downloaded to the MGC unit's memory for this Message type. If you have not downloaded the audio files prior to the definition of the IVR Service, click the Add Message File button to download the audio file now.
<i>Enable Conference Welcome Message</i>	Select this check box to enable a conference-specific message. Select the message the participant will hear when connecting to the conference. The list includes all the audio files that were downloaded to the MGC unit's memory for this Message type. If you have not downloaded the audio files prior to the definition of the IVR Service, click the Add Message File button to download the audio file now. For more details, see step 7 of this procedure.
<i>On Hold for Operator Assistance</i>	Clear this check box when working with the WebOffice server and conferences.

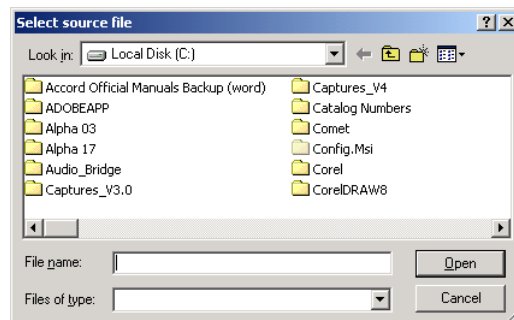
8. To download an audio file for a specific message, click the **Add Message File** button next to the message type.

The *Install File* dialog box opens.



- a. Click the **Browse** button to select the audio file (*.aca) to download.

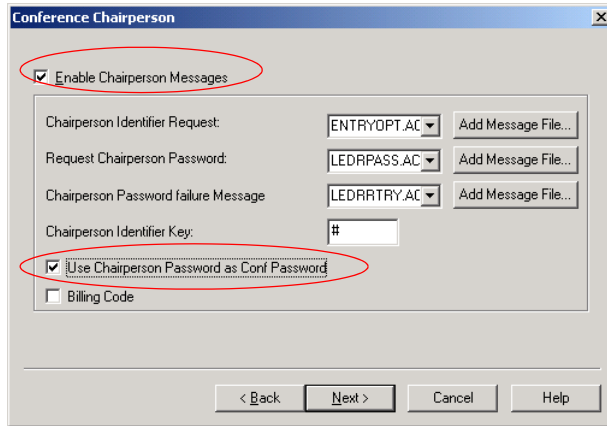
The *Select Source File* dialog box opens.



- b. Select the appropriate audio file of type *.aca using the standard Windows conventions, and then click the **Open** button.

- The name of the selected file appears in the *Install* field in the *Install File* dialog box.
 - c. In the *Install File* dialog box, click **Yes** to download the file to the MCU memory. The *Done* dialog box opens.
 - d. Click **OK** to confirm and return to the *IVR Properties* dialog box. The new audio file can now be selected from the list of audio messages.
9. Click **Next**.

The *Conference Chairperson* dialog box opens.



- 10. Select the *Enable Conference Chairperson* check box to enable a participant to connect to the conference as a chairperson and play the appropriate messages while the participant waits in the conference IVR queue.
- 11. Select the various audio messages and prompts that will enable the participant to identify himself/herself as a chairperson:

Table 1-6: Conference Chairperson parameters

Option	Description
<i>Chairperson Identifier Request</i>	Select the audio file requesting the participant to enter the key that identifies himself/herself as the conference chairperson.
<i>Request Chairperson Password</i>	Select the audio file prompting the participant for the Chairperson password.
<i>Chairperson Password Failure Message</i>	Select the audio file requesting the participant to re-enter the Chairperson password if the participant failed to enter it correctly.
<i>Chairperson Identifier Key</i>	Enter the key that will be used to identify the participant as a chairperson. Possible keys are: pound key (#) or star (*).
<i>Use Chairperson Password as Conference Password</i>	Select this check box to enable the chairperson to connect to the conference as chairperson by entering only his/her chairperson password instead of entering two passwords: the conference entry password and the chairperson password. Note: The chairperson password must be different from the conference entry password.

Table 1-6: Conference Chairperson parameters

Option	Description
<i>Billing Code</i>	Select this check box to enable the chairperson to enter a code for billing purposes.



Click the **Add Message File** button to download the appropriate audio file to the MGC unit's memory if the files were not downloaded prior to the definition of the IVR Service, or if you want to add new audio files to the MGC unit's memory. For more details, see step 8 on page 1-15.

- Click **Next**.

The *Conference Password* dialog box opens.

- Select the **Enable Password Message** check box. This requests the conference password before moving the participant from the conference IVR queue to the conference.
- Select **Request password** for dial-in and dial-out participants. The system requests the participant to enter the conference password, and after the correct conference password is provided, moves the participant to the conference.
- Select the various audio messages that will be played:

Table 1-7: Conference Password parameters

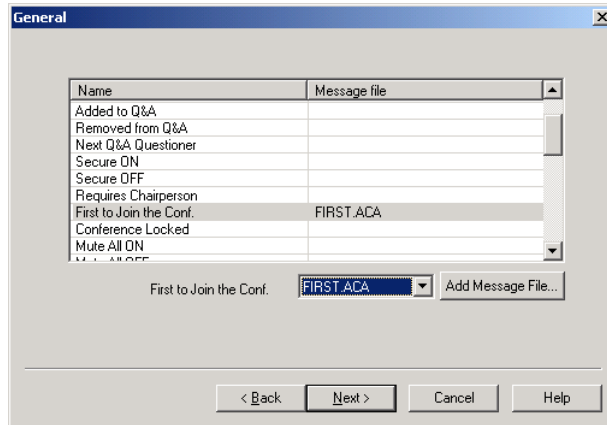
Option	Description
<i>Request Password</i>	Select the audio file that prompts the participant for the conference password/PIN Code.
<i>Retry Password</i>	Select the audio file that requests the participant to enter the conference password/PIN Code again when failing to enter the correct password/PIN Code.
<i>Request digit</i>	Select the audio file that prompts the participant to press any key.



Click the **Add Message File** button to download the appropriate audio file to the MGC unit's memory if the files were not downloaded prior to the definition of the IVR Service or if you want to add new audio files to the MGC unit's memory. For more details, see step 8 on page 1-15.

- Click **Next**.

The *General* dialog box opens.



The *General* dialog box lists additional audio messages and prompts that may be played before joining the conference or during the conference.

The following messages and prompts can be enabled:

Table 1-8: General Voice Messages

Message Type	Description
<i>Lock On</i>	Indicates that the conference is now locked to dial-in participants. This message is played to all the conference participants.
<i>Lock Off</i>	Indicates that the conference is now unlocked to dial-in participants. This message is played to all the conference participants.
<i>Billing Number</i>	A message requesting the participant to enter a code for billing purposes.
<i>Secure On</i>	Indicates that the conference status has changed to secure conference. This message is played to the conference when the chairperson secures the conference and it cannot be entered by any additional participant or the system administrator/operator. In this mode, the operator cannot monitor the participants and can only terminate the conference. The conference may be secured and unsecured by the chairperson via DTMF commands.
<i>Secure Off</i>	Indicates that the conference status has changed from secure conference to normal. This message is played to the conference when the chairperson cancelled the secured mode and the conference returned to its normal state.
<i>First to Join the Conference</i>	This message is played when the participant is the first person to join the conference (to clarify the silence).
<i>Conference Locked</i>	Indicates that a conference is locked. This message is played to a participant who wants to join a locked conference, informing the participant that currently he/she cannot join the conference.

Table 1-8: General Voice Messages

Message Type	Description
<i>Mute All On</i>	Indicates that all participants are muted. This message is played to the conference to inform all participants that they are muted (with the exception of the conference speaker).
<i>Mute All Off</i>	Indicates that all participants are unmuted. This message is played to the conference to inform all participants that they are unmuted (and that the Mute All Except Me mode was cancelled).
<i>End Time Alert</i>	Indicates that a conference is about to end. This message is only played when the conference is about to end and it cannot be extended.
<i>Self Mute</i>	A confirmation message that is played when the participant requests to mute his/her line.
<i>Self Unmute</i>	A confirmation message that is played when the participant requests to unmute his/her line.
<i>Chairperson Help Menu 1</i>	<p>A help menu which is played upon a request from the chairperson. It lists the operations that can be performed by the chairperson and their respective DTMF Codes to participants requesting it. The playback can be stopped any time.</p> <p>The voice message that can be recorded for one Help file is limited to 30 seconds. You can have two audio files played one after the other as a single menu. The grouping of two Audio files into one help menu can be done for the Chairperson Help menu (and also for the Participant Help menu).</p> <p>If you configure two help menu messages, these two messages are heard in sequence as one menu. This is the first file that will be played.</p> <p>Note: If you intend to modify the default DTMF codes, the default voice message files for the help menus that are shipped with the system will have to be replaced with new recordings that list the new DTMF codes. The help menus are usually recorded by the conferencing service provider as voice messages and are configured like any other voice message in the system.</p>
<i>Chairperson Help Menu 2</i>	The audio file containing additional DTMF codes that can be used by the chairperson when two help menu messages are recorded for the chairperson operation. This file will be played after the file assigned to the Chairperson Help Menu 1.
<i>Participant Help Menu 1</i>	<p>The audio file listing DTMF codes that can be used by the ordinary participant.</p> <p>The voice message that can be recorded for one Help file is limited to 30 seconds. To overcome this limitation you can have two audio files played one after the other as a single menu.</p> <p>This is the first file that will be played.</p>

Table 1-8: General Voice Messages

Message Type	Description
<i>Participant Help Menu 2</i>	The audio file listing additional DTMF codes that can be used by the ordinary participant when two help menu messages are recorded for the participant operation. This file will be played after the file assigned to the Participant Help Menu 1.
<i>Invite Help Menu</i>	The audio file listing DTMF codes available to the participant/chairperson during the Invite session.
<i>Voting Help Menu</i>	The audio file listing DTMF codes available to the participant/chairperson who controls the voting session (depending on the configuration in the DTMF codes dialog box).
<i>Maximum Participants Exceeded</i>	A message indicating that the participant cannot join the destination conference as the maximum number of allowed participants will be exceeded.

- To assign the appropriate audio file (if one was downloaded) to the message type, click appropriate table entry.

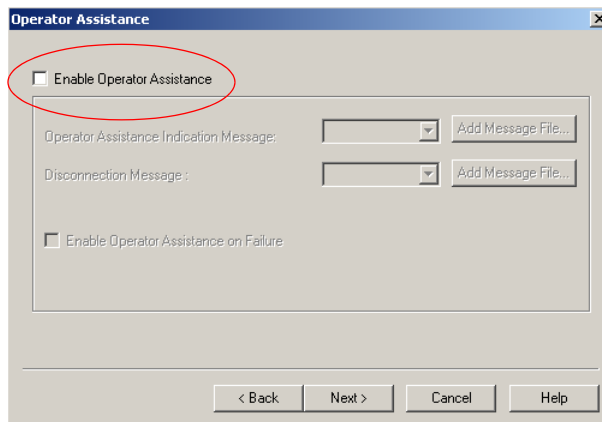
The *Message Type* appears at the bottom of the table and the drop-down list of message files is enabled.



Click the **Add Message File** button to download the appropriate audio file to the MGC unit's memory if the files were not downloaded prior to the definition of the IVR Service or if you want to add new audio files to the MGC unit's memory. For more details, see step 8 on page 1-15.

- Select the appropriate audio file.
- Repeat steps 16 and 17 to select the audio files for all the messages to be played during the conference. Message types to which no audio file is assigned will not be played during the conference.
- Click **Next**.

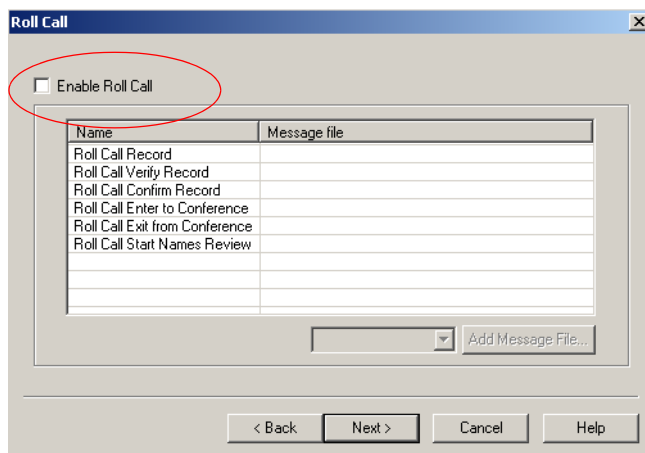
The *Operator Assistance* dialog box opens.



- Make sure that the **Enable Operator Assistance** check box is cleared as the *WebOffice* conference is unattended and no operator is available for assistance (unless configured differently).

22. Click **Next**.

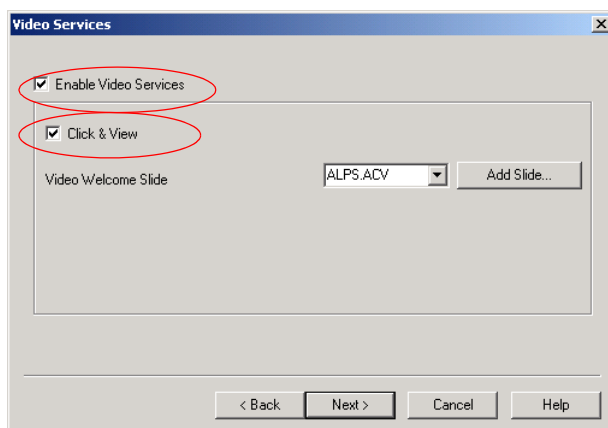
The *Roll Call* dialog box opens.



23. Make sure the **Enable Roll Call** check box is cleared.

24. Click **Next**.

The *Video Services* dialog box opens.



25. Click the **Enable Video Services** check box to define a video IVR Service, and enable the Click&View application.

26. Define the following parameters:

Table 1-9: Video Services

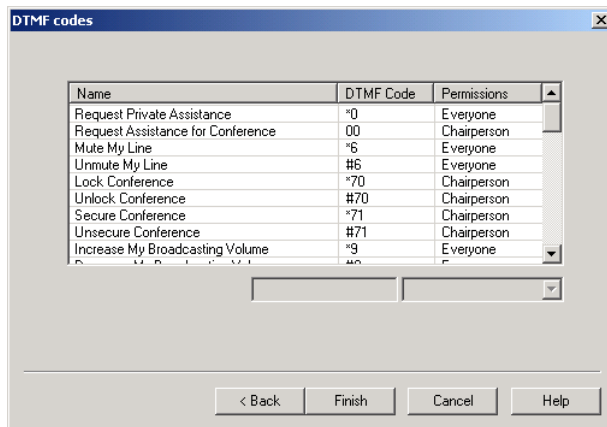
Video Services	Description
Click&View	Select the Click&View check box to enable endpoints to run the application. Click & View requires the Audio+ and Video+ cards for operation and endpoints have to be DTMF enabled.

Table 1-9: Video Services

Video Services	Description
<p><i>Video Welcome Slide</i></p>	<p>The Video Welcome Slide appears when an endpoint connects to a conference.</p> <p>Select the Video Slide file to be displayed when the participant connects to the conference.</p> <p>Select None if no Video slide is to be displayed.</p> <p>If the video slide file was not downloaded to the MCU prior to the IVR Service definition, click the Add Slide button. The <i>Install File</i> dialog box opens. The downloading process the similar to the downloading of audio files. For more details, see step 8 on page 1-15.</p> <p>Notes:</p> <ul style="list-style-type: none"> • The Video Welcome Slide files can be downloaded to the MCU. These slides must be prepared in advance. • Only an H.320 video participant will see the slide when entering a conference.

27. Click **Next**.

The *DTMF Codes* dialog box opens.



The participant interacts with the system while in the conference IVR queue or during the conference using touch-tone signals (DTMF codes) that are entered by pressing the appropriate key on the telephone/endpoint’s remote control.

This dialog box lists the default DTMF codes to the various functions that can be performed during the conference by all the conference participants or only by the conference chairperson. Usually a combination of signals activates a function. For example, entering *70 activates the *Lock Conference* feature.

28. To modify the DTMF code assigned to a function, in the *Name* field, click the function whose code you wish to modify.

The appropriate DTMF code appears at the bottom of the list.

Name	DTMF Code	Permissions
Request Assistance for Conference	#00	Chairperson
Mute My Line	#6	Everyone
Unmute My Line	#6	Everyone
Lock Conference	*70	Chairperson
Unlock Conference	#70	Chairperson
Secure Conference	*71	Chairperson
Unsecure Conference	#71	Chairperson
Increase My Broadcasting Volume	*9	Everyone
Decrease My Broadcasting Volume	#9	Everyone

Mute My Line #6 Everyone

< Back Finish Cancel Help

29. In the *DTMF Code* (left) field, enter the new code.
30. In the *Permission* (right) field, select whether this function may be used by all the conference participants or only the chairperson.
31. Click **Finish** to complete the IVR Service definition.

The new IVR Message Service is added to the *IVR Services* list.



The number of IVR Services defined for a single MGC unit may not exceed 30 Services.

Version 6.02 - Limitations, Corrections and Pending Issues

Version 6.02 System Limitations

#	Topic	Description	Workaround/Remarks
3929	WebClient Participants	If you have meeting with participants who are using WebClient, they will not be able to view any documents uploaded by the meeting owner from the Uploaded Documents - File Cabinet.	Do not use uploaded documents from the File Cabinet during meeting with WebClient participants. Alternatively, take a Snapshot of each slide in the document and present the captured image(s) to WebClient participants.
2438	ViaVideo Gatekeeper Settings	If the WebOffice Server settings are set to Forced Registration and the gatekeeper is specified, WebOffice changes the ViaVideo gatekeeper settings to those defined in WebOffice. After the WebOffice meeting ends, the ViaVideo gatekeeper parameters are not restored.	Manually restore the ViaVideo gatekeeper settings.
2726/ 2727/ 3195	Downgrading WebOffice	When downgrading the WebOffice server from version 6 to version 5, the values in the vender.xml file are not updated.	Contact WebOffice Support to receive the correct file.
3056	Administrator Endpoint Configuration	If the Administrator changes the endpoint configurations and the endpoint is listed in a users Endpoint List in the WebOffice Manager, the configurations will not appear updated until the user removes the endpoint and adds it again.	The Administrator can remove the endpoint and add it again to the attached offices, or an email can be sent, notifying the We owners to remove the endpoint and add it again.
3094	XAP Service	When restarting the MCU, XAP might cease to function or be out of synchronization - making conferences inaccessible.	Restart the XAP service.

#	Topic	Description	Workaround/Remarks
1888	Direct Link to Web Commander	The install process defines a link that leads to the specific conference in WebCommander version.5.02 If WebCommander version 4.6 is being used, the link is incorrect.	Change the link to point to WebCommander Login page - via Admin pages
2213	Video Conference Info window	The Video Conference Info window appears damaged if the A/V conference name Prefix contains more than 5 characters.	Use a shorter conference name Prefix
2223	Active X	When using Windows 98, the authenticity of Active cannot be verified.	Accept the install (by clicking Yes)
2146	P2P video	No Point-to-Point Video can be seen if the invitee doesn't except the invitation. The owner cannot invite someone else to Point-to-Point Video conference.	Close WebOffice and re-open again
1965	Invitation to meeting	When invitee (web visitor) press the 'Cancel' buttons it acts as 'Ok' button within the invitation message. At the owner the status turn to joining and he can't remove this visitor from he's list.	Reopen visitor browser.
2372	WebOffice Manager minimization	When trying to minimize the WebOffice Manager from the taskbar it remains maximized in Windows 98.	Use the WebOffice window minimization button.
2301	Guest home and login pages	The guest home page and the Login page look distorted if the WebOffice name is too long.	Use a shorter WebOffice name.
2224	Invitation refusal error	In some cases a guest may decline a meeting invitation, however 'Joining' appears on the owners side.	Refresh the WebOffice client.
2139	File with .jpeg extension	You cannot upload .jpeg files with the 'jpeg' extension.	Rename the file extension from 'jpeg' to 'jpg', or print to the WebOffice publisher from your .jpeg associated application.
2434	Copy and paste in chat	When copying text with 'enter' and pasting it into the chat window, the chat session on the visitor side stops responding.	Remove 'enter' before copying the text.

#	Topic	Description	Workaround/Remarks
2431	Administrator changes	After setting 'pending' to other values and pressing the 'submit' button, you cannot cancel the last pending value you made.	Exit the Administrator page and re-login to set the desired value.
2404	WebCommander button	The Direct Link URL is empty after upgrading the server from version 4.10.156 to version 5.	Refer to Appendix A on page 60.
2400	JVM - Java Virtual Machine Support	When WebOffice detects that the user does not have JVM installed on his/her machine, WebOffice notifies the user via a browser test. WebOffice cannot run on a browser that does not have JVM installed.	Install the JVM manually. If you cannot do this, install SUN JRE. This can be downloaded free from http://java.sun.com/j2se/1.4.1/download.html
2361	Server Parameters	In the server parameters on the Administrator Web page, the following fields are switched: "Accumulative feedback threshold" and "Lecture Mode parameter".	Switch between the parameter values manually.
2416	New Guest Notification	The preferences settings to have a pop-up message notification, sound notification or both when a new guest arrives are only saved locally.	
2413	WebOffice password	The WebOffice Manager is not accessible when the WebOffice password contains # - sharp signs.	Do not use sharp signs within the WebOffice password field, as they are not supported.
2411	File cabinet	In some instances when the communication is very slow, the file cabinet component may be missing.	Open and close the meeting client to solve this problem.
2406	WebOffice name	A WebOffice is not accessible when the WebOffice name contains # - sharp signs.	Do not use sharp signs within the WebOffice name field, as they are not supported.
2304	WebOffice login through Netscape	When an owner and a guest login using Netscape on the same machine to the same WebOffice, the owner is detected as a guest at his/her own WebOffice.	None - ignore the guest (as it is yourself).

#	Topic	Description	Workaround/Remarks
2290	Chat	When the WebOffice owner uses <CTRL+Enter> to display the chat messages in the history pane, the messages appears with spaces (owner and buddy) instead of appearing as a new line.	Use the following string when a new line is required:
2059	Voting	A participant, who chooses not to participate in a voting session by pressing 'Cancel' or closing the window, is still counted as taking part in the voting session.	Ask the participants to inform you if they choose not to participate in the voting session.
2438	ViaVideo Gatekeeper parameter value	If your ViaVideo is not registered to a Gatekeeper when a video WebOffice meeting is started, WebOffice will restore this parameter to OFF in ViaVideo when the meeting ends.	Manually change the Gatekeeper parameter in ViaVideo.
2526	MCU - Participant Disconnection	If calls are not completely disconnected from the MCU, the MCU can become full and new participants cannot be added to the conference.	You must restart the MCU.
3192	Chat Time Stamp	If the user disconnects and reconnects to WebOffice, messages that have been sent in the Chat will appear without the time stamp.	
3194	WebOffice Meeting Manager WebCommander link	If you are working in an environment where the MCU is version 6.0 and the WebCommander is version 5.0, and you click on the WebCommander button in the WebOffice Meeting Manager, you will not be taken directly to the WebOffice meeting on WebCommander, but rather to the WebCommander On Going Conferences page. From here you can select the WebOffice meeting	.

#	Topic	Description	Workaround/Remarks
2810	WebOffice Meeting Manager WebCommander link	When WebCommander and WebOffice are installed on the same computer, and you click the WebCommander button from the WebOffice Meeting Manager, you are not taken directly to the WebOffice meeting on WebCommander, but rather to the WebCommander On Going Conferences page.	From the WebCommander On Going Conferences page you can select the WebOffice meeting.
	Application Sharing	If you are Application Sharing an application that is in full screen, it will not update.	Use Desktop Sharing instead of Application Sharing.
3096	Document Publishing - Office XP and Windows 98	When you publish a document from WebOffice and Microsoft Office XP is installed on a computer with Microsoft Windows 98 operating system, the published document will lose quality.	
1442	WebOffice & WebCommander installed on the same server	When WebOffice & WebCommander are installed on the same server, the conference status is updated every 30 seconds, instead of every 0.5 seconds.	If you want faster updates, install WebOffice & WebCommander on separate machines.
1514	Downloadable client in exe format does not include updated customization	When downloading a client.exe file that has been customized, some customizations may not be included.	Download the zip extension instead of the exe.
1822	Server	The server can not run if the allocated memory is bigger than 600M.	
1813	Secure Port	If the selected secure port is occupied, no message or indication is given.	Manually verify the chosen secure port is free or occupied.
1727	Trusted certificate with DNS Full mode	Due to trusted certificate definitions, the WebOffice server does not support working in secured mode while the server is in DNSFULL mode. (The theoretical requirement is for a separate certificate for every single WebOffice).	Work in DNSLESS mode.

#	Topic	Description	Workaround/Remarks
1721	Access via Netscape in Secured mode	WebOffice does not support access via Netscape when the server is working in secured mode on a port that is different from the default port used for HTTPS (55555).	Use Microsoft Internet Explorer or work in non-secured mode.
1787	Accessing a secured server via proxy	Accessing secured WebOffice pages with SSL over HTTPS via proxy, on ports other than 55555, is not possible when packet filtering is enabled. This is an ISA server limitation. The report can be reviewed at: http://www.isaserver.org/faq/firewall_specific/	Set the secured port to 55555.
	General - Client "congestion" message	The client sometimes disconnects when the network conditions are very poor.	You must rejoin the meeting.
1439	Web	The combination of Windows 95 and Netscape 7 is not supported.	Use Microsoft Internet Explorer, or upgrade your operating system.
1780 1785	Java Sun restrictions with proxy	Accessing a WebOffice URL returns the SAC download page if the browser is set to use a proxy server, and Java (Sun) is enabled. This is always the case when using Netscape and a configurable option with Internet Explorer. For more information refer to: http://developer.java.sun.com/developer/bugParade/bugs/4423881.html	In Microsoft Internet Explorer go to IE Tools > Internet Options > Advanced > Java (Sun) and make sure the Use Java check box is cleared.
1354	PDF quality	Sometimes the PDF file uploaded to a meeting will have poor resolution.	Use font size 12 points and up. Zoom in on the PDF before loading it.
1746	WebOffice URL	In some instances when a WebOffice owner starts a meeting, there is an error in the "How to Invite Guests to a Meeting" instructions - the owners URL has the port number repeated twice. This occurs when the server is configured to work on any port other than 80.	Instruct the guest to make sure the port number only appears once in the URL of your WebOffice meeting.

#	Topic	Description	Workaround/Remarks
1801	Incorrect message in Netscape when selecting system check	When selecting the system check option in Netscape via proxy, a wrong error message is displayed. The message reports a fail in the system check and instructs the user to enable Java, even though Java is already enabled.	Remove the proxy settings or use Internet Explorer.
2887	CDR file	When downloading the CDR file, the extension is 'wsl' instead of 'csv'.	Manually change the extension to '.csv'.

Corrections Between Versions 5.0 and 6.02

#	Topic	Description
2176	Video disappears when network disconnects	The Video image disappears from the video conference when the network disconnects and ViaVideo does not reconnect automatically.
2371	Download integration product	The ViaVideo software is not available to download when the server is configured to port differ then 80.
2412	Video/Audio prefix	Setting the Audio/Video prefix in the server parameters page to an empty value results in an error message.
2175	Network disconnection while Data/Video conference with Windows 98	The network disconnects during a Data/Video Multipoint conference, a software crash might occur with systems using Windows 98.
2305	Installation - Windows 2000 Server	During the initial installation of the WebOffice software, the installer will not automatically disable the Web service running on a Windows 2000 server.
1473	Client installation path	The client installs automatically in the c:\polycom WebOffice directory. If the computer is short on space and you want to change the path to a different drive, you may have to do this manually via the Windows registry.
2029/ 2027	Video/Data conference duration	After a Video/Data conference has ended, the 'Retry dial to conference' and 'stop conference' possibilities still exist.
1444	Termination of a conference on the MCU	WebOffice is not notified of the termination of a conference on the MCU.
1648	Client connection on server restart	The client might crash during the first ten attempts to connect to the session after a server restart. (CRYPT32 DLL). This is caused by the wininet.dll (HTTP protocol implementation) and Crypt.dll (SSL implementation) of Microsoft. This is a Microsoft bug that cannot be changed by Polycom. In Version 6 a new TCP transport mechanism has corrected this.
2038	Office XP	Printing a Word or PowerPoint document from WebOffice with Microsoft Office XP results in a low-resolution image in Windows 98 with Office XP.