

# EventCenter™

## Frequently Asked Questions



For more information:  
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[www.intercall.ca](http://www.intercall.ca)

### WHAT IS EVENTCENTER?

EventCenter is a web conferencing service tailored specifically for web-based seminars of 50 to 3000 participants.

### CAN I USE EVENT MANAGER FOR WINDOWS® IF I AM A RESTRICTED USER RUNNING WINDOWS NT, WINDOWS 2000 OR WINDOWS XP?

Yes, administrator privileges are not required to install Event Manager.

### WHAT DO I NEED TO ATTEND EVENTS ON MICROSOFT WINDOWS?

- + Windows 98, NT, 2000, XP, 2K3 (Windows 2003 Server)
- + Intel or AMD Processor 400MHZ
- + 128MB RAM
- + Microsoft Internet Explorer 6, Mozilla 1.4 or later, Firefox 1.0 or Netscape 7.0
- + JavaScript and cookies enabled in the browser
- + 56K or faster Internet connection

A localized version of Windows is required to host or attend fully interactive events on Asian versions of Event Center (Japanese, Traditional Chinese, and Simplified Chinese).

### WHAT DO I NEED TO HOST OR ATTEND EVENTS ON MAC OS?

- + PowerPC (G3)
- + Mac 10.2 - Java 1.4.1\_01 or 10.3 / 10.4 - Java 1.4.2\_05
- + Internet Explorer 5.2, Mozilla 1.4 or later, Firefox 1.0, or Safari 1.0, 1.3 or 2.0
- + JavaScript and cookies enabled for the browser
- + 56K or faster Internet connection

### WHAT DO I NEED TO HOST OR ATTEND EVENTS USING SOLARIS\*?

- + UltraSPARC processor
- + 512 MB RAM
- + Java Plug-In 1.3
- + Mozilla 1.4 or later or Firefox 1.0
- + JavaScript and cookies enabled in the browser
- + 16-bit or better video display
- + CDE Windowing System
- + 56K or faster Internet connection

### WHAT DO I NEED TO HOST OR ATTEND EVENTS USING LINUX\*?

- + Intel or AMD Processor 400MHZ
- + 256MB RAM
- + Mozilla 1.4 or later or Firefox 1.0
- + JavaScript and cookies enabled in the browser
- + GNOME, KDE, or other compatible desktop manager
- + 56K or faster Internet connection

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## **I SEE THAT YOU SUPPORT MOZILLA. CAN I USE MOZILLA'S FIREFOX BROWSER?**

Although not officially supported by WebEx at this time, users can use Firefox to join and host an event.

## **WHY CAN'T I JOIN A MEETING WITH MOZILLA BROWSER WHEN IT'S SUPPOSED TO BE SUPPORTED?**

If you are using Mozilla or Firefox as your browser on a UNIX-based operating system, such as Solaris, Linux or Apple's Mac OS X platform, you will need to make sure that the Java plug-in is installed on your workstation. Mozilla or Firefox do not ship with the Java plug-in by default on these platforms.

The following web sites provide instructions for the associated operating system:

- + Linux: <http://plugindoc.mozdev.org/linux.html#Java>
- + Solaris: <http://plugindoc.mozdev.org/solaris.html#Java>
- + Mac OS X: <http://plugindoc.mozdev.org/OSX.html#Java>

On UNIX-based systems, there is a symbolic link that is required. The example below is based on a Red Hat Linux environment:

- + \$ cd /usr/local/mozilla/plugins
- + \$ ln -s /usr/java/j2sdk1.4.2\_04/plugin/i386/ns610-gcc32/libjavaplugin\_oji.so libjavaplugin\_oji.so

## **WHAT DO I NEED TO DO TO SHARE STAR OFFICE DOCUMENTS ON SOLARIS?**

For importing StarOffice7 Presentation:

- + Solaris 8 OE requires patches 108434-10, 108773-17, 109147-21 and 108435-10 (64 bit only)
- + X Server (capable of 800x600 screen resolution and 256 colors) with a window manager (for example, the OpenWindows. software, CDE, or GNOME)
- + For accessibility support, GNOME 2.0 or later is required

For importing StarOffice6 Presentation:

- + Solaris 8 requires patches 108434-01 and 108435-01 (64 bit)
- + For the support of Asian languages, the additional patch 108773-12 is required for Solaris 8
- + Solaris 7 requires patches 106327-08, 106300-09 (64 bit)
- + X Server (with at least 800x600, 256 colors) with window manager (e.g. OpenWindows, CDE, GNOME) 128 MB RAM

## **I REALLY LIKE THE NEW LOOK AND FEATURES OF EVENTCENTER. WHY DON'T I HAVE ANY OF THE NEW FLOATING PANELS AND NEW COLOR THEMES FROM MY MAC, LINUX OR SOLARIS MACHINE?**

The new user interface you see on a Windows platform contains WebEx's newest set of user experience improvements. Currently, the new look and feel, as well as new features, is not available on any other operating system. However, users on non-Windows operating systems can still host and attend the same events as their Windows counterparts. The new look and features are being planned for Mac, Solaris and Linux operating systems in a future release.

## WHAT ARE PUBLIC, PRIVATE AND UNLISTED EVENTS?

When scheduling an event, you can specify the event to be public, private or unlisted.

- + **Public event**—appears on the Upcoming Events page and the Recorded Events page, if the event host makes the recording public. On the Upcoming Events page, an **Enroll** button appears for the event until the host starts the event.
- + **Private event**—appears on the Upcoming Events page and the Recorded Events page, if the event host makes the recording public. On the Upcoming Events page, the text **Private** appears instead of an **Enroll** button. Once the time is within 15 minutes of the event's scheduled starting time, and the host starts the event, a **Join** button appears.
- + **Unlisted event**—does not appear on the Upcoming Events page. However, it appears on the Recorded Events page if the event host makes the recording public.

## HOW DO I CUSTOMIZE THE EMAIL MESSAGES FOR EVENT INVITEES, ENROLLEES AND ATTENDEES?

When scheduling an event, you can customize any of the email messages that EventCenter sends to event invitees, enrollees and attendees. First, on the Schedule an Event page, select the check box for the email messages that you want to send:

- + Enrollment Pending
- + Enrollment Approved
- + Enrollment Rejected
- + Reminder
- + Thank You for Attending
- + Absentee Follow-up

Next, click the link for the email message to open the Edit Email Message window.

When customizing the content of an email message, you can use several variables, which EventCenter automatically replaces with information about the event when sending the message. For example, you can use the variable %Topic%, which EventCenter automatically replaces with the event name specified on the Schedule an Event page. You can also restore an email template by clicking the **Restore to Default** button.

Please note that invitation emails will not be sent automatically to invited panelists and invitees.

## I ALREADY STARTED THE EVENT, BUT ATTENDEES DO NOT SEE THE JOIN BUTTON ON THE UPCOMING EVENTS PAGE. WHY?

If the join-before-host feature is not enabled for an event, then the **Join** button appears on the Upcoming Event page only if *both* of the following are true:

- + The event host has already started the event.
- + The current time is within 15 minutes of the event's scheduled starting time.

## HOW MANY ATTENDEES CAN EVENTCENTER ACCOMMODATE?

EventCenter is developed based on a highly scalable platform. EventCenter can accommodate up to 3000 concurrent attendees in a single event for document sharing. When application sharing is used in an event, the recommended event site is 1000 concurrent attendees.