



# **IP Office**

## **Conferencing Center Installation**

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#### Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

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# Chapter 1.

# Installation



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# 1. Installation

This part of the guide covers the installation, configuration and administration of IP Office Conferencing Center. It is intended for the system administrator and the Conferencing Center administrator.

Conferencing Center for IP Office comprises of a Windows Service that handles the communication with IP Office, Voicemail Pro and SoftConsole via the IP switch.

Conferencing Center interacts with IP Office in the following ways:

- Shares ports and audio channels with the IP Office.
- Uses bridge number/s from which participants can join a conference.
- The SoftConsole operator can transfer participants to a conference and create an "immediate" conference.
- Phone Manager can be configured to connect directly to the Conferencing Center Scheduler and Web Client GUI.

You have the option to install both the scheduler and web client host applications on the same server or on to separate servers for security and access purposes. The distinctions between the two applications are:

- Scheduler  
Requires the installation of a MSDE database (available on the Conferencing Center CD) and allows access to the scheduling of conferences and general maintenance. The Scheduler is used to book conferences.
- Web Client Host  
Allows conference participants to access a web conference interface that supplements the audio conference.

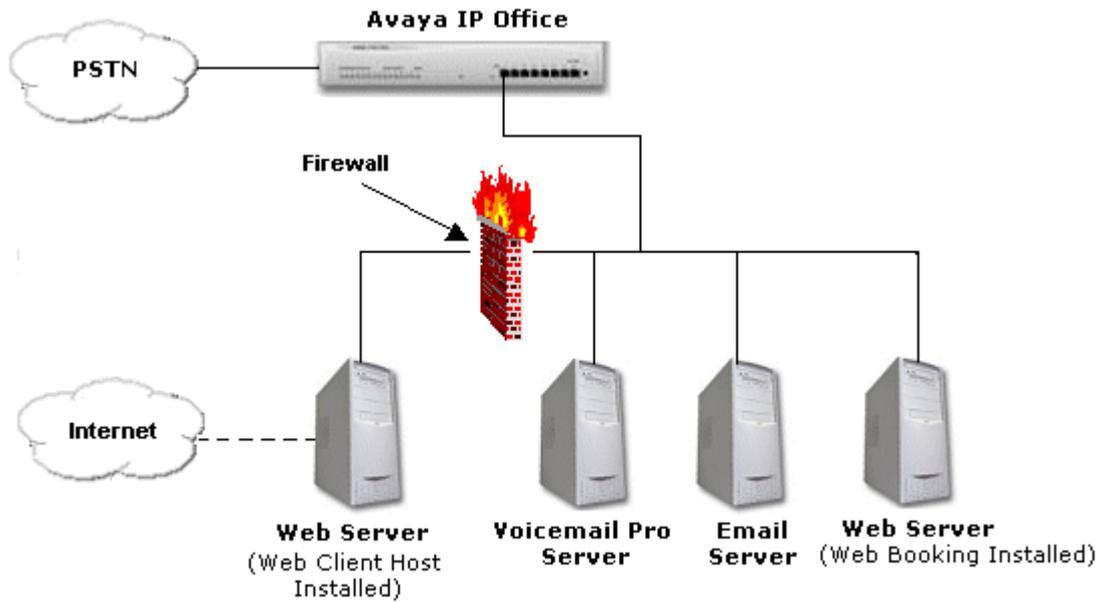
Conferencing Center is supported on any IP Office Control Units that supports IP Office Software version 3.0 or above.

For pre-IP Office 5.0 IP500 systems, an *IP500 Upgrade Standard to Professional* license is required. This license is not required for IP Office 5.0 IP500 systems.

# 1.1 Setup Options

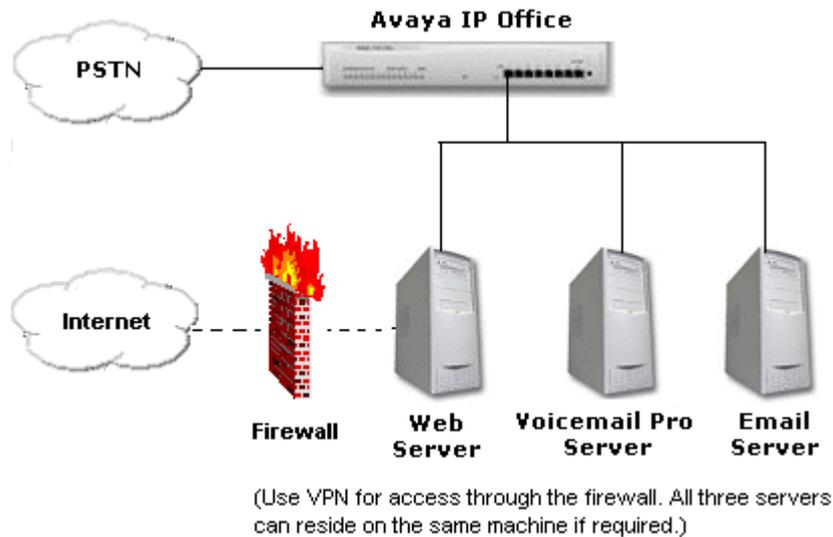
Depending on your company's network configuration, Conferencing Center can be setup in several ways. Below are three possible options.

## Option 1



- Pro: Allows external users to access the web conference while keeping the booking site more secure.
- Con: External users cannot view or upload presentations.

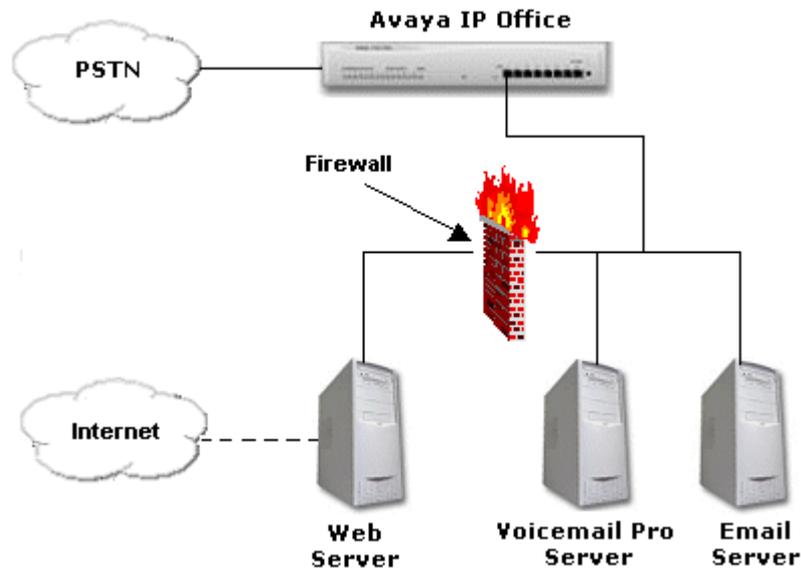
## Option 2



With this setup, the following port issues need to be kept in mind:

- Conferencing Center installs by default to port 25 (for email) and port 80 (to communicate with the web server).
- Check that port 8089 is not being used by something else on the Conferencing server because it is needed for the Conferencing Center Web Client to talk to the IP Office Control Unit. If there is a conflict, use another port by doing the following:
  1. Open Inetpub.
  2. Double-click wwwroot.
  3. Double-click AVECS.
  4. Open the Web.config file with your preferred editing tool.
  5. Change the port number (highlighted characters) on the following code string: `<add key="RemotePoint" value="tcp://localhost:8089/Avaya.ECS.ECSConferenceService.RemotingInterface"/>`

### Option 3



If this option (a firewall placed between the web server and Voicemail Pro server) is selected, the following port issues need to be kept in mind:

- Conferencing Center installs by default to port 25 (for email) and port 80 (to communicate with the web server).
- Port 69 has to be kept open for TFTP requests from Conferencing Center Scheduler to the IP Office Control Unit.
- Port 50801 has to be kept open for the Conferencing Center Server to talk to the IP Office Control Unit.
- Check that port 8089 is not being used by something else on the Conferencing server because it is needed for the Conferencing Center Web Client to talk to the IP Office Control Unit. If there is a conflict, use another port by doing the following:
  1. Open Inetpub.
  2. Double-click wwwroot.
  3. Double-click AVECS.
  4. Open the Web.config file with your preferred editing tool.
  5. Change the port number (highlighted characters) on the following code string: `<add key="RemotePoint" value="tcp://localhost:8089/Avaya.ECS.ECSConferenceService.RemotingInterface"/>`

## 1.2 Pre-Installation Requirements

Check the following Server and PC requirements before attempting to install Conferencing Center.

### General

Details	
License	Conferencing Center
Languages	English, French, German, Italian, Latin Spanish, and Swedish.
Additional	Voicemail Pro MS Internet Explorer 6.0 or higher IIS 5 or higher. IIS must be installed before .NET. (Optional) Microsoft Office. Required if Microsoft files are to be converted to MHT files. SQL 2005 is not currently supported for IP Office Applications. The currently supported versions are Microsoft SQL 2000 and MSDE.

### Minimum Server specification

RAM	HD	Pentium	Celeron	AMD	XP Pro	2000 Pro	2000 Server	2003 Server
512MB	80MB	2.8GHz	Not tested.	Athlon XP 3000+ Athlon64	✗	✗	✓	✓

- Windows XP Professional or 2000 Professional can be used but would typically support a maximum of 10 web clients. To support more than 10 clients a server with IIS is required.
- 64 Bit versions of Microsoft operating systems are not currently supported with IP Office applications.

### Minimum PC specification

RAM	HD	Pentium	Celeron	AMD	XP Pro	2000 Pro	2000 Server	2003 Server
Not specified.	Not specified.	Any	Any	Any	✓	✓	✗	✗

- Any desktop machine can be used for the Conferencing Center Web Client, as long as the PC is capable of running IE6.

### Microsoft Internet Explorer Configuration

If you are using a proxy server the following configuration is required.

1. From an Internet Explorer window, select Tools.
2. Select Internet Options.
3. Select Connections tab.
4. Select LAN Settings.
5. Check Bypass proxy server for local addresses.
6. Click OK.

---

## Network Configuration

The server PC with the Conferencing Center Scheduler application installed should be configured and tested for TCP/IP networking.

1. We strongly recommend that the Conferencing Center server PC (with the Scheduler application installed), is connected to the IP Office Control Unit via a switching LAN hub. If this is not possible, then the server should be directly connected to the IP Office Control Unit.
2. This server PC must have a fixed IP address. While PC's in a DHCP network may retain the same IP address between reboots, this is not guaranteed.
  - If the IP Office is acting as a DHCP server, it defaults to using the address range of 192.168.42.1 to 192.168.42.200 for DHCP clients. This leaves the address range of 192.168.42.201 to 192.168.42.254 for devices that require fixed IP addresses.

## General Configuration

Before installing Conferencing Center check the following requirements.

- **Voicemail Pro**  
Conferencing Center can be installed on to a separate server PC from Voicemail Pro. Even though Voicemail Pro configuration is necessary to make full use of Conferencing Center features, Conferencing Center communicates with Voicemail Pro via the IP Office Control Unit, not with Voicemail Pro directly.
  - In a Small Community Network, the Conference Center server should be setup and licensed through the same IP Office as the Voicemail Pro server.
- **Port Settings**  
Conferencing Center installs by default to port 25 (for email) and port 80 (to communicate with the web server). For port details relating to specific Conferencing Center setups, see [Setup Options](#) <sup>8</sup>.
- **Email**  
The Conferencing Center server PC with the Web Booking application installed must have at least one SMTP server defined and available. This is necessary if you plan to use email for sending conference notifications and voting results to conference hosts.
- **Licenses**  
The License for IP Office Conferencing Center is required.
- **PC Settings**  
Switch off any PC and hard disk sleep/power down modes.

## 1.3 IIS Configuration

IIS 5 or higher must be installed and configured before installing Conferencing Center. Install IIS by following the instructions for the type of operating software that you are using. When IIS has been installed follow the instructions to configure it.

- If .NET has been installed, remove it before installing IIS. .NET will automatically be installed from the Conferencing Center installation disk.

To install IIS:

1. Insert the Windows CD.
2. Click Start | Settings | Control Panel.
3. Double-click Add/Remove Programs.
4. Click Add/Remove Windows Components.
5. Select IIS.
6. Click Next.
7. Click Finish.

IIS needs to be configured to a local system setting (for all installation options).

To configure IIS:

1. Click Start | Control Panel | Administrative Tools.
2. Double-click Internet Information Services (IIS) Manager.
3. Select PCName (local computer).
4. Double-click Application Pools.
5. Select DefaultAppPool, right-click and select Properties.
6. Select Identity tab.
7. Select the drop-down box and set to Local System.
8. Select OK.

---

## 1.4 Entering License Keys

This section assumes that the IP Office feature Key dongle has already been installed and setup (plus the Feature Key server software, if required). If this is not the case, refer to the IP Office Feature Key Server manual.

To enter license keys in IP Office Manager:

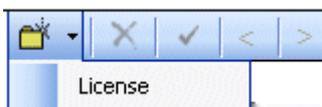
1. Make sure that you have the list of licenses ready and that they match the serial number of the feature key being used by the IP Office.
  - Preferably the licenses should be in an electronic document from which they can be cut and pasted into the configuration. This reduces the chances of errors in the license entry.

2. Open IP Office Manager.

3. Click  and open the IP Office system configuration.

4. In the navigation pane, click  License. Any existing licenses are listed.

5. Click create a new record. Select License.



6. Enter the license key in the license key field.

- If the licenses are in an electronic format copy the license and paste in the license key field.

7. Press tab. The license Type field is automatically completed.

8. Click OK. The Status of the newly entered license will be *Unknown*.

9. Repeat steps 5 to 8 for any additional licenses.

10. Click  and send the configuration back to the IP Office. If the only changes made were to add license keys, this can be done using merge.

11. Click  and open the IP Office system configuration again.

12. In the navigation pane, click  License.

13. Verify that the Status of the license has changed to *Valid*.

14. If a license is listed as *Invalid*, ensure that it was entered correctly. If necessary, refer to the IP Office Installation manual.

## 1.5 Conference Resources

A conference can be created using Conferencing Center, Phone Manager or SoftConsole. Each time a conference is created resources are used. All the applications share the same conference resources.

System features such as call intrusion, call recording and silent monitoring all use conference resources. This includes automatic recording, if enabled. When any of these features are active, the number of slots available for conference parties is reduced.

The number of internal users and external callers that can be involved in conferences at the same time is limited by the conference capacity of your IP Office telephone system.

IP Office	Maximum Callers in Any One Conference	Maximum Total Number of People on Conference Calls	Maximum Number of Conferences on the System
Small Office Edition	6	24	8
IP403	64	64	21
IP406	64	64	21
IP412	64	128	42
IP500	64	64	21

### Note

- If IP Office Conferencing Center is installed, 5 resources are reserved for use by the system, for example; call recording. The maximum number of callers in any one conference and the total number of people on conference calls is reduced by 5. The maximum number of conferences on the system for IP403, IP406 and IP412 is reduced by 2.

### Examples

1. IP403 and IP406 support multiple conferences adding up to 64 callers in conferences.
  - 21 x 3 way conferences.
  - 1 x 10 way conference plus 11 x 3 way conferences. Free capacity for 20 more conference callers to join new or existing conferences.
2. IP412 supports multiple conferences totaling up to 128 callers in conference with no more than 64 callers in any one conference.
  - The IP412 supports two 63 party conference banks. When a new conference is started, the bank with the most free capacity is used for that conference. However, once a conference is started on one conference bank, that conference cannot use any free capacity from the other conference bank.

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## 1.6 Installing Conference Center

Conferencing Center gives you the option to install both the booking and web client applications on the same server or on to separate servers for security and access purposes. This information needs to be decided upon prior to the installation and appropriate hardware made available.

Installing the Web Client on a separate server is useful for sites where their web servers reside outside the firewall or are hosted at ISPs. This installation option makes the Web Client accessible to external users while keeping the booking site and its database secure.

Follow the instructions to:

- [Full Installation](#)<sup>[17]</sup>  
Installs both the Web Scheduler and Web Client applications.
- [Web Scheduler Only Installation](#)<sup>[18]</sup>  
Installs only the Web Scheduler application.
- [Web Client Host Installation](#)<sup>[19]</sup>  
Install only the Web Client application.
- [Upgrade Conferencing Center](#)<sup>[20]</sup>  
When you upgrade the application you can perform:
  - [Upgrade - Full Installation](#)<sup>[20]</sup>  
A full upgrade where both the Web Scheduler and Web client applications are on one machine.
  - [Upgrade - Split Installation](#)<sup>[21]</sup>  
A split installation where the Web Scheduler and Web Client applications are installed on different machines.

## 1.6.1 Performing a Full Installation

Make sure that you have followed all the [pre-installation requirements](#)<sup>[11]</sup> before continuing with the installation of Conferencing Center. You will need the IP Office IP Address and Password.

To install the Web Scheduler and Web Client applications on the same server PC:

### Step 1 - Install Microsoft SQL Server Desktop Engine (MSDE)

1. Insert the IP Office Conferencing Center CD.
2. Open My Computer.
3. Open your CD directory.
4. Double-click the MSDE folder.
5. Double-click ConferencingCenter\_MSDE\_SP3.exe. It might take a few minutes to install MSDE.
6. The message *'You must restart the system for the configuration changes made to Microsoft SQL Server Desktop Engine to take effect'. To restart now, click Yes or, if you plan to manually restart later, click No'*.

### Step 2 - Install Conferencing Center

1. Open My Computer.
2. Open your CD directory.
3. Double-click setup.exe.
4. The *'Select the language for installation'* window opens. Select the installation language from the drop-down box.
5. Click OK. The *'Preparing to Install'* screen opens.
  - a. If .NET 1.1 is not installed the following message is shown: *'Conferencing Center optionally uses the Microsoft (R) .NET 1.1 Framework. Would you like to install it now?'*
  - b. Click Yes. The *'License Agreement'* window opens. Select I agree.
  - c. Click Install. Microsoft .NET Framework 1.1 is installed. When the message *'Installation of Microsoft .NET framework 1.1 is complete'* opens, click OK.
6. The *'Welcome to the InstallShield Wizard for Conferencing Center'* window opens.
7. Click Next. The *'Setup Type'* window opens.
8. Select Full Install.
9. Click Next. The *'Choose Destination Location'* window opens. Leave the directory setting at default unless absolutely necessary.
10. Click Next. The *'Start Copying Files'* window opens. Settings can be changed at this stage.
11. To begin copying the files, click Next. The *'Setup Status'* window opens. The files may take a few minutes to install. The *'IP Office Connection Details'* screen opens.
12. Enter the IP Office Control Unit's IP Address and Password.
13. Click Next. The *'Conference Center Login Information'* screen opens. Enter a user name and password to create a Conferencing Center Administrator's account. Passwords must be between 5-50 alpha numeric characters.
  - Note: Record the user name and password. If either is 'lost' they cannot be re-set. If either the user name or password are lost, you must perform a full installation of Conferencing Center and the MSDE database.
14. Click Next. The *'InstallShield Wizard Complete'* window opens.
15. To exit the wizard, click Finish.

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## 1.6.2 Web Scheduler Only Installation

The conference booking application can be installed without the web client.

To install the Web Scheduler:

### Step 1 - Install Microsoft SQL Server Desktop Engine (MSDE)

1. Insert the IP Office Conferencing Center CD.
2. Open My Computer.
3. Open your CD directory.
4. Double-click the MSDE folder.
5. Double-click ConferencingCenter\_MSDE\_SP3.exe. It might take a few minutes to install MSDE.
6. The message 'You must restart the system for the configuration changes made to Microsoft SQL Server Desktop Engine to take effect. To restart now, click Yes or, if you plan to manually restart later, click No.

### Step 2 - Install Conferencing Center Web Scheduler

1. Open My Computer.
2. Open your CD directory.
3. Double-click setup.exe. The 'select the language for installation' window opens. Select the installation language from the drop-down box.
4. Click OK. The 'Preparing to Install' screen opens. If .NET 1.1 is not installed the following message is shown: Conferencing Center optionally uses the Microsoft (R) .NET 1.1 Framework. Would you like to install it now?
5. Click Yes. The 'License Agreement' window opens, select I agree.
6. Click Install. Microsoft .NET Framework 1.1 is installed. When the message 'Installation of Microsoft .NET framework 1.1 is complete' opens, click OK.
7. The 'Welcome to the InstallShield Wizard for Conferencing Center' window opens.
8. Click Next. The 'Setup Type' window opens.
9. Select Web Booking.
10. Click Next. The 'Choose Destination Location' window opens. Leave the directory setting at default unless absolutely necessary.
11. Click Next. The 'Start Copying Files' window opens. Settings can be changed at this stage.
12. To begin copying the files, click Next. The 'Setup Status' window opens. The files may take a few minutes to install. The 'IP Office Connection Details' screen opens.
13. Enter the IP Office Control Unit's IP Address and Password.
14. Click Next. The 'Conference Center Login Information' screen opens. Enter a user name and password to create a Conferencing Center Administrator's account. Passwords must be between 5-50 alpha numeric characters.
  - Note  
Record the user name and password. If either is 'lost' they cannot be re-set. If either the user name or password are lost, you must perform a full installation of Conferencing Center.
15. Click Next. The 'InstallShield Wizard Complete' window opens.
16. To exit the wizard, click Finish.

### 1.6.3 Web Client Host Installation

If the Conferencing Center Web Booking application is installed on another server, the Web Client application needs to be installed to make use of the web conferencing features.

To install the Web Client:

1. Open My Computer.
2. Open your CD directory.
3. Double-click setup.exe. The 'select the language for installation' window opens. Select the installation language from the drop-down box.
4. Click OK. The 'Preparing to Install' screen opens. If .NET 1.1 is not installed the following message is shown: Conferencing Center optionally uses the Microsoft (R) .NET 1.1 Framework. Would you like to install it now?
  - Click Yes. The 'License Agreement' window opens, select I agree.
  - Click Install. Microsoft .NET Framework 1.1 is installed.  
When the message 'Installation of Microsoft .NET framework 1.1 is complete' opens, click OK.
5. The 'Welcome to the InstallShield Wizard for Conferencing Center' window opens.
6. Click Next. The 'Setup Type' window opens.
7. Select Web Client Host.
8. Click Next. The 'IP Address' window opens. Enter the IP Office Control Unit's IP address.
9. Click Next. The 'Start Copying Files' window opens. The files may take a few minutes to install. When they have been installed, the 'InstallShield Wizard Complete' window opens.
10. To exit the wizard, click Finish.

---

## 1.7 Upgrade Procedure

With an upgrade you have the option to keep the full install of Conferencing Center on the one server PC or make the installation split.

- A [full install](#)  (both the Web Booking and Web Client Host applications on the same server PC).
- A [split install](#)  (the Web Booking application installed on one server and Web Client Host application on another server PC).

### 1.7.1 Upgrade - Full Installation

To upgrade to and keep the full installation on one server PC:

1. Click Start > Settings > Control Panel > Add/Remove Program.
2. Select Conferencing Center and click Change/Remove. The InstallShield Wizard will start.
3. At the 'Welcome' window, select Remove.
4. Click Next. The application will be deleted. The database will be not be affected.
5. Open My Computer.
6. Open your CD directory.
7. Double-click setup.exe. The 'select the language for installation' window opens. Select the installation language from the drop-down box.
8. Click OK. The 'Preparing to Install' screen opens. If .NET 1.1 is not installed, the following message is shown: Conferencing Center optionally uses the Microsoft (R) .NET 1.1 Framework. Would you like to install it now?
  - Click Yes. The 'License Agreement' window opens. Select I agree.
  - Click Install. Microsoft .NET Framework 1.1 is installed.  
When the message 'Installation of Microsoft .NET framework 1.1 is complete' opens, click OK. The 'Welcome to the InstallShield Wizard for Conferencing Center' window opens.
9. Click Next. The 'Setup Type' window opens.
10. Select Full Install.
11. Click Next. The 'Choose Destination Location' window opens. Leave the directory setting at default unless absolutely necessary.
12. Click Next. The 'Start Copying Files' window opens. Settings can be changed at this stage.
13. To begin copying the files, click Next. The 'Setup Status' window opens. The files may take a few minutes to install. The 'IP Office Connection Details' screen opens.
14. Enter the IP Office Control Unit's IP Address and Password.
15. Click Next. The 'Conference Center Login Information' screen opens. Enter a user name and password to create a Conferencing Center Administrator's account. Passwords must be between 5-50 alpha numeric characters. Make a note of the user name and password.
  - Note  
Record the user name and password. If either is 'lost' they cannot be re-set. If either the user name or password are lost, you must perform a full installation of Conferencing Center.
16. Click Next. The 'InstallShield Wizard Complete' window opens.
17. To exit the wizard, click Finish.

## 1.7.2 Upgrade - Split Installation

If you want to make the installation split, it is advisable to keep the existing Conferencing Center server PC as the Web Booking server and install the Web Client Host on to another server PC.

To upgrade the existing server PC with ONLY the new Conferencing Center Web Booking application:

1. Click Start > Settings > Control Panel > Add/Remove Program.
2. Select Conferencing Center and click Change/Remove. The InstallShield Wizard will start.
3. At the 'Welcome' window, select Remove.
4. Click Next. The application GUI will be deleted. The database will be not be effected.
5. Open My Computer.
6. Open your CD directory.
7. Double-click setup.exe. The 'select the language for installation' window opens. Select the installation language from the drop-down box.
8. Click OK. The 'Preparing to Install' screen opens. If .NET 1.1 is not installed the following message is shown: "Conferencing Center optionally uses the Microsoft (R) .NET 1.1 Framework. Would you like to install it now?"
  - a. Click Yes. The 'License Agreement' window opens. Select I agree.
  - b. Click Install. Microsoft .NET Framework 1.1 is installed. When the message 'Installation of Microsoft .NET framework 1.1 is complete' opens, click OK. The 'Welcome to the InstallShield Wizard for Conferencing Center' window opens.
9. Click Next. The 'Setup Type' window opens.
10. Select Web Booking.
11. Click Next. The 'Choose Destination Location' window opens. Leave the directory setting at default unless absolutely necessary.
12. Click Next. The 'Start Copying Files' window opens. Settings can be changed at this stage.
13. To begin copying the files, click Next. The 'Setup Status' window opens. The files may take a few minutes to install. The 'IP Office Connection Details' screen opens.
14. Enter the IP Office Control Unit's IP Address and Password.
15. Click Next. The 'Conference Center Login Information' screen opens. Enter a user name and password to create a Conferencing Center Administrator's account. Passwords must be between 5-50 alpha numeric characters. Make a note of the user name and password.
16. Click Next. The 'InstallShield Wizard Complete' window opens.
17. To exit the wizard, click Finish.

To install the Web Client Host on a second server PC:

Follow the instructions within for installing the Web Client Host. Remember to re-direct users to the new Web Client Host's URL, by logging on to the Conferencing Center Scheduler as an administrator, accessing the Configuration window and entering the new URL into the URL for Web Client field. For more information, see Conferencing Center Configuration.



# Chapter 2.

# Configuration

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## 2. Configuration

### 2.1 IP Office Manager Configuration

The IP Office Manager application needs to be updated to enable users to join a conference using a bridge number. Changes also need to be applied to enable Phone Manager users direct access to both the Conferencing Center Scheduler and Client.

#### Creating a Bridge Number

One way to join a booked conference is by dialling in via a Bridge Number. Before this can take place, a bridge number must be set up. There are several methods for setting up a bridge number, depending on how the telephone system is configured with the local telephone company. We have provided one sample method, based on an incoming call route. It assumes that, in Voicemail Pro, there is a Conferencing Center module.

To create a Bridge Number:

1. Open IP Office Manager.
2. Click  and open the IP Office system configuration associated with Conferencing Center.
3. In the Navigation Pane, click  Incoming Call Route.
  - In the Line group ID field, enter a line group number you want to assign for Conferencing Center.
  - In the Destination field, input the Conferencing Center module name that was created in Voicemail Pro, preceded by VM: .
4. Define which line(s) you want assigned for conferencing under  Line.
  - In the Incoming Group ID field, enter the line group number that was set up in the incoming call route.
5. Save and merge configuration.
  - Contact your local telephone company to complete the set-up for a bridge number.

#### Configuration for Phone Manager Users

If Phone Manager 3.0 or above is available, users can access the Conferencing Center Scheduler and Web Client via two buttons within Phone Manager. To make Conferencing Center accessible using Phone Manager, the system and then individual Phone Manager users need to be configured.

To configure the system:

1. Open IP Office Manager.
2. Click  and open the IP Office system configuration associated with Conferencing Center.
3. In the Navigation Pane, click  System.
4. Click the System tab.
5. Enter only the Conferencing Center web server name as follows (without the quotation marks), "http://webserver\_name/" in the Conferencing Center URL field. This can be the web server PC name or IP address.
6. Click OK.
7. Click  Save.
8. Select Merge.
9. Click OK.

To configure individual users:

For users who want direct access to Conferencing Center using Phone Manager, make the following configuration changes in Manager:

1. Repeat steps 1 and 2 from "Configuring the System" above, if necessary.
2. In the Navigation Pane, click  User.
3. Click the required user name/extension.
4. Click the Phone Manager Options tab.
5. Check Book with Conferencing Center in Phone Manager.
6. Click OK.
7. Repeat for each user who requires access to Conferencing Center using Phone Manager.
8. Click  Save.
9. Select Merge.
10. Click OK.

When all the systems are configured properly, the following icons are available in Phone Manager.

-  Book a Conference: Opens Conferencing Center Scheduler.
-  Join a Conference: Opens Conferencing Center Web Client.

---

## 2.2 Internet Security Changes

Users of both Conferencing Center Web Scheduler and Client must have their internet security settings amended. If the settings are not changed, they are not able to convert Microsoft files to MHT files.

To amend the internet settings:

1. Click Start | Settings | Control Panel.



2. Click Internet Options.

3. Click Security.

4. Click Local Intranet.

5. Click Custom Level.

6. Scroll down to Initialize and script ActiveX controls not marked as safe.

7. Select Enable.

8. To save your changes, click OK.

9. To close the Internet Properties window, click OK.

10. Close the Control Panel window.

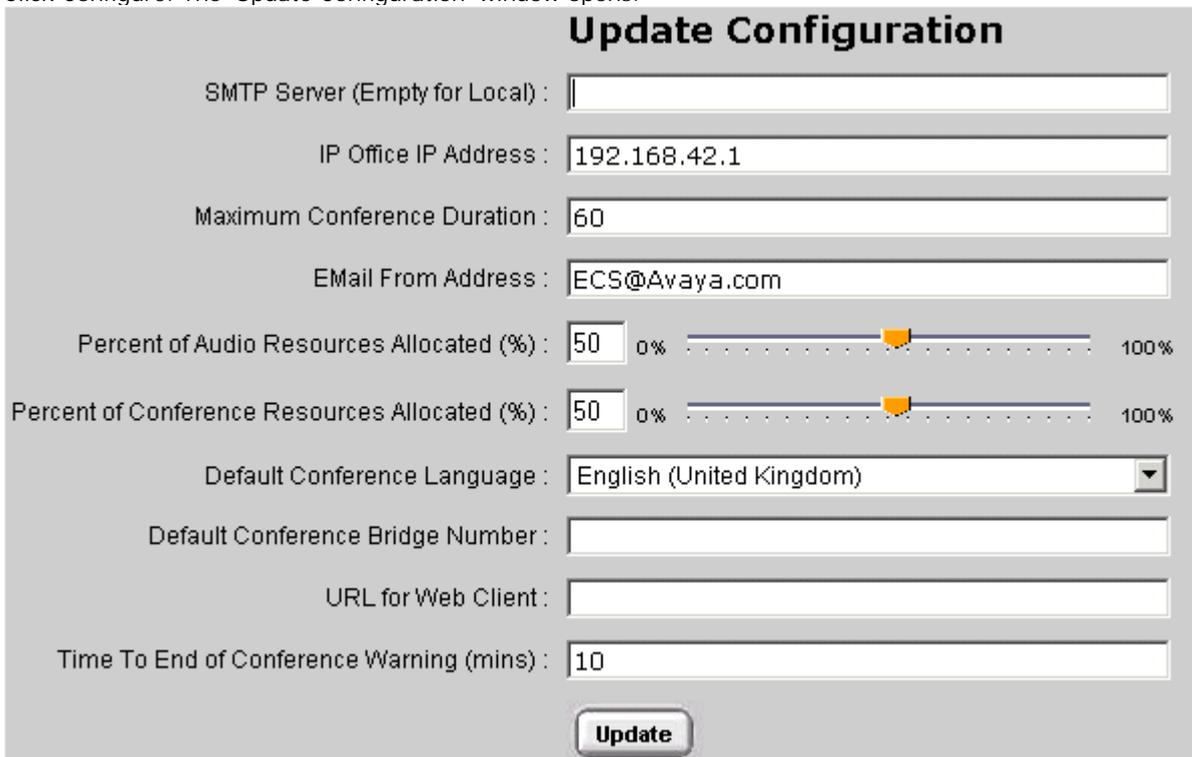
## 2.3 Conferencing Center Configuration

Once Conferencing Center is installed, configuration changes can be made in the Conferencing Center Scheduler.

-  Warning  
 Any configuration changes made here can greatly affect system performance. System features such as call intrusion, call recording and silent monitoring all use conference resources. For more information, see [Conference Resources](#) in the appendix.

To configure Conferencing Center settings:

1. Open an Internet Explorer window.
2. Enter `http://<webserver_name>/avecs` in the address field. The Conferencing Center Login window opens.
3. Enter the User Id and Password for the Conferencing Center administrator. The User Id and Password were created during the installation.
4. Click Logon. 'Conferencing Center Scheduler' opens. The 'Pending Conferences' screen shows that no conferences were found.
5. Click OK.
6. Click Configure. The 'Update Configuration' window opens.



**Update Configuration**

SMTP Server (Empty for Local) :

IP Office IP Address :

Maximum Conference Duration :

Email From Address :

Percent of Audio Resources Allocated (%) :  0%  100%

Percent of Conference Resources Allocated (%) :  0%  100%

Default Conference Language :

Default Conference Bridge Number :

URL for Web Client :

Time To End of Conference Warning (mins) :

Some updates will not happen until the ECS Conference Service (the name given to the Conferencing Center service) is stopped and restarted.

- SMTP Server (Empty for Local)  
 Enter the email server's IP address. This is required only if you are not using the SMTP service on the local machine.
- IP Office IP Address  
 Enter the IP address of the IP Office Control Unit.
- Maximum Conference Duration: *Default = 60 minutes.*  
 This will set the maximum length of time that a conference can be scheduled.
- Email From Address  
 Enter an email address from which conference notification emails are sent. The email account should represent a user account that has been created for the Conferencing Center server.
- Percent of Audio Resources Allocated: *Default = 50%*  
 Audio resources reflect the audio channels available on the IP Office Control Unit. The percentage is taken from the total amount of audio resources allocated for the entire IP Office suite. The percentage of available resources can be altered if needed. Available resources will depend on the audio channels being taken up by the voicemail system and other systems that may use this resource. Audio channels are released at the end of every conference.

- 
- If more resources need to be allocated because of user demand, move the bar accordingly, but remember that these resources may be used by other systems. Increasing resources for conferencing may greatly effect other systems, such as the voicemail system.
  - Reducing resources may invalidate existing data. For example, if there are booked conferences that are relying on the pre-existing resources, configuration changes may make those conferences obsolete.
  - Percent of Conference Resources Allocated: *Default = 50%*  
Conference resources reflect the conferencing channels available on the control unit. Conferencing channels are released after the end of every conference.
  - Default Conference Language  
The language that every conference will be defaulted to.
  - Default Conference Bridge Number  
Enter the bridge number for external participants to call and join an audio conference. The number is the default bridge number when a conference is booked. The conference scheduler can remove or update this number when booking a conference. The conference bridge number will be available on participants' confirmation emails, if the email option is enabled.
  - URL for Web Client  
Enter the path to the web server as follows: [http://<web\\_server\\_name>/AVECSWEB](http://<web_server_name>/AVECSWEB). This URL will be available on participants' confirmation emails, if Web Support and email options are enabled as part of the conference scheduling process.
  - Conference End Warning (Mins): *Default = 10 minutes*  
An audio warning will be played X minutes prior the conference's scheduled end time, where X represents the number of minutes defined in this field. This value can be configured by the Conferencing Center user on a per conference basis.

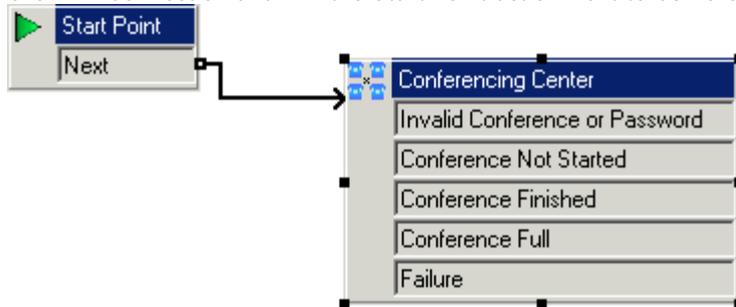
## 2.4 Voicemail Pro Configuration

### 2.4.1 Creating a Conference Access Shortcode

An internal Conferencing Center participant can use a shortcode to join a conference. When a shortcode is used, you do not need to dial a bridge number.

To create a conference access shortcode:

1. Click Start > Programs > IP Office > Voicemail Pro.
2. Right-click  Modules and click Add.
3. In Name, enter Conference and click OK. A Start Point for the new module is inserted in the Details pane.
4. Click Start Point to select it.
5. Click  Telephony Actions.
6. Click  Conferencing Center.
7. To place the action, click in the Details pane of the application.
8. Click  Connection and link the Start Point action Next to Conferencing Center.



9. Click  Save & Make Live.
10. When asked 'Any changes will be made permanent. Do you want to continue?', click Yes.
11. Open IP Office Manager.
12. Click  and open the IP Office system configuration associated with Conferencing Center.
13. In the Navigation Pane, click  Shortcode.
14. In the Group Pane, click  Create a New Record.
15. Complete the following fields:
  - Code: \*90  
The code can be any available number though it must start with \*.
  - Feature: Voicemail Collect  
Select from the drop-down list.
  - Telephone Number: "Conference"  
The name of the Conferencing Center module. The name must be exact because Conferencing Center is case-sensitive. It must also be in quotes.
16. Click OK.
17. Click  and send the configuration back to the IP Office.
18. Test the short code. In the example, you would dial \*90. The phrase, "Please enter your conference ID and press # (pound/hash) to finish" should be played.

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## 2.4.2 Conferencing Center Failure Routes

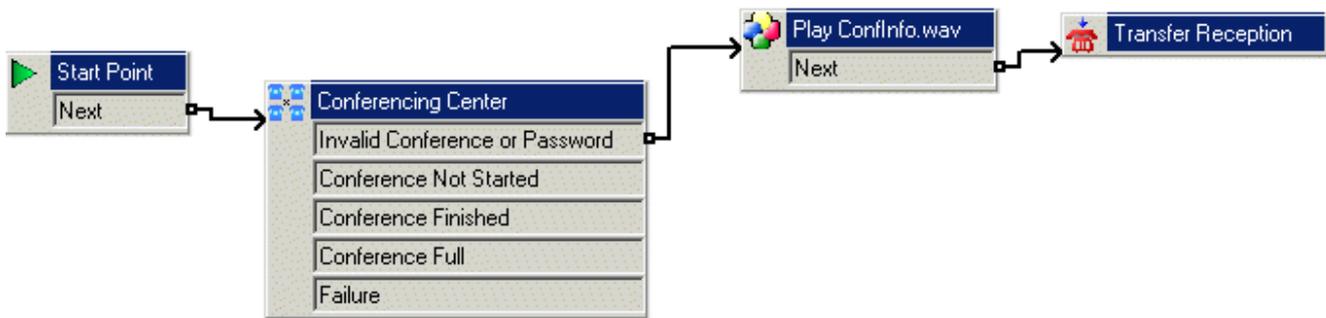
When a participant dials into an active conference they are asked for the conference ID and PIN, if required. If incorrect information is entered you need to define what happens. We have provided 5 sample failure routes that you can set up. Other failure routes can be created.

The sample failure routes are:

- [Invalid ID or PIN](#) <sup>31</sup>  
The failure route defines what happens when a participant enters an invalid conference ID or PIN. In the example, the conference participant is transferred to the receptionist.
- [Conference not Started](#) <sup>32</sup>  
The failure route defines what happens when a participant dials into a conference that has not started. In the example, the conference participant is played a message stating that the conference has not started.
- [Conference Finished](#) <sup>33</sup>  
The failure route defines what happens when a participant dials into a conference that has ended. In the example, the conference participant is played a message stating that the conference has finished.
- [Conference Full](#) <sup>34</sup>  
The failure route defines what happens when a participant dials into a conference that has reached its set number of participants. In the example, the conference participant is played a "conference is full" message and then transferred to the receptionist.
- [Conference Failure](#) <sup>35</sup>  
The failure route defines what happens when there is a general failure in connecting to the conferencing system. In the example, the conference participant is played a "conference failure" message and then transferred to the receptionist.

### 2.4.3 Invalid ID or PIN

The failure route defines what happens when a participant enters an invalid conference ID or PIN. In the example, the conference participant is transferred to the receptionist.

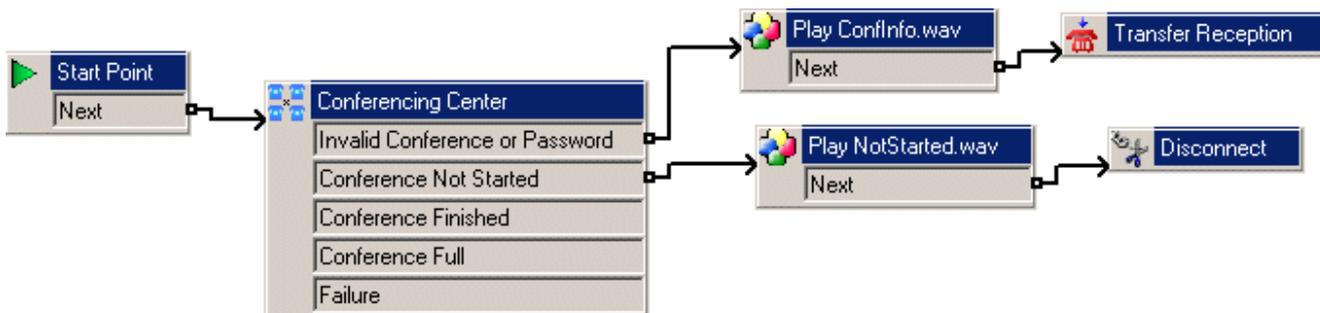


To create a invalid ID or PIN route:

1. In Voicemail Pro, click  Conference.
2. In the Details pane, right-click  Conferencing Center and select Properties.
3. Click the Specific tab.
  1. Click Gather conference and pin information before validation.  
This option is designed as an added security measure for joining a conference. If selected, the caller will be asked for the conference ID and PIN. The results are collected and then verified. If either entry is invalid, the caller is notified but not told which entry is incorrect. If this option is not selected, then the entries are validated as they are entered.
  2. Select the number of times a conference ID can be entered before the failure route is activated. Up to 10 re-tries can be set.
  3. Click OK.
4. Click  Basic Actions.
5. Click  Generic.
6. To place the action, click in the Details pane. Right-click  Generic and select Properties.
7. Click the General tab, change the Token Name to Play ConfInfo.wav.
8. Click the Entry Prompts tab:
  1. Click  (green cross).
  2. In the field please select a file or enter a new file name, click .
  3. Open the required language folder, en is English.
  4. Select CONF\_05.wav. The file will play "Your conference ID or PIN is not valid".
  5. Click Open, click Close, click OK.
9. Click  Connection and link Invalid Conference or Password action to  Play ConfInfo.wav.
10. Click  Telephony Actions.
11. Click  Transfer. To place the action, click in the Details pane.
12. Right-click the  Transfer action and select Properties.
13. Click the General tab, change the Token Name to Transfer Reception.
14. Click the Specific tab.
15. Enter the extension number of your reception in the Destination field, click OK.
16. Click  Connection and link the  Play ConfInfo.wav Next action to  Transfer Reception.
17. Click  Save & Make Live. When asked 'Any changes will be made permanent. Do you want to continue?', click Yes.

## 2.4.4 Conference Not Started

The failure route defines what happens when a participant dials into a conference that has not started. In the example, the conference participant is played a message stating that the conference has not started.

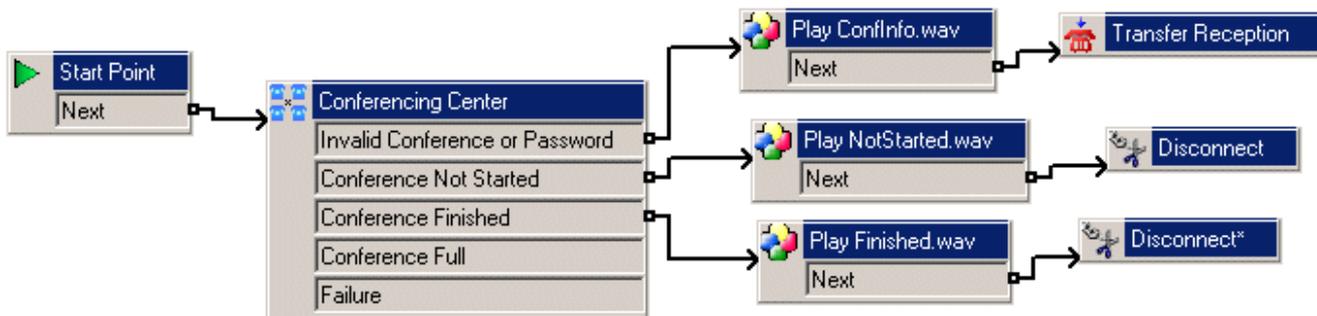


To create a Conference Not Started route:

1. Create a recording similar to the following: "Sorry, the conference you are trying to join has not started yet. Please call back later."
2. Click  Basic Actions.
3. Click  Generic.
4. To place the action, click in the Details pane.
5. Right-click the  Generic action and select Properties.
6. Click the General tab. Change the Token Name to Play NotStarted.wav.
7. Click the Entry Prompts tab
  - a. Click  (green cross).
  - b. In the field please select a file or enter a new file name, click .
  - c. Select the name of the wav file you created in step 1.
  - d. Click Open.
  - e. Click Close.
  - f. Click OK.
8. Click  Connection and link Conference Not Started action to  Play NotStarted.wav.
9. Click  Basic Actions.
10. Click  Disconnect.
11. To place the action, click in the Details pane.
12. Click  Connection and link  Play NotStarted.wav Next action to  Disconnect.
13. Click  Save & Make Live on the toolbar.
14. When asked 'Any changes will be made permanent. Do you want to continue?', click Yes.

### 2.4.5 Conference Finished

The failure route defines what happens when a participant dials into a conference that has ended. In the example, the conference participant is played a message stating that the conference finished.



To create a Conference Finished route:

1. Create a recording similar to the following: "Sorry, the conference you are trying to join has already finished."

2. Click Basic Actions.

3. Click Generic.

4. To place the action, click in the Details pane.

5. Right-click the Generic action and select Properties.

6. Click the General tab. Change the Token Name to Play Finished.wav.

7. Click the Entry Prompts tab.

- a. Click (green cross).

- b. In the field please select a files or enter a new file name, click .

- c. Select the wav file you created in step 1.

- d. Click Open.

- e. Click Close.

- f. Click OK.

8. Click Connection and link Conference Finished action to Play Finished.wav.

9. Click Basic Actions.

10. Click Disconnect.

11. To place the action, click in the Details pane.

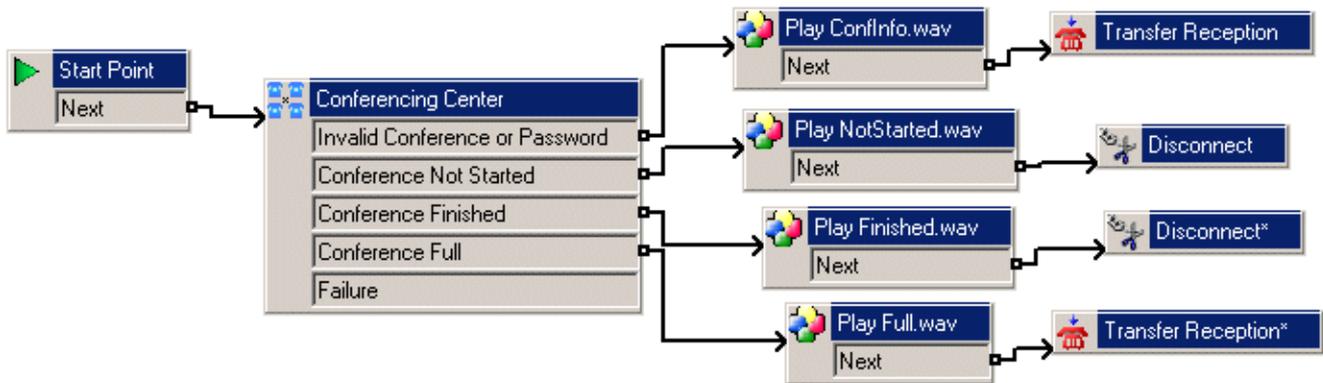
12. Click Connection and link Play Finished.wav Next action to Disconnect.

13. Click Save & Make Live.

14. When asked 'Any changes will be made permanent. Do you want to continue?', click Yes.

## 2.4.6 Conference Full

This failure route defines what happens when a participant dials into a conference that has reached its set number of participants. In the example, the conference participant is played a "conference is full" message and then transferred to the receptionist.



To create a Conference Full route:

1. Create a recording similar to the following: "Sorry, the conference you are trying to join is full."

2. Click  Basic Actions.

3. Click  Generic.

4. To place the action, click in the Details pane.

5. Right-click the  Generic action and select Properties.

6. Click the General tab. Change the Token Name to Play Full.wav.

7. Click the Entry Prompts tab.

- a. Click  (green cross).

- b. In the field please select a file or enter a new file name, click .

- c. Select the name of the wav file you created in step 1.

- d. Click Open, click Close, click OK.

8. Click  Connection and link Conference Full action to  Play Full.wav.

9. Click  Telephony Actions.

10. Click  Transfer.

11. To place the action, click in the Details pane.

12. Right-click the  Transfer action and select Properties.

13. Click the General tab, change the Token Name to Transfer to Reception.

14. Click the Specific tab.

15. Enter the extension number of your reception in the Destination field, click OK.

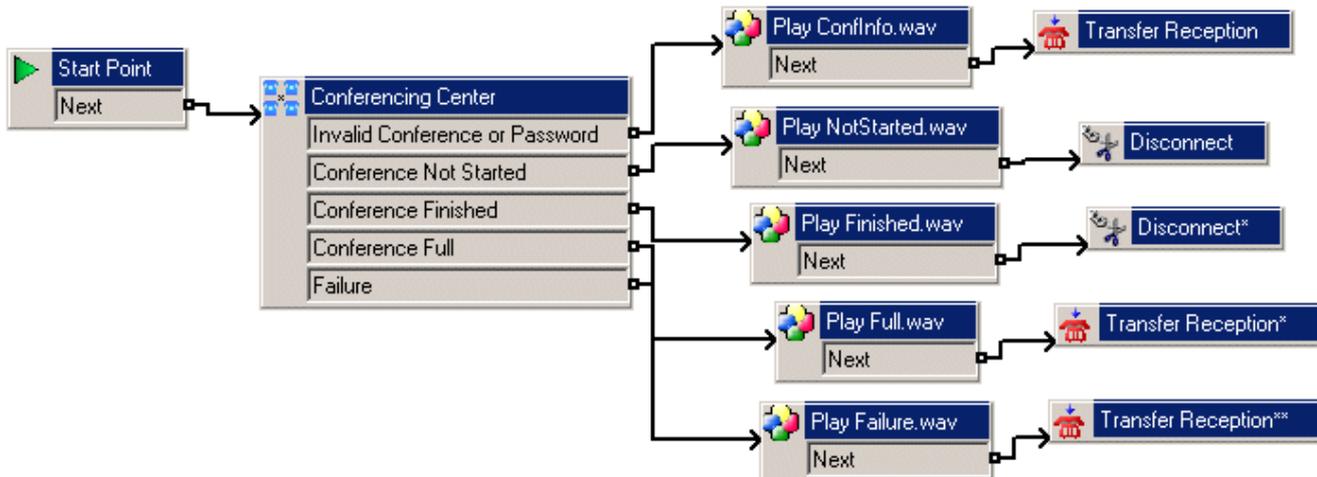
16. Click  Connection and link  Play Full.wav Next action to  Transfer Reception.

17. Click  Save & Make Live on the toolbar.

18. When asked 'Any changes will be made permanent. Do you want to continue?', click Yes.

### 2.4.7 Conference Failure

This failure route defines what happens when there is a general failure in connecting to the conferencing system. In the example, the conference participant is played a "conference failure" message and then transferred to the receptionist.



To create a Failure route:

1. Click Basic Actions
2. Click Generic.
3. To place the action, click in the Details pane.
4. Right-click the Generic action and select Properties.
5. Click the General tab, change the Token Name to Play Failure.wav.
6. Click the Entry Prompts tab.
  - a. Click (green cross).
  - b. In the field please select a file or enter a new file name, click .
  - c. Open the required language folder, en is English.
  - d. Select the file CONF\_23.wav. The .wav file will play, "Conference not accessible".
  - e. Click Open, click Close, click OK.
7. Click Connection and link Failure action to Play Failure.wav.
8. Click Telephony Actions
9. Click Transfer.
10. To place the action, click in the Details pane.
11. Right-click Transfer and select Properties.
12. Click the General tab. Change the Token Name to Transfer to Receptionist.
13. Click the Specific tab.
14. Enter the extension number of your reception in the Destination field, click OK.
15. Click Connection and link Play Failure.wav Next action to Transfer to Receptionist.
16. Click Save & Make Live on the toolbar.
17. When asked 'Any changes will be made permanent. Do you want to continue?', click Yes.



# **Chapter 3.**

## **Hints and Tips**

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## 3. Hints and Tips

This section is intended to help the system administrator if any of the following issues happen.

- [Running ASP.NET on a domain controller](#)<sup>[39]</sup>  
An error happens if you try to run or debug an ASP.NET application on a domain controller or a backup domain controller.
- [Problems accessing web sites](#)<sup>[40]</sup>  
The pages [http://pc\\_name/AVECS](http://pc_name/AVECS) and [http://pc\\_name/AVECSWEB](http://pc_name/AVECSWEB) do not load.
- [Network service error](#)<sup>[40]</sup>  
When logging into the Conferencing Center Scheduler an error message opens stating login failed for user 'NT Authority\Network Service'.
- [AVECS blank page](#)<sup>[41]</sup>  
When the AVECS web page is loaded, it is blank. When the AVECSWEB web page is loaded, a single line of text is displayed.
- [Maximum logon attempts exceeded](#)<sup>[40]</sup>  
The error message Maximum logon attempts exceeded is shown.
- [Security setting error](#)<sup>[41]</sup>  
During the installation of Conferencing Center on a Windows 2003/2004 server, the error message 1609 might show.
- [ECS service does not start](#)<sup>[41]</sup>  
The ECS Service will not start and a pop-up appears stating Could not start the ECS Conference Service on Local Computer.
- [Emails not sent from the Conferencing Center server](#)<sup>[42]</sup>  
Mail is not being received correctly to either the mailbox or the Drop directory.
- [Email and smart hosts](#)<sup>[43]</sup>  
Setting Smart Host can enable SMTP forwarding. This option can be utilized if emails are unable to be sent from the Conference server.
- [SMTP notification failure](#)<sup>[43]</sup>  
SMTP notification may fail when authentication is required by a third party SMTP server.

## 3.1 Running ASP.NET on a Domain Controller

### Problem:

By default, the worker process for Microsoft® ASP.NET (Aspnet\_wp.exe) runs under the local machine account to restrict access to domain resources and provide a more secure environment. This will cause an error if you try to run or debug an ASP.NET application on a domain controller or a backup domain controller. On a domain controller, all user accounts are domain accounts and not local machine accounts, so Aspnet\_wp.exe fails because it cannot find a local account named "localmachinename\ASPNET".

### Possible Solution:

Create a "weak" account with the correct permissions:

1. Create a user account on the computer and add this user account to the Users group.
2. Grant this user account the Log On as a batch job right. This process may need to be repeated for the Domain Controller Security and Domain Security policies.  
To grant a user account the Log On as a batch job rights:
  - a. Click Start > Settings > Control Panel > Administrative Tools.
  - b. Double-click Local Security Policy.
  - c. Within the Local Security Policy window and under Security Settings, double-click Local Policies | User Rights Assignment.
  - d. In the list of policies, right-click the Log on as a batch job policy and click Security.
  - e. If the new user account does not appear in the Assigned To list, click Add to add the new user account.
  - f. Select the Local Policy Setting check box next to the user account name and click OK.
  - g. If necessary, restart the server.
3. Grant the new user account write access to the \WINNT\Microsoft.NET\Framework\V1.0.XXXX\Temporary ASP.NET Files\ directory. This will allow the Aspnet\_wp.exe process to write temporary files and classes to this directory. Do the following to grant write access to the necessary directory:
  - a. Navigate to the \WINNT\Microsoft.NET\Framework\V1.0.XXXX\ directory in Microsoft Windows® Explorer and right-click the Temporary ASP.NET Files icon.
  - b. Click Properties and then click the Security tab.
  - c. Select the user account from the list and select the Allow check box for Write permissions.
  - d. Click OK.
  - e. Make sure that the new user account has access to all other files and directories that are necessary to serve ASP.NET pages.
4. Grant the new user account write access to the \WINNT\TEMP\ directory. If you are running XML Web services, this will allow the Aspnet\_wp.exe process to write temporary files and classes to this directory. Do the following to grant write access to the necessary directory:
  - a. Navigate to the \WINNT\TEMP\ directory in Windows Explorer and right-click the TEMP icon.
  - b. Click Properties and then click the Security tab.
  - c. Select the user account from the list and select the Allow check box for Write permissions.
  - d. Click OK.
  - e. Make sure that the new user account has access to all other files and directories that are necessary to serve ASP.NET pages.
5. Specify that the ASP.NET worker process will run under the new user account.
  - a. Open the \WINNT\Microsoft.NET\Framework\V1.0.XXXX\Config\Machine.config file.
  - b. In the <processModel> section, change the userName and password attributes to the name and password of the new user account. For example: userName="DomainName\ASPNETUSER" password="ASPNETUSERpassword".
  - c. Save the changes to the Machine.config file.

---

## 3.2 Problems Accessing Web Sites

### Problem:

Although on the local PC `http://127.0.0.1/AVECS` and `http://127.0.0.1/AVECSWEB` both load their respective pages correctly, `http://pc_name/AVECS` and `http://pc_name/AVECSWEB` does not load.

### Possible Solution:

Ensure that the name of the PC does not contain an underscore or any other non-standard characters prohibited from the standard PC naming conventions. Permissible characters include: a-z, A-Z, 0-9 and hyphens (-).

## 3.3 Maximum Logon Attempts Exceeded

### Problem:

When the AVECS page is loaded, a grey error message is loaded, clicking Refresh loads the page successfully. However, after logging in, a message stating that the maximum logon attempts have been exceeded is displayed.

### Possible Solution:

Check that the user ASPNET exists on the local PC. If the user does not exist, create the user by going into the Local Users and Groups setting via My Computer.

## 3.4 Network Service Error

### Problem:

When logging into the Conferencing Center Scheduler an error message opens stating login failed for user 'NT Authority\Network Service'. The error displayed on the grey background refers to NTAuthority\Network Service and is followed by the Max logon attempts error. Similarly, if the error states NTAuthority\Local Service, the corresponding procedure will need to be followed.

### Possible Solution:

If this is running on a Windows 2003 Server, the following settings should be verified:

1. Right-click on My Computer and click Manage.
2. Select IIS Manager > Local PC Name > Application Pools > DefaultAppPool.
3. Select Properties
4. Select Identity and ensure Local System is set.

## 3.5 AVECS Blank Page

### Problem:

When the AVECS web page is loaded, it is blank. When the AVECSWEB web page is loaded, a single line of text is displayed.

### Possible Solution:

Verify that there is an .aspx extension listed in IIS Manager. IIS Manager can be accessed as follows:

1. Right-click on the default web site.
2. Select Properties.
3. Click Home Directory.
4. Click Configuration. The .aspx entry should be listed.

If not, it is likely that .NET 1.1 was installed prior to the installation of IIS. In this case, all of the system updates required have not been carried out.

To re-install .NET 1.1:

1. Remove .NET 1.1.
2. Start installing Conference Server again, so that .NET is installed from the Conferencing Center CD.
3. When prompted to install the Conference Server, press Cancel.
4. Re-boot the server and check that the ASPNET user is present.

## 3.6 Security Setting Error

### Problem:

During the installation of Conferencing Center on a Windows 2003/2004 server, the error message 1609 might show:

Error 1609: An error occurred while applying security settings. ASP.NET is not a valid user or group. This could be a problem with the package, or a problem connecting to a domain controller on the network. Check your network connection and click Retry or Cancel to end the install.

### Possible Solution:

This is problem with ASP.NET. To resolve the problem:

1. Check if .NET1.1 is installed. If it is, remove it.
2. Start installing Conference Server again, so that .NET is installed from the Conferencing Center CD.
3. When prompted to install the Conference Server, press Cancel.
4. Re-boot the server and check that the ASP.NET user is present.

## 3.7 ECS Service Does Not Start

### Problem:

The ECS Service will not start and a pop-up appears saying:

Could not start the ECS Conference Service service on Local Computer.  
Error 1069: The server did not start due to a logon failure.

### Possible Solution:

Check the ECS Service properties Log On tab and possibly change from Local Machine to .\Administrator to see if the service starts on higher administrative rights.

The service should start on either local or administrative rights, depending on the server rights when loading the Conferencing Center software. Check with the domain administrator for the rights of the server being used.

---

## 3.8 Emails not sent from the Conference Center Server

### Problem:

Mail is not being received correctly to either the mailbox or the Drop directory.

### Possible Solution:

On machines with IIS5, mail sent from the Conferencing Center Server will collect in .../InetPub/mailroot/Drop. If a POP3 Server has been installed on the PC, it will be taken from the Drop directory and delivered to the appropriate mailbox.

On machines with IIS6 installed, provided the POP3 Server has been configured (this ships by default with Windows 2003), mail from the Conferencing Center server will be routed correctly to the mailbox.

If mail is not being received correctly to either the mailbox or the Drop Directory, it may be necessary to configure the SMTP Mail in IIS.

To configure the SMTP Mail in IIS:

1. From the Control Panel, open Internet Services Manager.
2. Expand the tree and expand Default SMTP Virtual Server.
3. If the domain name is not in the format X.X:
  1. Right-click and select New | Domain.
  2. Select Alias and enter a name in the format X.X (eg. PCSServer.Avaya.com).
4. Double-click the Domain Name and ensure Drop Directory is set to 'Inetpub\Mailroot\Drop'.

If the Virtual Server could not be viewed from the tree, update the server with all the latest Microsoft updates for the particular operating system being used. If (after updating the server), the virtual server is still not shown:

1. Un-install Microsoft IIS and SMTP
2. Re-install Microsoft IIS and SMTP
3. Re-install the .NET 1.2 (.NET will update IIS when installed).
4. Re-install the Conferencing Center software.

### Possible Solution:

The email queue can be seen with each email to be sent from the Conference Server. If no emails are being sent check the queue folder in the InetPub\mailroot\queue. If this queue folder has several entries then ensure SMTP Virtual Server has been correctly established. If the SMTP settings have been correctly established, then refer to the section regarding Email and Smart Hosts.

### 3.9 SMTP Notification Failure

SMTP notification may fail when authentication is required by a third party SMTP server.

#### Problem:

If a third party SMTP server is used with the Conferencing Center software, the SMTP interface in Conferencing Center fails to run if authentication is required. If you put the IP address or name of a third party server directly into the configuration screen, the email notification will fail.

#### Possible Solution:

Enabling 'Anonymous Access' in the third party SMTP server is required for the conference mail notification feature in Conferencing Center.

An alternative resolution for this issue is to install a local SMTP server, gateway or other similar program on the same PC as the Conferencing Center to redirect the notification email.

### 3.10 Email and Smart Hosts

Setting Smart Host can enable SMTP forwarding to a SMTP server (eg. Exchange Server) to forward email. This option can be utilized if emails are unable to be sent from the Conference server.

1. Right-click on the properties of the SMTP Virtual Server and click on the Delivery tab.
2. Click Advanced.
3. Enter the Smart Host Domain name for the SMTP Server to be used.
4. Apply new settings and close.

If emails are failing to be sent after Smart Host has been enabled, copy the email from the InetPub\MailRoot\Queue to IntelPub\MailRoot\Drop. Booking a new conference with email will then send all emails from the Drop directory. Thereafter, all conferences with email notification enabled will have emails sent.



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