

Overview

Introducing See&Share Software

See&Share conferencing software is a client/server application that lets you share applications and information with anyone, anywhere in the world. This Help file explains how to install, configure and maintain See&Share servers. For information about the client version of See&Share software, refer to its online Help.

See&Share Software Services

See&Share server software includes two services:

- The master server service manages the list of active conferences and balances the user load on the conference servers.
- The conference server service transmits conference data between the server and clients.

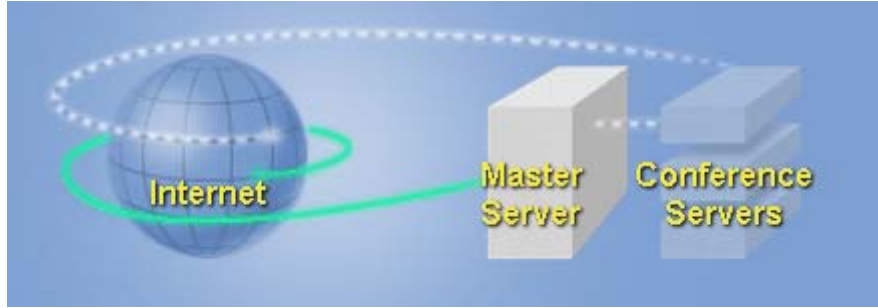
See&Share Software Administration Tools

The server software also includes an Administration Tools application. You can use the Administration Tools to configure the servers and monitor their performance, manage your See&Share software licenses, and change a variety of options that control passwords, sharing, remote control and more.

Server Clusters

See&Share software is scalable. A master server installation automatically includes a conference server, and both are necessary on the master server. However, you can create a server cluster by adding more conference servers. The master server balances the load of conferences and traffic across the conference server cluster.

Before you can add conference servers to a cluster, you must assign a clustering authentication password on the master server (see [Assigning a Clustering Authentication Password](#)). You'll need this password each time you install an additional server.



Minimum Server Requirements

The maximum number of users a server can support is constrained by both the server hardware and the bandwidth available to that server. We recommend a 100 (megabit) Mb network connection to support up to 200 concurrent users. Allowing more than the recommended number of users may negatively impact performance. To support more users, we recommend clustering See&Share servers.

If you use a faster server or one with no other applications installed, your system will perform better.

In addition, each server must meet the following minimum requirements:

- Pentium III 500 MHz processor (or equivalent)
- Windows 2000, Windows XP or Windows Server 2003 operating system
- 256 MB RAM

See&Share Server Port Configuration

For optimal performance, it's important to configure your firewall ports correctly. We recommend enabling both primary and secondary port TCP connections on the See&Share server.

The secondary TCP port is important because port 80 (the default primary port) is commonly restricted to allow HTTP traffic only. While See&Share will use HTTP to connect to port 80, this can result in poor performance. Enabling the secondary port will allow an alternate connection without having to compromise performance.

Wherever you install the See&Share server on your network, you must ensure that both the primary and secondary ports are open for incoming TCP connections. We recommend that you do not use protocol filtering for these ports. However, it is acceptable to restrict port 80 to HTTP provided that the secondary port remains unrestricted.

It is possible to disable the secondary port feature. However, this can result in poor performance for some clients.

Managing Software Licenses

Managing Software Licenses

During the 30-day free evaluation period, the server allows five concurrent user connections. After 30 days, the evaluation version expires and users can no longer conduct conferences on your server.

To use See&Share software for more than 30 days, place an order before the evaluation period expires. Visit www.tandberg.com to find out where you can order the server software and concurrent user licenses. After you order, you'll receive an e-mail that includes serial numbers for activating the server software and user licenses.

When you activate a server, it allows five concurrent user connections. To allow more users, you must acquire more user licenses. Any participant can use any one of the licenses, because licenses are not assigned to individual users.

NOTE: If you need assistance while you activate the server licenses, [contact TANDBERG Technical Support](#).

[Activating the Server License](#)

[Activating the User Licenses](#)

[Removing Server or User Licenses](#)

Activating the Server License

To activate the server license

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Licensing** tab.
3. In the *Conference Servers* table, select the server you'd like to activate.
4. Click the **Install Server License** button, type your serial number in the **Serial number** box and click **OK**.

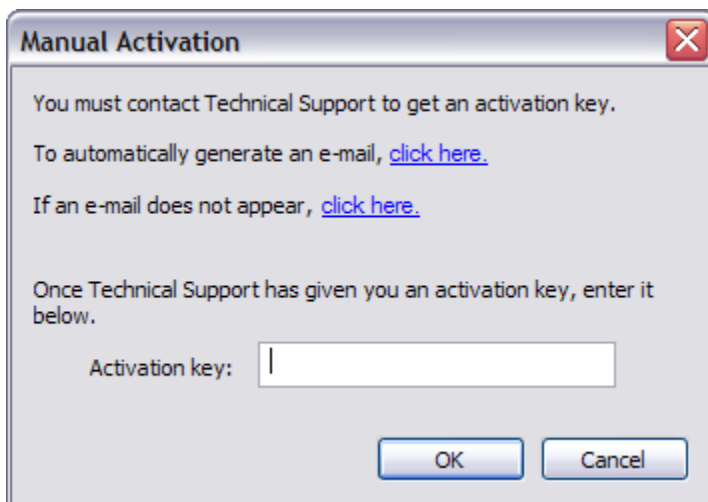
NOTE: Your serial number appears in the Sales Order Confirmation e-mail you received from TANDBERG.

After the serial number has been activated, license information appears in the *Licenses for selected server* table and **Server License Status** changes to **Activated**.

See&Share conferencing software uses a Web service to automatically activate your See&Share server license. If the service isn't available or if you're not connected to the Internet, you must manually activate the license.

To manually activate the server license, right-click the server you wish to activate in the *Licenses for selected server* table and select **Activate**. You can now retry an automatic activation or choose to manually activate the software.

The manual activation process sends an e-mail to TANDBERG Technical Support with your serial number. The response you receive from TANDBERG contains activation information that you must type in the **Activation Key** box.



The image shows a dialog box titled "Manual Activation" with a close button (X) in the top right corner. The text inside the dialog box reads: "You must contact Technical Support to get an activation key." followed by "To automatically generate an e-mail, [click here](#)." and "If an e-mail does not appear, [click here](#)." Below this, it says "Once Technical Support has given you an activation key, enter it below." There is a text input field labeled "Activation key:" with a cursor inside. At the bottom of the dialog box are two buttons: "OK" and "Cancel".

NOTE: If you upgrade from See&Share software version 2 to version 3, your version 2 licenses work with See&Share conferencing software version 3.

Activating User Licenses

To activate user licenses

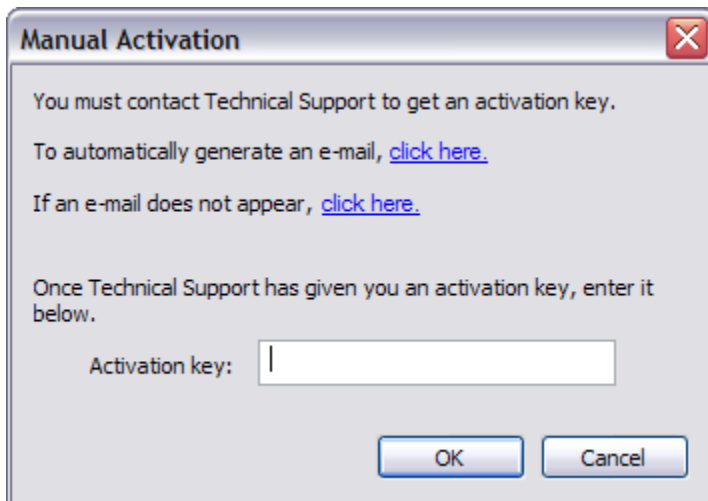
1. Open See&Share Software Administration Tools on the master server.
2. Click the **Licensing** tab.
3. In the *Conference Servers* table, select the server you'd like to activate.
4. Click the **Install User Licenses** button, type your serial number in the **Serial number** box and click **OK**.

NOTE: Your serial number appears in the Sales Order Confirmation e-mail you received from TANDBERG Technologies.

See&Share conferencing software uses a Web service to automatically activate your See&Share server license. If the service isn't available or if you're not connected to the Internet, you must manually activate the license.

To manually activate the server license, right-click **User Licenses** in the *Licenses for selected server* table and select **Activate**. You can now retry an automatic activation or choose to manually activate the software.

The manual activation process sends an e-mail to TANDBERG Technical Support with your serial number. The response you receive from TANDBERG contains activation information that you must type in the **Activation Key** box.



If you need assistance to activate the license, [contact TANDBERG Technical Support](#).

Removing Server or User Licenses

1. Open See&Share Software Administration Tools on the master server.
2. In the *Licenses for selected server* table, right-click the license you want to remove and select **Delete**.
3. A confirmation dialog box appears. Click **OK**.

Viewing Status Information

Viewing Server Usage Reports

See&Share software automatically creates a server usage report for each conference server and saves the report in a file named **BrigidActivityLog.txt** in the See&Share software installation folder on the conference server.

NOTE: If you edit the See&Share activity log file the See&Share software logging service can become unstable.

You can use the *Logs purged after* box to control how long the log stores information about server usage. The default value is 30, which means that log entries older than 30 days are deleted from the log automatically. However, you can enter any setting between 1 and 120 days.

You can also save the server usage report as a text file for the entire period or for a range of dates you select.

To view server usage reports

1. Open See&Share Software Administration Tools on either the master server or a conference server.
2. Click the **Report** tab.
A server usage report for the current week appears.
3. If you want a report that spans a different period, select the **Report start date** and **Report end date** that you want, and then click the **Refresh** button.

A comprehensive server usage report appears for the period you selected.

To save a server usage report

1. Open See&Share Software Administration Tools on either the master server or a conference server.
2. Click the **Report** tab.
3. In the server usage report, select the entries you'd like to save to save to a text file.

OR

To save the entire report, make sure no individual entries are selected.

4. Press the **Save Report** button.

5. In the *Save As* box, select a file name and destination for the report and click **OK**.

Viewing Status Information

Use See&Share Software Administration Tools to view status information for See&Share software, including active conferences, server performance and server usage.

To view the status information for all the See&Share software servers, open See&Share Software Administration Tools on the master server and select from the list of options below.

[Viewing Active Conferences on the Server](#)

[Viewing Server Performance Information](#)

[Viewing Server Usage Reports](#)

Viewing Active Conferences on the Server

Open See&Share Software Administration Tools on either the master server or a conference server and click the **Conferences** tab.

A list of active conferences appears. This list shows you when the conference was created, the conference's name, who created the conference, the number of participants and the conference server's domain name.

You can also use the **Send Message** button to broadcast a message to all members of an active conference or terminate conferences using the **End Conference** button.

Viewing Server Performance Information

Open See&Share Software Administration Tools on either the master server or a conference server and click the **Performance** tab.

A detailed system performance summary appears. The table includes the Conference Server IP address and domain name, the conference traffic measured in kilobytes per second, the number of active conferences, the number of users connected (and the total number of licenses), and the server's status.

Server status options:

Alive	The server is active and can accept connections.
Offline	The conference server isn't connected to the master server.
On Hold	An Administrator has placed the server on hold (see Placing a Server On Hold).

Configuring the Servers

Configuring Servers

You can use Administration Tools to set client access and server access passwords, create a message of the day, and enable remote control. Although these settings are automatically implemented on all your See&Share software servers, you must configure them using See&Share Software Administration Tools on the master server.

[Assigning Conference Viewing Passwords](#)

[Assigning Conference Creation Passwords](#)

[Assigning a Clustering Authentication Password](#)

[Assigning an API Authentication Password](#)

[Administrator Access to Conferences](#)

[Disabling Remote Control](#)

[Disabling Text Chat](#)

[Adding a Message of the Day](#)

[Changing the Master Server Configuration](#)

Assigning Conference Viewing Passwords

Conference viewing passwords are optional. Assign a conference viewing password if you want users to enter a password before they can see a list of active conferences on a server. You can assign as many conference viewing passwords as necessary.

To assign conference viewing passwords

1. Start See&Share Software Administration Tools on the master server.
2. Click the **Security** tab.
3. In the *Client access passwords* box, select the **Conference viewing password** check box.
4. Type the password(s) you want to use. Use a semicolon to separate multiple passwords.

NOTE: To revoke a password, remove it from the list.

5. Click **Apply**.

Remember to communicate a password to everyone who is authorized to view the list of active conferences.

NOTE: Participants who receive an e-mail invitation can use the link in the invitation to join the conference without entering a conference viewing password. However, they can join only the conference to which they were invited, and they can't see the list of other active conferences on the server.

Assigning Conference Creation Passwords

Conference creation passwords are optional. Assign this type of password if you want users to enter a password before they create a conference. You can assign as many conference creation passwords as you need.

To assign conference creation passwords

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Security** tab.
3. In the *Client access passwords* box, select the **Conference creation password** check box.
4. Type the password(s) you want. Use a semicolon to separate multiple passwords.

NOTE: To revoke a password, remove it from the list.

5. Click **Apply**.

Remember to give the password to everyone who is authorized to create a conference.

Assigning a Clustering Authentication Password

If you want to create a server cluster, you must first assign a clustering authentication password. This password is required before you install a new conference server.

To assign a clustering authentication password

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Security** tab.
3. In the *Server access passwords* box, select the **Clustering authorization password** check box.
4. Choose a password for your cluster. You may only enter one password.
5. Click **Apply**.

NOTE: When you change this password on the master server, you must also change it on each conference server (see [Changing the Clustering Authentication Password](#)).

Assigning an Administrator's Access Password

Administrators can access and monitor any conference on any server in a See&Share software cluster using an Administrator password.

To assign an administrator password

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Security** tab.
3. In the *Client access passwords* box, select **Administration access passwords** and enter a password.
4. Click **Apply**.

The Administrator appears as *Administrator* in a See&Share software conference participant list, but doesn't have any special capabilities in the conference.

NOTE: If you create a conference that uses the same password as the system Administrator's, no conference members appear as *Administrator* in the participant list.

Assigning an Application Programming Interface (API) Authentication Password

The API authentication password is required for integration with TANDBERG Management Suite (TMS).

To assign an API authentication password

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Security** tab.
3. In the *Server access passwords* box, select **API authorization password**.
4. Type a password.

NOTE: To revoke the password, clear the box.

5. Click **Apply**.

Remember to give this password to the administrators of TMS servers that will be integrated with See&Share software.

Disabling Remote Control

To prevent presenters from sharing application control with other participants, disable the remote control setting in See&Share Software Administration Tools.

To disable remote control

1. Start the See&Share Software Administration Tools on the master server.
2. Click the **Options** tab.
3. Clear the **Enable Remote Control** check box.

Remote Control is disabled for new conferences. If a conference is currently in progress, remote control is available until the conference ends.

NOTE: When you disable remote control, the option no longer appears to participants in See&Share software conferences.

Disabling Text Chat

You can disable text chatting from within See&Share Software Administration Tools.

To disable text chat in See&Share software conferences

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Options** tab.
3. Clear the **Enable Chat** check box.

Text chatting is disabled in new conferences. If a conference is currently in progress, users may continue to chat until the conference ends.

NOTE: When you disable the chat feature, it no longer appears to participants in See&Share software conferences.

Adding a Message of the Day

Use this optional setting to create a message that users see when they open the See&Share software client.

To add a message of the day

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Options** tab.
3. Under the *Message of the day* heading, select the display frequency you wish to use (choose from **Don't show**, **Show once per day** or **Show every time client runs**).
4. Type the message that appears when a user opens See&Share software (maximum 256 characters).
5. Click **Apply**.

Changing the Master Server Configuration

When you install See&Share conferencing software on the master server, you can specify the public domain name, IP address and listening port. You can also use the Administration Tools to change this information.

To change the master server configuration, open See&Share Software Administration Tools on the master server and click the Setup tab.

On this screen, you can change several aspects of the See&Share server configuration, including:

- The server's registered domain name. To access this server over the Internet, you must use a fully-qualified domain name (FQDN) that exists in the records of a DNS server. If a FQDN isn't available for this server, users can access this server over the Internet using its IP address. Don't mix FQDNs and unqualified domain names (those not registered in a DNS server) in the same See&Share software server cluster.
- The server's IPV4 and IPV6 addresses. During the installation process, See&Share software detects the IP addresses bound to the server's network interface cards. You can choose to bind See&Share software to one or all of the computer's IP addresses.
- The server's primary and secondary TCP ports. By default, See&Share software uses port 80 as its primary and 9933 as its secondary TCP port. If the server has other applications using these ports, choose different ones here to prevent conflict.

NOTE: If you configure your See&Share software server to use TCP ports other than the defaults, users must specify the port when connecting to the server. For example, to connect to a See&Share software server on port 8080, users type **server.company.com:8080**.

- **NOTE:** If your network uses a firewall, you must configure it to allow incoming UDP traffic on these ports.
- Additional fields. You can add up to three additional fields that appear with the Created, Conference Name and Owner fields in the list of active See&Share conferences in See&Share client software. Users or administrators that create a new conference can use these fields to further describe their conference. You can also add up to three additional fields that a user can use to describe themselves when joining or creating a conference.

Configuration changes on this page don't take effect until you restart the See&Share software services. If you have multiple servers in your See&Share

software cluster, you must restart the master service first and then restart each conference service.

Configuring Conference Servers

Configuring Additional Conference Servers

You can use See&Share Software Administration Tools on a conference server to modify settings that directly apply to the conference server. However, you must use the master server's Administration Tools to change the conference creation password, conference viewing password, API authorization password, remote control setting and message of the day (see [Changing the Master Server Configuration](#)).

[Changing the Conference Server Configuration](#)

[Changing the Clustering Authentication Password](#)

Changing the Clustering Authentication Password

Change the clustering authentication password on a conference server only if you change it on the master server first (see [Assigning a Clustering Authentication Password](#)).

To change the clustering authentication password

1. Open See&Share Software Administration Tools on the conference server.
2. Click the **Security** tab.
3. Select **Clustering Authentication Password**.
4. Type the clustering authentication password you assigned on the master server.
5. Click **Apply**.

NOTE: Repeat this procedure with any other conference servers on the network.

Changing the Conference Server Configuration

When you install See&Share conferencing software on a conference server separate from the master server, you can specify the public domain name, IP address and listening port. You can also use See&Share Software Administration Tools to change this information.

To change the conference server configuration, open See&Share Software Administration Tools on the conference server and click the **Setup** tab.

On this screen, you can change several aspects of the See&Share server configuration, including:

- The server's registered domain name. To access this server over the Internet, you must use a fully-qualified domain name (FQDN) that exists in the records of a DNS server. If a FQDN isn't available for this server, users can access this server over the Internet using its IP address. Don't mix FQDNs and unqualified domain names (those not registered in a DNS server) in the same See&Share software server cluster.
- The server's IPV4 and IPV6 addresses. During the installation process, See&Share software detects the IP addresses bound to the server's network interface cards. You can choose to bind See&Share software to one or all of the computer's IP addresses.
- The server's primary and secondary TCP ports. By default, See&Share software uses port 80 as its primary and 9933 as its secondary TCP port. If the server has other applications using these ports, choose different ones here to prevent conflict.

NOTE: If you configure your See&Share software server to use TCP ports other than the defaults, users must specify the port when connecting to the server. For example, to connect to a See&Share software server on port 8080, users type **server.company.com:8080**.

Configuration changes on this page don't take effect until you restart the See&Share software service.

Managing Servers and Conferences

Placing a Server on Hold and Reactivating It

A server that's on hold doesn't allow new connections, but doesn't end active conferences. This can be useful when you want to perform server maintenance: participants can finish their conferences, and you can maintain the server when they're finished.

To place a server on hold or reactivate it

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Performance** tab.
3. Right-click the server that you'd like to place on hold or reactivate and select **Place Server On Hold** or **Re-activate Server**.

Ending a Conference

You can terminate conferences on any master or conference server in the See&Share software cluster.

To end a conference

1. Open See&Share Software Administration Tools on the master server.
2. Click the **Conferences** tab.
3. Select the conference that you want to end.
4. Click the **End Conference** button.
*An **End Conference(s)** dialog appears.*
5. If you want to send a message to conference participants before they're disconnected, type the message and click **OK**. If you don't want to send a message before disconnection, just click **OK**.

Secure Communication in See&Share Software

Communications Security Overview

Secure Sockets Layer (SSL) Standard (Version 3.0)

See&Share software complies with the SSL 3.0 standard for secure Web communications. See&Share software encrypts data transmitted in SSL mode to prevent third parties from viewing the data while it's in transit between a See&Share software client and server. See&Share software has been tested to ensure that the encryption mechanism and the communication layers conform to the SSL standard.

The SSL standard was originally constructed by Netscape Communications Corporation to provide secure communications between a Web browser and a Web server. Since its inception, the standard has been revised several times to strengthen security and fix security concerns that existed in previous versions. Version 3.0 of the standard is mature, well established in the industry and has remained unchanged since November 1996.

Software toolkit vendors supply libraries that implement the SSL standard and can be used to build SSL-capable applications. See&Share software uses the Open SSL toolkit to provide security on both the client and the server. This toolkit implements both the SSL and the Transport Layer Security (TLS v1) protocols, and a full-strength general purpose cryptography library. For information about this toolkit, visit www.openssl.org.

Certificates

A certificate is a digitally signed document that serves to validate the sender's authorization. See&Share software generates a new 256-bit SSL certificate each time the server starts.

Distributing the Client Software

Distributing the Client Software

After you've configured the See&Share software servers, users can download the client software by visiting the See&Share software server's address in a Web browser. Visitors to this address see a Web page with basic instructions and a link for installing See&Share software.

Customizing the Web Page

You can customize the Web page that users see when they use a Web browser to visit the See&Share software server. Create an HTML page called **CustomPage.htm** and put it in the server application directory (the default location is **C:\Program Files\TANDBERG See&Share**).

NOTE: For greater security, the See&Share software server makes only CustomPage.htm available to a Web browser. If this file includes images or other files, those images and files must be hosted on a different server and referenced with absolute links within the custom page.

Contacting TANDBERG Technical Support

Online Self Support

www.TANDBERG.com

Visit the TANDBERG Support Web site for searchable troubleshooting information, user's guides and many other documents that relate to your product.

Contact TANDBERG Technical Support

IMPORTANT: Your TANDBERG Technical Support representative may ask specific questions related to your TANDBERG hardware or software product. Please make sure you have access to your TANDBERG product and any attached computers when you call Technical Support.

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b) Use of the Server Software. You may use the Server Software at any time on the Server(s) for support of the Clients. The Server Software supports usage by more than one user at a time, but it may be used only to support up to the number of concurrent users you are entitled to based on your initial purchase of Software licenses and any additional purchases of licenses for the same Software which increase the number of allowable concurrent users. Any attempt to use the Software in violation of these limitations is a breach of this Agreement. You may make one (1) copy of the Software in machine-readable form solely for back-up purposes, provided that you reproduce all proprietary notices on the copy.

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