

CHAPTER

7

Conference Administration

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Conference Administration Interface

The Conference Administration interface allows ShoreTel Director users with administrator privilege to view information about Service Appliance conferences on the system and to set parameters for web conferences. It gives the administrator the ability to view, establish or modify the following:

- View current conferences
- Generate usage and load reports
- Configure the conference website (see above)
- Establish default conference parameters (see above)
- Enable and configure secure conferencing through HTTPS (see above)

Accessing the Conference Administration Interface

To access the Conference Administration interface, follow these steps:

1. Launch ShoreTel Director as a user with administrator privileges. For information about creating a user with the required privileges, see [Conference Administration Interface](#) on page 82.
2. Click **Administration > Platform Hardware > Voice Switches/Service Appliances > Primary**. The Primary Voice Switches/Service Appliances page appears as shown in [Figure 17](#).
3. Select a Service Appliance and in the Quick Launch column click **Launch**. The Service Appliance Conference Administration page appears as shown in [Figure 18](#).

Name	Quick Launch	Description	Site	Server	Database Server	Type	IP Address	MAC Address	Serial
50V-RM0		remote site 50V	Nick_RM_Site0	Nick_RM_DVM0	Nick0_HQ	SG-50V	10.23.59.107	00-10-49-13-4A-B0	50V...
Floater_T1		Floater_PRI	Nick_RM_Site0	Nick_RM_DVM0		T1	10.86.0.207	00-10-49-05-92-BF	T1J...
HQ_UCB_0	Launch	UCB at HQ	Nick_HQ_site	Nick0_HQ	Nick0_HQ	SA-100 Collab	10.23.121.11	00-26-B9-76-99-6D	UCB...
HQ_VS0		HQ_Fuji0	Nick_HQ_site	Nick0_HQ	Nick0_HQ	120/24	10.23.59.109	00-10-49-09-4C-E8	24J...
Nick_RM_DVM0		Nick_RM_DVM0	Nick_RM_Site0	Nick_RM_DVM0	Nick_RM_DVM0	SW	10.23.58.81		
Nick0_HQ		Nick0_HQ	Nick_HQ_site	Nick0_HQ	Nick0_HQ	SW	10.23.58.80		

Figure 17: Primary Voice Switches/Service Appliance Page

Service Appliance Conference Administration

Conferences

Show: In-progress conferences Hosted By: HQ_UCB_0 Go

Access Code or Name: Search

Access Code	Name	Host name	Date	Time
0-0 Total: 0				

Figure 18: Service Appliance Conference Administration Page

Conferences

The default view for the administrator when they enter the Conference Administration UI is Conferences. This page allows the administrator to view a list of conferences hosted on the system. This screen allows filters to display the following information:

- Show all conferences, all conferences in progress (including instant conferences initiated through ShoreTel Communicator), or all recordings.
- Show conferences/recordings hosted on all appliances or by a specific appliance.
- Search for specific conferences by access codes or name. Search is not case-sensitive.
- Maximum number of conferences/recordings displayed per page is fixed at 10.
- Shows the dates and times for all scheduled conferences, but no dates for reservationless conferences.

Additionally, the Administrator can delete conferences if required to manage appliance loading. Any in-progress conference that is deleted will result in ending that conference.

Reports

The Reports page allows the administrator to access and download usage information from any one or all appliances in the system. To access the Reports page, do the following:

1. Launch ShoreTel Director as a user with administrator privilege. (The default administrator, admin, cannot be used.)
2. Click **Administration > Platform Hardware > Voice Switches/Service Appliances > Primary**. The Primary Voice Switches/Service Appliances page appears.
3. Select a Service Appliance and in the Quick Launch column click **Launch**. The Service Appliance Conference Administration Conferences page appears, as shown in [Figure 17](#).
4. Click the **Reports** tab. The Web Conference Reports tab appears as shown in [Figure 19](#).

Web Conference Reports

Conferences Reports Website Conference Viewer HTTPS Help

Reports

Conference sessions Concurrent ports

Time zone: (UTC -08:00) Pacific (US & Canada)

Show conference sessions for: Today HQ_UCB_0 Go Access Code: Search

Download

Session	Date	Time	Duration	Name	Access Codes	Hosted by	Participants
0-0 Total: 0							

Figure 19: Web Conference Reports Tab

The following specific information is available through this tab:

- Shows all sessions for the time period selected from most recent to oldest for the last 12 months.
- Reports screen presents the following items for each conference session:
 - Session number
 - Session date, time, duration conference name
 - Access codes, host and number and name of participants

**Note**

The links under the Participants column access a detailed list of participant names and other information such as conference entry time, duration, phone number, IP address and type of access (web/audio).

- Concurrent ports ([Figure 20](#)) presents the number of conference ports used by date and time and appliance (or all appliances). Available date filters include the following items:
 - Last 3 days
 - Last 7 days
 - Last 30 days
 - By month, up to the last 12 months

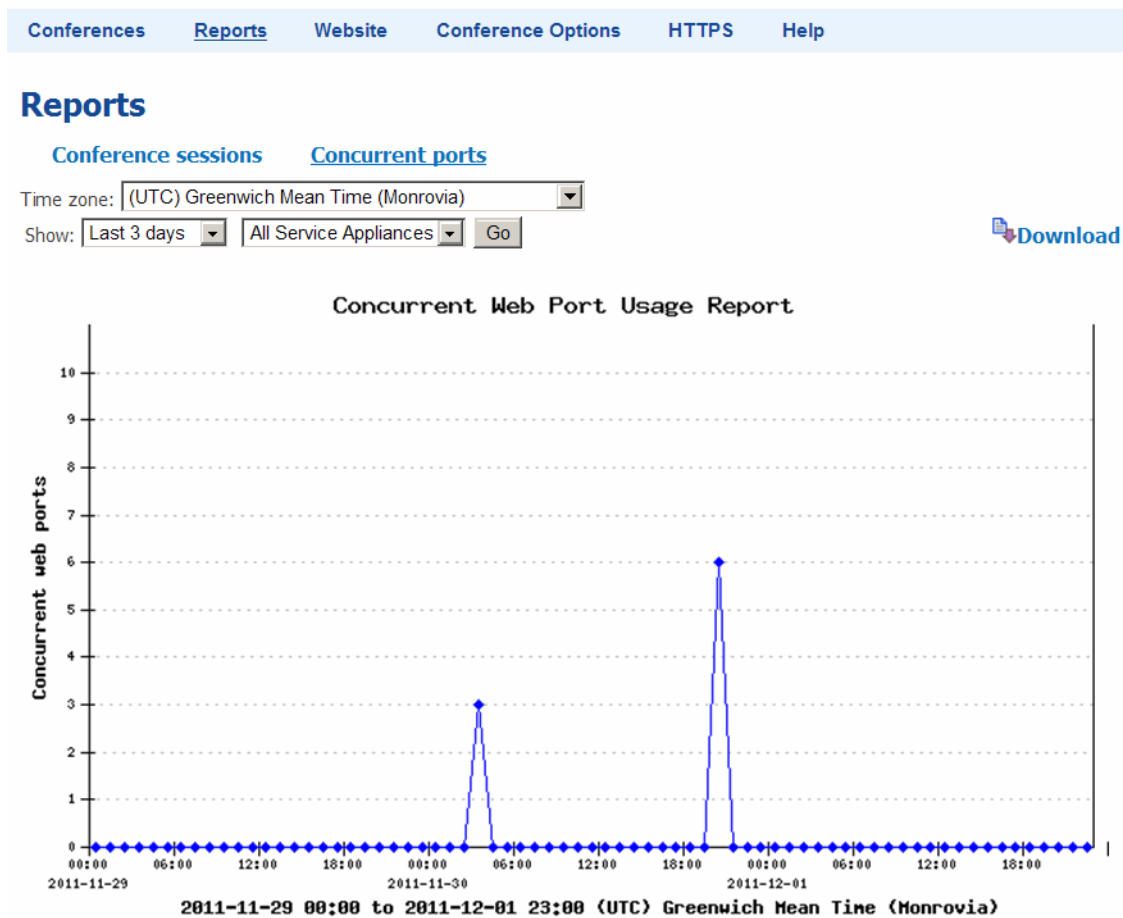


Figure 20: Service Appliance Reports - Concurrent Ports

Configuring the Conference Viewer Page

A ShoreTel Director user with administration privileges can customize the conference viewer page that the Service Appliance generates. The administrator can change the logo that appears, place a link behind the logo that redirects the user to another site, and change the name that appears on the page.

If you access the conference viewer from a PC running Windows Server, ensure that your browser allows JavaScript to download. JavaScript is required to render the conference viewer.



Note

You must create an administrator user account in ShoreTel Director to access the page that lets you configure conference web page. You cannot use the default user ID and password (admin and changeme) to access this page.

To customize the conference web page for the Service Appliance, follow these steps:

1. Log in to ShoreTel Director as an administrator with privileges to access the **Launch** button for the Service Appliance. You can create this administrator account as follows:
 - a. Using Director, create a new user on the headquarters server whose client ID is **admin**.
 - b. Assign system administrator privileges to the new user account you created.
 - c. Log in to Director using the new administrator account you created.
2. Choose **Administration > Platform Hardware > Voice Switches/Service Appliances > Primary**. The Primary Voice Switches/ Service Appliance page appears.
3. Locate the Service Appliance for which you want to modify the conference viewer page and click **Launch** in the Quick Launch column. The Service Appliance Conference Administration page appears.
4. Click **Website**. The Website page appears, as shown in [Figure 21](#).
5. In the Web Site Logo field, enter the path to the logo that you want to appear on web conference pages.
6. To specify the link that you want to associate with the web site logo:
 - a. Select the **Link to the Home page** radio button to connect users to the conference home page when they click on the logo.
 - b. Select the **Custom link** radio button and enter the path to the destination that you want users to go to when they click on the logo.
7. In the Window Title field, enter the name that you want to use as the identifier for conferences managed by this Service Appliance. The name will appear on the browser tab of active conferences. The default name is ShoreTel Conference.
8. To create footers that appear at the bottom of the conference web page, follow these steps:
 - a. In a Footer Label field, enter the name that you want to appear as a footer at the bottom of conference web pages.
 - b. Click **Submit** to create the footer. The page refreshes.
 - c. Click **Edit** page next to the footer label for which you want to provide text. The “Edit *footer name*” page appears.
 - d. Enter the text that you want to appear when a user clicks the footer. You can use HTML text to populate the field.
 - e. Click **Submit**. The page refreshes.
 - f. The footer will appear on the bar at the bottom of the conference web page. Users can access the message by clicking the footer label.
9. To remove a footer, erase the footer label and click **Submit**.
10. Click **Submit** to save your changes.

The remaining fields are not used.

Service Appliance Conference Administration

Conferences Reports Website Conference Viewer HTTPS Help

Website

Web Site Logo: ☐ Reset to default

Select a file to upload. (jpeg, gif or png)
Image will be resized if it is larger than 420x80 pixels.

☒ Link to the Home page.

☐ Custom link:

Example: <http://www.mysite.com>

Window Title:

Web Site Style:

Public	My Conferences	Personal Library	My Profile
Conferences	Recordings	System Test	Speed Test
Download			

Select a theme:

Footer Label 1: [Edit page](#)

Footer Label 2: [Edit page](#)

Footer Label 3: [Edit page](#)

Footer Label 4: [Edit page](#)

Figure 21: Website Page

Configuring the Client Interface

You can set interface parameters that affect conference participants.

You can insert a logo on the conference viewer web page, activate a tone that signals a user joining a conference, and you can set up a link that directs participants to a web page at the completion of their conference.

You can also specify options for controlling call backs during conferences, specify options for controlling host and participant access to conferences, specify the number of times an IP address can attempt and fail to join a web conference in a specific number of seconds before the IP address is locked out, and specify the number of minutes an IP address is locked out before it can again attempt to join a web conference.

To configure these parameters for the client interface, do the following:

1. Log in to ShoreTel Director as an administrator with privileges to access the **Launch** button for the Service Appliance. For information about creating a user with the required privileges, see [Conference Administration Interface](#) on page 82
2. Click **Administration > Platform Hardware > Voice Switches/Service Appliances > Primary**. The Primary Voice Switches/ Service Appliance page appears.
3. Locate the Service Appliance for which you want to modify the conference interface and in the Quick Launch column click **Launch**. The Service Appliance Conference Administration page appears.
4. Click **Conference Viewer**. The Conference Viewer page appears.
5. In the Logo field, enter the path to the logo that you want to appear on the Conference Viewer page.
6. For the Alert Sound parameter, click Yes or No to choose whether a tone sounds by default when a user enters a conference.
7. In the Exit Page field, enter the path to the page that you want to direct participants to when the conference ends.
8. For Call Me Options, select one of the three options for controlling audio call backs during conferences:
 - Enable Call Me: Caller can be called back at any time by the conference host or a conference participant. This option is not restrictive.
 - Enable Call Me for authenticated users or when host is present: Caller can be called back only when an authenticated participant or the host is present in the conference. This option restricts the call back feature at all times under specific circumstances.
 - Disable Call Me. Caller cannot be called back at any time under any circumstances.
9. For Access Code Options, select the options for controlling host and participant access to conferences:

- Enable Custom Host Access Codes: A host can enter a custom access code in order to enter a conference.
- Enable Custom Participant Access Codes: A participant can enter a custom access code in order to enter a conference.

If an Access Code Option is selected, specify the length for the selected code:

- Min = 6
- Max = 8

10. For Access Code Error Detection, specify the following:

- Number of times an IP address can attempt and fail to join a web conference in a specific number of seconds before the IP address is locked out.
- Number of minutes an IP address is locked

11. In the Default Conference Type field, specify the default condition that you want to use for starting conferences. Choose one of the following options:

- ☐ Click **Start the conference only when host joins** to allow conferences to start only when the host joins.
- ☐ Click **Start the conference when anyone joins** to allow conferences to start when the first participant joins.
- ☐ Click **Start the conference when anyone joins and make everyone a presenter** to allow conferences to start when the first participant joins and allow any conference participant to be a presenter.

12. Click **Submit**.

Configuring HTTPS

ShoreTel support HTTPS for secure conference calls. Secure ShoreTel web conferencing uses 2048-bit encryption.

To provide HTTPS security to conference users, you must upload Secure Socket Layer (SSL) certificates on each Service Appliance for which you want to provide HTTPS security.

This section describes how to obtain an SSL certificate and how to install the certificate on Service Appliances.

Obtaining an SSL Certificate

If you already have an SSL certificate, you can install it on your Service Appliance. For instructions about installing an SSL certificate, see [Uploading an HTTPS Certificate](#) on page 91. If you do not have an SSL certificate, ShoreTel recommends that you purchase an SSL certificate from a reputable Certificate Authority (CA). To purchase a certificate, you must first create a Certificate Signing Request (CSR) to present to the CA.

To create a CSR in ShoreTel Director, follow these steps:

1. Launch ShoreTel Director as a user with administrator privileges. For information about creating a user with the required privileges, see [Conference Administration Interface](#) on page 82.
2. Choose **Administration > Platform Hardware > Voice Switches/Service Appliances > Primary**. The Primary Voice Switches/Service Appliances page appears.
3. Select a Service Appliance listing and in the Quick Launch column and click **Launch**. The Service Appliance Conference Administration Conferences page appears.
4. Click the **HTTPS** tab. The HTTPS tab appears.
5. Enter the HTTPS parameters. For a description of the HTTPS fields, see [Table 11](#).



Note

On the HTTPS tab, an asterisk indicates a required field.

6. Click **Create CSR**. The ShoreTel system creates a CSR and a private key.
The system generates links that you can use to download the CSR and private key.
7. Download the CSR and private key, if required, and send them to the CA.

Table 11: HTTPS Fields and Descriptions

Field	Description
Country	Enter the two-character country code for the country where the system is installed. Refer to ISO 3166 for information about country codes.
State or Province	Enter the name of the state or province where the system is installed.
Locality	Enter the name of the city where the system is installed.
Organization	Enter the legal name of the company or organization or the person that is requesting the certificate.
Organizational Unit	Enter the name of the department that is requesting the certificate.

Table 11: HTTPS Fields and Descriptions

Field	Description
Common Name	Enter the Fully Qualified Domain Name (FQDN) for which you want the SSL certificate. Note: If the CSR is for a wildcard certificate, you must prepend *. to the common name; for example, *.domain.com.
Email Address	Enter the email address of the administrator who will handle the certificate.

Uploading an HTTPS Certificate

You can upload certificates for a single Service Appliance or for all of the Service Appliances currently installed on your systems depending upon your certificate agreement.

To upload HTTPS certificates, follow these steps:



Note

Wildcard certificates that you upload get automatically transferred to all Service Appliances, including units that you add to the system later.

1. Launch ShoreTel Director as a user with administrator privileges. For information about creating a user with the required privileges, see [Conference Administration Interface](#) on page 82.
2. Click **Administration > Platform Hardware > Voice Switches/Service Appliances > Primary**. The Primary Voice Switches/Service Appliances page appears.
3. Select a Service Appliance listing and in the Quick Launch column and click **Launch**. The Conferences page appears.
4. Click the **HTTPS** tab. The HTTPS tab appears.
5. Scroll to the Upload CA-Authorize SSL Certificate section and follow these steps:
6. Check the **This is a wildcard certificate** check box to use the certificate and private key you are about to upload on all Service Appliances on your ShoreTel system.
 - a. In the SSL Certificate field, enter or browse to the path to the file that contains the SSL certificate that you want to use. This field is required.
 - b. In the Intermediate CA Certificate field, enter or browse to the path to the file that contains the intermediate SSL certificate that you want to use.
 - c. In the Private Key field, enter or browse to the path to the file that contains the Private Key that you want to use.
 - d. Click **Upload**.

7. Click **Restart Web Server**. This reboots the Service Appliance and activates all certificates when the unit restarts.

Enabling HTTPS

You must have a certificate to run HTTPS. For more information, see [Obtaining an SSL Certificate](#) on page 90 and [Uploading an HTTPS Certificate](#) on page 91.

If you do not obtain and upload a certificate, the system will automatically create a self-signing SSL certificate and private key.

A self-signing certificate allows a Service Appliance to create and participate in HTTPS conferences, but as the certificate is not issued by a third party, HTTPS security is not optimized. When a self-signing certificate is used, users trying to access the secure conference site will receive a warning message that states the security provided is not guaranteed.

You can enable HTTPS on selected Service Appliances or on all Service Appliances in your system. ShoreTel recommends that you enable HTTPS on all of your Service Appliances. In conferences where HTTPS is used, Service Appliances that are not configured to use HTTPS cannot communicate with Service Appliances that are using HTTPS and are not allowed to join.

To enable HTTPS on a Service Appliance, follow these steps:

1. Launch ShoreTel Director as a user with administrator privilege. For information about creating a user with the required privileges, see [Conference Administration Interface](#) on page 82.
2. Click **Administration > Platform Hardware > Voice Switches/Service Appliances > Primary**. The Primary Voice Switches/Service Appliances page appears.
3. Select a Service Appliance listing and in the Quick Launch column click **Launch**. The Service Appliance Conference Administration Conferences page appears.
4. Click the **HTTPS** tab. The HTTPS tab appears.
5. In the Enable HTTPS section, make sure that HTTPS is enabled. The function is enabled when the first line contains the following message:

HTTPS is currently enabled on this Service Appliance.

6. If the service appliance is disabled, follow these steps:
 - a. In the **Enable HTTPS on the following Service Appliance** field, select the option that indicates the device on which you want to enable HTTPS.



Note

If you select All, only the Service Appliances that are currently online get enabled. When you add new units, you must repeat this process to enable them.

- b. Click **Go** to enable HTTPS.

Using the Firefox Browser

Users who access the Conference Web Portal on appliances with HTTPS enabled and who use the Firefox web browser must disable Transport Layer Security (TLS) to properly render web pages.

With a self-signed certificate, uploads to the Personal or Shared Library may fail when using the Firefox web browser.

To disable TLS in Firefox, follow these steps:

1. On the Firefox options panel, click the Advanced tab.
2. Click the Encryption tab.
3. Uncheck the **Use TLS 1.0** check box.
4. Click **OK**.

