



Wimba Classroom

Version 6.0

System Administrator Guide

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Wimba Classroom 6.0 System Administrator Guide

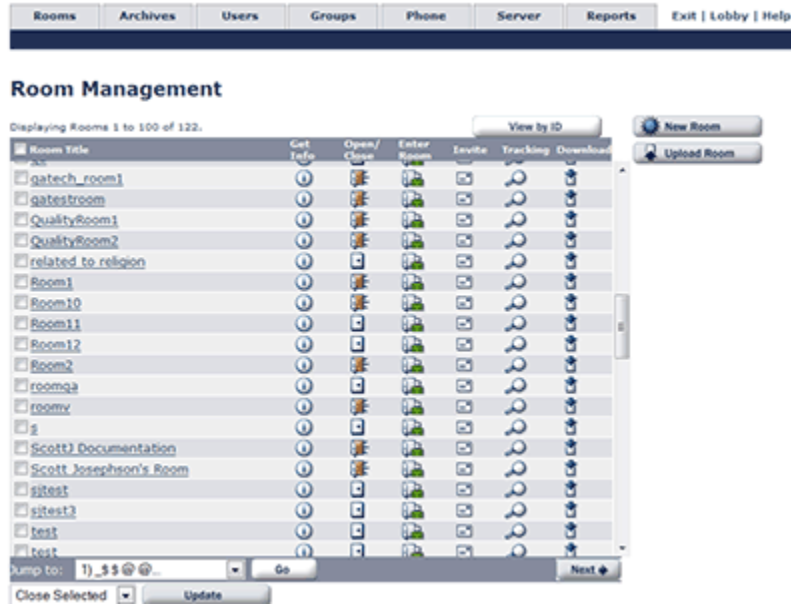
This Help Guide is designed to assist you in all manners of Server Administration.

You will find detailed information about managing users and groups, as well as performing advanced server administration.

If you would like to contact Technical Support, click here: [Wimba Technical Support](#)

Administration Tools

Overview



The Wimba Classroom Administration Tools allow you to easily administer Wimba Classroom from a web browser. Administrative functions are separated into the following general tasks and are accessed through corresponding tabs:

- **Room administration:** Add/remove/duplicate rooms, add presentation content, configure media settings, designate access to rooms, and view and track room information.
- **Archive administration:** Remove archived presentations, designate access to archives, and view and track archive information.
- **User administration:** Add and remove users, designate access for users, and view and track user information.
- **Group administration:** Add and remove groups, designate access for groups, and view and tracking group information.
- **Phone administration:** View phone simulcast numbers/ PINs that have been configured for each room, and view phone usage statistics on a server level.
- **Server administration:** Modify server settings, view system configuration, enable/disable tracking, and set global access privileges.
- **Advanced reporting:** Review tracking reports, view/delete chat logs, and monitor server/user bandwidth activity.

To Access the Administration Tools

1. Go to: **<http://yourorganization.wimba.com/admin>** (note: '/admin' is appended the end your organization's URL).
2. If you have not already logged into the Wimba Classroom interface, you will be prompted to log-in.
3. Enter your assigned Username and Password, and click **Enter**. If you do not have this information, please ask your Wimba Hosting Services.
4. Once you log-in to the Wimba Classroom Administration Tools, you will see seven tabs at the top of the page: **Rooms, Archives, Users, Groups, Phone, Server, and Reports**. The **Rooms** tab will be selected by default. To navigate to another area, simply click the appropriate tab at the top of the page.

Room Administration

This Guide focuses on System Administration of Wimba Classroom. As a System Administrator, you are a Universal Room Administrator (the ability to add/manage content, and present, in all rooms/archives) and a RoomCreator (the ability to build/duplicate rooms).

A separate Room Administrator Guide is available when logging into the Administration Tools, as a Room Administrator or RoomCreator, and clicking the "Help" link in the upper right-hand corner of the screen.

Click here to access the [Room Administrator Guide](#).

Server Login Styles

Overview

A Wimba Classroom server can be configured to match your institution's security needs. While Wimba Classroom administrators and presenters will always need an assigned username and password to login, the way a participant logs in will depend on the login style of the server.

There are three login styles supported by Wimba Classroom:

- [Guest Enabled Login](#): No assigned usernames or passwords required for participants
- [Password Protected Login](#): Assigned usernames and passwords required for participants
- [Room Identification Login](#): Each room receives a unique RoomID that participants need to login

Selecting a Server Login Style

You should work with your Professional Services Manager to determine which login style best suits your needs. The login style of the server should be decided before Wimba Classroom is implemented at your organization.

Below are a few questions to help identify the most appropriate choice:

- Do you want to make sure that participants enter some authentication information?
If the answer is yes, either **Password Protected Login** or **Room Identification Login** may best match your needs.
- Will you have very different groups of people using Wimba Classroom for very different functions?
If yes, either **Password Protected Login** or **Room Identification Login** may best match your needs.
- Will it be too cumbersome to create usernames and passwords for all participants?
If yes, either **Guest Enabled Login** or **Room Identification Login** may best match your needs.

Guest Enabled Login

A Wimba Classroom System Administrator can configure the server so that a participant can access a presentation as a guest (i.e., without an assigned username or password).

To Access a Presentation as a Guest

1. The guest participant clicks the **Participant Login** button on the server's login page to access a live or archived presentation.

OR

Clicks a launcher link (usually provided in an email or a separate webpage) to access a live or archived presentation.

2. A new window opens, prompting the participant for his/her name.
3. The participant then enters his/her name in the top login field. (The bottom fields are reserved for people with designated usernames and passwords.)

Note: *Each time a participant logs in using guest access, he/she can change his/her name.*

To Disable Guest Access

1. Click the **Server** tab
2. Navigate to the **Access** section
3. Set the **Permit Guests** drop-down menu to "No"
4. Click the **Update** button

This will then change the Server Login Style to **Password Protected**.

Password Protected Login

A Wimba Classroom System Administrator can configure the server so that participants need an assigned username and password to access a live or archived presentation.

To Access a Presentation with a Username and Password

1. The participant clicks the **Participant Login** button on the server's login page to access a live or archived presentation.

OR

Clicks a launcher link (usually provided in an email or a separate webpage) to access a live or archived presentation.

2. A new window opens, prompting the participant for his/her username and password.
3. The participant enters his/her assigned username and password.

To Disable Password-Protected Login

1. Click the **Server** tab
2. Navigate to the **Access** section
3. Set the **Permit Guests** drop-down menu to "Yes"
4. Click the **Update** button

This will then change the Server Login Style to **Guest Enabled**.

Room Identification Login

The Room Identification setup option applies to organizations that do not wish to manage a unique username and password for each participant, but would like each room to be password protected. Thus, each participant would enter an assigned RoomID to access a particular room. This RoomID functions as a generic password for the room.

To Access a Presentation with a RoomID

1. The participant clicks the **Participant Login** button on the server's **login** page
OR
Clicks a launcher link (usually provided in an email or a separate webpage) to access a live or archived presentation.
2. A new window opens, prompting the participant for the **RoomID** and his/her login name.
3. The participant then enters the **RoomID** and his/her name.

Enabling RoomID Logins

A Wimba Classroom System Administrator cannot enable a server to accept RoomID style logins. You must speak with Wimba Hosting Services to set up this feature. Once Wimba sets up the server to accept RoomID style logins, then you can create "RoomID Users" by following the procedure below:

To Create a RoomID User

1. Click the **Users** tab.
2. Click the **New User** button to the right of the user list.
3. On the **Create New User** page, enter the RoomID in the **User ID** field (this will be used to access a room or archived presentation). It is essentially the password for the specific room.
4. Select **Use Any Password** in the **Password** area, since the RoomID is the identification needed for access.
5. Click the **Create Account** button.

To Give a Room ID Access to a Presentation

Once a RoomID is created, you will need to give participants access to your room(s) or archived presentation(s):

1. Click the **Users** tab.
2. Select the link for the appropriate RoomID User listed on the **User Management** page
3. Click the **Access** sub-tab
4. Give participant-level access by selecting the **Participant** checkbox next to the room(s) and/or archived presentation(s) for which the RoomID User will apply.
5. Click the **Update** button.

Note: *Instead of Steps 1-3, you may click the Rooms (or Archives tab) and the **Access** link within its sub-navigation to designate access.*

Managing Users

About Registered Users

Registered users are people who have been assigned a Wimba Classroom username and password. Registered users can be participants, presenters, or room administrators. Note that all presenters and room administrators *must* be registered users.

Only Wimba Classroom System Administrators can create new users and groups. Registered users may be created one-by-one, in bulk using the batch upload feature, or automatically created through integration with an existing database of users. Wimba Classroom's integrations with Course Management Systems take care of automatic user creation. In addition, Wimba Classroom offers a set of APIs for integration with other management systems. For more information, contact Wimba Hosting Services.

When a registered user is granted access to a room, they are assigned a specific role. A user can have the following roles:

- **Participant:** attends the presentation
- **Presenter:** leads the presentation; has access to the Presenter's Console in the room
- **Room Administrator:** administers the room where the presentation will take place; adds content, sets room properties; configures media settings; assigns access privileges

A user may have more than one role for a particular room. For instance, most presenters also act as room administrators for a given room.

Furthermore, a user can have different roles across different rooms on the server. For instance, Mary may be a presenter for the Instructional Technology class she teaches, but she may only be a participant for the Orientation Committee meetings she attends.

You can grant access to a room or archived presentation in one of two ways:

1. The **Access** area associated with the user (in the sub-navigation of each individual user record).

(This is most useful when you'd like to assign a user to many rooms and/or archived presentations. Only System Administrators can use this method).

2. The **Access** area associated with a room or archive (in the sub-navigation of each individual room or archive).

(This is most useful when you'd like to assign many users to a particular room and/or archived presentation. In addition to System Administrators, Room Administrators can use this method to give others access to their rooms).

Note: *If users have access to a particular room, they will automatically have access for those archived presentations that have been created after they have been given access to the room.*

About Guests

Whereas registered users are people who have been assigned a Wimba Classroom username and password, Guests are people who log in to Wimba Classroom without an assigned username and password.

The server must be "guest enabled" to allow guests to login. This setting is determined in the **Access** area, located in the sub-navigation of the **Server** tab.

Furthermore, the specific rooms/archives that guests can access must be "guest enabled." This setting is determined in the **Access** area, located in the sub-navigation of the specific room(s)/archive(s).

Note: *Guests can only have participant access to a room. They can never be Presenters or Room Administrators. In addition, guests in the Lobby will see all rooms on the server that are "guest enabled" and opened. If you'd like to allow guests to access a server, you may want to consider using launcher links instead of directing them to the Lobby to locate their appropriate room or archived presentation.*

Creating a New User

To Create a New User

1. Click the **Users** tab,
2. Click the **New User** button to the right of the user list.
3. Fill out the fields in the form as described in the following table:

Field	Function
User ID <i>(required and non-editable)</i>	The name the user will enter when logging into the system. This name will also display in the Participant Area during a live or archived presentation. User IDs are case-sensitive and cannot contain spaces. This field cannot be edited once assigned.
First Name <i>(optional)</i>	The user's first name. This will display on the user list on the User Management page and User Access table (in the Access area associated with each room and archive).
Last Name <i>(optional)</i>	The user's last name. This will display on the user list on the User Management page and User Access table.
Account Enabled <i>(required)</i>	Select "No" from the drop-down list if you want to enter user information, but do not want to grant the user access to the system at this time. By default, "Yes" is selected.
Password <i>(required)</i>	Select one of the following: <ul style="list-style-type: none">• Use Any Password: select this if you want to allow the user to type any combination of letters or numbers as their password (If a server is set up with RoomID-style login, this option must be used when creating RoomID Users).• Use Password: select this to set a password for the user. Type the password, and then re-type it in the Confirm Password field (Passwords are case-sensitive).

4. Click the **Create User** button. The user is created. You will now want to set the system and room access privileges for the user. Refer to: [Adding Users to Groups](#) and [Granting Room Access Privileges](#) for more information.

Batch Uploading Users

Batch uploading allows you to add multiple users at one time from a text file containing the user information. Batch uploading is a two-step process that includes formatting the text file and then uploading it to the server.

Step 1: Format the Text File

Create a colon-delimited text file, with each row representing a different user and each column representing an information field. Each field (column) should be separated by a colon. Note that any additional spaces around the colon will be ignored.

Valid information fields are:

- user_id: up to 64 characters (required field)
- first_name
- last_name
- password: up to 20 characters
- password_type: A for any password or P for password
- groups: list of Group IDs, separated by commas

*To add users to **Default Groups**, use the following information:*

*For Room Creator: **ClassCreator***

*For System Administrator: **SysAdmin***

*For Universal Presenter: **Instructor***

*For Universal Room Administrator: **ClassAdmin***

Note: *If you wish to add users to a Custom Group, it must already exist prior to uploading the text file. For more information on creating Groups, refer to: [Creating a New Custom Group](#).*

- disabled: 0 if account is active or 1 if the account is disabled

For example: your text file might look like this:

```
user_id: first_name: last_name: password: password_type: groups: disabled  
johnd: John: Doe: lockit: P: SysAdmin: 0  
janes: Jane: Smith: : A: ClassCreator,Instructor: 1
```

IMPORTANT: The first line, containing the field properties, must exist in your file, or the batch upload will fail. The field properties line and each subsequent account must also be separated by a carriage return.

In the example above, the first line represents the field properties. The second line would create a user with a User ID of *johnd* who would login with a password of *lockit* and who is a member of the SysAdmin group. John Doe's account is active. The third line would create a user with a User ID of *janes* who could login using any password. Jane Smith is a member of the RoomCreator and UniversalRoomAdmin groups. Jane's account is disabled.

Step 2: Batch Upload the Users

1. Click the **Users** tab.
2. Click the **Upload Users** button to the right of the user list.
3. On the **Upload Users** page, click the **Browse** button to find the text file you created.
4. Select the file and click **Open**.
5. Click the **Upload** button.

The users are uploaded and a message appears noting successful creation.

Modifying Users

There are three links available in the sub-navigation of each User record:

- **Properties:** Use this page to change a User ID, password, or to enable/disable an account. For more information, refer to: [Changing User Properties](#).
- **Membership:** Use this page to assign access roles by adding and editing group membership. For more information, refer to: [Adding Users to Groups](#).
- **Access:** Use this page to select which room(s)/archive(s) users can access, and their level of access. For more information, refer to: [Granting Room Access Privileges](#).

Changing User Properties

The general properties for a user are easy to change. The only information you cannot change is the User ID. If the user needs a new User ID, you will need to erase the user and create a new account.

To Change User Properties

1. Click the **Users** tab.
2. Locate the user you wish to modify. Click the corresponding User ID link.
3. The **Properties** page will appear. Make any relevant changes.
4. Click the **Update Account** button to save your changes.

Adding Users to Groups

By default, a new user is not a member of any group within Wimba Classroom. However, you may make this user a member of a Wimba Classroom Default Group, or a customized group you have created.

Membership to a group allows a user to access to all rooms and/or functions associated with that group. Assigning membership is not mandatory.

Note: *Membership to a group may also be edited via the **Groups** tab. This strategy should be selected if you would like to assign many users to one particular group.*

To Add Users to a Group

1. Click the **Users** tab.
2. Locate the user you wish to modify. Click the corresponding User ID link.
3. On the **Properties** page, click the **Membership** sub-tab.
4. On the **Membership** page, click the check box to the left of each group to which you wish to assign access. To quickly get a description of the group (and its current membership list), click the **Get Info** button on the far right.
5. Click the **Update** button to save your changes.

Granting Room Access Privileges

By default, a new user does not have access to specific rooms or archived presentations within Wimba Classroom unless the room's global access privilege is set to allow all registered users to have participant access.

Instead of (or in conjunction with) granting users access privileges by adding them to a group, you may grant various levels of access to specific rooms and archived presentations on the server.

For example, you may want to grant a faculty member Administrator access to a room related to the class she teaches but may only want to grant her Participant access to rooms related to her committee work or other campus activities.

Notes:

- If a user has access to a particular room, they will automatically have access to archives created after they have been given access to the room.
- Access Privileges may also be edited using the Access sub-navigation associated with each room and archive. This strategy should be selected if you would like to grant many users access to *a particular room or archived presentation*.


To Grant Room Access Privileges to a User

1. Click the **Users** tab.
2. Locate the user you wish to modify. (An asterisk to the left of the group name denotes a Wimba Classroom default group). Click the corresponding Group ID link.
3. On the **Properties** page, click the **Access** sub-tab.
4. On the **Access** page, locate the room/archive to which you would like to modify access. Note that access privileges defined by the user's membership in a group are already indicated by an X (and cannot be changed from this page).
5. Click the additional access level you wish to grant the user.
6. Click the **Update** button to save changes.

Deleting a User Account

When you delete a user account, it is permanently removed from the Wimba Classroom Server.

To Erase a User

1. Click the **Users** tab,
2. Find the user you wish to delete.
3. Click the **Delete**  icon to the right of the User ID


OR

If you wish to delete multiple users, click the check boxes to the left of the users and click the **Delete Selected Users** button at the bottom of the page.

4. A warning message appears asking if you are sure you want to permanently delete the user. Click the **OK** button.

Tracking User Attendance

To Track User Attendance

1. Click the **Users** tab.
2. Locate the user whose attendance you wish to track.
3. Click the **Tracking**  icon to the right of the user of your choice

A detailed tracking report for the user will open.

4. If you wish to download the data, click the **Download Data** button and select a save location. The data is saved to a .tsv file, which can be opened in most spreadsheet or text editor applications. When finished viewing the data, close the browser window.

Getting Quick View User Information

To quickly view information on a user

1. Click the **Users** tab.
2. Click the **Get Info** icon next to the user of your choice.
3. A **Properties** pop-up window will display the User ID, First and Last Name, and the Groups of which the user is a member.

Setting User Limits

As a System Administrator, you have the ability to set the maximum number of simultaneous users the server allows to be logged into a given room or archive. This feature is useful when managing simultaneous presentations with your server limit, or when limiting attendance for an overbooked presentation.

The number of users you specify includes both participants and presenters logged into a room/archive concurrently. This setting is not available to Room Administrators.

To Enable a User Limit for a Room

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for room you wish to modify.
3. Click the **Room Settings** sub-tab.
4. Scroll down to the **User Limit** section.
5. Next to **Limit Number of Room Participants**, select "Yes" from the drop-down menu.
6. Enter an integer in the **Maximum number of Participants** field that appears.
7. Click the **Save Changes** button.

To Enable a User Limit for an Archive

1. Click the **Archives** tab.
2. On the **Archive Management** page, click the link for archive you wish to modify.
3. Click the **Archive Settings** sub-tab.
4. Scroll down to the **User Limit** section.
5. Next to **Limit Number of Archive Participants**, select "Yes" from the drop-down menu.
6. Enter an integer in the **Maximum number of Participants box** field that appears.
7. Click the **Save Changes** button.

Managing Groups

Default Groups

In addition to giving you the ability to create customized groups, there are already four **Default Groups** on your Wimba Classroom server. These groups allow users to have universal access to all rooms and functions associated with that group:

- **SysAdmin:** gives members the ability to lead *any* presentations, administer *any* rooms, and manage users, groups, and additional server settings
- **Universal RoomAdmin:** gives members the ability to lead *any* presentations and administer *any* room or archive on the server
- **Universal Presenter:** gives members the ability to lead presentations on *any* room on the server
- **RoomCreator:** gives members the ability to create rooms *and* administer *only* those rooms that they have created

While certain designated users will need to be a member of the SysAdmin group, the other Wimba Classroom groups may or may not be used at all, depending on your needs.

The SysAdmin Group

Members of the SysAdmin group have access to every single room, archive, and function of the Wimba Classroom server. Only a few people within an organization should have membership to this group.

The Universal RoomAdmin Group

The Universal RoomAdmin group should be reserved for trusted users who need to access many or all rooms on the server. Alternately, this group can be used when your organization does not want to deal with assigning specific administrator access to specific rooms, and administrators can be trusted with each other's rooms.

The Universal Presenter Group

The Universal Presenter group should be reserved for trusted users who need to access many or all presentations on the server. Alternately, this group can be used when your organization does not want to deal with assigning specific presenter access to specific rooms, and presenters can be trusted with each other's content.

The RoomCreator Group

The RoomCreator group may be used when presenters will administer their own rooms and will need to create new rooms. If someone is a member of the RoomCreator group, they will only have presenter and administrator access to those rooms that he/she has created. This group may be useful for presenters who require little management and can be trusted to create new rooms.

Custom Groups

Creating a new custom group gives you the ability to assign access to a group of registered users at once. With a custom group, you can quickly assign and edit access privileges for multiple people. For instance, you might have 30 users who will be students for an Instructional Technology course at your organization. You could create a group of those users and grant that one group Participant access for a room.

Creating a New Custom Group

To Create a New Group

1. Click the **Groups** tab.
2. Click the **New Group** button to the right of the group list
3. Type a **Group ID**. Once this ID is created, it cannot be changed.
4. Type a **Description** for the group. This will appear when you click the **Get Info** button.
5. Click the **Create Group** button. The group is created. You will now want to:

Add members to the group. For more information, refer to:

[Adding and Removing Users from a Group.](#)

Set room access levels for the group. For more information, refer to:

[Granting Room Access Privileges.](#)

Batch Uploading Groups

Batch uploading allows you to add multiple groups at one time from a text file containing the group information. Batch uploading is a two-step process that includes formatting the text file and then uploading it to the server.

Step 1: Format the Text File

Create a colon-delimited text file, with each row representing a different group and each column representing an information field. Each field (column) should be separated by a colon. Note that any additional spaces around the colon will be ignored.

Valid information fields are:

- group_id: up to 64 characters (required field)
- group_description
- users: the user IDs of the users you want to add to the group, separated by commas. Users must already exist on the Wimba Classroom server.

For example: your text file might look like this:

```
group_id: group_description: users  
group1: management presenters: johnd, janes, owenm  
group2: IT trainers: bobj, karent
```

IMPORTANT: The first line (containing the field properties) must exist in your file, or the batch upload will fail. The second line and subsequent lines will contain the field data.

In the example above, the first line contains the field properties. The second line contains data for the first group to be created (with a Group ID of "group1", with a group description, "management presenters" and the users "johnd", "janes", and "owenm" as members). The third line contains data for the second group to be created with a Group ID of "group2", with a group description, "IT trainers" and users "bobj" and "karent" as members).

Step 2: Batch Upload Groups

1. Click the **Groups** tab.
2. Click the **Upload Groups** button to the right of the user list.
3. On the **Upload Groups** page, click the **Browse** button to find the text file you created.
4. Select the file and click **Open**.
5. Click the **Upload** button.

The groups are uploaded and a message appears noting successful creation.

Modifying Groups

There are three links available in the sub-navigation of each User record:

- [Properties](#): Use this page to change a group description.
- [Membership](#): Use this page to assign members to the group.
- [Access](#): Use this page to select what room(s)/archive(s) members of the group can access, and the group's level of access.

Changing Group Properties

The only general information you can change for a group is the description. While the group description is not a required field, it may be useful for helping you organize and remember the Group IDs you assign. The Group ID cannot be changed once it is assigned. If you want to assign a new Group ID, will you need to delete the group and create a new one.

To Change Group Properties

1. Click the **Groups** tab.
2. Find the group for which you need to change the description. Click the appropriate Group ID link.
3. The **Properties** page will appear. Change the description as desired.
4. Click the **Update Group** button to save your changes.

Adding and Removing Users from a Group

By default, a group does not contain any members. However, you may add users to or remove users from a Wimba Classroom default group or a customized group that you have created.

Adding users to a group allows those users to have access to all rooms and/or functions associated with that group.

Note: Membership to a group may also be edited via the Membership area associated with a User account. This strategy should be selected if you would like to assign a single user to several groups.

To Add or Remove Users from a Group

1. Click the **Groups** tab.
2. Find the group you wish to modify. (An asterisk to the left of the group name denotes a Wimba Classroom default group). Click the appropriate Group ID link.
3. On the **Properties** page, click the **Membership** sub-tab.
4. On the **Membership** page, click the check boxes to the left of the desired users you wish to add or remove to the group. When a check box is empty, the user is not a member of the group.
5. Click the **Update** button to save your changes.

Granting Room Access Privileges

For custom groups that you have created, you can assign any access level for the group. For the four Wimba Classroom default groups, you cannot change the access levels set for the group.


To Grant Room Access Privileges to a Group

1. Click the **Groups** tab.
2. Find the group you wish to modify. (An asterisk to the left of the group name denotes a Wimba Classroom default group). Click the appropriate Group ID link.
3. On the **Properties** page, click the **Access** sub-tab.
4. Find the room/archive to which you wish to assign group access; click the **Participant**, **Presenter**, or **Room Administrator** check box to select the appropriate level of access.
5. Click the **Update** button to save your changes.

Deleting a Custom Group

When you delete a custom group, it is permanently removed from the Wimba Classroom Server. You cannot delete default (system) groups from the server.

To Erase a Custom Group

1. Click the **Groups** tab.
2. Find the user you wish to delete.
3. Click the **Delete** icon  to the right of the Group ID

OR

If you wish to erase multiple groups, click the check boxes to the left of the groups and click the **Delete Selected Groups** button at the bottom of the page

4. A warning message appears asking if you are sure you want to permanently delete the user. Click the **OK** button.

Phone Administration



The screenshot shows a web interface with a navigation menu at the top containing 'Rooms', 'Archives', 'Users', 'Groups', 'Phone', 'Server', 'Reports', and 'Exit | Lobby | Help'. The 'Phone' tab is selected, and the sub-tab 'Numbers / PINs | Tracking' is active. Below the navigation, the 'Phone Numbers' section contains a text block: 'The following numbers have been configured for this server. These numbers will be displayed in Wimba Classroom as phone simulcast options. Please contact Wimba to add new numbers or to change these listings.' followed by 'Internal x8066' and 'external 212-651-8066'. Below this is the 'Remote Access PINs' section, which contains a table with the following data:

Room Title	Room ID	Presenter PIN	Participant PIN
gadfgadf		33000105	33000097
asdad		33000089	33000071
atest		33000469	33000451
cccc		33000188	33000170
kmtest room		33000204	33000196

As a System Administrator, you can quickly view all Remote Access PINs, as well as download Phone-Only usage tracking reports.

To View the List of Remote Access PINs

Click the **Phone** tab to display the **Numbers / PINs** sub-tab. This page will contain a listing of all rooms and PINs on the server, along with Room Titles and RoomIDs.

These permanent PINs are used by Phone-Only Users to participate in a Wimba Classroom presentation exclusively via telephone (without using the Internet).

Note: These PINs do not appear within the Wimba Classroom interface. Whenever a user clicks the Phone Simulcast button within the Wimba Classroom interface, a dynamic PIN appears, which is generated upon login.

To Download a Phone-Only Usage Tracking Report

1. Click the **Phone** tab.
2. Click the **Tracking** sub-tab.
3. Select a date range from the drop-down menus.
4. Click the **Download Data** button. Select a location where you would like to save the data. The data is saved as a .tsv file in the selected location. A .tsv file can be opened in most spreadsheet applications or in any text editor.

Performing Advanced Server Administration

Advanced Wimba Classroom server administration should only be performed by a trained System Administrator. The tasks outlined in this chapter require knowledge of the Wimba Classroom server and how it is utilized at your institution/organization.

Modifying the User Interface

You can easily change the size of the different frames within the Wimba Classroom interface to meet your specific needs. Note that any changes you make here will impact *all* presentations given in *every* room.

To Modify the Interface

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **User Interface** section.
3. You may make changes described in the table below.
4. Click the **Save Changes** button at the bottom of the page.

Field	Function
Overall Interface Size	<p>The overall dimensions of the Wimba Classroom interface. Note that most operating systems and browsers will allow the user to maximize the Wimba Classroom interface once it has loaded.</p> <p>To change these dimensions, type a new height and width, in pixels. The value you enter here will give you extra room for modifying the other adjustable frames in the interface.</p>
Content Frame	<p>The dimensions of the Content Frame. The Content Frame will expand when a user's browser is maximized.</p> <p>To change these dimensions, type a new height (in pixels).</p>
Branding Frame	<p>The dimensions of the Branding Frame. The Branding Frame will not expand when a user's</p>

browser is maximized.

If you would like to expand the width of the **Chat Frame**, we recommend reducing the width of the **Branding Frame**.

To change these dimensions, type a new width, in pixels.

Chat Frame

The height and width of this frame cannot be changed, but the values will change based upon the other modifications you make.

Configuring Global Access Settings for the Server

Enabling/Disabling Guest Login

Provided that the login style of the server is not set to Room Identification, you can use this feature to enable or disable guest (without assigned usernames or passwords) access to Wimba Classroom.

To Enable the Guest Enabled Login Style

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **Access** section.
3. Select "Yes" from the **Permit Guests** drop-down menu.
4. Click the **Save Changes** button at the bottom of the screen.

To Enable the Password Protected Login Style (Guest Login Disabled)

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **Access** section.
3. Select "No" from the **Permit Guests** drop-down menu.
4. Click the **Save Changes** button at the bottom of the screen.

Setting Default Participant Access for Registered Users

This setting affects the access level that all registered users (i.e., users who have been designated login names and passwords) receive. More specifically, it affects the default Global Access setting for all rooms created on the server.

If **Registered Users Have Participant Access by Default** is set to "Yes," then newly created rooms will allow all registered users default access as participants. If it is set to "No," then newly created rooms will not allow registered users default access, and specific users/groups will need to be given access for those rooms on an individual basis.

Note that any changes to this setting apply to rooms created *after* the setting change. For instance, if five rooms had been created while the setting was "Yes," but the System Administrator decided to change the setting to "No," the five rooms would still allow registered users default access as participants. A Room Administrator or System Administrator would need to manually go into each room to change the setting to "No," in this case.

To Change Default Participant Access for Registered Users:

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **Access** section.
3. Select "Yes" or "No" from the **Registered Users Have Participant Access by Default** drop-down menu.
4. Click the **Save Changes** button at the bottom of the screen.

Limiting Room Administrator Privileges

You may want to limit the options an administrator of a room can configure within the room.

- If **Room Administrators Can Modify Room Access Settings** is set to "No," then Room Admins will not see the **Access** link in every room/archive's sub-navigation (to which they have access). Only System Administrators accessing the room will see this link.
- If **Room Administrators Can Modify Room Media Settings** is set to "No," then Room Admins will not see the **Media Settings** link in every room/archive's sub-navigation (to which they have access). Only System Administrators accessing the room will see this link.

Limiting the options of room administrators would give you sole control of access and/or media settings, and may aid to diminish any confusion an administrator may experience.

To Limit Access Settings for Room Administrators:

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **Access** section.
3. Select "No" from the **Room Administrators Can Modify Room Access Settings** drop-down list.
4. Click the **Save Changes** button at the bottom of the screen.

To Limit Media Settings for Room Administrators:

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **Access** section.
3. Select "No" from the **Room Administrators Can Modify Room Media Settings** drop-down list.
4. Click the **Save Changes** button at the bottom of the screen.

Disabling Server Tracking

Tracking is on by default when you receive your Wimba Classroom server. You may enable/disable this feature as needed. If disabled, tracking reports for each room, archive, and user will not be available.

To Disable Tracking

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **Tracking** section.
3. Select "No" from the **Tracking Enabled** drop-down menu.
4. Click the **Save Changes** button at the bottom of the screen.

Setting PowerPoint Conversion Output Format

PowerPoint files uploaded to the Wimba Classroom server (using the Administration Tools, Course Management System integration, or on-the-fly within the Wimba Classroom interface) are automatically converted to static .GIF images by default.

You can change the conversion output file format for global application to the Wimba Classroom server.

To Set the PowerPoint Conversion Output Format

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **PowerPoint Conversion** section.
3. Select the image file type of your choice using the **Output Format** drop-down menu.
4. Click the **Save Changes** button at the bottom of the screen.

License Management

You can check the date of your Wimba Classroom server's license expiration.

To View When the License Will Expire

1. Click the **Server** tab. This will display the default **Server Settings** sub-tab.
2. Navigate to the **License** section at the bottom of the screen.

30 days prior to the expiration of the license, a notification will appear on the Wimba Classroom server. Please contact your Regional Sales Manager about updating the license.

Checking the System Configuration

The **System Configuration** sub-tab displays read-only information about your Wimba Classroom server.

This information may be valuable to Wimba, if you are troubleshooting a problem.

Expiring Rooms

As a System Administrator, you can view a list of Expiring Rooms, with their respective deletion dates.

To View a List of Expiring Rooms

1. Click the **Server** tab.
2. Click the **Expiring Rooms** sub-tab.

Rooms and archives that have expired will not appear in the lobby, or in the list of rooms/archives (in the **Room** and **Archive Management** areas). In addition, those rooms will no longer be accessible via launcher links.

Server Reports

Advanced Tracking Reports

Two advanced tracking reports for Wimba Classroom are available:

- [Running a Rooms Report of Total Attendance](#)
- [Running a Users Tracking Report](#)

You can also disable tracking for the Wimba Classroom system. If you do so, tracking reports for each room and user will be unavailable. For more information, please refer to [Disabling Server Tracking](#).

Running a Rooms Report of Total Attendance

The Rooms report lets you view all activity on the server during a set period of time.

The Rooms Report lists:

- All rooms/archives that have been accessed on the server, including those that have been erased
- The total number of users that accessed each room/archive
- The average length of a user's stay
- The most recent date/time a user entered a room/archive

To Run a Rooms Report

1. Click the **Reports** tab. This will display the default **Tracking** sub-tab.
2. In the **Display Report** box, select the **Rooms** radio button.
3. In the **Attendance** box, select a range of time for which you would like to run the report.
4. Click the **Display Report** button to display the requested data.
5. Click a room/archive link to view its specific attendance report..
6. If you would like to save this information offline, click the **Download Data** button. Select a location where you would like to save the data. The data is saved as a .tsv file in the selected location. A .tsv file can be opened in most spreadsheet applications or in any text editor.

You may reuse this form to run additional tracking reports.

Running a Users Tracking Report

A Users Tracking Report lets you add variables such as User ID and Room to limit your report results.

To Run a Detailed Tracking Report

1. Click the **Reports** tab. This will display the default **Tracking** sub-tab.
2. In the **Display Report** box, select the **Users** radio button.
3. In the **Attendance** box, select a range of time for which you would like to run the report.
4. You may enter one or more of the following, optional variables:
 - **Length of stay:** specify a duration (in minutes), if you would like to collect data only on users who stayed in a room/archive for a certain amount of time or longer
 - **User ID:** generate data only on specified Registered users
 - **Screen Name:** generate data only on specified Guest users
 - **Room:** view data for a specified room/archive by entering its Room ID/Archive ID. If you do not know the entire Room ID/Archive ID, use * as a wildcard. For example, if you enter math101room_2008_02*, the report will detail all rooms/archives that begin with math101room_2008_02.
5. Click the **Display Report** button to generate the requested data.
6. If you would like to save this information offline, click the **Download Data** button. Select a location where you would like to save the data. The data is saved to a .tsv file in the selected location. A .tsv file can be opened in most spreadsheet applications or in any text editor.

You may reuse this form to run additional tracking reports.

Chat Logs

About Chat Logs

When a presentation is archived, a Chat Log is automatically created. Chat Logs contain all public text chat messages (listed by user) as well as the activities they performed in a live presentation (for example, loading an image to the eBoard). Private text messages are not included in Chat Logs.

A presentation does not have to be archived for a Chat Log to be created. The presenter could simply select **Start Chat Log** from the **Actions Menu**.

To View Chat Logs

1. Click the **Reports** tab.
2. Click the **Chat Logs** sub-tab.
3. Click a Chat Log to select it, and click the **View** button. The Chat Log opens, listing all the public chat messages that occurred during a live presentation in chronological order.
4. If you would like to view the chat messages of a specific participant, select a name from the **User** drop-down list and click the first **Go** button (to the right of the Sub-Room drop-down menu). To return to the full list, select **All** and click **Go**.

If you would like to view chat messages from a particular Breakout Room, select the room from the **Sub-Room** drop-down list and click the **Go** button to its right. To return to the full list, select **All** and click **Go**.

5. If you would like to view the chat messages *and* actions that occurred during a live presentation, click the **Detailed** link above the list (you can also apply the individual Users and Rooms filters from this view). The **Detailed Chat Log** opens.
6. To return to the short message list for the user, click the **Simple** link above the list.

To Delete Chat Logs

1. Click the **Reports** tab.
2. Click the **Chat Logs** sub-tab.
3. Click the Chat Log that you wish to delete.
4. Click the **Delete** button. A message appears to confirm deletion.
5. Click the **OK** button.

NetStats and Usage Reports

The final two sub-tabs within the **Reports** tab are **Netstats** and **Usage**.

NetStats reports (in statistical and graph form) are used to perform analysis on user connections the WimbaMedia System. This helps determine which users may have experienced poor audio quality, the duration of the problem, and its potential causes.

These reports are also available to System Administrators within the **Netstats** sub-tab on the **Modify Archive** screen of any archive.

The Usage report graphs the number of users connected to the Wimba Classroom server at any given point in time. A gray line indicates Max Users Seen (peak usage), while the yellow line displays current usage.

You may be asked to provide information from these areas when speaking with a Wimba technician.

Frequently Asked Questions

How do I create multiple users at once?

Batch uploading allows you to add multiple users at one time from a text file containing user information. Batch uploading is a two-phase process that includes formatting the text file and then uploading it to the server.

For more information, refer to: [Batch Uploading Users](#).

When should I assign a user to a group?

There are 2 main types of groups within Wimba Classroom: custom groups (that you create) and default groups (that Wimba Classroom has already created).

If you have many registered users that should gain access to the same set of rooms and/or archives, you can create a custom group and assign all these users to the group.

If you have a presenter or administrator that should have access to all rooms and presentations, you should assign him/her to a default group, which provides universal privileges for that user.

How do I track attendance?

You may track attendance for any room, archive, or user on the server by clicking the **Reports** tab.

For more information about tracking attendance, refer to: [Advanced Tracking Reports](#).

What options do I have to backup my data in case of a server problem?

If you are running a server that is hosted by Wimba (i.e., ASP solution), your server is replicated to another physical server each night using our warm-standby system. In the event of a problem, the replicated version can be brought up within a few minutes. Note that the content on this server would be current up to the time at which the server was replicated.

If you are running a server that is hosted on your own network (i.e., standalone solution), you may purchase a warm-standby server from Wimba. The warm standby system would allow you to keep a backup copy of your Wimba Classroom server and switch into production when necessary. The standard setup includes two machines (primary and standby), each with its own IP address and administration page. The Wimba Classroom software exists on both machines all the time, but only one copy is running at a given time. Users access Wimba Classroom at a third (virtual) IP address, which directs them to the active server.

For more information, please contact Wimba Hosting Services or your Regional Sales Manager.

How do I give a user access to a specific room?

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the room to which you would like to give the user access.
3. Click the **Access** sub-tab.
4. In the **User Access** section, find the user's name and click the appropriate check box to give that user access to the room.
5. Click the **Save Changes** button.

You may also use the **Access** link in the User record's sub-navigation (instead of the room) to provide access. Either method will work. For more information, refer to: [Granting Room Access Privileges](#).

How do I give a group access to a specific room?

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the room to which you would like to give the group access.
3. Click the **Access** sub-tab.
4. In the **Group Access** section, find the group's name and click the appropriate check box to give that group access to the room.
5. Click the **Save Changes** button.

You may also use the **Access** link in the group record's sub-navigation (instead of the room) to provide access. For more information, refer to: [Granting Room Access Privileges](#).

When would I use the “Any Password” option when assigning a password for a user?

Use “Any Password” if:

- You would like to allow the user to type any combination of letter or numbers as their password
OR
- Your server is set up with RoomID style login, and you need to create a RoomID User that participants can use when logging in.

For more information, refer to: [Room Identification Login](#).

Product Feedback and Community

Product Feedback

Wimba welcomes your suggestions for improving our products. If you have an idea for a new feature or enhancement, please click here:

[Wimba Product Feedback Form](#)

You may also email your suggestions to feedback@wimba.com.

Your suggestion will be sent directly to Wimba's Product Management Team.

Community

We encourage Wimba users of all levels to join our Wimba Connect User Group, a new community in which users can share their experiences, ideas, research, and best practices with their peers via forums and user-generated blogs. In addition to bringing our users closer together, the group acts as a 365-day-a-year extension of our annual Wimba Connect Global Users Conferences.

For more information, or to register for the Wimba Connect User Group, visit <http://www.wimba.com/community>.

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