



# TrainingCenter Frequently Asked Questions



For more information:  
877.333.2666  
www.intercall.ca

## How Does TrainingCenter differ from MeetingCenter?

TrainingCenter includes all the features in MeetingCenter Pro as well as the following additional features:

### TRAINING DELIVERY

- + Live and recorded sessions
- + Playback of recorded sessions in a live training session
- + Automatic slide advancing for presentations

### IN-SESSION PARTICIPATION

- + Enhanced polling, testing and grading
- + Pre- and Post-session testing
- + Multiple trainers or panelists
- + Breakout sessions
- + Hands-on Lab
- + Instant feedback
- + Paired or threaded question-and-answer (Q&A) sessions

### TRAINING CONTENT AUTHORIZING

- + Web-based testing authoring tool
- + Polling Editor
- + Real time testing and polling
- + Enhanced WebEx™ Recording Editor

### REGISTRATION AND REPORTING

- + Sortable lists of live and recorded training sessions
- + Publishing of recorded training sessions on a TrainingCenter website
- + Customizable, advanced registration system for live and recorded training sessions
- + Advanced scheduling with recurring session support
- + Detailed reports live and recorded training sessions

### STANDARDS COMPLIANCE

- + Support for WebEx Recorded Files (.wrf) playback in Windows Media Player
- + SCORM (Shareable Courseware Object Reference model) APIs
- + PHP and XML APIs

## What do I need to Host or Attend a Training Session using Microsoft Windows?

Minimum requirements to host or attend fully interactive meetings using Training Manager for Windows:

- + Windows 98, NT, XP, 2003 or Vista

 InterCall is a subsidiary of West Corporation

AAP/EDE



- + Microsoft Internet Explorer 6, 7, Mozilla 1.7, Netscape 7.2, Firefox 1.5, 2.0
- + JavaScript and cookies enabled in the browser
- + Active X enabled/unblocked for IE is recommended
- + 56 K faster Internet connection

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

## **Does TrainingCenter support MAC OS, SOLARIS, and LINUX?**

Cross-platform support is available for Mac, Solaris and Linux. Currently this is a limited functionality release. More functionality will be available in future upgrades of TrainingCenter.

### **SYSTEM REQUIREMENTS TO HOST OR ATTEND FULLY INTERACTIVE TRAINING SESSIONS USING TRAINING MANAGER FOR MAC:**

- + Mac OS 10.2 (PowerPC) with Firefox 1.5/2.0
- + Mac OS 10.3 (PowerPC) with Safari 1.x, Firefox 1.5/2.0
- + Javascript and cookies enabled for the browser
- + 56 K or faster Internet connection

### **SYSTEM REQUIREMENTS TO HOST OR ATTEND FULLY INTERACTIVE TRAINING SESSIONS USING TRAINING MANAGER FOR SOLARIS:**

Solaris 8, 9, 10

- + UltraSPARC processor
- + 512 MB Ram
- + 16-bit or better video display
- + CDE Windowing system
- + Solaris 8 or 9
- + Java 1.4.2
- + Mozilla 1.7 or Firefox 1.5
- + JavaScript and cookies enabled in the browser
- + 56 K or faster Internet connection

### **SYSTEM REQUIREMENTS TO HOST OR ATTEND FULLY INTERACTIVE TRAINING SESSIONS USING TRAINING MANAGER:**

- + Intel or AMD (400MHZ +) or compatible processor
- + 256 MB RAM
- + GNOME, KDE Windowing System
- + Red Hat Enterprise Linux 3, SuSE 9, Turbo Linux or JDS
- + Jave 1.4.2

## **I see that you support Mozilla. Can I use Moxilla's Firefox Browser?**

Users can use Firefox to join and host a session. However, there are some known issues. Please contact InterCall Professional Services at [entappsupport@intercall.com](mailto:entappsupport@intercall.com).

## Why can't I join a meeting with Mozilla browser when it's supposed to be supported?

If you are using Mozilla as your browser on a UNIX based operating system such as Solaris or Linux or Apple's Mac OS V platform, you will need to make sure that the Java Plug-In is installed on your workstation. Mozilla does not ship with the Java Plug-In by default on these platforms. The following websites 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
```

## Why don't I have any of the new floating panels and new color themes fro my MAC, Linux or Solaris machine?

The new user interface you see on a Windows platform contains our 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 meetings as their Windows counterparts. The new look and features are being planned for Mac, Solaris and Linux operating systems in a future release.

## Does TrainingCenter support languages other than English?

In addition to English, TrainingCenter supports French, German, Spanish, Japanese, Simplified Chinese and Traditional Chinese.

However, Enhanced Recorded Sessions option using TrainingCenter On-Demand integration is English only.

## Am I required to download new software to host a training session?

To use all of the interactive features in a training session, you must run Training Manager on your computer. Training Manager lets you or anyone in the training session share most types of documents or applications. Unlike the old methods of installing software fro a disk or downloading and installing it manually over the Internet, your training service automatically downloads and sets up Training Manager for you. In fact, each time you participate in a training session, Training Manager maintains itself by checking for the latest version and automatically updating itself, as necessary.

For first-time users, the Training Manager for Windows download is approximately 1.0 MB. Training Manager then downloads only updated components as needed.

## Can I use Training Manager for Windows if I am a non-administrator Windows NT or Windows 2000 user?

If you are a "normal" Windows NT or Windows 2000 user – that is, a user without administrator privileges – you can join a training session and use Training Manager to view training session content and remotely control shared software. If you act as a presenter, you can share applications, web browsers, your desktop and Microsoft® PowerPoint™ presentations. However, to share documents or host training sessions, you must log in to your computer as an administrator before starting or joining a training session or have an administrator set up your computer with Training Manager for you. After the initial setup, you can host a training session and share documents without the need to have administrator privileges for Windows NT or 2000.

## How do I uninstall the Training Manager?

To uninstall Training Manager for Windows use Add/Remove Programs in the Control Panel.

## What affects the performance of my training sessions?

Because TrainingCenter sessions provide real-time collaboration and sharing over the Internet, performance depends on both the Internet itself and the WebEx service. WebEx constantly monitors service and network performance, and continually enhances its infrastructure to keep the TrainingCenter service highly available and reliable.

Some of the factors that affect performance are the following:

- + the speed of your computer's connection to the Internet
- + the performance of your Internet service provider
- + overall Internet traffic on your routed connection to the WebEx server
- + performance of firewall and proxy servers if your computer is behind a company firewall

## I have a high-speed Internet connection. Does that help?

Although you may have a high-speed connection to the Internet, there can often be congestion or packet loss on the Internet between you and the WebEx servers on the WebEx Interactive Network. You usually can't do much about such problems other than to inform your network administrator or Internet service provider. Problems are often transient and resolve themselves over time. However, you should report serious, persistent problems. Of course, more bandwidth usually allows more throughput—but not always. For example, a clear 56K modem connection can perform well, while a congested "high speed" T1 connection can seem terrible. Furthermore, a good connection won't help an attendee in a training session if the presenter has a poor connection. Thus, it's most critical that the presenter have a good connection.

## What can I do to speed things up?

First, get the fastest connection that you can. ISPs are rapidly deploying DSL, cable modem and T1 connections. Dial-up modems can do the job but anything less than 56K is probably too slow. Even with a 56K modem, your actual connection speed may vary.

Next, try using document and presentation sharing instead of application or desktop sharing. Document and presentation sharing uses less bandwidth. Also, sharing documents or presentations that contain fewer graphics can improve performance.

Also make sure the presenter has a fast connection. It doesn't help if the attendees are all on T1 connections and the presenter is on a slow modem connection.

Finally, you can test your connection to determine what is causing the problem.

## How can I test performance?

The Trace Route utility on your computer can help you to determine where problems are occurring between your computer and the WebEx server. On Windows, open a DOS prompt or a Command prompt window, then type:

- + tracert your\_siteURL
- + where your\_site\_URL is the address for your TrainingCenter website. Ensure that you include a space after tracert.

When running Trace Route, your computer sends packets of information across your connection to measure the amount of time it takes to for the packets to reach the WebEx server. Ideally, packets should take between 1-60 ms to reach the server. If packets take between 60-100 ms to reach the server, your connection is slow and may be noticeable in a TrainingCenter session. Times longer than 100 ms are likely to seem unacceptably slow. If you continue to experience poor performance, consult your network administrator.

## What is the difference between document sharing and application sharing?

Document sharing uses a printer driver (the WebEx Document Loader) to create an image of your document, which is then presented for review and markup in the Training Manager content viewer. This image is much like a printed document or fax—that is , you cannot edit it. This image requires relatively little bandwidth and thus works well at slower connection speeds.

On the other hand, application sharing sends images of the application in real-time allowing you to edit documents as well as show all of an application's features such as menus and tools. This type of sharing is much more powerful and requires more bandwidth.

## What types of files or applications can I share?

You can share virtually any document or application. However, applications with streaming content may not work well because such content is not streaming directly from the source to attendees. However, if you want to share a web page with streaming content you can use web content sharing, which opens a browser window on each attendee's computer and streams the content directly from its source.

## Do all session attendees need the file or application that I want to share?

No. Only the presenter in the training session must have the file or application on his or her computer. Other attendees in the session need not have the file or application on their computers. If you have attendees on a slow bandwidth connection, you may also encourage those attendees to cache course material prior to the session. You can make this material available as course material in UCF format when scheduling the session.

## How can I modify documents that I am sharing?

In document sharing, you can annotate documents but not edit them because the content is an image much like a PDF document or fax. However, you can use application sharing to edit documents as you share them in a training session and save the final version in the native application format. Application sharing lets all the attendees see the changes that you make or edit the document themselves if you grant them remote control.

### **Can I share more than one document or presentation at a time?**

Yes, you can share as many documents or presentations as you like in the content viewer. Each document or presentation that you open appears on its own tab in the content viewer. Because Training Manager automatically labels each tab with the title or name of the document or presentation, you can quickly locate the document or presentation that you want to share with attendees.

### **Can I save annotated documents or presentations and view them offline?**

Yes. To save any document or presentation in a file on your computer choose Save on the File menu. To view the saved file offline simply double-click it. The document or presentation appears in the WebEx Document Viewer, which is part of Training Manager.

### **Can I save annotations made during application or desktop sharing?**

Yes. The screen capture tool in the Floating Icon Tray allows you do that with just one click. You can also record your training session. A recording captures all annotations and other actions that you make during application or desktop sharing.

### **Can I show animation and slide transitions in presentations?**

Yes. If you share a Microsoft PowerPoint presentation, attendees can see animations and slide transitions in their content viewers. Alternatively, you can show animation and slide transitions by using application sharing to share your slide-authoring application, then open the slides in that application.

### **Sometimes images we are sharing do not appear clearly. Why does this happen?**

Attendees may see degradation in the quality of some images as the WebEx compression algorithm automatically compensates for slow connections. This degradation is particularly noticeable on slow connections during web browser sharing.

### **What happens if people in a training session have displays with different sizes or resolutions?**

In a TrainingCenter session, all of the attendees' views automatically display the training session content even if they have different display resolutions. No matter which resolution attendees' monitors are set to, attendees' views automatically follow the presenter's mouse pointer. Thus, the presenter should always keep the mouse pointer near the content under discussion. For best results, the presenter should set his or her monitor to 800 x 600 pixels because this resolution is the most common. To change your monitor's display resolution for Windows, use the Settings tab in the Display Control Panel.

## Why do attendees sometimes see a yellow crosshatched pattern during application sharing?

The crosshatched pattern is the shadow of a dialog box or window that is in front of the shared application on the presenter's screen. Once the presenter closes this dialog box or window, the pattern no longer appears.

## How do I get the recorded sessions functionality with TrainingCenter that allow me to test with recorded sessions and track the duration an attendee viewed the recorded session?

Enhanced recorded sessions are available in TrainingCenter through TrainingCenter On-Demand integration. If you have a need to enhance your recorded sessions to complement your live training, you need this option. This add-on option provides you with better editing capabilities, ability to do tests with recorded sessions, ability to attach course materials to recorded sessions and track the duration an attendee viewed a recorded session. Please contact your Sales Representative regarding details and pricing options for TrainingCenter On-Demand.

## What are the system requirements to upload, publish, edit and view the enhanced recorded sessions using the TrainingCenter On-Demand integration?

### SYSTEM REQUIREMENTS FOR HOST/INSTRUCTOR TO PUBLISH, EDIT AND PREVIEW RECORDED SESSIONS ARE:

- + Windows 98, NT4, 2000, XP
- + Internet Explorer 6 (recommended), Netscape 7.1, Netscape 7.2
- + Window Media Player 9 or higher
- + Flash Player 7 (if recording includes Flash content)
- + Sound card with proper driver installed

### SYSTEM REQUIREMENTS FOR ATTENDEE TO VIEW RECORDED SESSIONS ARE:

- + Windows 98, NT4, 2000, XP
- + Internet Explorer 6 (recommended), Netscape 7.1, Netscape 7.2
- + Window Media Player 9 or higher
- + Flash Player 7 (recommended but not required if recording includes Flash content)
- + Sound card with proper driver installed

If the host or the attendee does not have Windows Media Player 9 and has an older version on their system, they will be prompted to download the required codec from the Microsoft site and install the codec. If the attendee does not have admin rights on their local computer, they will have to contact their IT administrator to download and install this codec. Windows Media Player 9 is highly recommended.

## Which video cameras are supported?

You can generally use any video camera, or webcam, that connects to either a USB or parallel port on your computer.

WebEx has tested the following video cameras for Windows and found them to be compatible with Training Manager for Windows:

- + 3Com Home Connect
- + Creative Lab PD0040
- + Creative webcam plus
- + D-Link WebCam
- + Epson type SW
- + EZonics EZCam USB
- + IBM PC Camera ( Black)
- + IBM PC Camera Pro (White)
- + iBOT FireWire Desktop
- + Intel PC Camera Pro
- + Logitech QuickCam Home (USB)
- + Logitech QuickCam VC (Parallel)
- + Omiga CD370 Camera
- + Video Camera (1394)
- + Vista Imaging Vi Cam LPT
- + Vista Imaging Vi Cam USB

### **Why can't I bookmark some pages on my training service website?**

---

Your TrainingCenter website dynamically generates many of its pages, which you cannot bookmark. Please bookmark only the home page.

### **How can I prevent uninvited attendees from joining my training session?**

---

There are several ways that you can prevent uninvited attendees from joining a training session:

- + Specify a password for your training session. Your training service automatically includes the password for your training session in an invitation email message to each invited attendee.
- + Schedule an unlisted training session. On the Schedule Training Session page you can select the Unlisted check box to prevent your training session from appearing in the list of sessions or on the training session calendar. Only attendees who have the meeting number can join the session.
- + Restrict access to your training session. Once all invited attendees have joined the training session you can choose Restrict Access on the Session menu to prevent others from joining the training session.
- + Expel any uninvited attendee from your training session. To expel uninvited guests, choose Expel on the Participant menu.

### **Why don't email notifications show the training session time in the attendee's time zone?**

---

In email notifications, training session times automatically appear in the host's time zone. A host can change his or her time zone on the Preferences page. Although your training service cannot determine each attendee's time zone and adjust it automatically for each email notification, attendees can easily view training session times in their time zones on your training service website by selecting a different time zone on the Preferences page.