

EVENTCENTRE™ FREQUENTLY ASKED QUESTIONS

▶ WHAT IS EVENTCENTRE™ ?

EventCentre is a web conference service tailored specifically for Web-based seminars of 50 to 3000 participants.

▶ CAN I USE EVENT MANAGER FOR WINDOWS IF I AM A RESTRICTED USER RUNNING WINDOWS NT, WINDOWS 2000, OR WINDOWS XP?

Yes, administrator privileges are not required to install Event Manager.

▶ WHAT DO I NEED TO ATTEND EVENTS ON MICROSOFT WINDOWS?

Minimum requirements to host or attend fully interactive events using Event Manager for Windows:

- Windows 98, Me, NT, 2000, or XP
- Intel x86 (Pentium 400MHZ +) or compatible processor
- Microsoft Internet Explorer 5, 6, Mozilla 1.6 or later, or Netscape 4.7, 7.x
- JavaScript and cookies enabled in the browser
- 56K or faster Internet connection

A localised version of Windows is required to host or attend fully interactive events on Asian versions of EventCentre (Japanese, Korean, Traditional Chinese, and Simplified Chinese).

▶ WHAT DO I NEED TO HOST OR ATTEND EVENTS ON MAC OS?

Minimum requirements to host or attend fully interactive events for Mac OS:

- Mac OS 10.2.x or later
- Internet Explorer 5.2 or Safari 1.1 or later
- JavaScript and cookies enabled for the browser
- Java 1.3.1 or later



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▶ WHAT DO I NEED TO HOST OR ATTEND EVENTS USING SOLARIS*?

Minimum requirements to host or attend fully interactive events using Event Manager for Solaris:

- Solaris 8 or 9
- Java Plug-In 1.3.1 or later
- UltraSPARC or SPARC processor
- 512 MB RAM
- Netscape 7, or Mozilla 1.6 or later
- JavaScript and cookies enabled in the browser
- 16-bit or better video display
- CDE
- 56K or faster Internet connection

▶ WHAT DO I NEED TO HOST OR ATTEND EVENTS USING LINUX*?

Minimum requirements to host or attend fully interactive events using Event Manager for Linux:

- Red Hat Enterprise Linux , Red Hat Desktop, and SuSE Linux
- Other Linux distributions may work if they are using:
 - Linux Kernel 2.4+
 - Java Plug-In 1.4.1 or later
 - Xfree86
- Intel x86 (Pentium 400MHZ +) or compatible processor
- 128 MB RAM
- Netscape 7 or Mozilla 1.6 or later
- JavaScript and cookies enabled in the browser
- GNOME, KDE, or other compatible desktop manager
- 56K or faster Internet connection

▶ I SEE THAT YOU SUPPORT MOZILLA, CAN I USE MOZILLA'S FIREFOX BROWSER?

Although not officially supported by WebEx at this time, users can use Firefox to join and host an event.



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▶ HOW COME I CAN'T JOIN A MEETING WITH MOZILLA BROWSER, WHEN IT'S SUPPOSED TO BE SUPPORTED?

If you are using Mozilla as your browser on a UNIX based operating system such as Solaris or Linux or Apple's Mac OS X platform, you will need to make sure that the Java plug-in is installed on your workstation. Mozilla does not ship with the Java Plug-In by default on these platforms. The following web sites provide instructions for the associated operating system:

Linux: <http://plugindoc.mozdev.org/linux.html#Java>
Solaris: <http://plugindoc.mozdev.org/solaris.html#Java>
Mac OS X: <http://plugindoc.mozdev.org/OSX.html#Java>

On UNIX based systems, there is a symbolic link that is required. The example below is based on a Red Hat Linux environment:

```
$ cd /usr/local/mozilla/plugins  
$ ln -s /usr/java/j2sdk1.4.2_04/plugin/i386/ns610-gcc32/libjavaplugin_oji.so libjavaplugin_oji.so
```

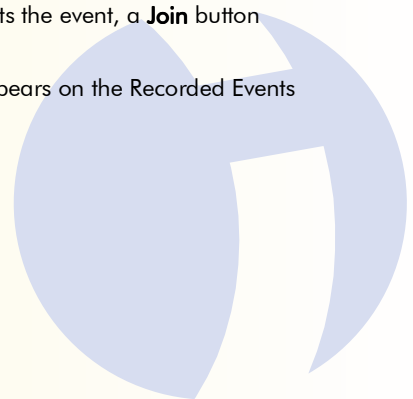
▶ I REALLY LIKE THE NEW LOOK AND FEATURES OF EVENTCENTRE, HOW COME I DON'T HAVE ANY OF THE NEW FLOATING PANELS AND NEW COLOUR THEMES FROM MY MAC, LINUX OR SOLARIS MACHINE?

The new user interface you see on a Windows platform contains WebEx's newest set of user experience improvements. Currently, the new look and feel as well as new features is not available on any other operating system. However, users on non-Windows operating systems can still host and attend the same events as their Windows counterparts. The new look and features are being planned for Mac, Solaris and Linux operating systems in a future release.

▶ WHAT ARE PUBLIC, PRIVATE, AND UNLISTED EVENTS?

When scheduling an event, you can specify the event to be public, private, or unlisted.

- **Public event**—Appears on the Upcoming Events page and the Recorded Events page, if the event host makes the recording public. On the Upcoming Events page, an **Enroll** button appears for the event until the host starts the event.
- **Private event**—Appears on the Upcoming Events page and the Recorded Events page, if the event host makes the recording public. On the Upcoming Events page, the text **Private** appears instead of an **Enroll** button. Once the time is within 15 minutes of the event's scheduled starting time, and the host starts the event, a **Join** button appears.
- **Unlisted event**—Does not appear on the Upcoming Events page. However, it appears on the Recorded Events page if the event host makes the recording public.



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▶ HOW DO I CUSTOMISE THE EMAIL MESSAGES FOR EVENT INVITEES, ENROLLEES AND ATTENDEES?

When scheduling an event, you can customise any of the email messages that EventCentre sends to event invitees, enrollees and attendees. First, on the Schedule an Event page, select the check box for the email messages that you want to send:

- Enrollment Pending
- Enrollment Approved
- Enrollment Rejected
- Reminder
- Thank You for Attending
- Absentee Follow-up

Next, click the link for the email message to open the Edit Email Message window.

When customising the content of an email message, you can use several variables, which EventCentre automatically replaces with information about the event when sending the message. For example, you can use the variable %Topic%, which EventCentre automatically replaces with the event name specified on the Schedule an Event page. You can also restore an email template by clicking the **Restore to Default** button.

Please note that invitation emails will not be sent automatically to invited panelists and invitees.

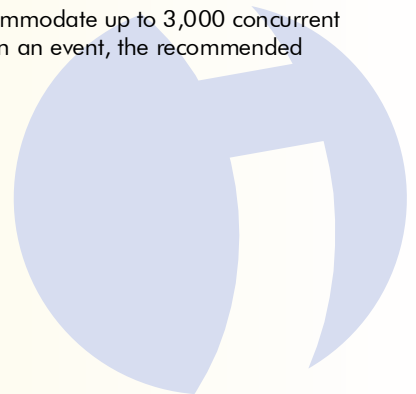
▶ I ALREADY STARTED THE EVENT, BUT ATTENDEES DO NOT SEE THE JOIN BUTTON ON THE UPCOMING EVENTS PAGE. WHY?

If the join-before-host feature is not enabled for an event, then the **Join** button appears on the Upcoming Event page only if *both* of the following are true:

- The event host has already started the event.
- The current time is within 15 minutes of the event's scheduled starting time.

▶ HOW MANY ATTENDEES CAN EVENTCENTRE ACCOMMODATE?

EventCentre is developed based on a highly scalable platform. EventCentre can accommodate up to 3,000 concurrent attendees in a single event for document sharing. When application sharing is used in an event, the recommended event site is 1,000 concurrent attendees.



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