

# **InterwiseConnect™**

## **Upgrading to V7.2**

### **Limitations and Compatibility Issues**

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### Introduction

This document outlines all issues that should be considered and presented to customers before upgrading them to Interwise Connect Version 7.2.

Interwise will begin upgrading customers to V7.2 during July/August 2006. For a detailed list of the new features in V7.2, see the *What's New in V7.2* document (you can find it on the [Product Portal](#)).

Ideally, customers should upgrade the ICC, Participant application, Outlook AddIn, ICS and ITS all at the same time. When this is not possible (mostly in big organizations), these organizations should be aware of the [compatibility issues](#).

This document is also relevant for V5.2 and V6.0 customers. Customers who are working with V5.2 may also be interested to know about the new features/enhancements in V6.2, as described in the *What's New in V6.2* document.



**Note:** Mixed environments of V4.2 or V4.5 with V7.2 are not supported.

### Future Releases

**Charlie** version will be released at the beginning of 2007. More information about Charlie version can be found in the [Product Portal](#) on the Roadmap page.

## Upgrading Interwise Applications

This section describes how to upgrade Interwise applications and also includes limitations that should be taken into consideration.

- ◆ **Upgrading the Interwise Communications Center (ICC)**, see below
- ◆ **Upgrading the Interwise Participant Application**, see below
- ◆ **Upgrading the Interwise Moderator Application**, page 7
- ◆ **Upgrading the Interwise Outlook AddIn**, page 7
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### ***Upgrading the Interwise Communications Center (ICC)***



**Note:** If the ICC configured to work with HTTPS for the login page, See the [HTTPS Environment](#) section.

#### **Upgrading V5.2 ICC to V7.2 ICC**

V5.2 can be upgraded directly to V7.2 using the dual-machine or the single-machine upgrade tools (The single-machine upgrade tool upgrades to V7.0 and then the customer needs to apply the V7.2 ICC patch).

Using the dual-machine upgrade tool, it is possible to upgrade selected V5.2 VICCs (one or more at a time even if there are several VICCs installed on one machine). The single-machine upgrade tool upgrades the entire ICC machine with all its installed VICCs.

#### **Upgrading V6.0 ICC to V7.2 ICC**

V6.0 can be upgraded directly to V7.2 using the dual-machine upgrade tools. On-Site customers can run an ICC patch to upgrade their ICC from V6.0 to V7.2.

#### **Upgrading V6.2 ICC to V7.2 ICC**

There is only a limited number of customers who have V6.2 ICC installed. All of them have on-site installation. An ICC patch can be installed on V6.2 ICC to upgrade them from V6.2 to V7.2.

#### **Upgrading V7.0 ICC to V7.2 ICC**

An ICC patch can be installed on V7.0 ICC to upgrade the ICC from V7.0 to V7.2.

### **Upgrading the Interwise Participant Application**

The Participant application has several installation packages:

**IFTW:** An installation package that is downloaded to the user from the web using a ‘smart engine’. Typically the installation is downloaded to the user computer during the event entry process either as a fresh installation or in the form of an upgrade.

**Disk 1:** Standard installation in the form of **setup.exe**. The package is typically used by organizations that are looking into deployment using software distribution system that do not use MSI. Another reason to use this package is that, like the IFTW, it supports installation on locked down desktops by users without administrator rights.

**MSI package:** MSI package that follows the Windows Installer standards. The package allows system administrators to deploy the application using SMS or similar products while enjoying all the benefits of Windows Installer such as self-recovery.

By default, the Participant application is installed under C:\Program Files\Interwise

The data files, such as log files and Materials will be saved by default under an Interwise folder located in the My Documents personal folder of the user, for each user.

When installing the Participant application on a machine in which the application is already installed, the new Participant application will be installed to the existing path (unless the ‘keep settings” install property is disabled).

The Participant application can be installed/ upgraded in one of the following ways:

- ◆ Any user with login rights to the ICC can independently download the Participant application from the Download area in the ICC interface.
- ◆ The ICC System Administrator can set the Participant ‘minimum version’ to be V7.2. This will automatically download the V7.2 Participant application to users upon entering an Event if they do not already have this version installed.
- ◆ IT managers can distribute the Participant MSI package or Disk1 to all the users using a distribution application, such as Microsoft System Management Server (SMS).

### **Limitations**

- ◆ A Participant application that was installed using the Interwise MSI package, cannot be upgraded using the Disk1 or IFTW (this is because these are different installation packages).
- ◆ The Interwise MSI package can upgrade only installations that were performed using an MSI package.
- ◆ An upgrade run by an admin user over an existing installation by a non-admin user is not supported (this is because the installation places files and registry entries in different locations based on the permissions of the user).
- ◆ An upgrade run by a non-admin user over an existing installation by an administrator is also not recommended though it will usually work fine.
- ◆ Interwise installations (MSI, IFTW or Disk1) cannot be used to upgrade MSI packages of the Participant application that were developed by the customer. The customer must first uninstall the already installed Participant application.

- ◆ IFTW V7.2 can replace V5.2. To allow this, the Student.ini file needs to be edited so that the program installation path will not include environment variables such as %ProgramFiles%. Instead, you should specify a specific fixed path such as 'C:\Program Files\Interwise\Participant'. In the case that the end user is running the Java flow for Event Entry, the Participant application will be downloaded each time from scratch.



**Note:** There is no prevention of using environment variables in the data installation path and therefore it is recommended to leave the default that appears in the Student.ini file (%My Documents%\Interwise\Participant).

### ***Upgrading the Interwise Moderator Application***

The Participant application V7.0 and above cannot coexist on the same computer with the Moderator application from version 6.0 and below. Therefore, the installation of the V7.0/V7.2 Participant uninstalls any previously installed Moderator versions. The installation of the Participant application run by an administrator (Disk1, IFTW or MSI) removes the shortcuts to the Moderator application from the user's desktop and START menu.

The MSI package and Disk1 installation will also perform a silent uninstalling of the Moderator application while installing the Participant application. The IFTW will not do so in order to prevent conflicts with the silent asynchronous installation of the ImageMaker print drivers.

To have the off-line capabilities, such as: preparing Event Materials, Upload Event Materials to the ICC and Recording Editing, you will have to install the **Materials Editor AddIn**.

The **Materials Editor AddIn**, is an MSI installation that requires Admin Rights. Before installing the **Materials Editor AddIn**, you must first install the Participant application.

When un-installing the Participant application, the Materials Editor AddIn will also be un-installed, if the Disk1 installation was used to install the Participant application. If the Participant application has been installed using the MSI installation, then un-installing the Participant application will not un-install the Materials Editor (although it will no longer work).

### **Limitations**

- ◆ An upgrade run by a non-admin user will not uninstall the Moderator application and will not remove the shortcuts to the Moderator application from the user's desktop and START menu.
- ◆ The IFTW of the Participant application does not uninstall the Moderator application. Therefore, customers should first uninstall the Moderator application and then install V7.2 of the Participant application.
- ◆ The **Materials Editor AddIn** requires Admin Rights.

### ***Upgrading the Interwise Outlook AddIn (OA)***

The V7.2 Outlook AddIn installation file is a standard MSI package. The OutlookAddIn.exe installation file is no longer available starting V7.0.

The Outlook AddIn can be installed/upgraded as follows:

- ◆ IT managers can distribute the Outlook AddIn MSI package to all users using a distribution application, such as Microsoft System Management Server (SMS).



**Note:** V7.2 of the Outlook AddIn can be installed over Outlook AddIn V6.x/V7.0. It cannot be installed over V5.2.

### Limitations

- ◆ Version 6.0 and above of the Outlook AddIn is not backward compatible with version 5.2 of the Outlook AddIn. Customers who are using V5.2 and wish to upgrade to V7.2 must first uninstall the V5.2 Outlook AddIn. Mixed environments of V5.2 and V6.0/V7.x are not supported.
- ◆ V7.x of the Outlook AddIn cannot work with ICCs of versions 5.2.
- ◆ V5.2 of the Outlook AddIn cannot work with ICCs of version V6.0 or V7.x ICC. This means that V5.2 customers wishing to use the Outlook AddIn should uninstall the V5.2 AddIn and install the V7.2 AddIn once the ICC is upgraded to V7.2.
- ◆ The Outlook AddIn can only be installed by user with administrator rights on the machine.



**Tip:** Customers can use the Interwise uninstaller tool to uninstall an Outlook AddIn from version 5.2 or below. The tool is built in the form of an installation file so it can be distributed in the same method that will be used to distribute the installation of the new AddIn.

### Outlook AddIn and ICC Compatibility:

	ICC 5.2	ICC 6.0	ICC 7.x
Outlook AddIn 5.2	√	Not supported	Not supported
Outlook AddIn 6.0	Not supported	√	√
Outlook AddIn 7.x	Not supported	√	√

### Upgrading IWMaterials

The IWMaterials is an ActiveX control that is used to upload materials to the ICC. The IWMaterials is installed with the Outlook AddIn, Lotus Notes AddIn, Participant application and is also automatically installed from the ICC when uploading materials (if the user does not already have IWMaterials installed).

All applications (ICC, Outlook AddIn and Lotus Notes) use the latest IWMaterials that has been installed.

Installing the IWMaterials directly from the ICC requires the user to allow signed ActiveX controls to be installed from the web. Typically, organizations prefer to distribute the IWMaterials as part of the Outlook AddIn or Participant application installation. In some rare scenarios, customers distributed the IWMaterials using a customized installation package they built independently based on installation instructions from Interwise.

Interwise recommends upgrading the IWMaterials in the same method that was used to install its previous version. At the same time, installations of the Participant application and Outlook AddIn will always upgrade the existing version of the IWMaterials.

Organizations that do not wish to upgrade the IWMaterials from the ICC should modify a file named **ActiveX.txt** on the ICC machine under `\InterWise\wwwVc\IWCampus\English\ActiveX`. The file includes the minimum allowed version of the IWMaterials for users in the ICC. The ICC will not upgrade the IWMaterials for users that already have a version equal or greater than the version number that appears in the file.

Please note that the settings in the file will apply to all the VICCs that are installed on the ICC machine.

### **HTTPS environment**

Previous to V7, the ICC supported HTTPS only on the login page. Starting V7, the ICC supports HTTPS on all of its pages and no longer support HTTPS for the login page only. In most upgrades the ICC and clients are not being upgraded at the exact same date. To keep the security level they previously had in the ICC throughout the entire upgrade process, you should follow the steps below:

#### **Step 1:**

1. Upgrade the ICC to V7.2. The ICC should be configured to force browser-users to browse over HTTPS and not over HTTP. For that, you should select the 'Force HTTPS on login screens' checkbox in the /Services page.
2. Since the client applications were not yet upgraded to V7.2, the ICC should 'publish' itself to its users with its HTTP URL. For that, you should set the '*Return HTTP for non HTTPS components*' to be '1'.

#### **Set the following Application Parameter to be 1.**

Group	Sub-group	Key	Value
Security	Security	<i>Return HTTP for non HTTPS components</i>	1

#### **Step 2:**

##### Participant application:

Distribute the V7.2 Participant applications.

The new client application should be installed with the HTTP URL of the ICC (for My Interwise). In addition, the Participant installation should be configured to support HTTPS as described in *HTTPS Configuration Guide.pdf*.

##### Outlook AddIn:

In order to prevent the user from making mistakes, it is recommended to pre-configure the Outlook AddIn installation package so it will already include the ICC URL with the 'https://' prefix.

Please refer to the 'Implementation Guide for the Outlook AddIn' (under: Defining the displayed Server list' section) for further details.

### Step 3:

#### ICC

After upgrading all the client applications to V7.2 with the HTTPS support, update the value of ***Return HTTP for non HTTPS components*** to be 0.

#### Servers

#### **Not must**

Configure the ICS to support HTTPS as described in *HTTPS Configuration Guide.pdf*.

### **Integrations**

Customers who have a custom integration, such as integration with Active Directory, Reverse Proxy or SSO or integrated to Interwise using Interwise API calls, should contact Interwise 3<sup>rd</sup> level support before upgrading. Some of the integration will require modifications, and therefore needs to be treated as an integration project.

### **Localized Versions**



**Note:** Before applying any patch, service pack or upgrading a localized ICC machine, you should contact 3rd level support.

A Japanese Enabled ICC (or any other future version that will be enabled) is similar to the English version. Once the upgrade is finished, you will be asked to run a language pack over the new version.

### **Limitations**

- ◆ Running an ICC English patch on a localized ICC is not supported.
- ◆ The Upgrade tool does not work with Localized versions of the ICC. Customers who have a localized ICC installed, can only run a clean installation.

### **System Requirements**

Interwise Connect has both front end components (such as the Participant application and Outlook AddIn), experienced by Interwise end-users, and backbone components (such as ISM, ICC, IPP and ICS), utilized by system administrators to create a supporting environment that enables the Interwise Connect experience.

For a detailed list of the system requirements for each component (Participant application, Outlook AddIn, ICC etc), please refer to the V7.2 [System Requirement](#) document.

### **Supported OS/Browser Roadmap**

OS/Office/Browser	Support expiration date for V5.2 / V6.0	V7.x
Windows NT 4 (Server and workstation)	End of 2005	Not supported
Windows 98 (initial release and second edition)	End of 2006	Not supported
Internet Explorer 5.xx	End of 2006	Not supported
Windows Server 2000 (Advanced Server and Datacenter)	End of 2006	Not supported

### **Features No Longer Supported starting V7.0**

From V7.0, there are a number of features that are no longer supported.

- ◆ The GetBilling.asp call is no longer supported. Customers who wish to get billing information should use the GetAttendance.asp call instead.
- ◆ The Calendar view is no longer available in the ICC Catalog.
- ◆ The ‘Only Moderator may use Telephone’ option (under Event Settings>Audio) is no longer available.
- ◆ The ‘Maximum number of Participants’ setting was removed from the UI.
- ◆ The Interwise AddIn for PowerPoint (also named PPA) is no longer available. It was used to convert PowerPoint presentation into images.
- ◆ The API Manager is no longer available.
- ◆ Built-in Active directory integration is no longer supported.
- ◆ In Breakout Sessions there is no longer an option to send materials (‘project’) to the main Moderator.
- ◆ The option to download the Outlook AddIn from the ICC was removed in V7.2.
- ◆ NTR was removed in V7.2.
- ◆ Job titles user attribute in the ICC was removed in V7.2 (Users can still use the *remarks* attribute for that purpose).
- ◆ Self registration to the ICC was removed in V7.2.
- ◆ In V7.0 the Interwise Participant and Moderator applications were merged into one application, and, as a result, some features are no longer supported. The following are the Moderator features that were in previous versions but have been removed starting V7.0:

Feature	Description/Workaround
Self-Exercise mode	<p>This option was removed from V7.0, including in the following locations:</p> <ul style="list-style-type: none"> <li>▪ The Self-Exercise button on the Moderator toolbar.</li> <li>▪ The Self-Exercise menu option in the Moderator <i>Tools</i> menu.</li> <li>▪ The Self-Exercise mode checkbox in the offline Insert dialog box.</li> </ul> <p><b>Note:</b> In V7.x, when working with Event Materials created by a pre-6.2 Moderator application and which contain files inserted with the SEM attribute, when the file(s) are loaded by the Moderator they will be opened with an external application outside the Whiteboard (as in previous versions), but the Participant application will not automatically be minimized. In addition, the small floating SEM window (with the Raise Hand icon) will not be displayed.</p>
Background image on the Whiteboard	<p>The ‘Background image’ button, previously part of the Moderator toolbar, was removed. From V7.0, a background image can be loaded from the Materials tab.</p>
Default web page when starting a Web Safari	<p>This option was removed from V7.0.</p>
Build Event Materials	<p>This option is now only available with the Materials Editor AddIn installed (to be released).</p>
Statistics window	<p>This option was removed from V7.0.</p>
Feedback pane	<p>This pane has been replaced by the Notes tab in V7.x. There are no longer pencil icons indicating a new note.</p>
VOX/Manual speaking option controls	<p>In V7.x the Participant application works with a Voice Activated or Queued mode; this replaces the Moderator’s VOX/Manual controls.</p>
FTP Compress	<p>This option (available from the Miscellaneous tab in the Options window) was removed from V7.0.</p>
VOX speed	<p>This option (available from the Miscellaneous tab in the Options window) was removed from V7.0.</p>
Snapshot	<p>The option to take a snapshot of the Whiteboard was removed. In V7.x you can instead save the Whiteboard contents as a .BMP file (from the <i>File</i> menu, select <b>Save Whiteboard Contents...</b>). This BMP file can then be inserted into Event Materials.</p>

## Compatibility Issues

Upgrading Interwise Connect may take a while - big organizations will most likely perform the upgrade step by step over several months. Organizations who do not upgrade all of their components at once, will have a mixed environment of different versions. This may cause compatibility issues.

Interwise Connect V7.2 can work in a mixed environment with V6.0 and V5.2. An exception to this is the Outlook AddIn that was re-designed and re-implemented in V6.0. As a result, V6.0 and above of the Outlook AddIn has NO backward compatibility with V5.2 of the AddIn.

To use the new features in V7.2, such as Stream Separation, customers must upgrade all of the Interwise components (ICC, Servers, Participant application) to V7.2.

This document covers compatibility issues that were added in V7.2.



**Tip:** V7 refers to both V7.0 and V7.2.

## Environment

### ICS Vs. ISM

Px/Push server that works with ISM from V7.0 and above should receive the ICC URL without the 'http://' or 'https://' prefix. Therefore, the ICC URL in the ICC should not include it.

### ICC Vs. IPP

	IPP 5.2	IPP 6.0	IPP 7.0
ICC 5.2	√	Not Supported	Not Supported
ICC 6.0	Not Supported	√	√
ICC 7.0	Not Supported	√	√
ICC 7.2	Not Supported	√	√

It is recommended that both the ICC and IPP will be from version 7.2. If the ICC is from V6.0 and the IPP is from version V7.2, 'on-the-fly' users will not be able to enter closed Moderated Events. The users will be informed that the Event does not exist.

**ITS and IVR Vs. PX**

	PX 5.2	PX 6.0	PX 7
ITS and IVR 5.2	√	√	√
ITS and IVR 6.0	√	√	√
ITS and IVR 7.0	√	√	√

**ITS and IVR Vs. IPP**

	IPP 5.2	IPP 6.0	IPP 7
ITS and IVR 5.2	√	√	√
ITS and IVR 6.0	√	√	√
ITS and IVR 7	√	√	√

**ITCS vs. ICS**

	ICS 5.2	ICS 6.0	ICS 7.2	ICS 7.3
ITCS 7.3	x	x	x	√

**Java Participant Application**

The following table lists all features that are not supported with the Java Participant application: it compares the features available in the standard Participant application and the Java Participant.

Feature	Comment
Full screen size	
Integrated PowerPoint and DHTML PowerPoint - the Java Participant supports only PowerPoint slides converted into JPG format.	Always select to insert/upload PPT with 'static image backup'.
Video – cannot broadcast video. Can view 2 video streams but cannot view the still images.	
Breakout Session – Java Participant cannot participate in Breakout Session.	When a Java Participant is connected to the Event, the Moderator will not be able to start the Breakout Session.
Moderator drawings on HTML pages – the Java Participant will only see the HTML page and not	

Feature	Comment
the drawing.	
Insert Files	
Recording a Live Event	
Protected Recordings	
Online Help	
Save Whiteboard content	
Audio Setup Wizard	
Push of Event Materials - Java Participant users receive Event Materials when connected to an Event and not beforehand.	
Indication on answered questions during Test or Survey.	
CBT Events	
Use Telephone to enter the Event.	
Voice Activated iMeeting	To ensure that Java Participants can join the iMeeting, you should un-check the 'Allow use of Voice Activated mode' option in the Audio tab.
HTTPS support - Java Participant cannot connect to an Event within an HTTPS environment.	
Reverse Proxy – Java Participant cannot connect to an Event behind Reverse Proxy.	

**Converting PowerPoint Presentations to DHTML**

This feature was first introduced in V6.0.

Uploading, displaying and viewing DHTML presentations require the client applications (Participant/Moderator) to be of V6.0 and above.

When a PowerPoint presentation is uploaded as DHTML with JPEG support, the JPEG images can be presented and viewed by applications of versions below 6.0 and by the Java Participant.

Applications of V5.2 and below, including the Java Participant **will not be able to** view PowerPoint Materials uploaded as DHTML only, whether in the Materials pane or when loaded on the Whiteboard.

To upload PowerPoint as DHTML from the ICC, the ICC must be V6.0 and above and the user should be using Participant application V6.0 and above.



**Tip:** When converting PowerPoint to DHTML (which is the default in V7.2), it is recommended to convert it to 'Dynamic images with static image backup'.



**Note:** When converting PowerPoint presentations to DHTML using PowerPoint XP or 2003, the animations are not supported.

If you are using PowerPoint XP or 2003 and your presentation contains animations, you should convert the PowerPoint to native PowerPoint.

### **Uploading Event Materials using the Outlook AddIn**

This feature was first introduced in V7.0.

V6.0 of the Outlook AddIn does not have the capability of uploading Event Materials. With V7, you can upload Event Materials only to an ICC of V7. If working with an ICC from V6.0, the upload Event Materials tab (in the Outlook AddIn) is disabled.



**Note:** Outlook AddIn V5.2 cannot work with an ICC from V6.0 and above.

### **Installing the Outlook AddIn of Localized Office**

Outlook AddIn V5.2 can be installed on Office in any language.

Outlook AddIn V6.0 can only be installed on Office in the following languages: English, Hebrew, Japanese, French, German, Spanish and Simplified Chinese.

Outlook AddIn V7 can be installed on Office in any language.



**Note:** The AddIn interface is in English.

### **My Meeting Room**

This feature was first introduced in V6.0.

This feature requires an IPP and ICC from V6.0 and above.

The My Interwise desktop icon and Push Client shortcut icon (with the *My Interwise* menu option) are only available with the Participant application of V6.0.

#### **Access Meeting Rooms from My Interwise desktop icon**

	ICC 5.2	ICC 6.0	ICC 7
Participant 5.2	Not supported	Not supported	Not supported
Participant 6.0	Not supported	√	√
Participant 7.0	Not supported	√	√

**Which Participate version can access Meeting Rooms?**

	ICC 5.2	ICC 6.0	ICC 7
Participant 5.2	N/A	√	√
Participant 6.0	N/A	√	√
Participant 7	N/A	√	√
Java Participant	N/A	√	√

**Late Binding**

This feature was first introduced in V6.0.

This feature requires a Moderator or Participant application, ICC, IPP and all ITS/ IVR ICSs to be of V6.0 and above. The feature is disabled when the ICC version is below 6.0.

**Assign Names to Phone Only Guests**

This feature was first introduced in V6.0.

This feature requires that the client applications (Participant/Moderator) and ICSs (ITS, Px) be from V6.0 and above, otherwise the feature is not supported.

**Voice Activated Mode in iMeeting**

This feature was first introduced in V6.0.

The Voice Activated iMeeting mode requires a Server Tree and Participant application of V5.2 and above. If an iMeeting is configured to allow the use of the Voice Activated mode, any connection attempt by a Participant application, ICS or ITS of a version prior to 5.2 will be rejected.

Java Participants cannot connect to an iMeeting that has Voice Activated mode enabled.

The option to switch from the Queued mode to Voice Activated mode during the iMeeting is not supported if the main ICS of the Event Server Tree is of a version prior to 5.2.

**Chat Style Notes**

This feature was first introduced in V7.0.

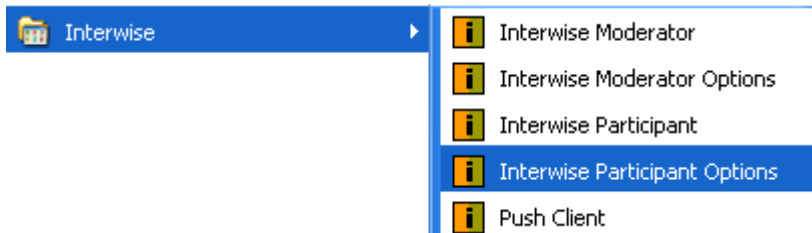
V7.0 introduced the new and enhanced displaying of notes, which can be displayed in a chat style or Inbox mode, with or without pop-up display.

	Participant 5.2 or below	Participant 6.0	Participant 7

	Participant 5.2 or below	Participant 6.0	Participant 7
Participant 5.2 or below	The feature is not supported (notes will always pop-up)	The feature is not supported (notes will always pop-up)	V6.0 receives notes from V7.0 Participant without the correspondence history
Participant 6.0	The feature is not supported (notes will always pop-up)	The feature is not supported (notes will always pop-up)	V6.0 receives notes from V7.0 Participant without the correspondence history
Participant 7	V7.0 receives notes from V5.2 Participant with the sender's name appearing twice	V7.0 receives notes from V6.0 Participant with the sender's name appearing twice	√

**Participant and Moderator Options**

The standalone **Interwise Participant/Moderator Options** service program (accessed from the Start menu, as shown below) was removed from V7. It was merged into the Participant application's *Options* window (accessed from the *File* menu).



**Breakout Session (BOS)**

In V7.0, Interwise developed a new BOS feature.

This new feature requires that the Participant application and communications tree (Px and ITS) will be from version 7.0 and above. Otherwise, the relevant menu items will be disabled

In addition, if the Moderator is using V5.2 or V6.0 of the Moderator application and tries to initiate a BOS, it will not work if one of the PXs in the tree is from V7.0 and above.

### **Closed iMeetings**

iMeetings that have been scheduled on ICC V5.2 or V6.0, will be set as closed iMeetings after upgrading the ICC from to V7

### **Invite Others**

In V5.2/6.0, the Invite Others option was available in iMeetings only.

In V7, the Inviting Others option from within the Participant application is available for all Event types and for all users (Participants and Moderators) as long as the Event is defined as 'Open'. When the Event (including iMeetings) is closed, the Invite Others menu is disabled.

The feature requires that both the ICC and Px ICS will be from version 7.0 and above.



**Note:** Users who are working with V6.0 of the Participant application and join a Closed iMeeting on an ICC from V7 will have the Invite menu enabled. In this case, the invitees will be asked to enter their username and password in order to join the iMeeting (since it is closed).

### **Getting Started Page**

The Getting Started page, previously known as the *Event Info page*, was re-designed in V7.0.

Participants connecting to previous versions of the ICC will still see the previous version of the Getting Started page:

- ◆ Participants/Moderators using V6.0 to enter an Event on an ICC from V7 will see the page they used to see in ICC V6.0.
- ◆ Participants/Moderators using V7 to enter an Event on an ICC from V6.0 will see the page designed for V6.0 Participants/Moderators. The page includes images that are not updated with the V7 interface.



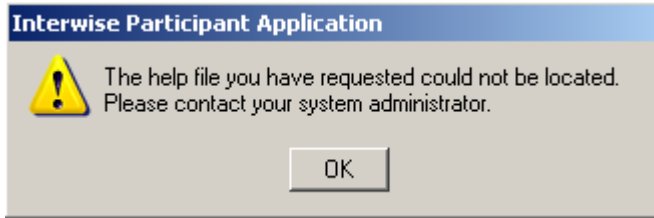
**Tip:** Starting V7.0, this page can be customized as required.

### **Help Files**

Starting V7.0, the Help files no longer come as part of the Participant/Outlook AddIn application. All Help files are now located on the ICC and are in Web format (instead of WinHelp format). The client application pulls the files from the ICC when required.

In order to view the Participant Help topics, the ICC must be V7.0 and above.

Users working with V7 Participant application / Outlook AddIn and connecting to V6.0 ICC or V5.2 ICC, will not be able to view the Help files and will be displayed the following message:



Users who are working with V5.2 or V6.0 of the Participant application/Outlook AddIn and connecting to an ICC from V7 will view the previous Help files (which they have as part of their Participant installation).

### ***Long Event Name (255 characters)***

In V7, the Event names can be up to 255 characters in length. In previous versions, it was limited to 50 characters.

The Outlook AddIn (OA) from versions prior to 7.0 limits the Event name to 50 characters regardless of the ICC version (including ICC V7). If a user running OA V7.0 creates an Event with a name that exceeds 50 characters in a V6.0 ICC, the V7 OA will prompt the user with an error message.

### ***Customizing the Event Settings using the OA***

In V7 it is possible to set the Event settings (such as Recording settings) while scheduling the Event using the Outlook AddIn.

The feature requires both the ICC and Outlook AddIn (OA) to be from version 7, otherwise the Options tab (in the Outlook AddIn) will not be displayed.



**Note:** V5.2 of the Outlook AddIn cannot work with ICCs from V6.0 or V7.

### ***Improved Audio Quality for Phone Users***

The audio quality of phone users was improved in V7.0. The feature requires that the phone user currently speaking will be connected to an ITS from V7.

### ***Open Questions in the Polls Tab***

The feature requires the Participant application to be from V7.2.

### ***Raise Hand***

The feature requires the Participant application to be from V7.2.

### ***New capabilities in iMeeting***

iMeetings are enriched starting version 7.2:

- ◆ **Initiate a test** – Starting V7.2, it is possible to initiate tests in iMeetings. The feature requires the presenter to have Participant application from V7.2.
- ◆ **Initiate Over The Shoulder to all participants** – Starting V7.2, it is possible to initiate Over The Shoulder to all Participants in an iMeeting. The feature requires the Presenter to have a Participant application from V7.2.

### ***Support 300 users in iMeeting***

Starting V7.2, users can schedule iMeetings with 300 users. In previous versions, only 100 users were allowed. This feature requires an ICC from V7.2.

Attempting to create an iMeeting with more than 100 users using Outlook AddIn V7.2 and ICC V7.0 or below will resolved in an Event that is created without any registered users.

### ***Quality of Service (QoS)***

QoS is comprised from separation of the data, voice and video information in to different streams. In addition, the QoS support also includes DiffServ Marking on the sent packets.

The feature requires V7.2 components. If a certain application is below V7.2, this application will continue working as before (without QoS support) without affecting the other applications in the Event.

### ***Removed Features***

Some the features were removed in V7.2 and are no longer available. Users with a mixed environment might face inconsistent behavior as explained below.

- ◆ **Protected Recordings** – Users with Participant/Moderator application V7.0 and below will not be able to work with Protected Recordings when the ICC is from version 7.2. Similarly, users will not be able work with Protected Recordings when the ICC is from V7.0 or below and the Participant application is from V7.2.
- ◆ **Job Titles** – There is no backward compatibility issue with this feature. Users importing user lists using a previous template that include the Job Title field will not get an error, the ICC will simply discard this field.
- ◆ **Download Outlook AddIn** – Users trying to download the Outlook AddIn by clicking a link from an email invitation they received before the ICC was upgraded to V7.2 will receive an error message.

### ***Reverse Proxy***

HTTPS

HTTPS support requires all the applications to be from version 7.

### **Install to Secondary Level URL**

This feature requires all the applications to be from version 7.

### **SSO**

SSO support requires all the applications to be from version 7.