



## **Elluminate *Live!* Manager Frequently Asked Questions**

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## **General Information**

### **1. What is the Elluminate *Live!* Manager?**

The Elluminate *Live!* Manager is a robust web based application that provides Elluminate customers with the ability to easily configure, administer, and use their locally installed Elluminate *Live!* server. Furthermore, it provides all users with an easy to use interface to schedule and access live and recorded meetings.

Elluminate *Live!* Manager features include the ability to:

- Configure your Elluminate *Live!* Server
- Create Meetings
- Send Invitations to Moderators and Participants
- Display a List of Upcoming Meetings
- Attend Meetings as Moderators or Participants
- Display a List of Previously Recorded Meetings
- View a Recordings Report
- Playback Recordings

### **2. Can the Elluminate *Live!* Manager be installed on the same system as the Elluminate *Live!* Server?**

You can install the Elluminate *Live!* Manager on the same system as the Elluminate *Live!* Server or on a separate machine. However, for installations of over 100 seats, it is recommended that the Elluminate *Live!* Manager be installed on its own system.

### **3. What are the system requirements to run Elluminate *Live!* Manager?**

- Windows 2000/XP, Windows Server 2003, RedHat Enterprise Linux, Solaris 9, Mac OS X, or Mac OS X Server
- 100 megabytes of free disk space. This does not include the optional space required for data files for meetings, users, and recordings.
- A static IP address
- Internet connectivity with firewall access permitting a connection to the Elluminate *Live!* Server's Conference Ports.
- A 500 MHz Pentium 3 for Windows and Linux, a 300 MHz UltraSPARC II processor for Solaris, or at least a 625 MHz G4/G5 for Mac OS X and Mac OS X Server.
- 256 megabytes of RAM

## **Licensing and Installation Questions**

### **1. How can I get a copy of the Elluminate *Live!* Manager?**

With the purchase of the Elluminate *Live!* Server, you receive a copy of the Elluminate *Live!* Manager. The installation instructions and necessary files are contained on the Elluminate *Live!* Server CD.

### **2. Where can I find documentation on the Elluminate *Live!* Manager?**

You can find the Version 6 Configuration Guide on the Elluminate *Live!* CD that you received. The file is called InstallationGuide6.pdf. Online help on the features and functions is also available from the Elluminate *Live!* Manager for all users.

## Functionality

### 1. How do I schedule a meeting?

As a Server Administrator, Application Administrator or Facilitator, you can schedule to a meeting. To do this, log into the Elluminate *Live!* Manager and click on **(add new meeting...)** in the **Manage Meetings** tab. When scheduling the meeting, you must specify the following

- *Meeting Name:* — this is the name of the meeting
- *Meeting Password:* — this is an optional field that allows you to restrict access to the meeting by designating whether a meeting is open (no password) or closed (has a password)
- *Start:* — enter the start date by clicking on the calendar icon. Use the pull-down menus to enter the time
- *End:* — enter the end date by clicking on the calendar icon. Use the pull-down menus to enter the time
- *Repeat this meeting?:* — This allows you to define whether the meeting should occur **daily** or **weekly** and the number of times you wish to repeat the meeting
- *Show this meeting on the public schedule?:* — This option allows you to display the meeting on the public schedule (the main web page for the Elluminate *Live!* Manager).

Once the meeting is scheduled, you can send an email to the Facilitator and attendees by clicking on the appropriate links in the Meeting Confirmation page.

### 2. Can I specify a different moderator for a meeting?

When you log into the Elluminate *Live!* Manager to schedule a meeting, by default the meetings you create will have you listed as the Moderator. To create a meeting room for another moderator, you must log into the Elluminate *Live!* Manager using their account and create the meeting room for them.

### 3. What are the different user roles in the Elluminate *Live!* Manager?

There are three types of users within the Elluminate *Live!* Manager:

- **System Administrator**
  - This user has full permissions to the Elluminate *Live!* Manager and is responsible for installing, configuring and editing the server setup properties. This user can create/edit/delete/manage all meetings and recordings, and can create Application Administrator and Facilitator accounts using the “Manage Users” tab.
- **Application Administrator**
  - This user has full permissions to the Elluminate *Live!* Manager application except the ability to make configuration changes to the server. This user can create/edit/delete/manage all meetings and recordings. Multiple Application Administrator accounts can be created by the System Administrator using the “Manage Users” tab.
- **Facilitator**
  - This user can create/edit/delete/manage their own meetings and recordings. They are users who will create and lead Elluminate *Live!* meetings. Multiple Facilitator accounts can be created by the System and Application Administrators using the “Manager Users” tab.

#### **4. Do I need to create participant accounts?**

The advantage to the Elluminate *Live!* Manager is that participants do not need an account to access their meetings. When accessing meetings or recordings, participants will be prompted to enter their name (and password if applicable) and will then be launched into their meeting.

#### **5. How can participants attend meetings or view recordings?**

Participants can access public meetings and recordings from the main web page of the Elluminate *Live!* Manager. Public meetings will be shown on the main page, and recordings can be accessed by selecting the “Recordings” tab on this page. Participants can also attend meetings through an email invitation. By simply clicking on a link on the web page or in the email, participants will be prompted to enter their name (and password if applicable) and will then be launched into their meeting.

#### **6. What if I don't want a meeting to appear on the public page?**

When you create a meeting, you have the option of choosing to “Show this meeting on the public schedule.” When this is selected, the meeting you have created will show on the public page. If you choose not to have it appear on the public page, participants can access their sessions from an email invitation sent by the Moderator.

#### **7. What if I don't want a recording to appear on the public page?**

For a meeting that you have scheduled, you have the ability to choose whether or not you want the recording to appear on the main page. When logged into the Elluminate *Live!* Manager, you can navigate to the “Manage Recordings” tab where you will see a list of recordings. By selecting the checkbox under the “Visible” heading, the recording will be shown on the main page. If you do not want the recording to be visible, simply de-select the checkbox.

#### **8. Will recordings made in previous versions show in the Elluminate *Live!* Manager?**

Only recordings made in Elluminate *Live!* Version 5.0 and above can be shown within the Elluminate *Live!* Manager.

#### **9. Can I password protect a meeting? What effect will this have on the corresponding recording that is made?**

When creating a meeting, you determine whether a meeting is open (no password) or closed (has a password). If the meeting had a password, then all users will need to enter that password to view the recording. Alternatively, if the meeting did not have a password, you will not be prompted for a password when viewing the recording.

**10. What is the “Meet Now!” feature? Can I disable/enable the “Meet Now!” feature?**

The “Meet Now” feature allows all users, including participants, to schedule their own Elluminate *Live!* meeting rooms. By completing a simple form, participants can create a meeting room on-the-fly and invite others to immediately join the room and collaborate.

The Server Administrator has the ability to enable or disable this feature. Once logged in to the Elluminate *Live!* Manager, select the “Setup and Preferences Tab” and under “General Settings” this feature can be disabled or enabled.

**11. Is there any additional information about recordings in the Elluminate *Live!* Manager?**

Server Administrators have access to an easy-to-use report on recordings which helps determine the amount of space being used on the server to house recordings. To access this report, log into Elluminate *Live!* Manager with your Server Administrator username and password and select "Manage Recordings". This will present the option to "View Recording Report". This report shows the recording name, the moderator and the size of each recording as well as the total disk space that is being used by all recordings.

**12. How can I learn more about the Elluminate *Live!* Manager?**

You can view the recording listed below for an overview of the functionality of the Elluminate *Live!* Manager. This recording will demonstrate how to create and manage meetings, users, and recordings.

Click on the following link to view the recording:

<https://www.illuminate.com/pmtg.jnlp?psid=d111300785.202867>

## **Troubleshooting Questions**

### **1. Why can't I see my meeting on the main page?**

When scheduling your meeting, make sure that you selected "Show meeting on the public schedule". To ensure that you have, simply log in to the Elluminate *Live!* Manager, under the "Manage Meeting" tab, choose "edit" next to the meeting and make sure that this checkbox is selected.

### **2. Why am I getting an error message when I try and attend a session?**

Please take a look at our support site [www.illuminate.com/support](http://www.illuminate.com/support) for a comprehensive list of troubleshooting questions. For meeting access information, usernames or passwords, please contact your instructor or organization.