



InfoWorkSpace Version 2.5.1 Release Notes

Contents:

- System Requirements
- InfoWorkSpace Version 2.5.1 Installation
- InfoWorkSpace Version 2.5.1 Patches
- Supported COTS Products and Revision Numbers
- Supported Deployment Scenarios
- InfoWorkSpace Version 2.5.1 New Features
- InfoWorkSpace Version 2.5 New Features
- InfoWorkSpace Version 2.5.1 Upgrade
- InfoWorkSpace Version 2.5.1 Documentation
- InfoWorkSpace Version 2.5.1 Resolved Issues
- InfoWorkSpace Version 2.5 Resolved Issues
- InfoWorkSpace Version 2.5.1 Known Problems
- Technical Support

System Requirements

To ensure proper operation, InfoWorkSpace V2.5.1 requires the following:

- A server powerful enough to meet the demanding needs of a growing or busy organization. We strongly recommend as a minimum, a SUN Ultra 60 or better with dual 300Mhz CPU's or a Windows NT or Windows 2000 Server with dual 450Mhz CPU's or better to accommodate the expansion and heavy workloads that may be experienced.
- InfoWorkSpace server software for Windows NT SP6a and Windows 2000 SP2 or Solaris 2.6 – Solaris 8 platforms.
- InfoWorkSpace client software for Windows 98/NT/2000/XP, or Sun Solaris 2.6- Solaris 8 platforms.

NOTE: Visit our website at <http://www.ezenia.com/products/IWS-whitepapers.cfm> for more detailed and current information.

InfoWorkSpace Version 2.5.1 Installation

There are two installation scenarios for InfoWorkSpace Version 2.5.1:

- Fresh Installation (i.e. InfoWorkSpace has not been previously installed on this server): For this scenario, InfoWorkSpace Version 2.5.1 is installed by following the steps documented in the Server Installation Guide, the Administrator's Guide, and the Client Installation Guide (please contact 1-800-760-3205 if you need assistance). All guides are located on the client installation CD. Documentation can also be downloaded from <http://www.ezenia.com/services/iwsdocs.cfm>, as well as from your InfoWorkSpace server following a successful installation.
- Service Pack Installation (i.e. InfoWorkSpace Version 2.5 has been installed previously): For this scenario, follow the 2.5.1 Service Pack Installation procedures provided in the InfoWorkSpace Version 2.5.1 Server Installation Guide.

NOTE: If you have a 2.1 server and you wish to install 2.5 SP1 on your server, you MUST first run the 2.1 to 2.5 upgrade (this was previously released on a separate CD). Once you have performed the upgrade you may then apply the 2.5 SP1 patch to the server.

InfoWorkSpace Version 2.5.1 Patches

Please check the Ezenia! website for the latest patches and technical information. InfoWorkSpace patches are located at <http://www.ezenia.com/services/iwsswpatches.cfm>.

Supported COTS Products and Revision Numbers

To ensure proper operation, InfoWorkSpace supports the following:

Server Components:

- Collaboration Engine – PlaceWare Server 4.0.2.
- Database Server – Oracle 8i 8.1.7 with Oracle iFS 1.1.9.
- LDAP Server – iPlanet Directory 5.0 or Microsoft Active Directory. Post installation support has been certified for Novell eDirectory 8.5.1 and 8.6 (contact the InfoWorkSpace Help Desk for assistance with the InfoWorkSpace interface to Novell eDirectory). Other LDAP servers are unofficially supported due to LDAP standard interfaces, but no specific product compatibility tests have been completed.
- Web Server – iPlanet Web Server 6.0 SP1, Microsoft IIS 4.0 (IIS 4.0 is specific to Windows NT) or Microsoft IIS 5.0 (IIS 5.0 is specific to Windows 2000).
- Perl runtime environment - ActiveState Perl (Windows) or Perl5 (Solaris).
- Servlet Engine general support – Apache Jakarta Tomcat 3.2.2 in conjunction with IIS. iPlanet supports servlets natively.
- Servlet Engine Java support –Sun Java 1.3.1.

Client Components:

- Java runtime environment – Sun Java 1.3.1.
- Web Browser – Microsoft 5.0 or later and Netscape 4.7 or later (however, Netscape 6 is not currently supported).
- IP Audio client - PlaceWare Media plug-in 4.0.2.
- Screen Capture/Broadcast client – PlaceWare Snapshot/LiveDemo plug-in 4.0.2.
- Briefing Slide Generator – PlaceWare PowerPoint plug-in 4.0.2.
- H.323/T.120 Clients – Microsoft NetMeeting 3.0.1 and SunForum 3.2.
- PDF Viewer – Adobe Acrobat Reader 4.0.

Supported Deployment Scenarios

To ensure proper operation, InfoWorkSpace supports the following:

- Web Server:

Server Platform	Web Server (must be installed on InfoWorkSpace server)	
	Installed with InfoWorkSpace Internal Server	Customer Provided Internal Server
Windows NT 4.0 Server (SP6a)	iPlanet Web Server 6.0 SP1	<u>Microsoft IIS 4.0</u> -or- iPlanet Web Server 6.0 SP1
Windows 2000 Server (SP2)	iPlanet Web Server 6.0 SP1	<u>Microsoft IIS 5.0</u> -or- iPlanet Web Server 6.0 SP1
Solaris (2.6, 2.7 or 8)	<u>iPlanet Web Server 6.0 SP1</u>	iPlanet Web Server 6.0 SP1

NOTE:

Items underlined are those installed or assumed by "Typical" server install

- PlaceWare Server:

Server Platform	PlaceWare	
	Installed with InfoWorkSpace Internal Server	Customer Provided External Server
Windows NT 4.0 Server (SP6a)	<u>PlaceWare 4.0 with Conference Center (CC is disabled by default)</u>	Not supported (Conference Center can be an external URL)
Windows 2000 Server (SP2)	<u>PlaceWare 4.0 with Conference Center (CC is disabled by default)</u>	Not supported (Conference Center can be an external URL)
Solaris (2.6, 2.7 or 8)	<u>PlaceWare 4.0 with Conference Center (CC is disabled by default)</u>	Not supported (Conference Center can be an external URL)

NOTE:

Items underlined are those installed or assumed by "Typical" server install

- LDAP Server:

Server Platform	LDAP Server	
	Installed with InfoWorkSpace Internal Server	Customer Provided External Server
Windows NT 4.0 Server (SP6a)	iPlanet Directory 5.0	<u>Microsoft Active Directory</u> iPlanet Directory 5.0 iPlanet Directory 4.1** Novell eDirectory 8.5/8.6** XYZ LDAP Server**
Windows 2000 Server (SP2)	iPlanet Directory 5.0	<u>Microsoft Active Directory</u> iPlanet Directory 5.0 iPlanet Directory 4.1** Novell eDirectory 8.5/8.6** XYZ LDAP Server**
Solaris (2.6, 2.7 or 8)	<u>iPlanet Directory 5.0</u>	Microsoft Active Directory iPlanet Directory 5.0 iPlanet Directory 4.1** Novell eDirectory 8.5/8.6** XYZ LDAP Server**

NOTE:

Items underlined are those installed or assumed by "Typical" server install

iPlanet Directory 4.1** / XYZ LDAP Server** :

Any external LDAP via modify of the LDAP configuration settings (only iPlanet Directory, Microsoft Active Directory, and Novell eDirectory have been successfully tested and interoperability guaranteed)

- Database Server:

Server Platform	Database Server	
	Installed with InfoWorkSpace Internal Server	Customer Provided External Server
Windows NT 4.0 Server (SP6a)	<u>Oracle 8i v8.1.7 with iFS 1.1.9</u>	Oracle 8i v8.1.7 with iFS 1.1.9
Windows 2000 Server (SP2)	<u>Oracle 8i v8.1.7 with iFS 1.1.9</u>	Oracle 8i v8.1.7 with iFS 1.1.9
Solaris (2.6, 2.7 or 8)	<u>Oracle 8i v8.1.7 with iFS 1.1.9</u>	Oracle 8i v8.1.7 with iFS 1.1.9

NOTE:

Items underlined are those installed or assumed by "Typical" server install

MCU Server:

Server Platform	T.120/H.323 MCU	
	Installed with InfoWorkSpace	Customer Provided
	Internal Server	External Server
Windows NT 4.0 Server (SP6a)	<u>None - Not supported</u>	Ezenia! Encounter 1000/3000 Ezenia! Interactivity Microsoft Exchange Conf Server Lotus Sametime
Windows 2000 Server (SP2)	<u>None - Not supported</u>	Ezenia! Encounter 1000/3000 Ezenia! Interactivity Microsoft Exchange Conf Server Lotus Sametime
Solaris (2.6, 2.7 or 8)	<u>None - Not supported</u>	Ezenia! Encounter 1000/3000 Ezenia! Interactivity Microsoft Exchange Conf Server Lotus Sametime

NOTE:

Items underlined are those installed or assumed by "Typical" server install

InfoWorkSpace Version 2.5.1 New Features

We have added several new features and enhancements to InfoWorkSpace Version 2.5.1. A brief description of the most significant changes is provided below. For a more detailed explanation of these features, please consult the user guides and/or the help files.

Calendar:

- The two-way Outlook 2000/Exchange 2000 interface with the InfoWorkSpace scheduling mechanism has been completed for customer delivery.

Certificates:

- The implementation of X.509 certificates has been completed for customer delivery.
- A Trust Management interface has been added to provide the ability to verify that a certificate is issued by a trusted Certificate Authority (CA), and not listed on a Certificate Revocation List (CRL).

Client:

- Added command line parameters to the InfoWorkSpace/LaunchPad applications to allow automatically connecting to a particular server and going to a specific place.
- Added mechanism to write all client debug to files if the console isn't displayed.

Client Installer:

- Support for Windows XP has been added.
- New versions of the PlaceWare native plugins have been incorporated in the 2.5.1 client installers.
- A reduced size InfoWorkSpace client installer has been made available for distribution. This installer is roughly half the size of the full client installer.
- An automated client upgrade capability has been delivered to address the client-side upgrade from 2.5 to 2.5.1.
- Added LaunchPad to the Windows Startup folder for all client installation instances.

Document Interfaces (File Cabinet, Briefcase, Document Library, File Chooser)

- Improved interface for file cabinet document download functionality.

Encryption

- Documentation for using the PlaceWare Conference Center in SSL mode has been delivered.

Federated Servers

- Added capability to navigate to remote PlaceWare Conference Centers in a federated server configuration.

LDAP Server:

- Added certified external LDAP support for Novell eDirectory 8.5.1/8.6.

LDAP Synchronization:

- Added LDAP synchronization interface for managing the configuration and parameters of the LDAP synchronization process.

Portal Services

- Added capability for the portal to allow launching of either the applet or application versions InfoWorkSpace/LaunchPad.
- Authentication is no longer required when accessing the PlaceWare Conference Center interface from the reference portal. Single sign-on has been implemented to rely on the user's previous portal authentication.
- Added email notification capability to account and group requests.
- PlaceMark URLs are now supported:
<http://iwslive.infoworkspace.com/?placemark=iwslive/Commercial%20Demonstration/Sales%20and%20Marketing/Demo%20Room>

Search

- Added federated search capability.
- Added ability to display events, discussions, whiteboards, and people profiles in their native format.

Server Installation

- Upgraded to PlaceWare v4.0.2.
- External Oracle database installations are now fully supported.
- A server patch versioning mechanism has been provided.

Whiteboard

- Added ability to print whiteboard contents directly from the whiteboard component.
- Added ability to resize annotations.

InfoWorkSpace Version 2.5 New Features

For a list of the new features added to InfoWorkSpace Version 2.5, refer to the Version 2.5 Release Notes document at:

http://www.infoworkspace.com/iwsdocs-v25/IWS_V25_Release_Notes-final.pdf.

InfoWorkSpace Version 2.5.1 Upgrade

NOTE: If you have a 2.1 server and you wish to install 2.5 SP1 on your server, you MUST first run the 2.1 to 2.5 upgrade (this was previously released on a separate CD). Once you have performed the upgrade you may then apply the 2.5 SP1 patch to the server.

Please refer to the following upgrade path matrix for details on upgrading to Version 2.5.1:

From	To	Upgrade Path
V1.5.2	V2.5.1	Use the 1.5.X to 2.X Data Conversion CD to backup 1.5.X data, install V2.1, restore 1.5.X data, upgrade to V2.5, then install the V2.5.1 service pack
V2.1.X	V2.5.1	Upgrade to V2.5, then install the V2.5.1 service pack
V2.5	V2.5.1	Install the V2.5.1 service pack

InfoWorkSpace Version 2.5.1 Documentation

Documentation for InfoWorkSpace Version 2.5.1 is available from all of the following resources:

- After the server has been successfully installed, all guides are available from the "Manuals" component.
- All guides are located on the client installation CD.
- All guides can also be downloaded from <http://www.ezenia.com/services/iwsdocs.cfm>

InfoWorkSpace Version 2.5.1 Resolved Issues

We have resolved several problems found in InfoWorkSpace Version 2.1 and/or Version 2.5. A brief description of the most significant changes is provided below. For a more detailed explanation of these features, please consult the user guides and/or the help file.

Address Book/User Profiles:

- Fixed address book sort problems when running in federated server mode. (5046)

Administration Interfaces:

- Fixed disappearing checkbox problem when adding a new tool to the room toolset. (4372)
- Fixed unresponsive client problem when administering places. (4992)
- Fixed XML file update problem when changing the name of a place. (5272)
- Fixed problem preventing the saving of the SunForum selection in the External VTC Administration panel. (5332)
- Modified room toolset administration to check if the user is place owner or has places permissions. (5703)

Authentication (Login) User Interface:

- Provided logic to disable the "Change Password" feature when the LDAP server is read-only. (5065)

Authorization:

- Fixed problems that occur when a document owner changes its permissions. (5918)

Browser Client:

- Fixed problems with document interfaces (file cabinet, briefcase, document library) when using the browser client. (5385)
- Fixed problem that caused the exit of all open applets when exiting an open InfoWorkSpace/LaunchPad applet browser window. (5444)
- Fixed numerous problems related to Help when using a 2.5 browser client to access a 2.1 server.

Bulletin Board:

- Fixed problem that opened an attached whiteboard into the room's whiteboard session. The attached whiteboard is now opened in a private whiteboard window. (5365)

Calendar:

- Fixed problem that caused an event's start and end dates to be one day behind. (5284)
- Fixed problem that prevented "Entire Schedule" from showing all of the events when View Events is opened from the marquee frame. Users opening View Events from the room did not experience this problem. (5454)

Chat:

- Fixed window resizing problems when using the Add User dialog. (5158)

Client:

- Fixed problems that prevented a 2.5 or later client from perform federated capabilities with a 2.1 federated server environment. (4347)

Client Installer:

- Fixed problem that prevented all users from accessing the client installation following a single administrator installation. (5383)
- Added the Windows XP compatible version of the PlaceWare Powerpoint plug-in to the PlaceWare Plugins installer. (5476)

Conference Center:

- Fixed URL problem when attempting to use the Conference Center in SSL mode. (5016)
- Fixed problem that prevented the display of an updated room name in the Conference Center interface. (5377)
- Fixed problem that caused remote Conference Center connections to be dropped when access the Conference Center across a federation. (5844)

Database

- An alternative method to synchronize iFS indexes has been implemented, and the CTXSRV has been deprecated. (5265)
- Fixed problem that caused the data manager's connection cache monitor to stop on exception. (5338)
- Fixed problem that caused the data manager's Oracle connection pool data source to return a null connection. (5339)
- Fixed problem that set the processes in init.ora to 100 instead of 150 on the Solaris installation. (5670)
- Fixed problem that prevented data manager connection pool objects from getting garbage collected. (5911)

Document Interfaces (File Cabinet, Briefcase, Document Library, File Chooser)

- Fixed problem that caused the file chooser to display the right icon cropped when attempting to import an image onto the whiteboard. (4616)
- Fixed problem with automatic update mechanism that prevented the modification of a document more than once from the associated application. (4648)
- Fixed file chooser problems displayed when attempting to open a whiteboard file from the file cabinet. (4656)
- Fixed problems with drag-and-drop when dragging a document to a room using the Document Library. (5485)
- Fixed problem that allowed a document to be dropped into a floor using the Document Library. (5491)
- Fixed problem that caused the Document library to get hung when selecting the Categories tab and then selecting a folder. (5912)

Documents

- Fixed problem that caused the disappearance of files and folders that were dropped onto the same folder when using drag-and-drop. (4616)
- Fixed problem that allowed a user with only DISCOVER access to a document to read the document and even delete it via the cut and paste functions as well as via drag-and-drop. (5919)

Federated Servers

- Fixed problem that caused a server's friendly name to get changed to another server in the federation. (4354)
- Fixed problem that prevented a server from temporarily leaving the federation. (5001)
- Fixed problem that prevented a server from restarting after it had been marked "offline". (5326)

Firewall/Proxy Issues

- Removed video dependency on direct connections to federated databases or port 1521. (2084)
- Fixed problem that prevented HTTP forwarding of port 8087 with iPlanet Web Server 6.0. (5221)

Interactivity

- Fixed problem that caused additional chat or whiteboard windows to display when activating Interactivity audio from an InfoWorkSpace

room. (5124)

LDAP Synchronization:

- Provided a mechanism to allow a customer to change the password used by LDAP synchronization if the password for LDAP synchronization changes in the target LDAP server. (3827)
- Fixed problem that prevented support for large numbers (between 1000 and 2000) of users in the target LDAP server. (5149)
- Fixed problem with display name field that caused problems when a display name was greater than 40 characters in length. (5255)
- Fixed problems with iFS folder names when a user's login name is changed in LDAP. (5856)

LaunchPad:

- Added ability to right-click on a user name to display that user's profile. (4316)

Logging

- Fixed problem that caused log setting changes to be lost after the PlaceWare server was restarted. (5547)

Manuals

- A work-around has been provided to address problems when attempting to display InfoWorkSpace manuals with Internet Explorer. (5614)
- Removed all out-dated and irrelevant manuals. (5730, 5731)

Performance

- Fixed several performance issues that caused significant performance problems with 200+ users logged on to a single server. (5920)

Place Navigator

- Provided capability to navigate to remote Conference Centers via Places page in federated mode. (4332)

PlaceWare Server

- Fixed problem that prevented access to the PlaceWare administration pages. (5322)

Portal Services

- Applet tags have been modified to point back to the InfoWorkSpace server instead of java.sun.com when the lack of an installed Java 2 plug-in is detected. (4727)
- Provided several improvements to the stability of the Instant LaunchPad applet when browsers are refreshed and closed. (4778)
- Fixed problem presented by the display of the account and group request tabs in the User Administration panel when the LDAP server is read-only. These tabs are no longer displayed when the LDAP server is read-only. (5317)
- Fixed problem that caused the display of the room icon on a floor entry that has no rooms. (5372)
- Fixed problem that prevented Instant LaunchPad from recognizing all instances of the same user display name. (5461)
- Provided capability to use portal components separately for integration into custom portals. (5764)
- Fixed problem that caused the need to restart the web server after every PlaceWare server restart. (5835)
- Fixed problem that allowed a locked user account to still access InfoWorkSpace via the Portal Page. (5940)

Preferences

- Several error handling and display enhancements have been provided. (5259, 5277, 5336)

Room Log

- Enhanced the log event descriptions to utilize the component descriptions instead of the component class name. (3484)

Search

- Fixed problem that caused exception when a non-English Microsoft PowerPoint file was indexed. (5515)

Site Navigator

- Provided capability to navigate to remote Conference Centers via Site Navigator in federated mode. (4331)

Text Tool

- Added logging of "Drive" events. (2860)
- Fixed problem that caused the loss of data when closing the text tool in a private chat session. (3129)
- Fixed problem that prevented saving of the text file into a room when

using the text tool in a private chat session. (5349)

Video

- Fixed problem that caused video viewer to flicker. (4154)
- Provided capability to save a snapshot to the local file system. (4625)

Whiteboard

- Fixed problem that caused pull down menus to remain after clicking in another area of the whiteboard display. (3618)
- Provided the ability to open a whiteboard file without replacing the contents of the room's whiteboard. (3966)
- Fixed problem that prevented saving of the whiteboard file into a room when using the whiteboard tool in a private chat session. (5348)
- Fixed problem that prevented image import/export with a room when using the whiteboard tool in a private chat session. (5380)

InfoWorkSpace Version 2.5 Resolved Issues

For a list of the resolved issues included in InfoWorkSpace Version 2.5, refer to the Version 2.5 Release Notes document at:

http://www.infoworkspace.com/iwsdocs-v25/IWS_V25_Release_Notes-final.pdf.

InfoWorkSpace Version 2.5.1 Known Problems

The following issues remain unresolved in Version 2.5.1. This is a summary of all known problems and only identifies those issues that are most critical to the InfoWorkSpace user experience.

- The DNS Client service on Windows 2000 servers and clients can cause significant network issues. Disabling this service is highly recommended at both the client and server in some environments. Sometimes, servers will be unable to federate until this service is disabled. (4913)
- The 2.5.1 patch adds the property "placeware.allowedClients" to the <PlaceWare>/data/properties file. This property needs the IP address of the InfoWorkSpace server as its argument. Sometimes when 2.5.1 looks up the IP address to put into that argument, it cannot determine the IP address. When that happens, the dummy IP address 999.999.999.999 is used. The result is that PlaceWare will not allow connections by the InfoWorkSpace server. This problem can be fixed by manually editing the <PlaceWare>/data/properties file and replacing the dummy IP address with the real IP address of the

- InfoWorkSpace server.
- If an error is encountered when trying to launch a file with a .msi extension while installing 2.5 SP1 on an NT server, you must run the msi installer located on the 2.5.1 installation CD. Run the InstMsi.exe located on the CD in the PC_Clients directory. This error prompts you to select a program to open the .msi file with. Close the "Open With" dialog window and then run the executable file InstMsi.exe. Once you have completed the process, attempt to run the .msi file once again. (6105)
 - Sometimes places in the conference center do not fully load. At the server, need to disable Computer Browser and DNS Client (Windows 2000 only) if the server is a Windows platform. (5132)
 - Server support for Pentium 4 Windows platforms is not currently possible due to issues with Oracle installation and Oracle iFS.
 - When selecting multiple users for email in Active Users, commas instead of semi-colons separate the entries. This causes email errors when using Microsoft Outlook. (5843)
 - Web Login consumes an InfoWorkSpace license for a brief period of time. (2450)
 - If you try to launch LP or IWS a second time from the browser, the color scheme is not set properly. (4604)
 - If you launch LP browser client and then use LP browser client to launch IWS browser client, exiting the IWS browser client will also exit the LP browser client. (5399)
 - There currently is no capability to modify a calendar event via Outlook and have that modification propagated to the InfoWorkSpace calendar. (5622)
 - Chat Add User is not federated. (2983)
 - The Pod Control page and Server Monitoring and Control pages will only work on a client loaded on the server. (4996)
 - Placeware locks up after multiple stops & starts when running Solaris 8. (5401)
 - Whiteboard text format (bold and italic) are not working. (1773)
 - Whiteboard text type, size, and color are not working. (5762)



Technical Support

For Technical Support, call 1-800-760-3205 or email our technical support services team at helpdesk@infoworkspace.com