

SmileTiger WebPresentation Server™ Administration Guide



SmileTiger Software

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1 Overview

SmileTiger WebPresentation is a software system that provides web-based online conference functions. It features multiparty audio conferencing, multiparty video conferencing, remote PowerPoint presentation, white board, web tour, application/desktop sharing, application/desktop remote control, local file pushing, polling, question and answer, record and streaming, document management center, instant messaging, and inline browsing.

It is specially designed for the complex Internet/Intranet environment. All communication passes firewalls and proxies without any network configuration change. It works perfectly with both broadband connection and dialup connection.

SmileTiger WebPresentation is client and server architecture. The server runs cross platform and can be installed to Windows NT/2000/XP, Linux, Unix, or Mac. The full client runs on Windows 95/98/Me/NT/2000/XP, and is automatically downloaded and installed to the user's machine at the user's first visit to the conference room. A thin client is also available to run on Linux, Unix, or Mac with reduced functions.

To run the server, you need to open one port for communication. The port number can be any number, including port 80.

A web-based administration tool comes with the server. This tool provides an easy-to-use interface to manage the conferences and conference related issues.

2 Web-based Server Management Page

1. Start Internet Explorer.
2. Enter address `http://<your server's hostname or IP address>:<port number>/`. Server admin page displays. See *Figure 1*.

The <port number> is where you start SmileTiger WebPresentation Server.

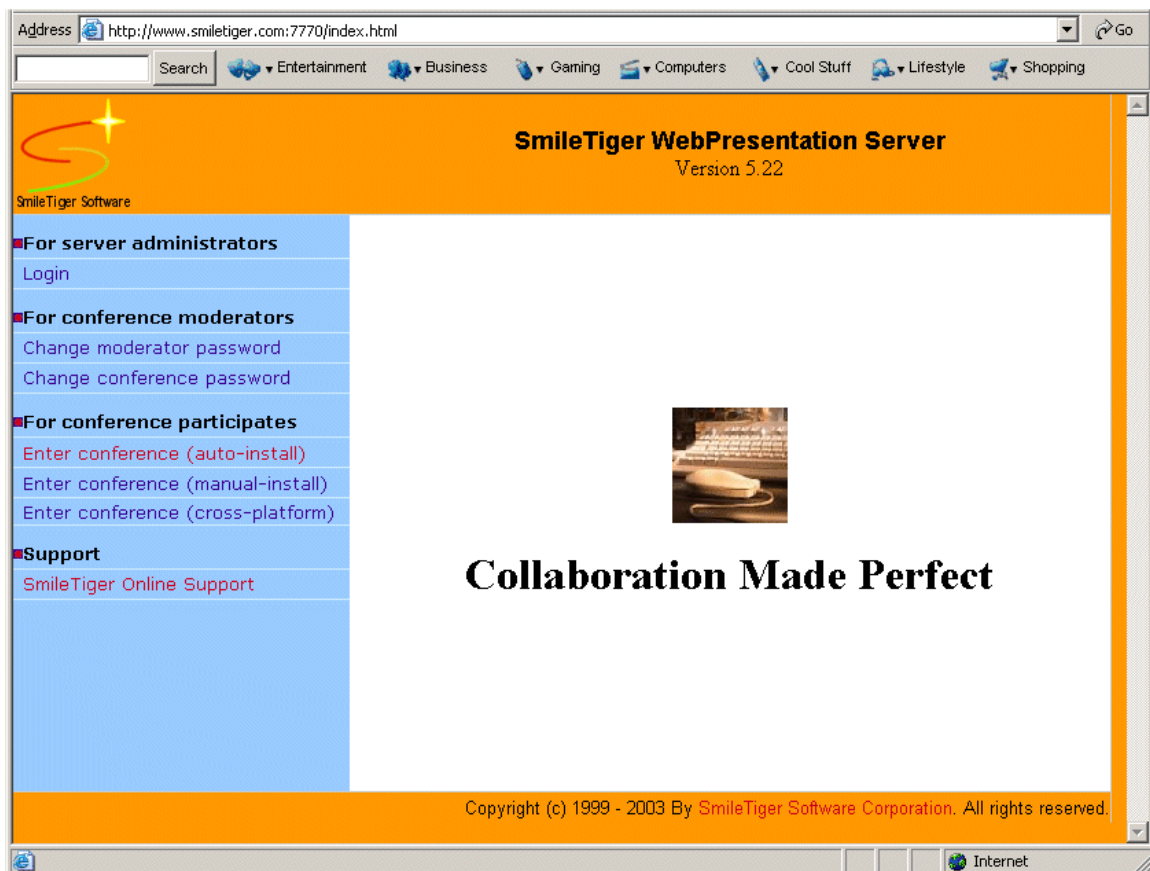


Figure 1 Server Admin Main Page

2.1 Enter A Conference

You can enter a conference from the management page. For user login, system administrator usually creates a separate login page.

1. Click on one of the links under **For conference participants** on the Server Management page. A page displays. See *Figure 2*.

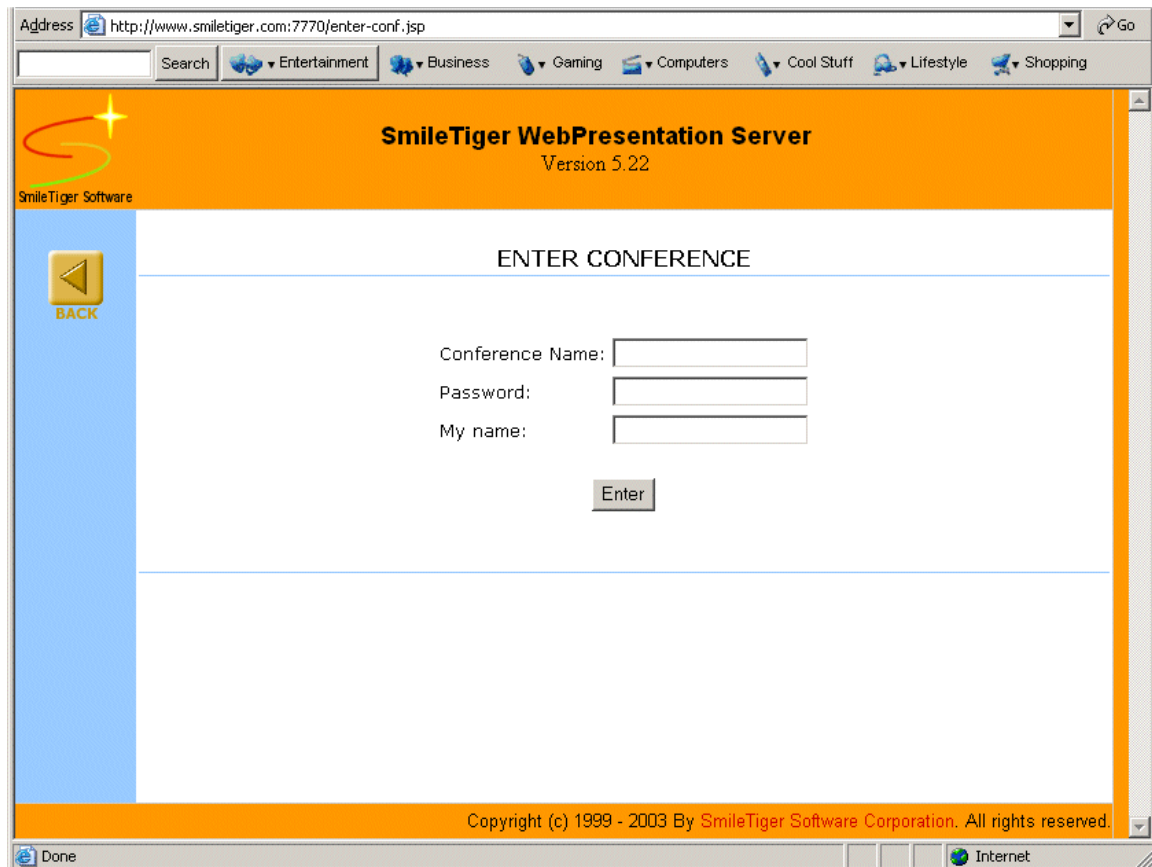


Figure 2 Enter Conference Page

2. Type in conference name, password, user name, and then click on **Enter** button.

There are three links under "For conference participants" on the Server Management page: "Enter conference (auto-install)", "Enter conference (manual-install)", and "Enter conference (cross-platform)". Following are the differences:

- Enter conference (auto-install)
- Enter conference (manual-install)

- Enter conference (cross-platform)

2.2 Change Moderator Password

Any existing moderator can change his/her moderator password here.

1. Click on “Change moderator password” link under **For conference moderators**. A page displays. See *Figure 3*.

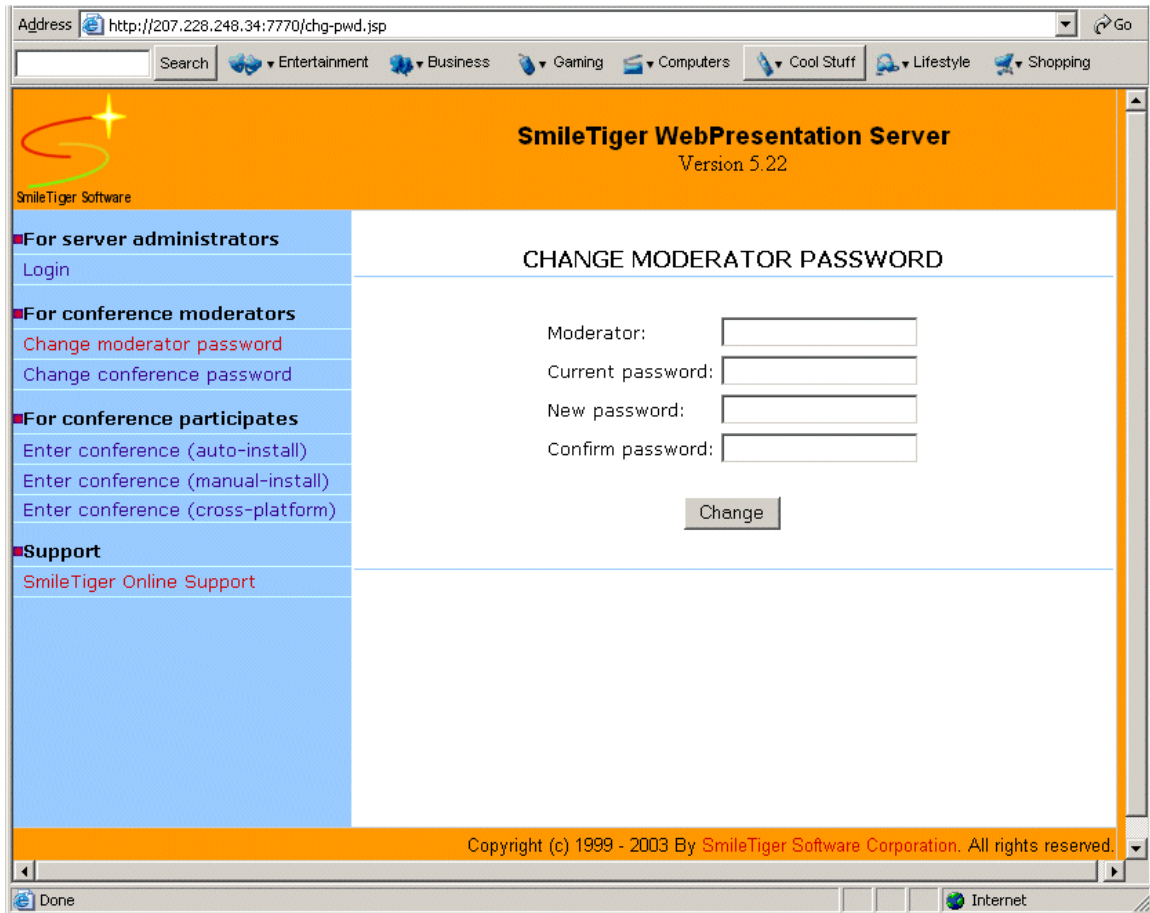


Figure 3 Change Moderator Password Page

2. Type in moderator name, current password, new password, and then click on **Change** button.

2.3 Change Conference Password

Moderator can change his/her conference password here.

1. Click on “Change conference password” link under **For conference moderators**. A page displays. See *Figure 4*.

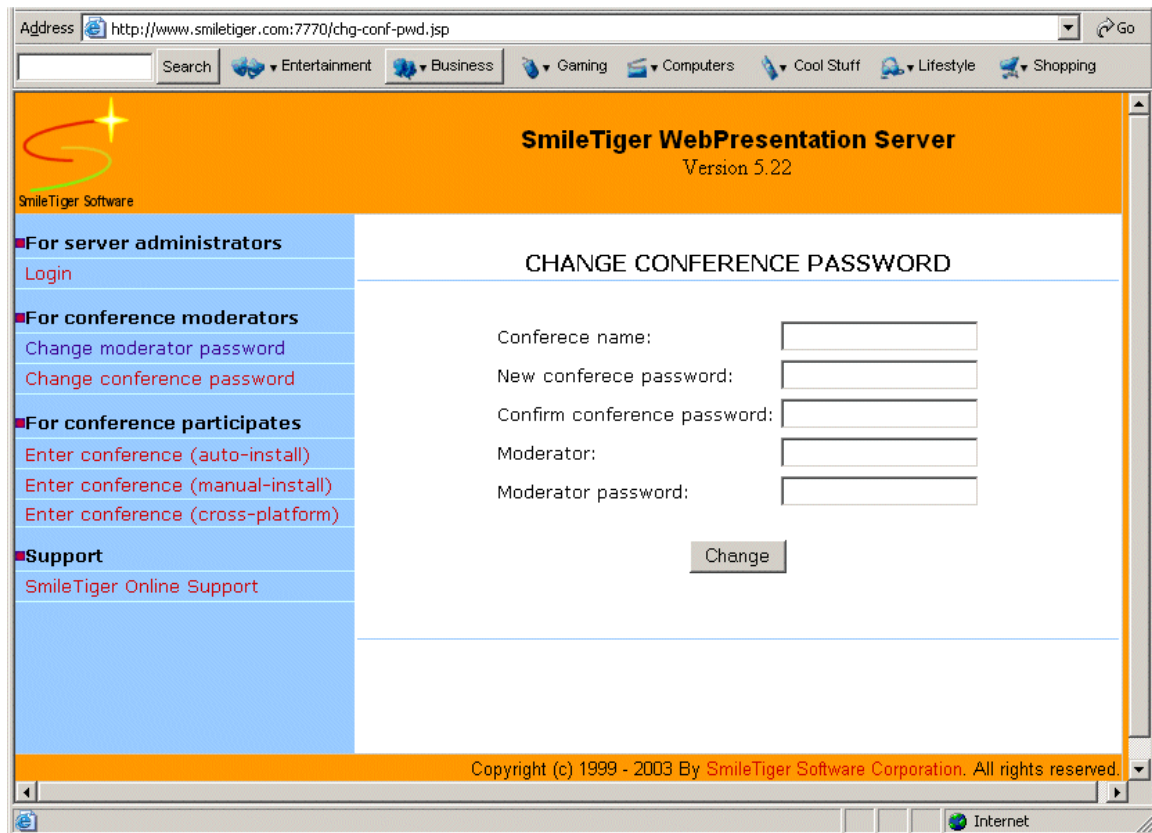


Figure 4 Change Conference Password Page

2. Type in required information, and then click on **Change** button.

3 Server Administration Tool

There is only one system administrator for one server. After login to the web-based Server Administration Page, the administrator can edit administrator name and password; manage conference, conference moderators, and Server Access Control List.

3.1 Login To Server Administration Page

1. Click the "Login" link under **For server administrators**. The authentication page displays. See *Figure 5*.

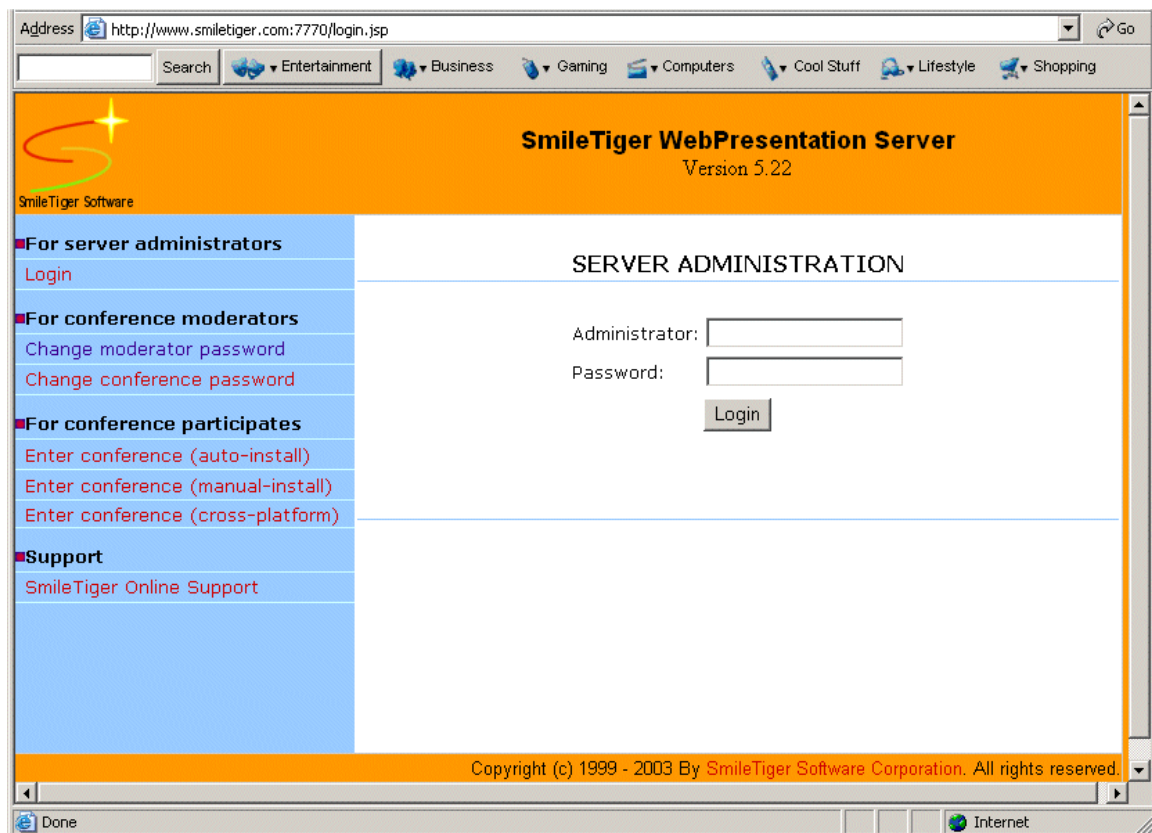


Figure 5 Server Administration Authentication Page

2. Enter the administrator name and password, and click on **Login** button. The server administration page displays. See *Figure 6*.

If this is your first time to use, enter ***admin*** in both the administrator field and the password field.

Click on the links under “For server administrators” to manage the server.



Figure 6 Server Admin Page

3.2 Edit Administrator Properties

There is one administrator name/password pair for each Server. This name/password pair is required to login to Server Management Tool.

1. Click "Edit administrator properties" under **For server administrators**. A new page appears. See *Figure 7*.

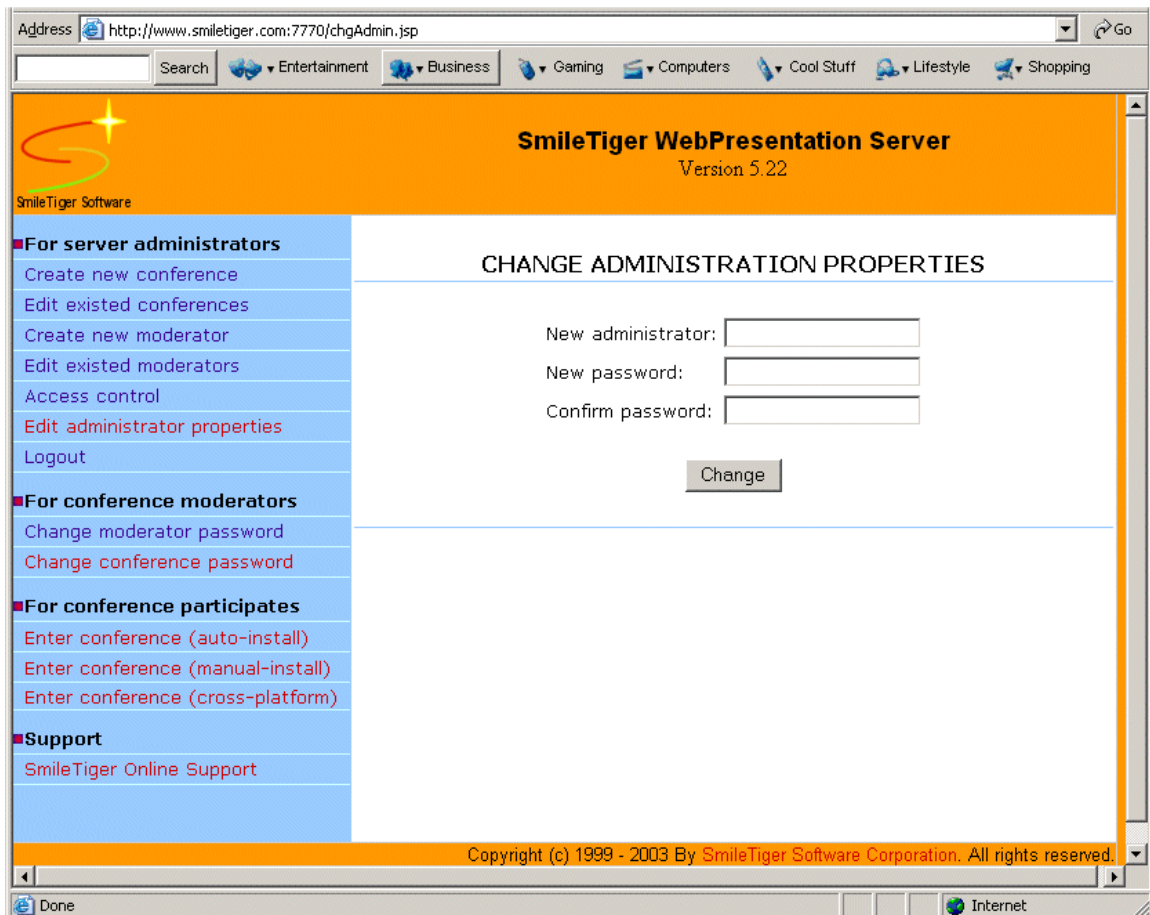


Figure 7 Change Administration Properties Page

2. Type the new administrator name and password, and then click **Change** button.

3.3 Manage Moderator

You can add unlimited numbers of moderators to the Server. There is only one moderator per conference room.

Moderator name and password are required to use moderator functions in a conference room.

3.3.1 Add A New Moderator

1. Click link "Create new moderator" under **For server administrators**. A new page appears. See *Figure 8*.

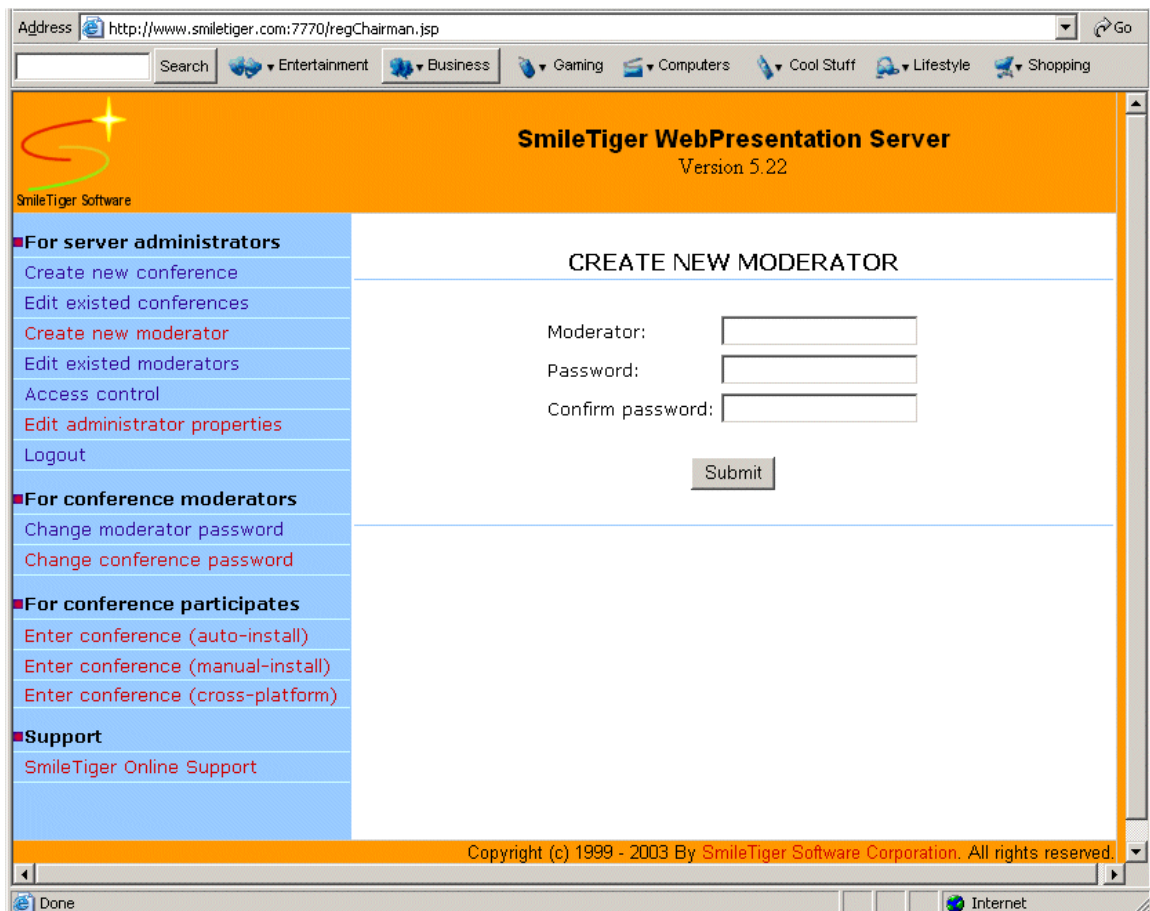


Figure 8 Add New Moderator Page

2. Type in new moderator name and password, then click **Submit** button.

3.3.2 Edit Existed Moderators

1. Click link "Edit existed moderators" under **For server administrators**. A new page appears. See *Figure 9*.

It displays all existing moderators with **Edit** and **Delete** links in front of each moderator's name.

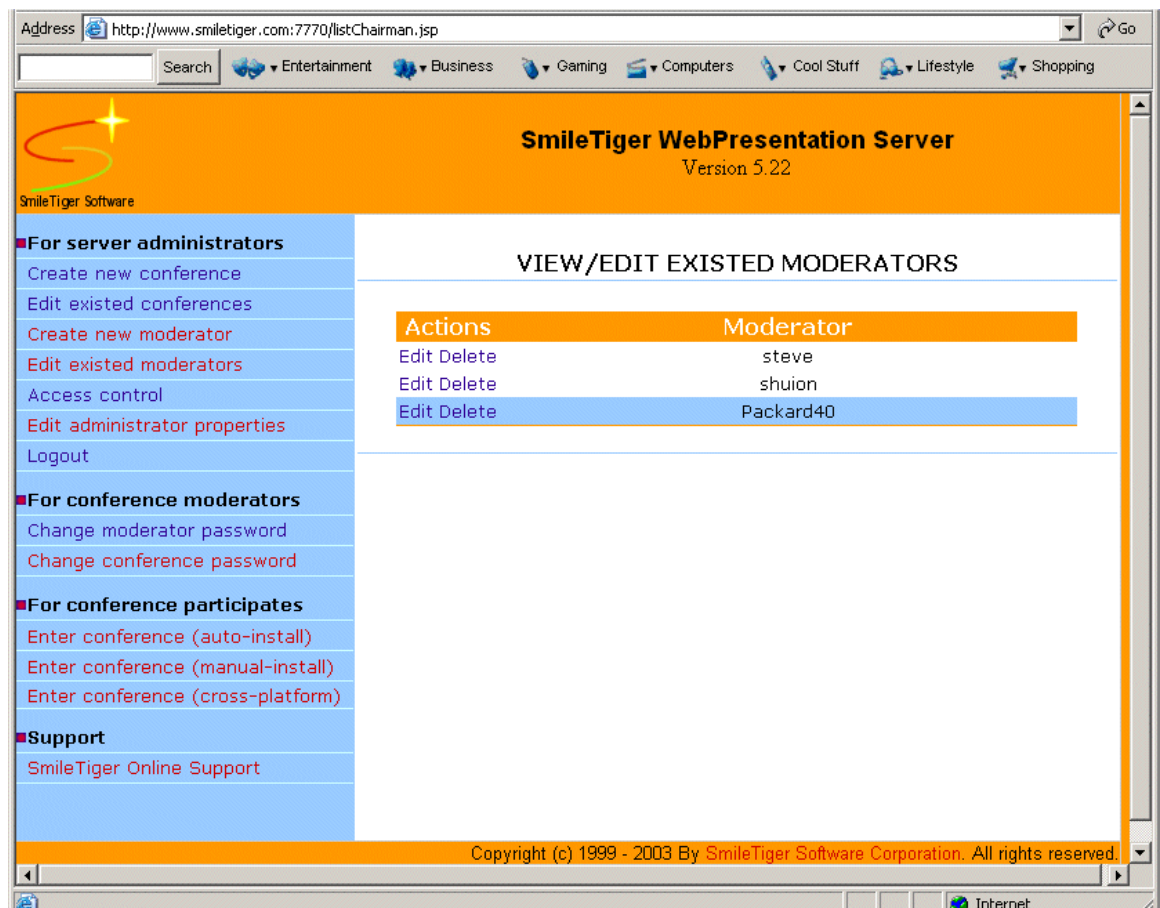


Figure 9 Edit/Delete Moderator Page

2. Click **Edit** link at your chosen moderator row. A new page appears. See *Figure 10*.

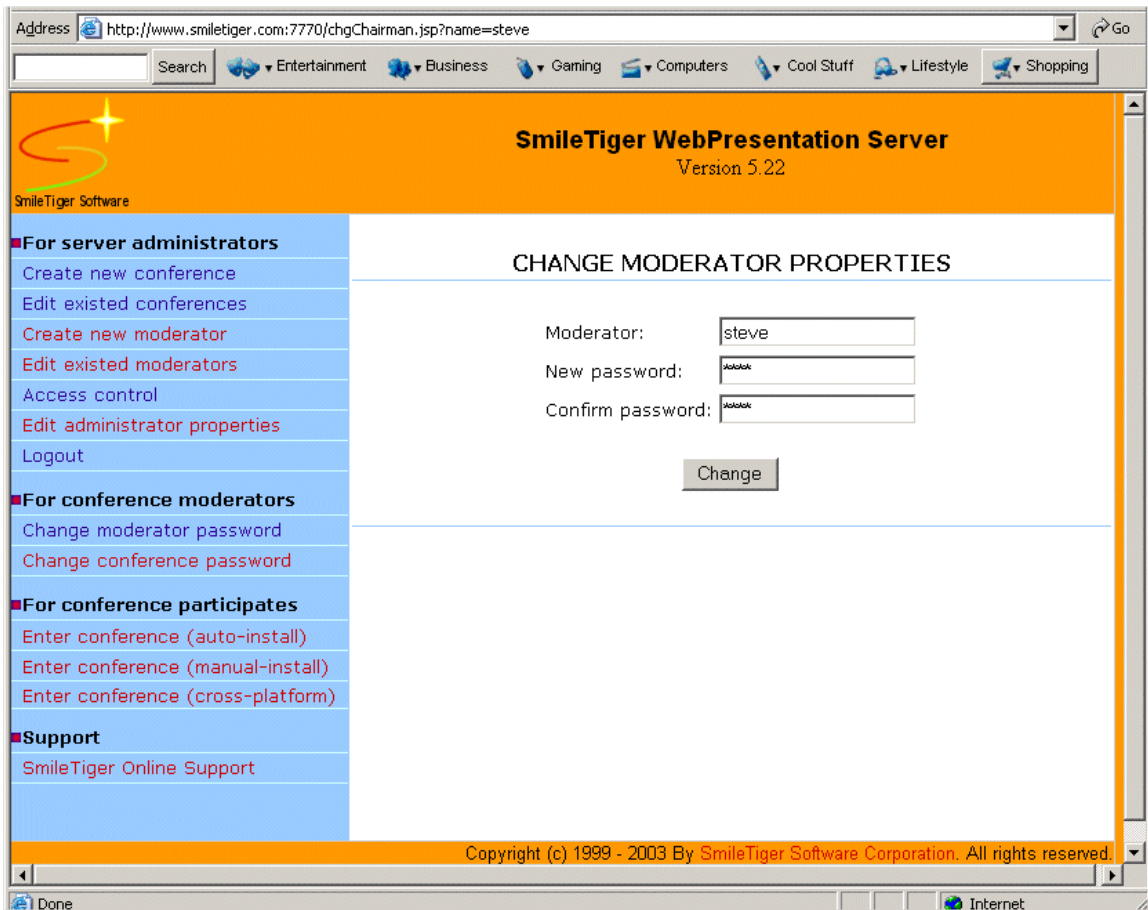


Figure 10 Edit moderator Properties Page

3. Type new moderator name and/or password to edit.
4. Click **Change** button. The change takes effect immediately.

3.3.3 Delete A Moderator

1. Click link "Edit existed moderators" under **For server administrators**. A new page appears. See *Figure 11*.

It displays all existing moderators with **Edit** and **Delete** link in front of each moderator's name.



Figure 11 Edit/Delete Moderator Page

2. Click **Delete** link at your chosen moderator row. This moderator is deleted.

3.4 Manage Conference

3.4.1 Add A New Conference

1. Click link "Create new conference" under **For server administrators**. A new page appears. See *Figure 12*.

The screenshot shows a web browser window with the address bar displaying `http://www.smiletiger.com:7770/addConf.jsp`. The page title is "SmileTiger WebPresentation Server" with "Version 5.22" below it. The navigation menu on the left includes:

- For server administrators**
 - Create new conference
 - Edit existed conferences
 - Create new moderator
 - Edit existed moderators
 - Access control
 - Edit administrator properties
 - Logout
- For conference moderators**
 - Change moderator password
 - Change conference password
- For conference participates**
 - Enter conference (auto-install)
 - Enter conference (manual-install)
 - Enter conference (cross-platform)
- Support**
 - SmileTiger Online Support

The main content area is titled "CREATE NEW CONFERENCE" and contains the following form fields:

- Conference:
- Moderator:
- Conference password:
- Confirm password:
- Home page:
- Client Network:

An "Add" button is located below the form fields. The footer of the page reads: "Copyright (c) 1999 - 2003 By SmileTiger Software Corporation. All rights reserved."

Figure 12 Add New Conference Page

2. Type in all required fields in the new page. The click **Add** button.

The conference **home page** is the web page that appears at the inline browser when a user joins this conference.

Client Network setting helps to adjust the conference performance automatically.

3.4.2 Edit Conference Properties

1. Click link "Edit existed conferences" under **For server administrators**. A new page appears. See *Figure 13*.

It displays all existed conferences with **Edit** and **Delete** link in front of each conference name.

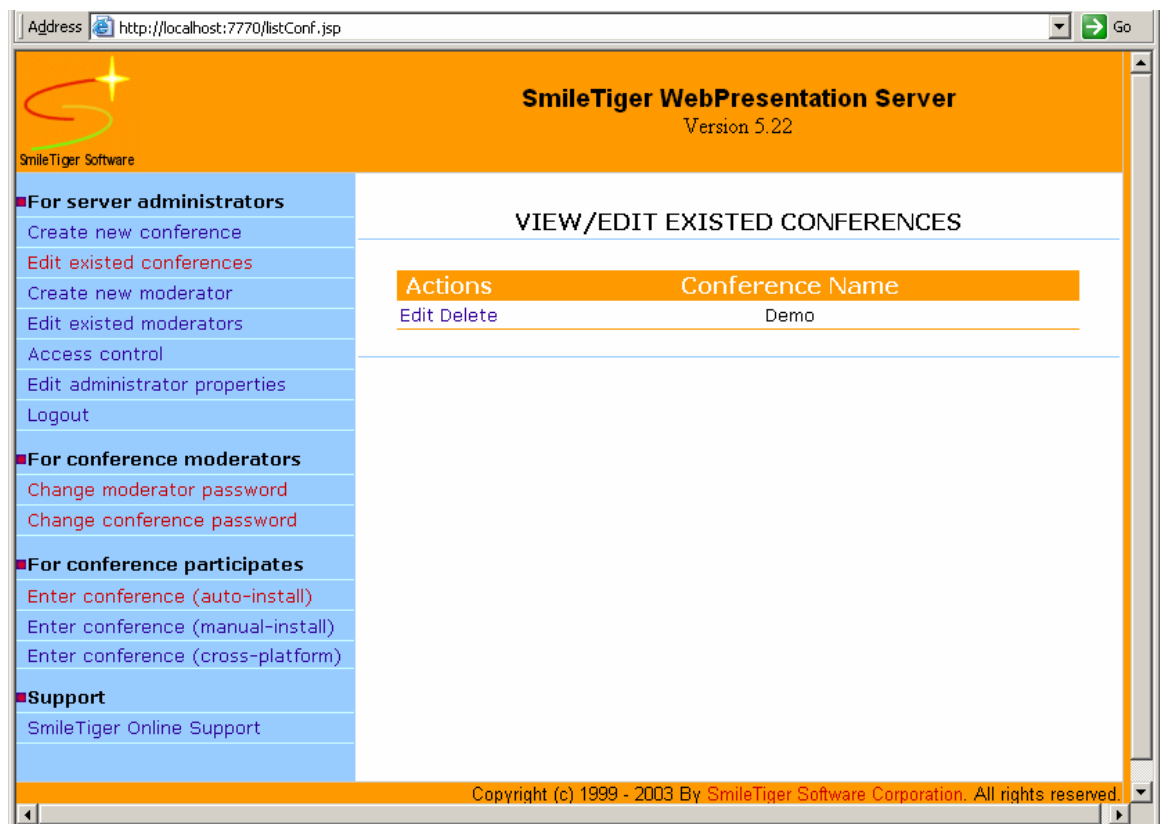
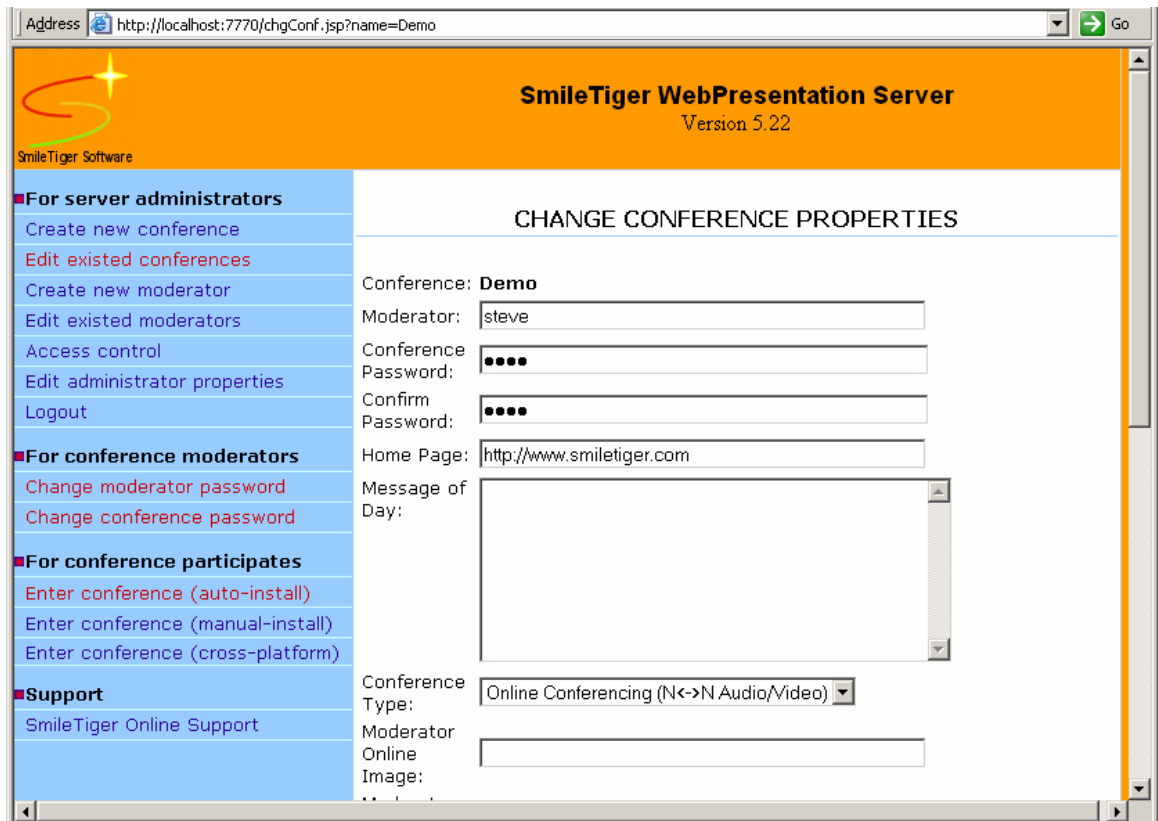


Figure 13 Edit/Delete Conference page

2. Click **Edit** link at the chosen conference row. A new page appears. See *Figure 14*.

It displays properties of this conference. You can change any of them.



The screenshot shows a web browser window with the address bar containing `http://localhost:7770/chgConf.jsp?name=Demo`. The page title is "SmileTiger WebPresentation Server" with "Version 5.22" below it. The page is divided into a left sidebar and a main content area.

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For server administrators

- Create new conference
- Edit existed conferences
- Create new moderator
- Edit existed moderators
- Access control
- Edit administrator properties
- Logout

For conference moderators

- Change moderator password
- Change conference password

For conference participates

- Enter conference (auto-install)
- Enter conference (manual-install)
- Enter conference (cross-platform)

Support

- SmileTiger Online Support

CHANGE CONFERENCE PROPERTIES

Conference: **Demo**

Moderator:

Conference Password:

Confirm Password:

Home Page:

Message of Day:

Conference Type:

Moderator Online Image:

Figure 14 Edit Conference Properties Page

Message of Day: If you type some text here, a window with the text will pop out upon user login. It is a good way to educate first time users, or leave some message for conference participants.

Conference Type: There are five conference types: Online Training, Online Support, Online Conferencing, Audio Collaboration, and Audio Chat.

Different conference types have different interfaces to fit the corresponding logic. You can choose the one that fits your needs most.

Chairman Online/Offline Image: These are the icons that appear at the conference login page. These icons indicate if the chairman is currently in the conference. There are already default images in this field. Change it if you have your favorite ones.

Audio Buffer: For dialup users, make it larger to get soother audio. If you do not have dialup users in the conference, make it smaller to get less delay. This parameter can also be adjusted on the fly. Please refer to SmileTiger WebPresentation User Guide on how to adjust the conference performance on the fly.

Audio Stream Speed: Higher speed gives you better audio quality, but consumes more server/client bandwidth resources. 64kbps works for dial up users too.

Maximum File Pushing Speed: Higher speed allows you to transfer files faster, but consumes more server/client bandwidth resource. If Local File Pushing is used together with audio, you should leave enough bandwidth for audio. 64kbps works for dial up users too. This parameter can also be adjusted on the fly. Please refer to SmileTiger WebPresentation User Guide on how to adjust the conference performance on the fly.

Maximum Desktop Sharing Speed: Higher speed allows you to view and remote control desktop faster, but consumes more server/client bandwidth resource. If Desktop Sharing is used together with audio, you should leave enough bandwidth for audio. 64kbps works for dial up users too. This Desktop Sharing speed also controls Remote Desktop Control. This parameter can

also be adjusted on the fly. Please refer to SmileTiger WebPresentation User Guide on how to adjust the conference performance on the fly.

Document Center Size: The total size of the files uploaded to Document Center. The default size is 1M bytes.

3.4.3 Delete A Conference

1. Click link "Edit existed conferences" under **For server administrators**. A new page appears. See

It displays all existed conferences with **Edit** and **Delete** links in front of each conference name.

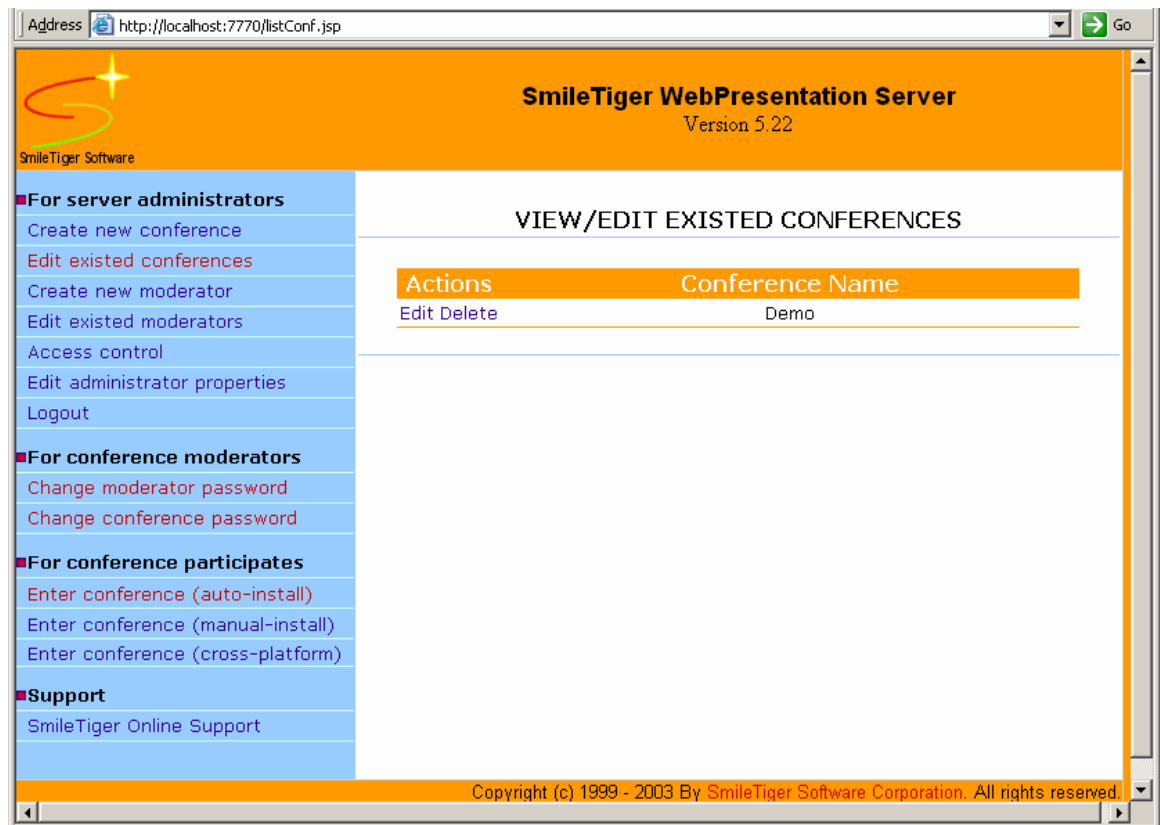


Figure 15 Edit Conference Page

2. Click **Delete** link at the chosen conference row. This conference is deleted.

3.5 Access Control List (ACL)

Access Control applies to ten resources: Conference Login, Pushing Local Files, Receiving Pushed Files, Viewing Shared Desktop, Sharing Your Desktop, Remote Desktop Control, Sending Audio, Sending Video, Guiding Web Tour, Giving Slide Show.

Access Control is implemented by a list of policies (ACL) that controls the access to the ten resources above. You can have unlimited actions in an ACL.

Each policy is an action to grant or deny access to a user and a user group. Each user or user group is identified by the IP Address, Subnet Mask, or Host Name.

The actions in the Access Control List (ACL) have different priorities. The higher priority action always overweighs lower priority actions.

3.5.1 Get To Access Control

1. Click **Access Control** link under **For server administrators**. A new page appears. See *Figure 16*.

It displays the access control lists of all available operations.



Figure 16 Access Control List Page

Entering Conferences: The permission to login to any conference in this server. This is usually used to ban some users.

Pushing Local Files: The permission to use "Push Local Files" function.

Receiving Pushed Files: The permission to receive the pushed file from others.

Viewing Shared Application/Desktop: The permission to view the shared application and desktop by others.

Sharing Your Application/Desktop: The permission to use "Share Application" function.

Giving Remote Control: The permission to control other person's application/desktop when granted by that person.

Sending Audio: The permission to use "Send Audio" function.

Sending Video: The permission to use "Send Video" function.

Guiding Web Tour: The permission to use "Guide Web Tour" function.

Giving PowerPoint Presentation: The permission to use "Slide Show" function.

- Click a link on Access Control List. A new page displays, asking you to edit the properties. See *Figure 17*.

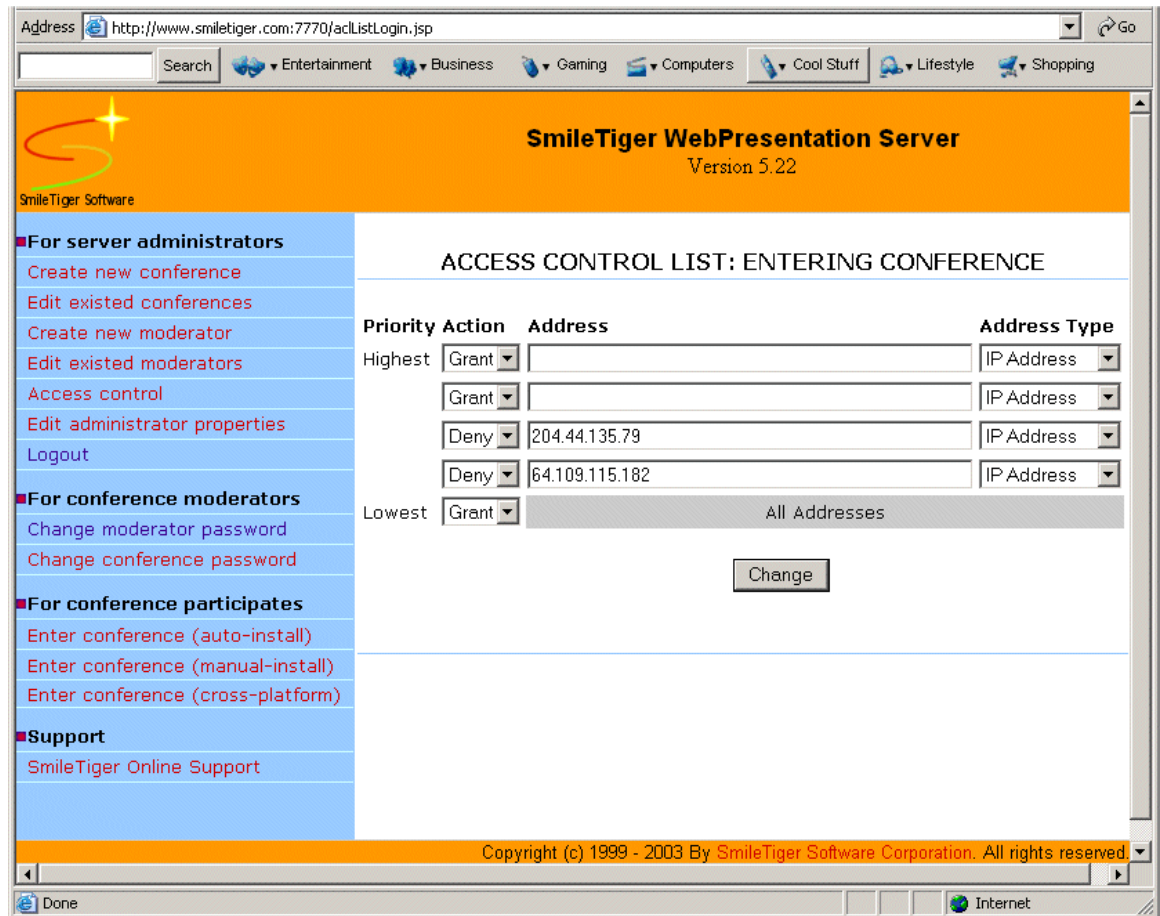


Figure 17 Edit Access Control List For Conference Login

Each policy is an action to grant or deny access to a user and a user group. The IP Address, Subnet Mask, or Host Name identifies each user or user group.

The actions in the Access Control List (ACL) have different priorities. The higher priority action always overweighs lower priority actions.

4 Server Log

Currently, conference logs are not integrated to the web-based server management tool yet. You may need to go to the server log files to audit. You can also create PHP, JSP, or ASP pages to access the log files online.

4.1 Server Access Logs

- Go to the directory where you installed the Server.
- Go to directory `stwps40/wvhome/default/`.
- Audit file `wps.log`. When this log file gets too big, delete it or move it to another file.

4.2 Conference Text Chat Logs

1. Go to the directory where you installed the Server.
2. Go to directory `stwps40/wvhome/default/conf-logs`.

Each of the conference registered at this Server has a directory here. The directory name is the conference name.

3. Open the conference directory. The conference text chat log is archived daily in separate files. The file name is in year-month-day convention.
4. Audit the log you are interested in.

5 Support

In the Server Administration Page, there a link directly to the online Demo room at SmileTiger Software Corporation website.

1. Click on link “SmileTiger Online Support” link under **Support**. See *Figure 18*. It brings you to the login page of online demo.

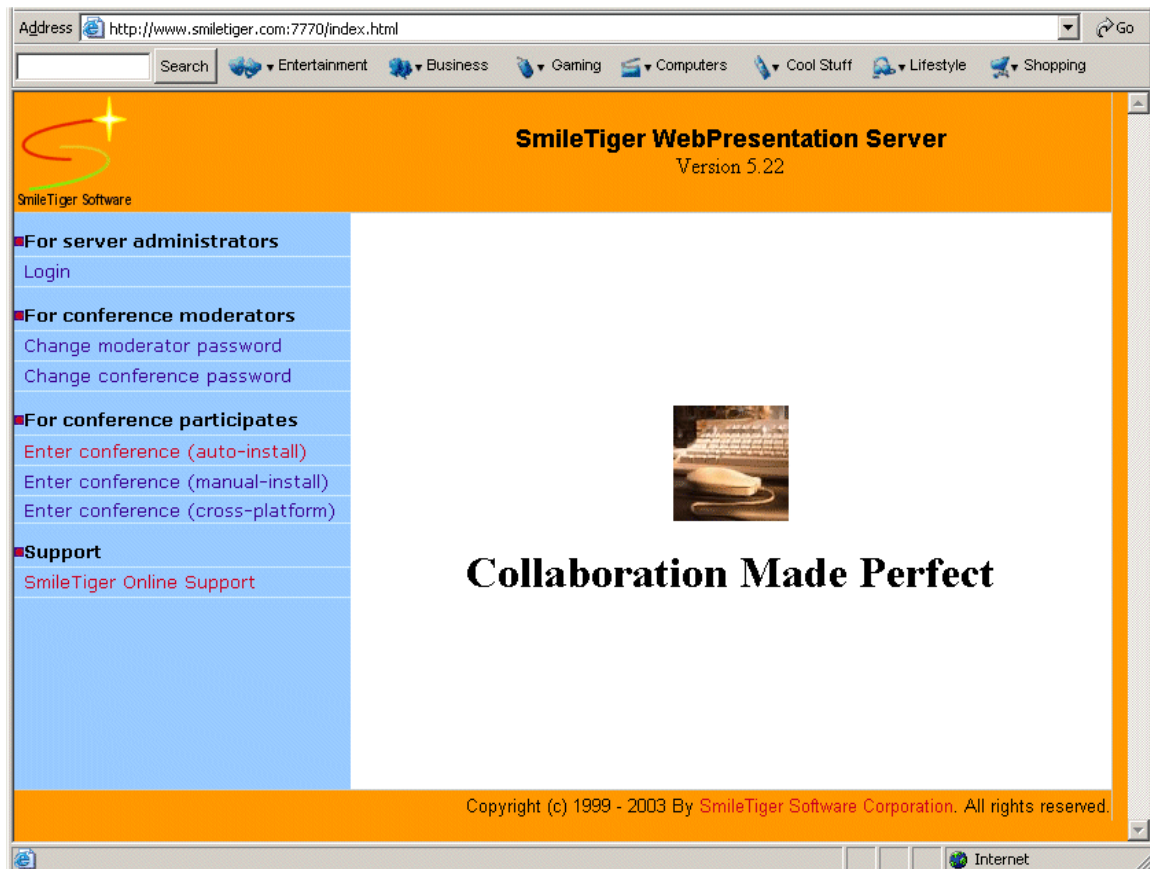


Figure 18 Server Management Page

SmileTiger representatives are in the LiveDemo room to assist you instantly Monday through Friday, 9:00am to 6:00pm US EST.

You are also welcome to contact us for any question through email at support@smiletiger.com, or phone at +1.704.321.9068.