

Configure Web Conference Parameters Through The Web Conference Administration User Interface.

Once the ShoreTel Service Appliance 100 has been installed and configured in ShoreTel Director, the Web Conference services may be configured. These services and the parameters involved are accessed from the Conference Administration User Interface.

This UI is accessed directly from the Primary Voice Switches/Appliances page and is only accessible by a system administrator, other administrator role cannot view this link.

The screenshot shows the ShoreTel ShoreWare Director interface. On the left is a navigation menu with options like 'Batch Update Utility', 'Call Handling Mode Defaults...', 'Trunks...', 'IP Phones...', 'Platform Hardware...', 'Voice Switches / Service Appliances...', 'Primary', 'Spare', and 'Conference Bridges'. The main area is titled 'Primary Voice Switches / Service Appliances'. It includes a form to 'Add new switch/appliance at site: [Austin Site] of type: [Appliance 100 Collaboration] Go'. Below this is a table with columns: Name, Quick Launch, Description, Site, Server, Database Server, Type, IP Address, and MAC Address. The table lists several entries, including 'Austin HQ', 'Austin SG90', 'ShoreTel Conference' (which has a 'launch' button next to it), 'Sunnyvale 90V', and 'UK DVS'.

Name	Quick Launch	Description	Site	Server	Database Server	Type	IP Address	MAC Address
Austin HQ		Austin HQ	Austin Site	Austin HQ	Austin HQ	SW	10.160.5.150	
Austin SG90		SG90	Austin Site	Austin HQ		SG-90	10.160.5.154	00-10-49-08-12-A0
ShoreTel Conference	launch	SA-100	Austin Site	Austin HQ	Austin HQ	SA-100 Collab	10.160.5.152	00-26-B9-80-B6-41
Sunnyvale 90V		SG-90V	Sunnyvale Remote Site	Austin HQ	Austin HQ	SG-90V	10.160.5.155	00-10-49-09-5F-23
UK DVS		UK DVS	UK Remote Site	UK DVS	Austin HQ	SW	10.160.5.151	

Figure 1 - Launch Conference Administration Link

From the Conference Administration User Interface, the administrator has the ability to view, establish or modify the following:

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

The screenshot shows the 'Service Appliance Conference Administration' interface. At the top is a navigation bar with tabs: 'Conferences' (selected), 'Reports', 'Website', 'Conference Viewer', 'HTTPS', and 'Help'. Below the tabs is a section titled 'Conferences'. It includes a search area with 'Show: [All conferences]', 'Hosted By: [All Service]', a 'Go' button, and a search box for 'Access Code or Name:'. Below this is a table with columns: Access Code, Name, Host name, Date, and Time. The table lists several conferences, including 'FY Productivity Impr...', 'My Conference', 'RP Test Conference', 'SA-100', 'ShoreTel 12 Product ...', and 'ShoreTel Communicato...'. Each row has a 'Delete' link. At the bottom, there is a pagination bar showing '1-6 Total: 6'.

Access Code	Name	Host name	Date	Time	
8014658	FY Productivity Impr...	John Doe			X Delete
8588026	My Conference	Dane Joe			X Delete
3988583	RP Test Conference	Admin			X Delete
2265921	SA-100	Dane Joe			X Delete
1469292	ShoreTel 12 Product ...	John Doe			X Delete
6998257	ShoreTel Communicato...	John Doe	2010-10-02	2:11 pm	X Delete

Figure 2 - Conference Administration User Interface

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 Conference 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 conferences which is deleted will result in ending that conference.

Reports

Selecting the Reports menu allows the Administrator to access and download usage information from any one or all appliances in the system. The following specific information is available through this screen:

- Shows all sessions for the time period selected from most recent to oldest for the last 12 months
- Reports screen presents the following 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 presents the number of conference ports used by date and time and appliance (or all appliances). Available date filters are:
 - Last 3 days
 - Last 7 days
 - Last 30 days
 - By month, up to the last 12 months

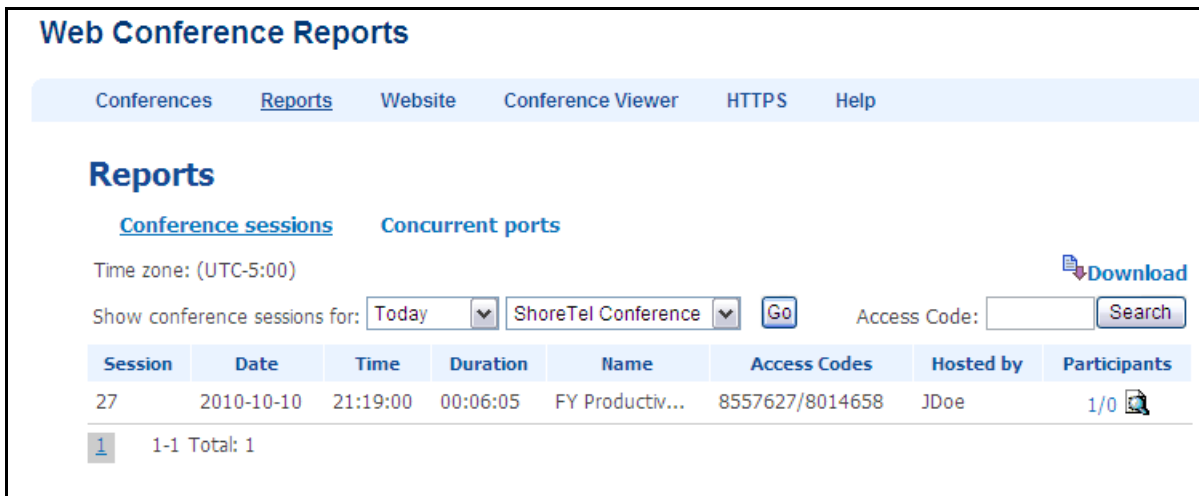


Figure 3 - Service Appliance Reports Screen



Figure 4 - Service Appliance Reports - Concurrent Ports Screen

Website

The Administrator can configure the look and behavior of the ShoreTel Conference Web Portal website that is presented by the appliances to the users. Note that all website text will be in the language configured for the user's browser or OS.

The following items are configurable:

- Website Logo.
- Custom Logo Link
- Window Title
- Website Style
- Custom Footers

Website Logo and Custom Logo Link (Item 1 in Figures 5 and 6)

An Administrator may upload a custom logo for their company. This logo displays on the conferencing website for all participants. Should a participant click on the logo, the default link is the conferencing website. However, should an Administrator wish to direct a participant to another website (e.g. the company homepage), a custom link may be entered.

Service Appliance Conference Administration

Conferences Reports Website Conference Viewer HTTPS Help

Website

1 Web Site Logo: C:\shoretel_logo.png ☐ 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: Your Custom Link goes here
Example: http://www.mysite.com

2 Window Title: Shoretel Conferencing

3 Web Site Style:

Select a theme: default ▼

Footer Label 1: How to use this site!

Footer Label 2: Other Page 1

Footer Label 3: Other Page 2

Footer Label 4: Other Page 3

Figure 5 - Website Edit Screen

Window Title (Item 2 in Figures 5 and 6)

This option allows the administrator to title the conference browser window or tab with a custom name, rather than the default ShoreTel Conferencing website.

Website Style and Custom Footer (Item 3 in Figures 5 and 6)

This option allows the Administrator to choose different website themes as well as the ability to add custom footers at the bottom of the website. Each footer can be linked to custom HTML coding. For example, perhaps the Administrator wants to create custom instructions for users to read, creating a footer and then html coding allows them to present information not contained in the default website help.



Figure 6 - Website Customization

Conference Viewer

The Administrator can establish the default look and feel of the Conference Viewer as seen by conferencing users. The following items are configurable:

- Conference Viewer Logo
- Alert Sound
- Exit Page

Logo - An Administrator may upload a custom logo for the Conference Viewer UI. This logo displays on the conferencing viewer for all participants.

Alert Sound - An Administrator may configure the Conference Viewer to generate a tone when a participant joins a conference.

Exit Page - An Administrator may configure the Conference Viewer to direct participants to a particular webpage upon conclusion of a conference. The default exit page is the conference page, which allows participants to post comments.

Service Appliance Conference Administration

Conferences Reports Website Conference Viewer HTTPS Help

Conference Viewer

Logo: ☐ Reset to default
Select a file to upload. (jpeg, gif, png) Image will be resized to 116x30 pixels.

Alert Sound: Play sound when a participant joins in conference viewer: ☒ Yes ☐ No

Exit Page: Redirect participants to this page when a conference ends:

The default exit page is the conference page, which allows participants to post comments.

Figure 7 - Conference Viewer Configuration Screen

Configure HTTPS

The default configuration of the SA-100 is unsecure web conferences. Secure web conferencing uses 2048-bit encryption. The Conference Administration UI offers a link to enable HTTPS configuration and uploads of HTTPS certificates.

Service Appliance Conference Administration

Conferences Reports Website Conference Viewer **HTTPS** Help

Conferences

Show: Hosted By: Access Code or Name:

Access Code	Name	Host name	Date	Time	
8014658	FY Productivity Impr...	John Doe			<input type="button" value="X Delete"/>
1469292	ShoreTel 12 Product ...	John Doe			<input type="button" value="X Delete"/>
7635239	ShoreTel Conferencin...	John Doe			<input type="button" value="X Delete"/>

< 1 1-3 Total: 3

Figure 8 - Conference Administration User Interface - HTTPS

The following sequence steps are performed to enable HTTPS:

- Step 1** (Required) To enable HTTPS on all appliances or on a single appliance, select the appropriate option and click 'Go'. The appliance will restart with HTTPS enabled.

Service Appliance Conference Administration

Conferences Reports Website Conference Viewer HTTPS Help

HTTPS

To enable HTTPS, follow the steps below.

Step 1: Enable HTTPS

HTTPS is currently disabled on this Service Appliance. To enable, use the form below.

Enable HTTPS on the following Service Appliance:

Figure 9 - Enable HTTPS Screen - HTTPS Off

Step 1: Enable HTTPS

HTTPS is currently enabled on this Service Appliance. To disable, use the form below.

Disable HTTPS on the following Service Appliance:

You may now access this Service Appliance using the secured site at <https://10.160.5.152/>. If no SSL Certificate and Private Key was previously existing, then a self-signed certificate and private key will be automatically generated.

Using a self-signed certificate will produce warnings on the web browser when accessing this secure site. To eliminate these warnings, you must purchase an SSL Certificate from a Certificate Authority. To do so, continue with step #2.

Figure 10 - Enable HTTPS Screen - HTTPS On

Enabling HTTPS automatically creates a self-signed certificate. If no SSL certificate will be used, this is all that is required and the appliance(s) are restarted in HTTPS mode.

If you do not have an SSL certificate but intend to use one, steps 2-4 can be completed to request and then upload an SSL certificate.

If you already have an SSL certificate, then step 3-4 can be completed to upload the certificate into each SA-100.

Step 2 (Optional) An Administrator can complete Step 2 to initiate the process of obtaining an SSL certificate.

Step 2: Create Certificate Signing Request

If you would like to use an existing SSL certificate and private key, skip ahead to step #3.

Before purchasing an SSL Certificate from a Certificate Authority (CA), you must create a Certificate Signing Request (CSR). Fill out the form below, then click 'Create CSR'. When the CSR has been created, a link will be made available to download the CSR, which is required by the CA. A link to download the Private Key will be available, if needed, as well.

*Required fields

Country:

two letter country code (ISO 3166)

Example: US

State or Province:

full name

Example: California

Locality:

city

Example: Sunnyvale

Organization:

company

Example: ShoreTel

Organizational Unit:

section

Example: Sales

*Common Name:

service appliance hostname or ip

Example: bridge.shoretel.com or 192.168.0.1

For wildcard certificates, use the format *.domain.com. For UCC certificates, enter any domain name. Additional domains will be provided when ordering the certificate.

Email Address:

Create CSR

Figure 11 - Create Certificate Signing Request

Once a certificate is obtained from the Certificate Authority, then it should be uploaded by completing step 3, then step 4.

Step 3 (Optional) If an SSL certificate is already available, then it can be uploaded by completing step 3 and then step 4 to restart the web server.

Step 3: Upload CA-Authorized SSL Certificate

Once the SSL Certificate from the Certificate Authority is received, use the form below to upload the certificate(s) to the Service Appliance.

*Required fields

☐ This is a wildcard certificate.
If selected, the certificate and private key will be distributed to all Service Appliances in the system.

*SSL Certificate:

Browse...

Intermediate CA Certificate:

Browse...

Most Certificate Authorities require an Intermediate CA Certificate. This must be a single, PEM-encoded file.

Private Key:

Browse...

If you are using the same key generated in step 1, there is no need to upload the key again.

Upload

Step 4: Restart the Web Server

Once the desired SSL Certificate(s) and Public/Private key are in place, restart the web server for it to take effect.

Restart Web Server

Figure 12 - HTTPS Upload and Web Server Restart

Additional Considerations:

- Uploading a wild card certificate is automatically transferred to all appliances, including new ones
- The Step 1 command to enable on 'All' will only enable HTTPS on the currently installed appliances and only if they are online at the time of the command. Any that are offline or added later require Step 1 to be performed.

