Wimba Voice

Version 6.0

Administrator Guide

Wimba Voice Administrator Guide

Administration

Introduction

The Wimba Voice Manager affords the ability of application administration through the role of Administrator. Administrators can manage all Wimba Voice features they have created, as well as those of every PowerUser. In addition, they have the ability to create, manage, and delete Users and Groups. All Administrator-level tasks can be accomplished within the Administration tab.

Users and Groups

User Management

About User Management

Administrators can create and manage as many user accounts as specified within the Wimba Voice Manager license. By default, user accounts will be listed 10 at a time. Administrators may change the number of items that appear on a page by using the drop-down menu above the user list. Navigation between pages can be accomplished using the arrows above and to the right of the user list. Alternately, Administrators may enter a specific page number, followed by the **Enter** key on their keyboard.

Account Roles

Each user who accesses the Wimba Voice Manager belongs to one of the following privileged groups:

- **Users** have the lowest access privileges and receive access to specific Wimba Voice features; they are typically students.

- **PowerUsers** create and manage their own Wimba Voice features; they are typically instructors.

- **Administrators** create and manage all Wimba Voice features, Users, Groups, and the Manager itself.

Creating a User

To Create a User

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Users and groups** link.

4. Click the **New** icon, located above the User list and below the word Users.

5. Enter the user's Email address (this will become their Wimba Voice Manager username).

6. Enter and confirm a Password for the account (leaving these fields blank will generate a random password).

7. Enter the user's First and Last Name.

8. Select the appropriate System group (users, powerusers, or administrators).

9. Add the user to any of the Groups available on the server, if applicable, by selecting the group, followed by the arrows pointing to the right between the Groups available and User's groups boxes. This step is optional.

10. Click the **OK** button to create the account.

Note:
An email is automatically sent to the specified email address once the account is created, unless you uncheck the **Send an email with account information to the new user** box.

Modifying a User

To Modify a User Account

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Users and groups** link.

4. Click the **Edit** (pen) icon, located to the right of the user account you wish to modify.

5. Modify any field as necessary. This interface may be used to add or remove a user from a particular Group, or change their System group (privileges).

6. To change the user's password, click the **Change Password** link on the right-hand side of the Edit user screen.

Note:
Changes made to a user's password are effective immediately. The next time the user logs in, they must utilize the new password.

Deleting a User

To Delete a User Account

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Users and groups** link.

4. Click the **Delete** (trash can) icon, located to the right of the user account you wish to modify. A confirmation prompt appears.

5. Click the **OK** button (or click **Cancel** to return to the previous screen without updating the page).

Multiple user accounts may be deleted simultaneously by checking the box to the left of as many accounts as you wish to delete, followed by the **Delete selected** link at the bottom of the user list.

Searching for a User

To Search for a User

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Users and groups** link.

4. Select the criteria for which you wish to search, using the Search by pull-down menu, above and to the right of the user list.

5. Enter the desired criteria.

6. Click the **Go** button.

Group Management

About Group Management

Groups provide a simple method of organizing individuals by course, study section, or discipline. Administrators can create and manage an unlimited number of Groups.

Creating a Group

To Create a Group

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Users and groups** link.

4. Click the **New** icon, located above the User list and below the word Groups.

5. Enter a Group name.

6. Click the **Submit** button.

Users may be added to a group when their account is initially created, or by editing a user account for inclusion.

Viewing Group Members

<u>To View Members of a Group</u>

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Users and groups** link.

4. Select the appropriate group from the **Groups** pull-down menu, located above and to the left of the user list.

Only members associated with the group will appear in the user list.

Renaming a Group

<u>To Rename a Group</u>

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Users and groups** link.

4. Select the appropriate group from the Groups pull-down menu, located above and to the left of the user list.

5. Click the **Rename** icon, located above the User list and below the word Groups.

6. Enter a new Group name.

7. Click the **Submit** button.

Deleting a Group

To Delete a Group

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Users and groups** link.

4. Select the appropriate group from the Groups pull-down menu, located above and to the left of the user list.

5. Click the **Delete** icon, located above the User list and below the word Groups. A confirmation prompt appears.

6. Click the **OK** button (or click **Cancel** to return to the previous screen without updating the page).

All users are removed from a group upon its deletion; their accounts remain intact.

Batch Import

About Batch Import

User and group management does not need to be performed manually. Batch import allows Administrators to create or delete users, groups, and enrollments (users within groups) using a simple interface.The first step is to prepare a text (.txt) or comma-separated value (.csv) file containing information required to create a user account, group, or enrollment.

Creating a User Import File

To Create a User Import File

1. Create a new text (.txt) or comma-separated value (.csv) file.

2. Enter a header row (required) at the top of your file.

   - In the very least, this row must contain the following values:
     email,firstname,lastname

   - *It may contain up to the following values:*
     uid,email,password,firstname,lastname,langweb
     Notes*:*

     o *A uid is a user id which may optionally be entered if you plan to batch import enrollments (placing users in groups). This value must be entered as an integer and is designated at the time of file creation.*

     o *The maximum uid value you may enter is 2147483647.*

     o *Langweb refers to the language of the user's interface, which can be set to French (fr). If no language is specified, the account will default to English.*

     o *If a password is not specified, the system will assign one automatically.*

3. Enter all user information below the required header row.

   - *Example*:
     A line of text for the following student:

     o Designated userid: 1

     o First Name: Toto

     o Last Name: Smith

     o Email address: toto@wimba.com

     o Password: mypasswd

- This line would appear as follows:

  uid,email,password,firstname,lastname
  1,toto@wimba.com,mypasswd,Toto,Smith

4. Repeat Step 3 until all user information has been entered. The header row need only appear at the top of the file (not above each line of text).

   - *Example:*
     uid,email,password,firstname,lastname
     1,toto@wimba.com,mypasswd,Toto,Smith
     2,foo@wimba.com,foopasswrd,Foo,Faa

5. Save your file to a safe location on your computer or network drive.

Batch Import Users from a File

To Batch Import Users

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Select the **Users and groups** link.

4. Click the **Batch Import** icon, located above the User list and below the word Users.

5. Click the **Browse** button in the Users box within the Create column, on the left-hand side of the screen, to upload the file from your computer.

6. Select the appropriate separator that appears within your import file. The default is set to Pipe (|), so if you created your file using commas, be sure to select the section option, Comma (,), by clicking the second radio button.

7. Click the **Submit** button.

The Wimba Voice Manager will confirm the creation of all user accounts, provided that the email address supplied in each line is not in use already within the Manager.

Creating a Group Import File

To Create a Group Import File

1. Create a new text (.txt) or comma-separated value (.csv) file.

2. Enter a header row (required) at the top of your file containing a Group ID (gid) and Group Name (name):
   gid,name

   Note: *Group IDs must be integers greater than 1000 and may not exceed a value of 2147483647.*

3. Enter all group information below the required header row.

   - *Example:*
     gid,name
     1001,Spanish 101

4. Repeat Step 3 until all group information has been entered. The header row need only appear at the top of the file (not above each line of text).

   - *Example:*
     gid,name
     1001,Spanish 101
     1002,History

5. Save your file to a safe location on your computer or network drive.

Batch Import Groups from a File

To Batch Import Groups

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Select the **Users and groups** link.

4. Click the **Batch Import** icon, located above the User list and below the word Users.

5. Click the **Browse** button in the Groups box within the Create column, on the left-hand side of the screen, to upload the file from your computer.

6. Select the appropriate separator that appears within your import file. The default is set to Pipe (|), so if you created your file using commas, be sure to select the section option, Comma (,), by clicking the second radio button.

7. Click the **Submit** button.

The Wimba Voice Manager will confirm the creation of all groups, provided that the gid or name supplied in each line is not in use already within the Manager.

Creating an Enrollment Import File

To Create an Enrollment Import File

1. Create a new text (.txt) or comma-separated value (.csv) file.

2. Enter a header row (required) at the top of your file containing a Group ID (gid) and User ID (uid): gid,uid

   Note*: Users may be enrolled in System Groups, by using the following Group IDs:*

   - Admin: 1

   - PowerUser: 2

   - User: 3

3. Enter all enrollment information below the required header row.

   - *Example:*
     To enroll Toto Smith, a user created using Batch Import, into the imported Spanish Group:

     gid,uid
     1001,1

4. Repeat Step 3 until all enrolment information has been entered. Users can be enrolled in the same group, or different groups, based on the information entered into each row. The header row need only appear at the top of the file (not above each line of text).

   - *Example:*
     To enroll Toto Smith and Foo Faa, users created using Batch Import, both into the imported Spanish Group:

     gid,uid
     1001,1
     1001,2

5. Save your file to a safe location on your computer or network drive.

Batch Import Enrollment from a File

To Batch Import Enrollments

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Select the **Users and groups** link.

4. Click the **Batch Import** icon, located above the User list and below the word Users.

5. Click the **Browse** button in the Enrollments box within the Create column, on the left-hand side of the screen, to upload the file from your computer.

6. Select the appropriate separator that appears within your import file. The default is set to Pipe (|), so if you created your file using commas, be sure to select the section option, Comma (,), by clicking the second radio button.

7. Click the **Submit** button.

The Wimba Voice Manager will confirm the creation of all enrollments, provided that the uids and gids within the imported file are valid.

Creating a User Batch Removal File

To Create a Users Batch Removal File

1. Create a new text (.txt) or comma-separated value (.csv) file.

2. Enter a header row (required) at the top of your file with a single entry, either: email or uid

3. Enter all user information below the required header row.

   - *Example:*
     email
     toto@wimba.com

   - *Example:*
     uid
     1

4. Repeat Step 3 until all user information has been entered. The header row need only appear at the top of the file (not above each line of text).

   - *Example:*
     email
     toto@wimba.com
     foo@wimba.com

5. Save your file to a safe location on your computer or network drive.

Batch Remove Users from a File

To Batch Remove Users

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Select the **Users and groups** link.

4. Click the **Batch Import** icon, located above the User list and below the word Users.

5. Click the **Browse** button in the Users box within the Remove column, on the left-hand side of the screen, to upload the file from your computer.

6. Select the appropriate separator that appears within your import file. The default is set to Pipe (|), so if you created your file using commas, be sure to select the section option, Comma (,), by clicking the second radio button.

7. Click the **Submit** button.

The Wimba Voice Manager will confirm the removal of all users, provided that the uids or email addresses within the imported file are valid.

Creating a Group Batch Removal File

To Create a Group Batch Removal File

1. Create a new text (.txt) or comma-separated value (.csv) file.

2. Enter a header row (required) at the top of your file with a single entry: gid

3. Enter the appropriate Group ID below the required header row.

   - *Example:*
     gid
     1001

4. Repeat Step 3 until all Group IDs have been entered. The header row need only appear at the top of the file (not above each line of text).

   - *Example:*
     gid
     1001
     1002

5. Save your file to a safe location on your computer or network drive.

Batch Remove Groups from a File

<u>**To Batch Remove Groups**</u>

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Select the **Users and groups** link.

4. Click the **Batch Import** icon, located above the User list and below the word Users.

5. Click the **Browse** button in the Groups box within the Remove column, on the left-hand side of the screen, to upload the file from your computer.

6. Select the appropriate separator that appears within your import file. The default is set to Pipe (|), so if you created your file using commas, be sure to select the section option, Comma (,), by clicking the second radio button.

7. Click the **Submit** button.

The Wimba Voice Manager will confirm the removal of all groups, provided that the gids within the imported file are valid.

Creating an Enrollment Batch Removal File

<u>**To Create an Enrollment Batch Removal File**</u>

1. Create a new text (.txt) or comma-separated value (.csv) file.

2. Enter a header row (required) at the top of your file containing a Group ID (gid) and User ID (uid): gid,uid

3. Enter all enrollment information below the required header row.

    - *Example:*
      gid,uid
      1001,1

4. Repeat Step 3 until all enrollment information has been entered. Users can be removed from the same group, or different groups, based on the information entered into each row. The header row need only appear at the top of the file (not above each line of text).

    - *Example:*
      gid,uid
      1001,1
      1001,2

5. Save your file to a safe location on your computer or network drive.

Batch Remove Enrollment from a File

To Batch Remove Enrollments

1. Log in to the Manager as an Administrator.

2. Click the **Administration** tab.

3. Select the **Users and groups** link.

4. Click the **Batch Import** icon, located above the User list and below the word Users.

5. Click the **Browse** button in the Enrollments box within the Remove column, on the left-hand side of the screen, to upload the file from your computer.

6. Select the appropriate separator that appears within your import file. The default is set to Pipe (|), so if you created your file using commas, be sure to select the section option, Comma (,), by clicking the second radio button.

7. Click the **Submit** button.

The Wimba Voice Manager will confirm the removal of all enrollments, provided that the uids and gids within the imported file are valid.

Wimba Voice License

About the License

The Wimba Voice license corresponds to your institution's contractual agreement with Wimba and controls the status of your server. The About the License area displays a textual account of the valid dates, maximum number of concurrent users, and a list of the features included in your license. When your license expiration date approaches, a warning in red text appears on each page within the Manager, as well as above every Wimba Voice applet. This message disappears only when a new license file is applied to the server.

For more information about increasing or extending your Wimba Voice license, please speak with your Regional Sales Manager.

Replacing the License

Upon renewal of your Wimba Voice contract, a new license file must be uploaded through the Manager interface. (If your institution has purchased a perpetual license, this needs only to be replaced during an upgrade to a major release of the software). If Wimba hosts your server in its co-location facility, your Professional Services Manager will perform this step for you. If you host your server at your premises, you will be issued an encoded (.txt) license file to apply to your server. (If you have renewed your contract and did not receive a new license file, please contact your Professional Services Manager).

To Replace the License:

1. Log in to the Wimba Voice Manager as an Administrator.
2. Click the **Administration** tab.
3. Click the **About the License** link.
4. Select the **Browse** button at the bottom of the screen to locate the new license file on your local or network drive.
5. Double-click the license.
6. Click the **Save** button to apply the new license.

The new license will be applied immediately.

Wimba Server Logs

About the Logs

Wimba Voice servers use log4j, an open-source library, for log management. This library allows Administrators to set the level of output at their discretion. The five levels of output are (in order of decreasing log verbosity): `DEBUG`, `INFO`, `WARN`, `ERROR`, and `FATAL`. By default, the level is set to `INFO` and should suffice. This gives reasonably low output, and does not significantly reduce server performance. The server generates the following logs, typically on a daily basis, based on server usage:

- **server.log**: general server activity

- **tracking.log**: user connections to the server

- **smtp.log**: server-side email activity

- **velocity.log**: Jakarta Velocity (used to generate server email) activity

These log files provide clues that may assist the Wimba Technical Support team in diagnosing problems.

More information regarding log4j is available at:
http://jakarta.apache.org/log4j/docs/index.html

Server Configuration

General Settings

Administrators are responsible for configuring global settings with a server-wide impact. Whenever making a change in this area, click the **Submit general settings** button in the lower right-hand corner to enact your modification.

System Email

This field specifies the return (From) address of server emails to users. These emails include:

- **Password reminders**: when requested by users (if enabled)

- **New account notifications**: when accounts are manually created (if enabled)

By default, this address is set to the Wimba Professional Services email alias.

Default Language

The Wimba Voice Manager interface can be set to one of two languages: en (English) or fr (French). Users may change this setting for their account within the My Manager area.

Default number items per page

PowerUsers log in to the Manager to build and modify Wimba Voice features. From the My Manager page, each PowerUser or Administrator clicks the appropriate feature. Users log in to the Manager to access Voice Boards and Voice Presentations. All users select the feature with which they wish to work. This generates a list of resources (for each feature) to which they have access. Administrators determine the number of items that appear on each Wimba Voice feature list page. Users can change this setting within each feature listing.

Enable User self-registration

If enabled, users can create their own accounts via a **New user?** link on the login page. Users may only specify their email address, name, and password. They cannot specify roles (such as PowerUser or Administrator) or enrollment in Groups. If this setting is not enabled, accounts must be created by an Administrator.

> **Note**:
> If you have integrated Wimba Voice with a Course Management System (CMS), users do not need a Wimba Voice Manager account.

Enable lost password requests

If enabled, users can request to receive forgotten passwords by email via a **Forgot your password?** link on the Manager login page.

Enable Voice Tools

This section allows Administrators to make specific Wimba Voice features inaccessible to your users. You are only able to activate features you have purchased, as reflected in your license. The features you have not purchased cannot be activated, regardless of these settings.

Contact Emails

As your license expiration date approaches, the Wimba Voice server automatically generates reminder email messages. Administrators specify two recipients of these messages in the Primary and Technical fields.

> <u>Note</u>:
> If you do not have a second email address to enter in the Technical field, you may list the same email placed in the Primary field. This will result in receipt of a duplicate expiration message at this address.

In addition, users who encounter difficulties when running the Wimba Voice Setup Wizard (a diagnostic tool designed to test your computer), may complete a form to request additional support. Administrators determine the recipient address of these queries in the Help field. By default, this address is set to the Wimba Technical Support email alias.

Server Settings

Administrators may be responsible for determining mail server and protocol settings. Whenever making a change in this area, click the **Submit server settings** button in the lower right-hand corner to enact your modification.

SMTP

Fully functional SMTP (Simple Mail Transfer Protocol) information is required for the Wimba Voice server to send server emails, as well as messages from the Voice Board and Voice Email features.

- **Host**: the address of the SMTP server. It can be a hostname or an IP address

- **Secure Connection**: select **TLS** if your mail server requests Transport Layer Security when communicating with other servers

- **Port**: the IP port number the mail server listens for SMTP requests

- **Require authentication**: select if your SMTP server relies upon login information (to ensure it is receiving email from a trusted source). Choosing this option will activate the next two fields, so you may enter the credentials necessary to connect to the SMTP server.

If Wimba hosts your server in its co-location facility, SMTP information will already be configured and integrated with your Wimba Voice server. It will be listed as localhost through port 25. You should not alter these values, unless you wish to manage email activity through your own SMTP server. If you host your server at your premises, accurate SMTP information must be entered.

HTTP/HTTPS

Wimba Voice servers are typically available through a web browser via a standard HTTP (HyperText Transfer Protocol) connection. Your server may also be configured for additional security using HTTPS (HyperText Transfer Protocol Secure).

For more information about using HTTPS on your Wimba Voice server, please contact your Professional Services Manager.

- **HTTP port**: the IP port number the server listens for HTTP requests. This port serves two purposes: to serve web pages and bypass firewalls. This should match the port specified when configuring Tomcat. It is typically set to 80 or 8080.

- **Force HTTPS in the Manager**: select this option only if your server has been configured to use HTTPS protocol. This requires a valid SSL (Secure Sockets Layer) certificate applied to the server.

- **HTTPS port**: the IP port number used to query the Tomcat Server over HTTPS. It is typically set to 443.

Database

This read-only field displays a URL containing the Database Server and name of the user that connects to the database to perform queries.

Allowed URL

The Allowed URL area contains a list of authorized web pages where PowerUsers and Administrators may embed (also known as publish) Wimba Voice applets. An applet on a given web page will be authorized to communicate with the Wimba Voice server, only if the beginning of the URL of the page where the applet is located matches one of the elements of the list. URLs must begin with either an http:// or https:// prompt, and end with a trailing slash and an asterisk (i.e., `http://www.wimba.com/*`). This allows pages within these domains to publish applets. This list should never include `http://localhost/*`. This is because the applet reports the URL to the server. With this in mind, "localhost" would refer to the user's machine, not the web server.

To Add Entries

1. Log in to the Wimba Voice Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Server configuration** link.

4. Click the **Allowed URL** link on the left-hand side of the screen.

5. In the list that appears, look for entries that read `http://*` and `https://*` (signifying all URLs are allowed). If they appear, select each, and click the minus (-) sign to delete these entries. If they do not appear in the list, skip to Step 6.

6. Enter the URL you wish to allow (be sure to end each entry with a trailing slash and asterisk).

7. Click the **plus (+)** sign to add it.

To Remove Entries

1. Log in to the Wimba Voice Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Server configuration** link.

4. Click the **Allowed URL** link on the left-hand side of the screen.

5. Select the entry you wish to delete.

6. Click the **minus (-)** sign to remove it.

If you prefer to not restrict access to particular URLs, you may open the list.

To Open the List

1. Log in to the Wimba Voice Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Server configuration** link.

4. Click the **Allowed URL** link on the left-hand side of the screen.

5. Enter the following: `http://*`

6. Click the **plus (+)** sign to add it.

7. Enter the following: `https://*`

8. Click the **plus (+)** sign to add it.

Allowed Servers

The Allowed servers area contains a list of the hosts which may send administration commands to the Wimba Voice server, and controls access via the HTTP API of the Wimba Voice server. There are four different ways to specify a server, or group of servers:

- Hostname (i.e., somemachine.yourcollege.edu)

- IP address (i.e., 222.22.22.222)

- Partial IP address (i.e., 123.45 includes both 123.45.67.89 and 123.45.255.255)

- IP subnet mask (i.e., 170.55.87.34/255.255.0.0 or 170.55.87.34/16)

To Add Entries

1. Log in to the Wimba Voice Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Server configuration** link.

4. Click the **Allowed servers** link on the left-hand side of the screen.

5. In the list that appears, look for an entry that reads `0.0.0.0/0.0.0.0` (signifying all IPs are allowed). If it appears, select this entry, and click the minus (-) sign to delete it. If it does not appear in the list, skip to Step 6.

6. Enter the server you wish to allow (do not include `http://`).

7. Click the **plus (+)** sign to add it.

To Remove Entries

1. Log in to the Wimba Voice Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Server configuration** link.

4. Click the **Allowed servers** link on the left-hand side of the screen.

5. Select the entry you wish to delete.

6. Click the **minus (-)** sign to remove it.

If you prefer to not restrict access to particular servers, you may open the list. This does not pose security risks, as feature creation relies on communication through API authentication (such as a Course Management Integration).

To Open the List

1. Log in to the Wimba Voice Manager as an Administrator

2. Click the **Administration** tab.

3. Click the **Server configuration** link.

4. Click the **Allowed servers** link on the left-hand side of the screen.

5. Enter the following IP string: `0.0.0.0/0.0.0.0`

6. Click the **plus (+)** sign to add it.

API Accounts

Integration with a Course Management System (CMS) relies on communication between the CMS and Wimba Voice servers. To facilitate this communication, an account and secret name/value pair must be added directly from the Manager interface.Each Wimba Voice server comes equipped with a standard account (default) and long, alphanumeric secret. If your Professional Services Manager has already provided you with the information necessary to configure the integration piece within your Course Management System, you need not make modifications in this area.

To Add Entries

1. Log in to the Wimba Voice Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Server configuration** link.

4. Click the **API accounts** link on the left-hand side of the screen.

5. Enter the account name you wish to add in the first box.

6. Enter the secret you wish to add in the second box.

7. Click the **plus (+)** sign to add this entry.

To Remove Entries

1. Log in to the Wimba Voice Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Server configuration** link.

4. Click the **API accounts** link on the left-hand side of the screen.

5. Select the entry you wish to delete.

6. Click the **minus (-)** sign to remove it.

Reports

About Reports

The reports describe the number of individual Wimba Voice features (resources) that have been created, as well as the total number of messages contained within each feature type. This data is available for 3 "core" Wimba Voice features (Voice Board, Voice Email, and Voice Authoring).

To View Reports

1. Log in to the Wimba Voice Manager as an Administrator.

2. Click the **Administration** tab.

3. Click the **Reports** link.

This page also displays the current size of your database. If your server is hosted in Wimba's co-location facility, there are no storage limits. If you host your server on your premises, you may have limited hard drive space. This indicator can provide insight for upgrading your hardware.

Contact your Regional Sales Manager if you are interested in more information.

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 forwarded to Wimba's Product Management team.

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