Live Classroom

Version 5.0

System Administrator Guide

Live Classroom 5.0
System Administrator Guide

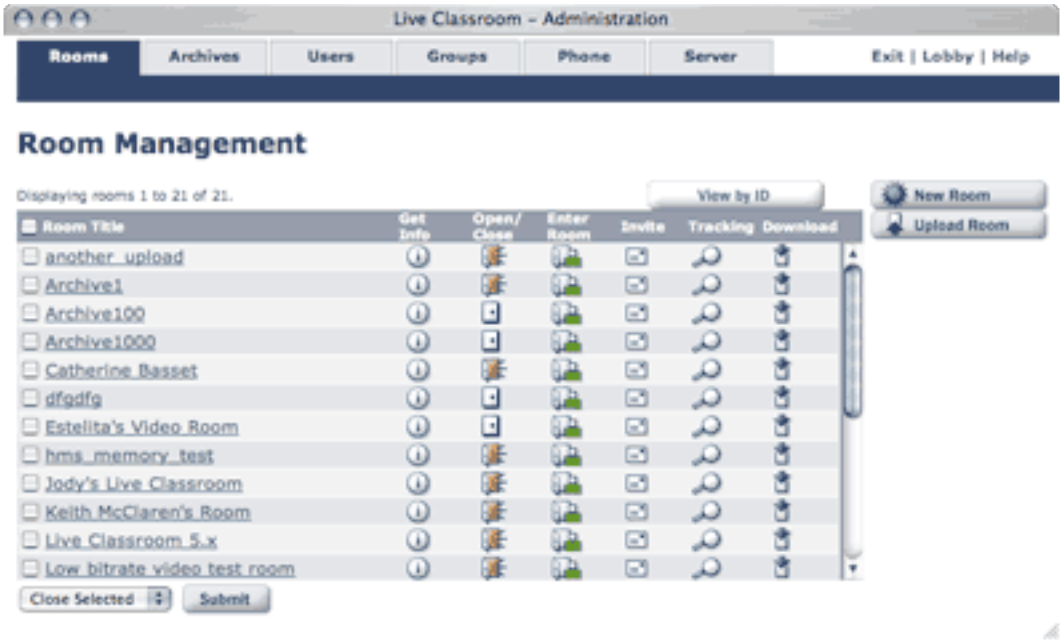
This Help Guide is designed to assist you in all manners of Server Administration.

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, visit:
Wimba Technical Support

Administration Tools

Overview



The Live Classroom Administration Tools allow you to easily administer Live 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**: View system status, update layout, view and update tracking settings, view/delete chat logs, set global access privileges, backup and restore server data, and view chat logs.

To Access the Administration Tools

1. 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 Live 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 Professional Services Manager.
4. Once you log-in to the Live Classroom Administration Tools, you will see the six tabs at the top of the page: **Rooms**, **Archives**, **Users, Groups**, **Phone**, and **Server**. The **Rooms** tab will be selected by default (the active selected tab will be blue. The hidden tabs will be gray). To navigate to another tab, simply click the appropriate tab at the top of the page.

Room Administration

This Guide focuses on System Administration of Live 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.

Server Login Styles

Overview

A Live Classroom server can be configured to match your institution's security needs. While Live 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 Live 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 Live 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 Live Classroom for very different functions?*
  If the answer is 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 the answer is yes, either **Guest Enabled Login** or **Room Identification Login** may best match your needs.

Guest Enabled Login

A Live 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. Click the **Access** sub-tab
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 Live 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. Click the **Access** sub-tab
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 Live Classroom System Administrator cannot enable a server to accept RoomID style logins. You must speak with your Professional Services Manager to set up this feature. Once Wimba sets up the server to accept RoomID style logins, the 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. 2. Select the link for the appropriate RoomID User liisted 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 Live 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 Live 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. Live Classroom's integrations with Course Management Systems take care of automatic user creation. In addition, Live Classroom offers a set of APIs for integration with other management systems. For more information, contact your Professional Services Manager.

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 Live Classroom username and password, **Guests** are people who log in to Live 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 (required and non-editable)	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 (optional)	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 (optional)	The user’s last name. This will display on the user list on the **User Management** page and **User Access** table.
Account Enabled (required)	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 (required)	Select one of the following: • **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: Managing Groups.*

- 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 Live Classroom. However, you may make this user a member of a Live 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 Live 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 teachers 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 Live 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 Live 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 Live Classroom server. r. 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 Live 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 Live 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 Live 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 Live 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 Live 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 Live 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 Live 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 Live 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.

Performing Advanced Server Administration

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

Checking the System Status

The **Status** page, linked from the sub-navigation of the **Server** tab, shows the current status of your Live Classroom system.

This page cannot be edited, but you can view information on the following:

- System Configuration
- Server Uptime
- Free Server Disk Space
- Network Interfaces Used
- Routing Tables Used

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

Modifying the Live Presentation Interface

The interface that presenters and participants see during a presentation can be customized. You can easily change the size of the different frames within the 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.
2. Click the **Layout** sub-tab.
3. You may make changes using the **Modify User Interface** page, as described in the table below.
4. Click the **Submit** button to save your changes.

Field	Function
Overall Interface Size	When the Live Classroom room initially launches, its dimensions are compatible to users with 800 X 600 (or higher) screen resolutions. Note that most operating systems and browsers will allow the user to maximize the Live Classroom interface once it has

	loaded. 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.
Content Frame	The dimensions of the **Content Frame**. The **Content Frame** will expand when a user's browser is maximized. To change these dimensions, type a new height, in pixels.
Branding Frame	The dimensions of the **Branding Frame**. The **Branding Frame** will not expand when a user's 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.
Allow Users To Resize Their Interface Window	Select "No" if you do not want participants to be able to resize the Live Classroom interface during a live event. By default this is set to "Yes."

Advanced Tracking Reports

Two advanced tracking reports are available from the **Server** tab. You can:

- Run a Summary Report of Total Attendance
- Run a Detailed Tracking Report based on set variables

You can also turn off tracking for the Live Classroom system. If you do so, tracking reports for each room and user will be unavailable.

Running a Summary Report of Total Attendance

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

The Summary 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 Summary Report

1. Click the **Server** tab.
2. Click the **Tracking** sub-tab.
3. Select a range of time for which you would like to run the report. You can select number of days or a date range.
4. Click the **Summary 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.
7. Click the **Back to Report Query** button, if you wish to perform additional tracking.

Running a Detailed Tracking Report

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

To Run a Detailed Tracking Report

1. Click the **Server** tab.
2. Click the **Tracking** sub-tab.
3. Scroll down to the Detailed Tracking Reports section.
4. Enter one or more of the following variables:

   UserID: to generate data only on the specified users.

   Screen Name: to generate data only on the specified guest users.

   RoomID*:* to view data from any live or archived presentations.

   If you do not know the entire Room ID, use * as a wildcard. For example, if you enter math101room_2002_10*, the report will detail all presentations that begin with math101room_202_10.
   Date: enter a range of time for which you would like to run the report. You can select days or a date range.
   Users who stayed in room longer than ___ minutes*:* enter a duration time limit (in minutes), if you would like to collect data only on users who stayed in a room more than a certain amount of time
5. Click the **Detailed 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.

7. Click the **Back to Report Query** button, if you wish to perform additional tracking.

Turning Off Tracking

Tracking is on by default when you receive your Live Classroom server. You can turn it on or off as needed. If you turn tracking off, the tracking reports for each room and user will not be available.

To Turn Off Tracking

1. Click the **Server** tab.
2. Click the **Tracking** sub-tab.
3. Click the **Edit Settings** button at the top of the page.
4. Select the **Off** radio button to disable tracking.
5. Click the **Save Changes** button to save your changes.

Deleting Old Records

You can keep your server clean and up-to-date by periodically deleting old tracking records (associated with rooms, archives, and users). You can do this manually through the **Tracking Settings** page.

To Delete Old Records

1. Click the **Server** tab.
2. Click the **Tracking** sub-tab.
3. Click the **Edit Settings** button at the top of the page.
4. Enter a number of days (integers only) in the **Manually delete records older than ___ days** field. For example, enter "30" if you want to delete records more than 30 days old.
5. Click the **Delete Items** button.
6. A confirmation prompt will appear. Click the **OK** button to proceed.

Viewing and Deleting 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 **Server** 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 **Server** tab.
2. Click the **Chat Logs** sub-tab.
3. Click the Chat Log that you want to delete to select it.
4. Click the **Delete** button. A message appears to confirm deletion.
5. Click the **OK** button.

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 Live Classroom.

To Enable the Guest Enabled Login Style

1. Click the **Server** tab.
2. Click the **Access** sub-tab.
3. Select **Yes** from the **Permit Guests** drop-down menu.
4. Click the **Update** button.

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

1. Click the **Server** tab.
2. Click the **Access** sub-tab.
3. Select **No** from the **Permit Guests** drop-down menu.
4. Click the **Update** button.

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.
2. Click the **Access** sub-tab.
3. Select **Yes** or **No** from the **Registered Users have Participant Access By Default** drop-down menu.
4. Click the **Update** button.

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 AccessSettings** 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 MediaSettings** 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.

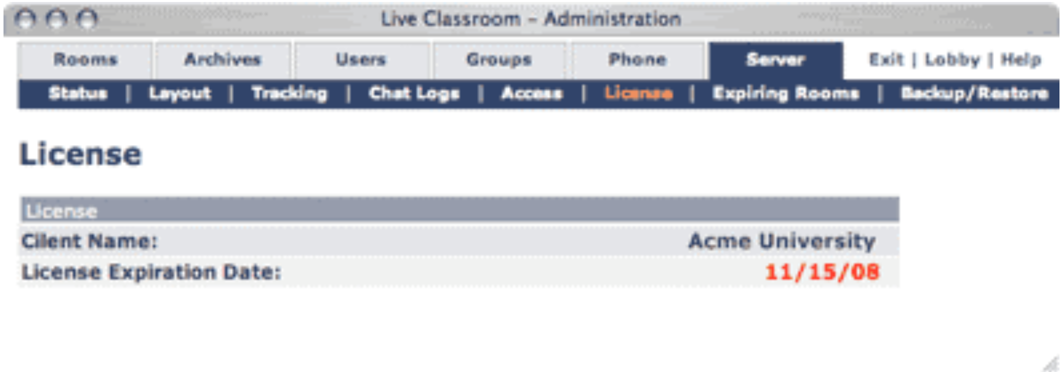
To Limit Access Settings for Room Administrators:

1. Click the **Server** tab.
2. Click the **Access** sub-tab.
3. Select **No** from the **Room Administrators Can Modify Room Access Settings** drop-down list.
4. Click the **Update** button.

To Limit Media Settings for Room Administrators:

1. Click the **Server** tab.
2. Click the **Access** sub-tab.
3. Select **No** from the **Room Administrators Can Modify Room MediaSettings** drop-down list.
4. Click the **Update** button.

License Management



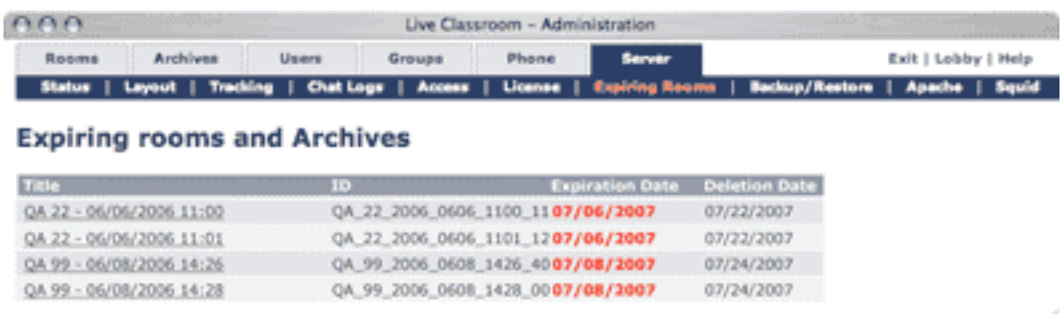
You can check the date of your Live Classroom server's license expiration.

To view when the license will expire:

1. Click the **Server** tab.
2. Click the **License** sub-tab.

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

Viewing a List of All Expiring Rooms



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

To view a list of all 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.

Backing-Up and Restoring Server Data

You can easily backup the contents of your presentations and Live Classroom database. When you run a back-up, all data and materials, user information, and tracking statistics are downloaded to the location you choose (storage media, network drive, etc.). The data is saved as a compressed tar.gz file.

Although you can later restore the data, note that the restored data will *overwrite* any new data that had been added since the backup.

To Back-Up Server Data

1. Click the S**erver** tab.
2. Click the **Backup/Restore** sub-tab.
3. In the **Backup** section, click the **Download** button.
4. Select a location where you would like to save the backup file; click the option to continue the download. The file is then downloaded to the specified location.

To Restore your Server Data

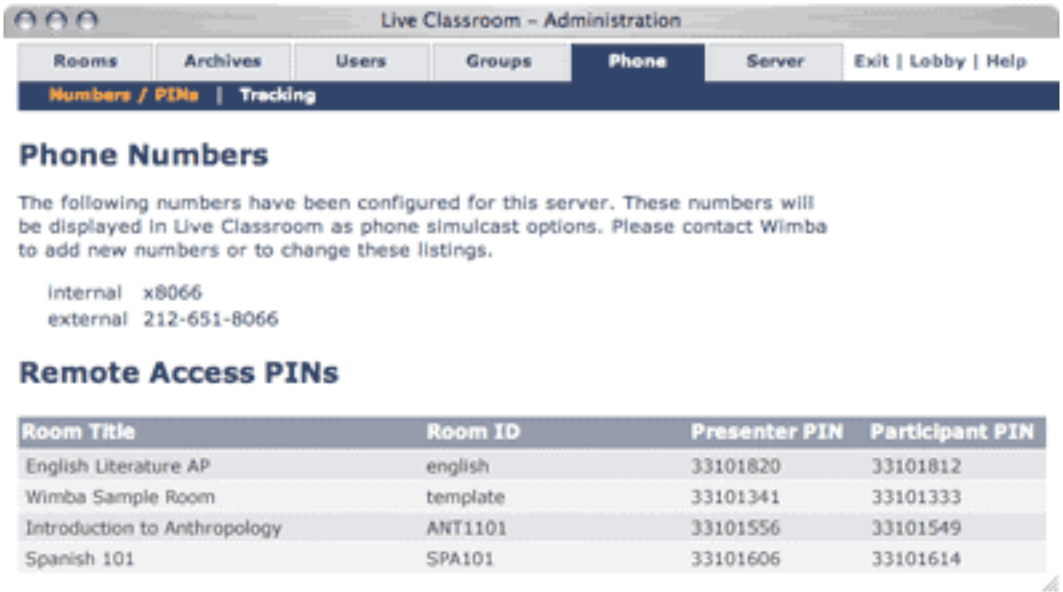
1. Click the S**erver** tab.
2. Click the **Backup/Restore** sub-tab.
3. In the **Restore** section, click the **Browse** button; navigate to the location of your data backup file.
4. Click the **Open** button.
5. Click the **Upload** button. The data is restored to your server and replaces all existing data.

Apache and Squid

The final two sub-tabs available within the **Server** tab are **Apache** and **Squid**. You may be asked to provide information from these areas when speaking with a Wimba technician.

Ordinarily, there is no need to access these sub-tabs for typical System Administration.

Viewing a List of all PINs for Phone-Only Users



As a System Administrator, you can quickly view all Phone-Only User PINs, and the rooms with which they are associated.

To view the list of PINs

Click the **Phone** tab, followed by 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 Live Classroom presentation exclusively via telephone (without using the Internet).

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

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 Live Classroom: custom groups (that you create) and default groups (that Live 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 **Server** tab and then clicking the Tracking sub-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 Live 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 Live Classroom software exists on both machines all the time, but only one copy is running at a given time. Users access Live Classroom at a third (virtual) IP address, which directs them to the active server.

For more information, please contact your Professional Services Manager or 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.

Disclaimer