Administering Avaya web.alive®: Customer premises solution

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Contents

Chapter 1: Introducing Avaya web.alive®

Logging on to the administration panel of web.alive

Using the administration panel of web.alive, you can perform many administrative tasks, such as provisioning web.alive users and configuring the web.alive environment.

Prerequisites

Before you log on to the administration panel of web.alive, you must install web.alive on a server at the customer site.

The purpose of this task is to display the administration panel of web.alive

Open a Web browser and enter *<IP address of your web.alive server>*/WAAdminPanel in the **Address** field.
web.alive displays the administration panel.

Next steps

Now, you can begin to perform administrative tasks.

Related topics:

Logging off the administration panel of web.alive

After you complete your administration tasks, Avaya recommends logging off the web.alive administration panel.

To log off web.alive, you can simply close the Web browser.

Accessing the web.alive environment

From the web.alive administration panel, you can enter and explore your web.alive environment. This preview feature is useful for configuring the environment surroundings to suit the requirements of your users.

Prerequisites

Before you access your environment, you must log on to web.alive administration panel.

The purpose of this task is enter and explore the web.alive environment associated with your subscription.

On the web.alive navigation toolbar at the top of the page, click **Main**.
After a short wait, web.alive displays the environment associated with your subscription.

> ✱ **Note:**
> You can explore the environment and interact with objects, such as wall panels and furniture.

Next steps

Now, you can customize aspects of the environment.

Introduction to some web.alive concepts

It is a good idea to clarify the meaning of some of the terminology that Avaya uses to describe web.alive. These terms have specific definitions with the context of web.alive.

This section describes some of the labels from the web.alive administration panel.

Related topics:
Environment on page 8
Users on page 9

Environment

Within the context of web.alive, an environment is a virtual location for your meetings. The environment provides a location for your conferences and includes properties such as the

layout and number of meeting rooms, the colors of the background, and the available facilities.

You can select from a list of environments. These are templates which Avaya has developed. You can configure a number of properties within each of these environments.

Alternatively, you can create your own environment, using the web.alive content generation utility. After you create your own environment, you can upload it to the web.alive interface.

Environments have a file extension of web.alive environment (.wae). In this sample administration panel, the environment is called **Loft**.
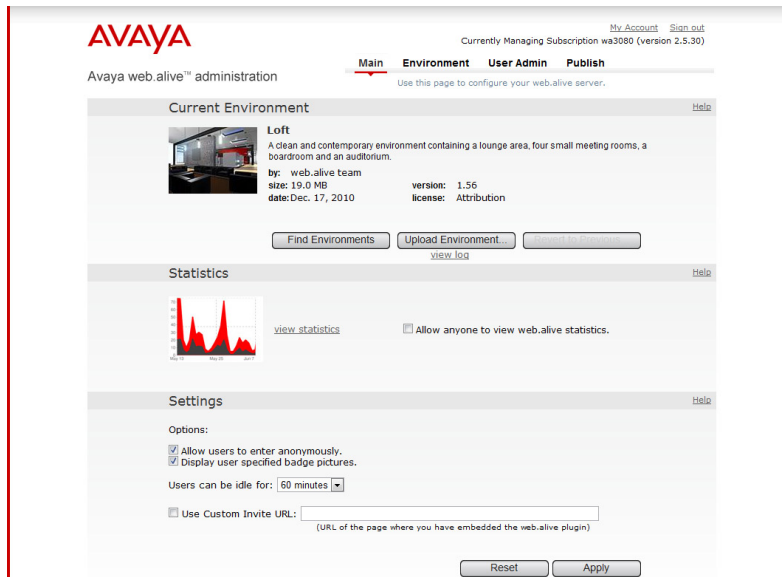
Users

It is a good idea to define the term, *users*.

Users are people who attend meetings using the web.alive environment. You are a web.alive system administrator and you manage these users. As an administrator, you can create, edit, and delete users. You can allocate varying degrees of privilege to users.

> **Note:**
> Throughout these instructions, Avaya uses the expression *you* to refer to your role as a web.alive system administrator. The audience for these instructions is system administrators and not people who simply attend meetings using the web.alive environment.

Users can have varying levels of access to web.alive. When you create a new user, you must allocate access levels to them. You can also edit an existing user to change their access profile. Some environments may not support all access levels. The access levels that are common to all environments are:

- Administrator User

- Laser Pointer User

- Statistics Viewer

Access level	Description
Administrator User	Users with administrator access can attend meetings using the web.alive environment. They can eject other attendees from meetings and they can place other attendees on mute. They can also upload insertions and generally configure the environment. In addition, they have the capabilities of the other user roles; Meeting Room Speaker, Auditorium Speaker, and Statistics Viewer. This access level refers to a user who, within the context of their web.alive environment, can perform administration functions. As a person with access to the administration panel, you also have administrator access in the environment. In addition, you can create a user with administrator access to represent yourself so that you can enter the environment and verify functionality.
Meeting Host	Users with meeting host access activate the web.alive environment when they arrive. Before they arrive, other attendees can enter the environment but cannot move freely around the environment and cannot access many of the web.alive features. Similarly, when the meeting host leaves the environment, web.alive blocks access to many features. This is a special feature and customers must buy a Named Host subscription in order to take advantage of this access level. If you have a Named Host subscription and you access the environment using the Administration Panel preview screen, you have meeting host privileges.
Meeting Room Speaker	Users with meeting room speaker access can speak to an entire meeting room from the podium position. Typically, the meeting organizer or moderator speaks from the podium position.
Auditorium Speaker	Users with auditorium speaker access can speak to an entire auditorium from the podium position. Typically, large meetings or lectures take place in an auditorium.
Laser Pointer User	Users with laser pointer privileges can use their laser pointer in any location in the environment. Users without laser pointer privileges can use a laser pointer but only in the areas where the laser pointer is enabled, such as on the podium of a meeting room.
Statistics Viewer	Users with access to statistics can view the statistics associated with the environment. If you select the **Allow anyone to view web.alive statistics** checkbox in the **Statistics** panel, users do not require this privilege.

You can enable several access levels to an individual user. For example, a user can have administrator and meeting room speaker access.

You can create a user with no special access levels. This user can attend meetings in the web.alive environment. It is also worth noting that if you select the **Allow users to enter**

anonymously checkbox in the **Settings** panel, anyone can enter the meeting environment, but they will be unauthenticated. If you select the **Allow users to enter anonymously** checkbox, there are no restrictions on anyone entering the environment.

Unauthenticated users

If you allow users to enter anonymously, people without a user account can access web.alive to attend meetings. This means that anybody can easily enter the environment if they know the correct Web address or click a web.alive link. At the web.alive login, they must enter their name. It is important to note that web.alive does not perform any verification on this name. Conceivably, users could enter any name.

As a result, if you allow users to enter anonymously, you cannot guarantee the authenticity of their identity. These users are unauthenticated.

You may wish to allow anonymous entry if you want the general public to visit your web.alive environment. For instance, if you have implemented your web.alive environment as an online store.

Authenticated users

If you do not allow users to enter anonymously, people cannot access web.alive without a user account. This means that each meeting attendee must have a user account. When a user enters the URL address or clicks a web.alive link, web.alive displays the web.alive login. At the web.alive login, users must enter a user ID and a password. web.alive verifies these credentials before granting web.alive access. The user ID and password must match the details of an existing user account. Moreover, web.alive does not allow two users to use the same user ID and password simultaneously. If a user logs in to web.alive and then a second user logs in using the same credentials, web.alive kicks out the first user. web.alive displays the message, **You have been logged out because you logged in elsewhere**, to the first user. web.alive also adds an entry to the audit log: **KICKED <xxx> kicked because of duplicate login**.

As a result, if you do not allow users to enter anonymously, the environment is considered more secure. The users are authenticated.

You may wish to prevent anonymous entry if you do not want the general public to visit your web.alive environment. For instance, if you have implemented your web.alive environment as a collaboration tool for internal communications within your organization.

Related topics:

Chapter 2: Administering the environment

Selecting an existing environment

When you log on to the web.alive administration panel, web.alive displays the current environment. You can select from a list of alternative environments. When you perform certain administrative tasks, such as installing an environment, the web.alive service restarts and any current users in the live meeting environment must refresh their browser and re-enter the environment.

Prerequisites

Before you select an environment from a list of existing environments, you must have a valid system administrator account.

The purpose of this task is to replace the current environment with a new environment.

1. On the web.alive navigation toolbar at the top of the page, click **Main**.
   web.alive displays a small preview of the current environment.

2. Click **Find Environments**.
   web.alive displays a list of available environments.

3. At the environment you want to use, click **Install**.
   web.alive installs the environment and displays a progress bar.

4. When the progress reaches 100%, click **Close**.
   web.alive displays a preview of the newly installed environment as the current environment.

Example

In a default installation of web.alive, Avaya includes a number of standard environments, such as Plateau and Loft.

Next steps

Now, you can configure your chosen environment. Alternatively, if you are not happy with your selection, you can return to the previously displayed environment.

Uploading a new environment

It is possible to create entirely new environments, using the web.alive editor. This is a specialist task and requires technical knowledge. Typically, customers outsource the development of new environments to specialist companies or to Avaya. Once you receive a new environment, you can upload it to the web.alive interface.

Prerequisites

Before you upload a new environment, you must acquire a new environment or create the new environment using the web.alive editor.

The purpose of this task is to upload a new environment for your own exclusive use.

1. Acquire a new environment.

   Use the web.alive editor to design your own environment or contract an external company to produce an environment.

   For more information on the web.alive editor, including access details and documentation, click http://www.avaya.com/webalive.

2. Save your web.alive environment (.wae) file to your desktop.

3. Log on to the administration panel of web.alive.

4. On the web.alive navigation toolbar at the top of the page, click **Main**.
   web.alive displays a small preview of the current environment.

5. Click **Upload Environment**.
   web.alive displays a dialog with a **Browse** button.

6. Browse to the .wae file on your desktop and click **OK**.
   web.alive uploads and installs the environment.

Example

You can upload a custom environment if you require a special room layout or size that is not available in the standard templates.

Next steps

Now, you can view and further configure your environment. Alternatively, if you are not happy with your selection, you can return to the previously displayed environment.

Related topics:
Viewing the upload log on page 54

Some concepts relating to environments

At this point, it is a good idea to clarify the definition of some concepts relating to environments. Some of these terms have a specific meaning within the context of web.alive.

Related topics:

Floor plan

Within the context of web.alive, a floor plan is the layout and number of meeting rooms. Each environment has a specific floor plan. The web.alive administration panel displays an aerial view of each floor plan, called a minimap. Similarly, users can view a minimap of the floor plan on the web.alive meeting environment. Not all environments have a minimap, although most do.

For some environments, you can choose a floor plan from several available floor plans. The floor plans differ in terms of the combinations of accessible and inaccessible meeting rooms. Not all environments have multiple potential floor plans. Some environments only have one floor plan.

While each environment can have several floor plans, only one floor plan is active at any given time. By selecting a floor plan, you can configure the layout, by making certain rooms available and hiding other rooms. The degree of configuration varies. Some environments are highly configurable, others less so. For example, the Plateau environment has five different floor plans but the Loft environment has only three different floor plans. Some environments may only have a single floor plan.

Avaya recommends choosing a floor plan based on your typical meeting requirements. For example, consider whether you typically hold many small meetings or whether you hold larger town hall meetings.

Related topics:

Enabling a floor plan

The degree of floor plan configuration depends on the currently selected environment. Some environments are more highly configurable than others.

Prerequisites

Before you enable a floor plan, ensure you have selected the environment you want to configure.

The purpose of this task is to configure the layout of an environment to match your requirements.

1. On the web.alive navigation toolbar at the top of the page, click **Environment**. web.alive displays a preview of the current environment. web.alive may take a few moments to display the preview. If there is a short delay, web.alive displays a progress icon.

2. Scroll down to the **Floor plan** panel.

3. Select a floor plan from the list of available floor plans.

   Each floor plan has an aerial map, a title, and a short description.

   When you select a floor plan, web.alive displays a red square around it.

   web.alive updates the floor plan in the live user environment immediately. Any current users are impacted by the change. web.alive displays the new minimap. If the update results in users being in a room that is no longer accessible, the users may be unable to leave the inaccessible area because a wall may now separate the accessible and inaccessible areas. If a user is in an area that is still accessible following the update, their experience will not be interrupted.

    Tip:
   If you are planning a large gathering, it is a good idea to choose an environment and floor plan with a casual assembly area and a large auditorium.

Next steps

Now, you can further configure your environment.

Room

Within the context of web.alive, a room is a virtual location for your meeting. When you are in a room, you can meet people and share information. Most environments have several rooms, although some, such as the Canvas environment, only have a single room. In some environments, you can restrict access to rooms and enable additional rooms by configuring the floor plan.

Theme

Within the context of web.alive, a theme is the style and color of the background. The theme includes the textures of the wall and floor and the brightness of the rooms. It may include aspects such as the view from any windows and the internal wall panelling. Each environment has specific themes available for display in your deployment. Most environments have more than one theme available. However, custom environments may only have a single theme.

It is important to note that a theme includes the colors in the environment. You can later override the color palette with your own custom colors. In this regard, Avaya recommends that you use colors from your corporate color palette.

Related topics:

Color

Within the context of web.alive, you can configure a number of aspects of the environment colors. The configurable color aspects depend on the environment. Some environments may not have any configurable colors at all. These are example aspects:

- Accent colors, such as the colors over the doors and on panels within the meeting rooms

- Walls, including the auditorium wall

- Exterior

Choosing a theme

Each environment can have several themes. Only one theme is active at any given time. Different environments have different themes. By selecting a theme, you can configure the look and feel of the environment. The degree of configuration varies. Some environments are highly configurable, others less so. For example, the Rotunda environment has five different themes but the Plateau environment has only three different themes. Some environments may only have a single theme.

Prerequisites

Before you choose a theme, ensure you have selected the environment you want to configure.

The purpose of this task is to configure the texture and brightness of an environment to match your requirements.

1. On the web.alive navigation toolbar at the top of the page, click **Environment**. web.alive displays a preview of the current environment. web.alive may take a few moments to display the preview. If there is a short delay, web.alive displays a progress icon.

2. Scroll down to the **Theme** panel and expand it to view the available themes.

3. Select a theme from the list of available themes.

   Each theme has a preview picture, a title, and a short description.

   When you select a theme, web.alive displays a red square around it.

   web.alive updates the theme in the live user environment immediately. Any current users are impacted by the change.

   ⊕ **Tip:**
   If you are planning a sales presentation, it is a good idea to choose a bright theme with light textures.

Next steps

Now, you can further configure your environment.

Related topics:

Choosing colors

Each environment contains several colors. Different environments have different colors. You can override the default colors in an environment by setting you own choice of custom colors. Some environments contain large number of colors, while other environments have less colors. For example, it is likely that there are more colors in an environment that contains furniture, rugs, and outside views than in an environment that does not contain any of these items. So, the degree of color configuration depends on the currently selected environment. Some environments are more highly configurable than others.

Prerequisites

Before you override the current color selections, ensure you have selected the environment you want to configure.

The purpose of this task is to change the default colors in an environment.

1. On the web.alive navigation toolbar at the top of the page, click **Environment**. web.alive displays a preview of the current environment. web.alive may take a few moments to display the preview. If there is a short delay, web.alive displays a progress icon.

2. Scroll down to the **Custom Color** panel.

   web.alive displays a table with a number of rows:

   - Each row represents an aspect of the environment, such as the walls, the floors, the doors, and the furniture.

   - Each row displays the degree of red, green, and blue saturation in the current color.

   - Each row also displays a color selection button, from which you can choose a color from a table of common colors.

   😊 **Tip:**

   web.alive displays the name of the row in the first column. When you click on a row name, web.alive temporarily flashes the aspects in the environment that will be impacted by the color change. For example, if you click on an item such as **Walls**, web.alive temporarily flashes the walls in the environment preview window.

3. Configure the colors as required.

4. Click **Apply**.

   web.alive displays the selected colors in the preview.

   web.alive updates the colors in the live user environment immediately. Any current users are impacted by the change.

   😊 **Tip:**

   Sometimes, muted colors can convey a more professional style.

Related topics:

Theme on page 17
Choosing a theme on page 17

Customizing the environment

At this point, you may wish to customize your environment. Customizing your environment enables you to brand your environment with your custom corporate logos. You can click into

the environment preview window to navigate through the environment in order to upload graphics or Websites.

For more information on uploading and displaying presentations, graphics, and Websites, see *Using Avaya web.alive*, which is available on support.avaya.com.

Related topics:

Presenting graphics

In designated locations, you can upload graphics to display to the meeting attendees. If you copy a graphical image to your clipboard, you can also paste this image into the web.alive environment. You can also project a graphic from a remote Website. Not all environments support graphics, though most do.

Within an environment, you can usually paste graphics in many locations, such as meeting rooms and general assembly rooms.

Prerequisites

The environment must be capable of supporting graphics. You must also have a graphic file with one of the following extensions; .jpg, .jpeg, .png, or .gif. The graphics must use the color format called Red, Green, Blue (RGB). web.alive does not support the color format called Cyan, Magenta, Yellow, Key (CMYK).

1. Approach a projection location.

   web.alive may identify projection locations using text labels such as **Place your own Insertion here. Right click to Configure** or **Place your own LOGO here**.

   As you approach the projection location, web.alive displays the hand icon.

2. Right-click on the projection location and select **Upload File**.
   web.alive displays the **Open File for Upload** dialog.

3. Select the file you wish to share and click **Open**.
   web.alive uploads the file and places it in the projection location.

   In the unlikely event of display issues, you can reload the file by selecting **Reload File** from the right-click menu.

   Tip:
   It is a good idea to review your graphic before presenting it to the web.alive session.

Tip:

As an alternative to these steps, you can use the drag and drop actions to drag your file to the projection location.

Displaying a Website graphic

On many of the wall panels in the web.alive environment, you can display a graphic from any Website.

1. Approach a projection location.

   web.alive may identify projection locations using text labels such as **Place your own Insertion here. Right click to Configure** or **Place your own LOGO here**.

   As you approach the projection location, web.alive displays the hand icon.

2. Right-click on the projection location and select **Set Image URL**.

3. In the **Set Image URL** dialog, in the **URL** field, enter the address of the graphic.

4. Click **OK**.
   web.alive displays the graphic.

Example

You might choose to use this feature to display your company logo.

Next steps

You can insert a link to a Website so that users can click on it for more details.

Linking to a Website

On many of the wall panels in the web.alive environment, you can insert a link to any Website.

1. Approach a projection location.

   web.alive may identify projection locations using text labels such as **Place your own Insertion here. Right click to Configure** or **Place your own LOGO here**.

As you approach the projection location, web.alive displays the hand icon.

2. Right-click on the projection location and select **Set Launch URL**.

3. In the **Enter Launch URL** dialog, in the **URL** field, enter the address of the Website.

4. Click **OK**.
   web.alive inserts a link to the Website.

   You can launch the Website at any time during the meeting by selecting **Launch URL**. web.alive logs you out of the application if you have configured the **Launch in Current Window** target.

Next steps

You can insert a graphic related to the Website to show users that they can link to the Website from this location.

Chapter 3: Configuring general user settings

User settings

As a web.alive administrator, you can configure the availability of a number of user features. Specifically, these features relate to security settings.

- You can enable all users to view statistics.

- You can enable users to log on without entering their password.

- You can enable users to add their identification badge photograph to their avatar profile.

- You can configure the web.alive session timeout limit for the user interface.

Related topics:

Access to statistics

web.alive compiles statistics in relation to performance and load. For example, web.alive produces a visitor log and an overview of volume and conversation. web.alive displays these statistics in a graphical format. You can view the statistics by clicking **view statistics** on the web.alive administration panel, main screen.

If you select the **Allow anyone to view web.alive statistics** checkbox, there are no security limitations on the statistics component. Anyone can view the statistics. web.alive does not request a validation prior to their display. You can distribute a link to web.alive statistics. You can copy and paste the link, which is on the **Publish** page.

Related topics:

Anonymous entry

When users enter the web.alive meeting environment, web.alive displays a login dialog. The login dialog requests a user ID and a password. Users must always enter a user ID. This is the user ID that you entered in the **userid** field when you created the user account on the web.alive administrative panel.

If you enable the **Allow users to enter anonymously** checkbox on the web.alive administrative panel, users do not have to enter a user ID and a password. Anyone can enter the meeting environment. No validation takes place. Users can enable the **use a password** checkbox and click **Connect** to enter the meeting environment.

If you do not enable the **Allow users to enter anonymously** checkbox on the web.alive administrative panel, users must enter their user ID and their password. If they attempt to enter anonymously, web.alive will not grant them access and will display the login fields again.

Related topics:

Users on page 9
Configuring user settings on page 25
Linking to web.alive from your website on page 41
Linking to web.alive from your e-mail on page 43

Badges

You can enable users to upload a photograph of themselves for display on the web.alive meeting environment. Meeting attendees can see the photographs of other meeting attendees when they pass their mouse over the other person's avatar.

If you enable the **Display user specified badge pictures** checkbox on the web.alive administrative panel, users can upload their photographs and view the photographs of others. By default, this option is enabled.

If you do not enable the **Display user specified badge pictures** checkbox on the web.alive administrative panel, users can upload their photographs but cannot view the photographs of others.

Related topics:

Configuring user settings on page 25

Idle time

You can configure the meeting environment to end a user's session if they do not perform any action for a period of time. For example:

If you select **5 minutes** from the **Users can be idle for** drop list, users must perform an action in the meeting environment every five minutes in order to keep their session active.

If you select **2 hours** from the **Users can be idle for** drop list, users must perform an action in the meeting environment every two hours in order to keep their session active.

It is important to note that speaking counts as an action.

Related topics:

Configuring user settings

You can configure user settings on the **Main** page of the web.alive administrative panel.

Prerequisites

Before you configure user settings, you must have an active web.alive account. It is also a good idea to create some test users in order to verify your configuration changes.

The purpose of this task is to update several properties relating to user behavior in the web.alive meeting environment.

1. Log on to the administration panel of web.alive.

2. On the web.alive navigation toolbar at the top of the page, click **Main**.
   web.alive displays a small preview of the current environment.

3. In the **Statistics** panel, select the **Allow anyone to view web.alive statistics** checkbox, if required.

4. In the **Settings** panel, configure the options as required:

   - **Allow users to enter anonymously** checkbox

   - **Allow users to customize their badge images** checkbox

   - **Users can be idle for** drop-list

   - **Use Custom Invite URL** field

     😊 **Note:**
     If you have embedded the web.alive link into your own Website, enter the address of that Website here.

5. Click **Apply**.

When you click **Apply**, all current users of the meeting environment must log on again. For this reason, it is a good idea to perform administration tasks during off peak times.

➕ **Tip:**

If you are concerned about security, it is a good idea to limit the idle time, prevent anonymous entry, and prevent photograph uploads.

Related topics:

Anonymous entry on page 24

Badges on page 24

Idle time on page 24

Ensuring that the invitation e-mail contains your embedded link on page 43

Chapter 4: Administering users

Users and databases

Recall the definition of users from the earlier discussion of users.

Users are people who attend meetings using the web.alive environment. You are a web.alive system administrator and you manage these users. As an administrator, you can create, edit, and delete users. You can allocate varying degrees of privilege to users.

In relation to the administration of groups of users, there are two options.

- You can create and maintain your users using the web.alive application. web.alive contains user management tools within the **User Administration** screen. The web.alive user database is a standalone database and is not integrated with any other user databases in your organization. This database only exists within the web.alive framework.

- Alternatively, you can leverage your existing database of users. Your organization may already have a database of staff usernames and passwords. For example, staff may have to enter their username and password to log on to your organization network. You can integrate web.alive with this existing user database. Users can then enter their existing username and password to access web.alive. web.alive verifies their credentials by checking the existing database and grants access to the application accordingly. The benefit of this option is that staff only have to remember a single set of credentials.

If you choose to use the first option, you cannot use the second option. The opposite is also true. If you choose to manage user groups from outside of the web.alive framework, you cannot use the web.alive user administration feature.

Related topics:

web.alive database of users

If you choose to create and maintain users using the web.alive application, you can administer users using the **User Admin** option on the navigation toolbar and the **User Administration** page.

Related topics:

Creating users

When you create a new user, you must enter some of their personal details, such as name and e-mail. You must also enter a user ID and a password for the new user.

Prerequisites

Before you create a new user, you must have a valid system administration account for web.alive.

The purpose of this task is to create a profile for each of the people who wish to access this web.alive account. As mentioned previously, if you enable the **Allow users to enter anonymously** checkbox in the **Settings** panel, anyone can enter the environment. They do not require a user profile. However, they will be unauthenticated.

1. On the web.alive navigation toolbar at the top of the page, click **User Admin**.
   web.alive displays a list of the current users for this account.

2. Click **Create New User**.
   web.alive displays the **User Administration** page.

3. Enter the user's details in the **name** and **email** fields.

   When you enter these user details and click **Next**, web.alive automatically generates a new user ID and password. You can override these generated values by entering your choice of user ID and password in the **userid** and **password** fields.

   The password must be at least eight characters.

   The **email** field is optional. If you enter an e-mail address, ensure that it is unique. If you do not enter a valid e-mail address, the user will not receive a notification of any changes to their account status. Also, if you do not enter an e-mail address, the user cannot use the password reset facility.

4. Select the **Send the user an email with their new account details** check box if you would like the user to receive a notification e-mail containing their user ID and password.

5. Click **Next**.
   web.alive displays the **Set User Privileges** page.

6. Select the required access level(s) from the **General Privileges** list.

7. Click **Apply**.
    web.alive creates the new user and displays the **User Administration** page.

> ➕ **Tip:**
> Before you deploy web.alive in a live production setting, it is a good idea to create some test users to verify the installation of web.alive.

Related topics:
Users on page 9

Editing users

You can edit all aspects of a user profile, including the user ID and password. You can also change the access levels associated with the user. You can also configure web.alive to send the user a notification e-mail to inform them of the changes to their profile. The process and flow of screens in this task are very similar to the process and flow of screens in the user creation task.

Prerequisites

Before you edit a user, you must have at least one existing user.

The purpose of this task is to edit the profile of an existing user of this web.alive account.

1. On the web.alive navigation toolbar at the top of the page, click **User Admin**.
    web.alive displays a list of the current users for the account.

2. Click the **user ID** field for the user you wish to edit.
    web.alive displays the **User Administration** page.

3. Update the user's details as required.

4. If you have entered a new password, select the **Send the user an email with their new account details** check box if you would like the user to receive a notification e-mail containing their user ID and password.

5. Click **Next**.
    web.alive displays the **Set User Privileges** page.

6. Select the required access level(s) from the **General Privileges** list.

7. Click **Apply**.

web.alive updates the user details and displays the **User Administration** page.

Example

You must perform this task if you want to upgrade or downgrade a user's access level.

Related topics:
[Users](#) on page 9

Deleting users

You can delete users. It is important to note that if you delete users, the users may still be able to access web.alive. If you enable anonymous entry, deleted users can still enter a web.alive environment.

Prerequisites

Before you delete a user, you must have at least one existing user.

The purpose of this task is to terminate the access of an existing user of this web.alive account.

1. On the web.alive navigation toolbar at the top of the page, click **User Admin**.
   web.alive displays a list of the current users for the account.

2. Click the **Delete** field for the user you wish to delete.
   The Web browser displays a confirmation dialog.

3. Click **OK**.
   web.alive deletes the user.

Related topics:
[Users](#) on page 9

User lists and accounts

In most cases, a customer has a single account.

In the event that you have multiple web.alive accounts, it is worth noting that your list of users applies to each of your accounts. The users can access all the environments associated with each of the accounts.

External database of users

If you choose to create and maintain users using an external database, you can administer users using the **Advanced** option on the web.alive navigation toolbar and the **Web Authentication** page.

If you are using an external database of users, there are two prerequisites:

- The Web page in which web.alive is embedded must be in an area of a Web site that requires the user to login. This log-in process must result in the setting of a cookie.

- There must be a URL that the web.alive server can access using HTTP GET with the cookie that you specify below. This cookie must be set to the same values as on the web.alive page. The HTTP GET should return with HTTP headers set with the information that web.alive requires, which is listed below.

Related topics:

Integrating web.alive with your existing user database on page 31

Integrating web.alive with your existing user database

When you successfully integrate web.alive with an existing user database, the resulting user experience is that the user logs into the enterprise system and does not encounter the web.alive log in screen. Typically, when the user logs in to the enterprise server, the enterprise server returns a session cookie which it passes to web.alive. In turn, web.alive sends the cookie to the authentication server URL and receives a pass or fail response, as well as the user's data, in the response headers. You can configure the names of these header fields in the web.alive user interface.

Prerequisites

Before you configure web.alive to integrate with the enterprise server, you must take note of several header names on the enterprise server, as well as the name of the session cookie.

The purpose of this task is to configure web.alive so that it validates users with an external database.

1. On the web.alive navigation toolbar at the top of the page, click **Advanced**. web.alive displays a list of the configuration parameters for database integration.

2. Select **Configure web.alive to support authentication based on a session cookie** to enable the database integration.

3. Enter the address of an enterprise authentication server in the **query URL** field.

   An example of an enterprise authentication server is WebSEAL.

4. Enter the name of the session cookie in the **Session cookie name** field.

   This is the name of the cookie that the enterprise server returns when the user logs in to the enterprise server.

5. Enter the header name for the userid in the **userid** field.

6. Enter the header name for the user groups in the **user groups** field.

   User groups are optional. You do not require groups if you are simply authenticating all web.alive users. The header returned by the authentication server should contain a comma-separated list, with optional quotes (") around the group names.

7. Enter the header name for the first and last names in the **first name** and **last name** fields.

   The first and last names are optional. If one of them is absent, web.alive constructs a user's full name from the available one. If both of them are absent, web.alive constructs a user's full name from the userid.

8. Click **Apply**.
   web.alive integrates with the external database.

   🟢 **Tip:**

   Before you deploy web.alive in a live production setting, it is a good idea to test the connectivity between web.alive and the external database.

Example

If you are configuring user groups, the contents of the header should be a comma-separated list of group names, with optional quotes (") around the group names.

For example, if the groups header name is configured as iv-groups:

```
iv-groups:AuditoriumPresenter,"WA_ServerAdmin",MeetingRoomPresenter
```

Chapter 5: Configuring e-mail notifications

E-mail notifications

As a web.alive administrator, you can configure web.alive to send e-mails when certain events occur within the user environment.

web.alive can send e-mails in response to the following events:

- When any user enters the environment.

- When a new user enters the environment. In other words, when a user enters the environment for the first time.

- When the environment is experiencing heavy use. In other words, when the number of users exceeds a configurable number of users. web.alive also sends an e-mail when the number of users reverts back to the numeric threshold. For example, If you enter 5 in the **when the number of users in the environment crosses <>** field, web.alive sends an e-mail when the number of users goes from 4 to 5 and also when it goes down from 6 to 5.

😊 **Note:**

If you have installed web.alive server in your premises, you must provide an e-mail server for the successful operation of e-mail notifications. If you are using the hosted web.alive software available from http://avayalive.com/WaStore/Default.aspx, you do not have to provide an e-mail server. Avaya provides the e-mail server.

Configuring e-mail notifications

Prerequisites

Before you configure e-mails, you must have an active web.alive account. It is also a good idea to verify the notifications, by causing the events to occur.

The purpose of this task is to configure web.alive to provide information for monitoring purposes.

1. Log on to the administration panel of web.alive.

2. On the web.alive navigation toolbar at the top of the page, click **Main**.
   web.alive displays a small preview of the current environment.

3. In the **Notifications** panel, select the settings as required.

   • Ensure that you select the checkbox next to the notification type.

   • Enter the e-mail addresses which should receive notifications.

   • You can add multiple addresses. Separate them using a comma symbol, a
     semicolon symbol, or a space.

   • Enter the threshold of users at which you would like to prompt a notification.

4. Click **Apply**.
   The web.alive server does not restart. Any current users remain in the
   environment.

   ➕ **Tip:**
   It is a good idea to use this feature for monitoring purposes.

Next steps

If you click **Reset**, web.alive reverts to the most recently applied settings.

Chapter 6: Enabling telephones in the environment

Virtual telephones

Voice over Internet Protocol (VoIP) refers to communications services, such as voice calls, that are transported over the Internet, rather than the public switched telephone network (PSTN).

You can connect a VoIP endpoint, such as a telephone, to the web.alive environment. This feature enables users within the environment to speak to users on the other end of the VoIP endpoint. For example, a web.alive user can call another person who has a VoIP telephone. Alternatively, a web.alive user can call a conference telephone number and dial into a conference. Using this feature, a web.alive user can combine a web.alive session with a conference call to provide conference call features in tandem with the immersive web.alive experience. web.alive can connect to any VoIP endpoint. However, it is worth noting that, Avaya provides a number of conferencing products, such as Avaya Aura® Conferencing and Avaya Meeting Exchange. You can use dual tone multifrequency (DTMF) tones to interact with any application at the other end of a VoIP session.

In the environment, the telephones are represented by a graphic of a telephone and users can use them by approaching the graphic and left-clicking on it. As an administrator, you can configure the telephone to dial to a fixed application or VoIP endpoint, such as a conferencing server. In this scenario, the telephone will always dial the VoIP endpoint that you hardwire and a user cannot use it to dial any other number. Alternatively, you can configure the telephone to enable the user to enter any number, giving them free access to dial any VoIP endpoint.

The VoIP communications are enabled by Session Initiation Protocol (SIP). A VoIP endpoint is a SIP user agent. The address of the SIP user agent must be in the form of a SIP Uniform Resource Indicator (URI). Examples of the required syntax are: sip:12345@avaya.com, sip:56789@avaya.com, and sip:meetme@11.22.333.44.

Only authenticated users can use the virtual telephones in the environment. Anonymous users cannot use the virtual telephones.

Adding a telephone

Some environments have telephones, by default. web.alive ships with a number of telephone graphic icons in meeting rooms. To enable users to make calls from these telephone graphic icons, you simply have to configure them to match your SIP settings. If you use one of these existing telephones, you do not need to add a new telephone. You can proceed directly to the configuration steps.

If you want to add a telephone to a customized environment or to a different location within an existing environment, you must click http://www.avaya.com/webalive to contact Avaya or contact the team who customizes environments for you. They will use the web.alive editor to add the telephone. You must do this before you proceed to the configuration steps.

Telephone fields

As is the case with many other administrative tasks, when you click **Apply** to configure a telephone, the web.alive service restarts and any current users in the live meeting environment must log on again.

Field name	Description
Virtual phone	If the environment contains virtual telephones, web.alive displays them in the **Virtual phone** drop-down list. When you move your mouse over this field, web.alive displays a an image of the rooms in the environment. This image can help you to reconcile the telephone name with its location in the environment.
SIP ID	The identity of calls that a user initiates from the virtual telephone in the web.alive environment. It must be in the form of a SIP URI but can also contain a display name, such as Big Meeting Room <sip: 123456@avaya.com>.
Realm	Authentication realms associate databases with a protocol to encrypt their username, passwords, and other information. So, a realm is a way of associating a group of users and the protocol used to verify their credentials. In this field, enter the authentication realm that you want web.alive to use when authenticating with the SIP server.
User ID	In this field, enter the user ID that you want web.alive to use when authenticating with the SIP server. If you do not enter a value here, web.alive does not authenticate the user.

Field name	Description
Password/ Confirm Password	In this field, enter the password that you want web.alive to use when authenticating with the SIP server. If you do not enter a value here, web.alive does not authenticate the user.
Proxy	If you have a proxy server in your deployment, enter the IP address or domain name server (DNS) of a SIP proxy to which to send call invites. If you do not enter a proxy, web.alive sends the call invite directly to the called destination.
Fixed SIP URI	A fixed destination, which specifies the recipient of every call that a web.alive user makes from this virtual telephone. The value that you enter must be in the form of a SIP URI. When you enter a value in this field, web.alive displays the value in the **To** field when a user clicks on the telephone within the environment. Users will not be able to edit the value. This telephone can only dial this particular VoIP endpoint.
Autodial Sequence	Specifies a predefined sequence of DTMF digits that the web.alive server enters after the call connects to the VoIP endpoint. Valid characters are the digits 1 to 9 and the following symbols # * , The comma character inserts a two second silence. For example, the sequence ,,123456,1,1234 results in four seconds of silence, then the DTMF tones for 123456, then two seconds of silence, then the DTMF tone for 1, then two seconds of silence, then the DTMF tones for 1234. The sequence begins after the call connects.
Copy to all phones	Click the **Copy to all phones** button to apply the settings of the current telephone to all telephones in the environment. You can use the **Reset** button to revert to the original settings for all virtual telephones.

Configuring telephones

You can configure a telephony device by entering information in the telephone fields. The only mandatory field is **SIP ID**.

Prerequisites

Before you configure telephones, you must install and configure a SIP-capable application with which web.alive can communicate. Unless you choose one of the default environments that have a telephone graphic, you must also add a telephone.

The purpose of this task is to integrate an external SIP-capable application with web.alive so that users can communicate with a VoIP endpoint while in the environment.

1. On the web.alive navigation toolbar at the top of the page, click **Environment**.

web.alive displays a preview of the current environment. web.alive may take a few moments to display the preview. If there is a short delay, web.alive displays a progress icon.

2. Scroll down to the **Telephony** panel.

   web.alive displays a number of fields.

   In a default installation of web.alive, a number of environments include telephone graphics. For example, some meeting rooms have a telephone graphic icon. If you choose to create your own environment, you can add telephones according to your requirements.

3. Select a telephone from the **Virtual phone** drop-down list.

4. Configure the telephone fields as required.

5. If you want to propagate these values to each telephone in the environment, you can click **Copy to all phones**. Alternatively, you can clear the fields by clicking **Reset**.

6. Click **Apply**.
   The web.alive service restarts and any current users in the live meeting environment must log on again.

Next steps

Before you deploy web.alive in a live production setting, it is a good idea to test the telephony integration to verify the functionality.

Related topics:
[Disabling telephones](#) on page 38

Disabling telephones

If you want to disable a telephone, you can clear all telephone configuration fields.

The purpose of this task is to disable a telephone in the environment so that users cannot make any calls.

1. On the web.alive navigation toolbar at the top of the page, click **Environment**.
   web.alive displays a preview of the current environment. web.alive may take a few moments to display the preview. If there is a short delay, web.alive displays a progress icon.

2. Scroll down to the **Telephony** panel.

   web.alive displays a number of fields.

3. Select a telephone from the **Virtual phone** drop-down list.

4. Clear all the telephone fields.

5. Click **Apply**.
   The web.alive service restarts and any current users in the live meeting environment must log on again. web.alive disables the telephone feature.

Chapter 7: Embedding and linking to web.alive

web.alive link

web.alive automatically generates a section of code that provides a customized link to the web.alive meeting environment associated with your account.

You can place a link to the web.alive environment on your Website or in an e-mail message. This link enables users to attend meetings in a web.alive environment directly from a Website or from an e-mail invitation.

You can enable people to log on to web.alive anonymously. They do not have to enter their password when they attend a meeting. Alternatively, you can force people to sign in to web.alive so that you can identify all meeting attendees.

If you choose to place a link to the environment on your Website, you can place a link to a generic web.alive Website or you can place an embedded link that ensures that the web.alive environment opens within your own Website. An embedded link creates the impression that the web.alive Website is seamlessly integrated with your own Website. Avaya recommends that you embed the web.alive link if you wish to present web.alive as an branded corporate solution.

Related topics:
Users on page 9
User settings on page 23

Linking to web.alive from your website

You can place a link to the web.alive meeting environment on your Website. You can insert a link which enables users to attend meetings anonymously or you can insert a link which allows users to enter their details prior to attending any meetings.

An embedded link places the web.alive window within your own Website. An address link creates a link to a generic web.alive Website.

It is worth noting that users can only attend meetings anonymously if you also enable the anonymous entry user setting.

You can choose to embed a web.alive graphic and a web.alive link in your source code. Alternatively, you can choose to paste an address link to the web.alive site. The address link displays a standard browser page size of 900 X 400 pixels.

Prerequisites

Before you link to web.alive from your Website, you must have a valid web.alive account and provision a meeting environment.

The purpose of this task is to make the web.alive application available on your Website.

1. On the web.alive navigation toolbar at the top of the page, click **Publish**. web.alive displays the **Publish** page.

2. If you are embedding a link to web.alive, select an icon for the web.alive link. If you are inserting an address link to the web.alive site, there is no need to select an icon.

   Avaya provides guidelines on the **Publish** page to help you to select a suitable graphic.

3. Select the code, depending on your requirements. You can embed a link to web.alive in an existing Web page or your can insert an address link to the web.alive site:

   • If you want to embed a web.alive link that enables users to attend meetings anonymously: Under the **Embed** label, copy the code sample from the **No Login Prompt** field and paste it into your Website source code.

   • If you want to embed a web.alive link that enables users to enter their details prior to attending any meetings: Under the **Embed** label, copy the code sample from the **Login Prompt** field and paste it into your Website source code.

   • If you want to insert an address link to the web.alive site that enables users to attend meetings anonymously: Under the **URL** label, copy the code sample from the **No Login Prompt** field and paste it into your Website source code.

   • If you want to insert an address link to the web.alive site that enables users to enter their details prior to attending any meetings: Under the **URL** label, copy

the code sample from the **Login Prompt** field and paste it into your Website source code.

4. Verify the graphic and the link before uploading your Website source code to the production site.

Example

Many customers include the web.alive link on their Intranet, so that internal associates can conduct web.alive meetings.

Next steps

You can also copy a link to an e-mail invitation, if you required.

Related topics:

Anonymous entry on page 24

Ensuring that the invitation e-mail contains your embedded link on page 43

Ensuring that the invitation e-mail contains your embedded link

When a user right-clicks in the environment and selects **Invite a friend**, web.alive generates an e-mail that contains a link to the environment. If you have chosen to embed your web.alive link in your own Website, you might want to ensure that this invitation e-mail contains a link to your Website. You can do this by configuring a user setting called **Custom Invite URL** on the **Settings** panel.

Related topics:

Configuring user settings on page 25

Linking to web.alive from your e-mail

You can place a link to the web.alive meeting environment in a standard e-mail. This link can enable users to attend meetings anonymously or can enable users to enter their details prior to attending any meetings. In the latter case, web.alive displays a **Log-in** dialog with an **use a password** field, which users can de-select to enter anonymously.

It is worth noting that users can only attend meetings anonymously if you also enable the anonymous entry user setting.

Prerequisites

Before you link to web.alive from your e-mail, you must have a valid web.alive account and provision a meeting environment.

The purpose of this task is to create an e-mail notification template. Users can use this template to create their own meeting invitations.

1. On the web.alive navigation toolbar at the top of the page, click **Publish**. web.alive displays the **Publish** page.

2. Under the **URL** label, copy the code sample and paste it into your e-mail.

   You can copy the **No Login Prompt** field to enable users to attend meetings anonymously. You can copy the **Login Prompt** field to enable users to enter their details prior to attending any meetings

   Tip:
   It is a good idea to include this link when scheduling meetings using the Calendar feature of your e-mail application.

Next steps

Optionally, you can also save the web.alive graphic to your computer and include that in the e-mail template.

Related topics:

[Anonymous entry](#) on page 24

Linking to web.alive statistics

Statistics provide a valuable insight into the performance of web.alive for the purposes of ongoing monitoring or troubleshooting.

You can copy a link to the web.alive statistics for your account. You can paste this link into a HTML-enabled output, such as an e-mail, document, or Web source code.

Prerequisites

Before you link to the web.alive statistics, you must have a valid web.alive account and provision a meeting environment.

The purpose of this task is to enable a wider audience to view the web.alive statistics for your account.

1. On the web.alive navigation toolbar at the top of the page, click **Publish**.
   web.alive displays the **Publish** page.

2. Select the code in the **View Statistics** field, under the **URL** column.

3. Paste it into your HTML-enabled output, as required.

    Tip:

   If administrators have to compile network performance reports for managers, they might like to use this link as a reference.

Related topics:

Chapter 8: Viewing statistics and logs

web.alive analytics

As a web.alive system administrator, you can view a number of files which monitor web.alive performance and user behavior in web.alive.

These files consist of a number of statistics files which capture a large amount of potentially valuable information relating to users and their behavior. Avaya has divided the statistics output into a number of sections to enable you to more easily navigate through the available information and locate the statistics that you require. The sections are listed here.

Section	Description
Dashboard	An overview of the available analytics.
Live	Information about current users.
News	A ticker of up-to-date information about the server. 😊 **Note:** A ticker consists of horizontal text streamed across a screen that displays headlines.
Visitors	Information about the number of users, their origins, and the length of their visit to the web.alive environment.
Content	Information about how users interact with content in the web.alive environment.
Collaboration	Information about how users interact with each other.
Events	Information about gatherings of multiple users.
Goals	Information about conversions. 😊 **Note:** Within the context of web.alive, a conversion is when a user takes a specific, usually desirable, action. Typically, this action is one that the customer wants to monitor because it may lead to a sale.
Last week	Information about the activity during the past seven days.
Performance	Information relating to the performance of the web.alive client, server, and content.
Misc	Information about user hardware and software.

web.alive also produces an environment upload log file. The process of uploading a new environment is comprised of several smaller steps. This upload log tracks the progress of this process.

What statistics are available?

web.alive produces a number of graphs and reports which detail the performance of your web.alive account.

Heading name	Description	Location
Ave Visit Duration Trend	A trend, or tendancy, that indicates whether users are staying in the web.alive environment for longer or shorter periods over the past 90 days.	**View statistics** > **Visitors**
Bandwidth	Details of the rate at which users uploaded and downloaded data to and from the web.alive environment.	**View statistics** > **Performance**
Cold vs Warm Startup	The time, in milliseconds, that it takes to start the web.alive environment.	**View statistics** > **Performance**
Common User Paths	The most popular routes through the environment.	**View statistics** > **Content**
Conversation History	The number of visits compared with the number of discussions over the past 90 days.	**View statistics** > **Collaboration**
Conversation Overview	Details relating to the speech activity in the environment, such as the time spent talking and the number of discussions.	**View statistics** > **Dashboard** **View statistics** > **Collaboration**
Conversion by Country	Conversion-tracking is an optional service. Customers must pay for it. Within the context of web.alive, a conversion is when a user takes a specific, usually desirable, action. Typically, this action is one that the customer wants to monitor because it may lead to a sale. For example, a customer might wish to track events such as log-ins, conversations, navigations through the environment, and so on. This graph shows a geographical breakdown of conversions.	**View statistics** > **Goals**

Heading name	Description	Location
Conversion Types	There are several types of conversion and this table displays the various types their monetary value. For example, when a new user logs on to web.alive environment, this action could be assigned a conversion type called **Attract** with a monetary value of ten cents. The action of navigating through the environment could be assigned a conversion type called **Explore** with a monetary value of five cents. If customers pay for the conversion feature, they can work with Avaya to configure the mappings between events, money, and type labels.	**View statistics** > **Goals**
CPU & RAM	This graph displays statistics relating to the computers that users use to access the web.alive environment.	**View statistics** > **Miscellaneous**
Event History	This table lists the most recent events. Within the context of web.alive, an event is when three or more users are active in the environment and have at least one conversation. The Volume column shows the room or area where the event took place. The Participation Index (PI) is a value representing how much a user is participating in the event. A high level of participation, for example, constantly talking and gesturing, is ranked to a maximum of 100. A low level of participation, for example, little conversation or gesturing, is ranked to a minimum of 0. The Normalized Participation Index (n-PI) is the PI multiplied by the percentage of time that the users spends in the event. So, if they are in the environment for the duration of the event, their PI and n-PI are equal. If they are only in the environment for 10% of the event, their n-PI is equal to their PI multiplied by .1. The Top Participant is the user with the highest n-PI. The table shows a number of other details relating to the cost savings involved in the virtual meeting.	**View statistics** > **Events**
Event Volume History	The number of events, such as conferences or training sessions, in the past 90 days.	**View statistics** > **Events**
Hardware	Details of users' computers, such as type of the CPU, the graphics card, and the record and playback devices.	**View statistics** > **Miscellaneous**

Heading name	Description	Location
Image Processing	This graph displays statistics relating to the computers that users use to access the web.alive environment. In particular, image processing relates to the speed with which the users' computers can load and render the insertions within the environment.	**View statistics** > **Performance**
Last Week Conversation Overview	Details relating to the speech activity in the environment, such as the time spent talking and the number of discussions, over the past calendar week, which runs from a Monday to a Sunday..	**View statistics** > **Last Week**
Last Week Events	This table lists the events that have taken place within the past calendar week, which runs from a Monday to a Sunday.	**View statistics** > **Last Week**
Last Week Largest Event	This table lists the details of the largest event that has taken place within the past calendar week. web.alive defines the event size in terms of the number of users involved.	**View statistics** > **Last Week**
Last Week Local vs Global Collaboration	Percentage of discussions involving users from different countries, over the past calendar week.	**View statistics** > **Last Week**
Last Week Top 20 Auth Visitors by Anon Conversation Time	Details of the discussions between authenticated users and anonymous users, over the past calendar week.	**View statistics** > **Last Week**
Last Week Top 20 Internet Service Providers	Details relating to the most popular ISPs, such as the number of sessions and users, over the past calendar week.	**View statistics** > **Last Week**
Last Week Top 20 locations (local vs global conversation)	Details of the discussions between users from the same country and users from different counties, over the past calendar week.	**View statistics** > **Last Week**
Last Week Top 20 Visitors by Conversation Time	Details relating to the most talkative users, such as the total amount of time that they have been involved in discussions, over the past calendar week.	**View statistics** > **Last Week**
Last Week Top 20 Visitors by Time Spent	Details relating to the users who have spent the most time in the environment, such as their location, number of visits, and total time spent in the environment, over the past calendar week. It is worth noting that this statistic captures the total duration time, so single long visit could equate to more time than multiple shorter visits.	**View statistics** > **Last Week**

Heading name	Description	Location
Last Week Visitor History	The number of new and existing users entering the environment over the past calendar week.	**View statistics** > **Last Week**
Last Week Visitor Origin	A geographical view of user location, over the past calendar week.	**View statistics** > **Last Week**
Live User Data	Summary of the current activity in the environment.	**View statistics** > **Live**
Local vs Global Collaboration	Percentage of discussions involving users from different countries.	**View statistics** > **Collaboration**
Log File Data	Details of the logs that web.alive generates.	**View statistics** > **Miscellaneous**
Miscellaneous	General details, such as total visits, unique visits, and maximum concurrent users.	**View statistics** > **Miscellaneous**
Most valuable influencers	Within the context of web.alive, an influencer is a user who influenced a conversion. For the purposes of this statistic, Avaya assumes that a user influences a conversion if they talk to the user who was converted during or just prior to the time of conversion. The most valuable influencers are the users who influenced the most conversion value.	**View statistics** > **Goals**
Occupancy Trend	Occupancy is the number of users in the environment at the same time. This trend shows details of whether the environment was increasingly occupied or decreasingly occupied.	**View statistics** > **Visitors**
Rendering Performance	Details of the number of frames per second that web.alive displays, as the user navigates through the environment.	**View statistics** > **Performance**
Server News Feed	Continuously updated ticker, displaying general information about the environment.	**View statistics** > **News**
Sites set in web renderer	If users display a Web page in the environment, web.alive displays it here.	**View statistics** > **Content**
Software	Details of users' operating systems and browsers.	**View statistics** > **Miscellaneous**
Startup time breakdown	Details of the time it takes to complete various processes during startup.	**View statistics** > **Performance**
Top 20 Auth Users by Anon Conversation Time	Details of discussions between authenticated users and anonymous users.	**View statistics** > **Collaboration**

Heading name	Description	Location
Top 20 Internet Service Providers by Visits	Details of the most popular ISPs, such as the number of sessions and users.	**View statistics** > **Visitors**
Top 20 locations (local vs global conversation)	Details of the discussions between users from the same country and users from different counties.	**View statistics** > **Collaboration**
Top 20 Users by Conversation Time	Details of the most talkative users, such as the total amount of time that they have been involved in discussions.	**View statistics** > **Collaboration**
Top 20 Visitors by Time Spent	Details relating to the users who have spent the most time in the environment, such as their location, number of visits, and total time spent in the environment.	**View statistics** > **Visitors**
Trigger Usage	Within the context of web.alive, a trigger is something in the environment with which a user can interact. This list displays the most frequently used triggers.	**View statistics** > **Content**
20 Most Recent Visitors	Details of the most recent users, such as their location, number of visits, and total time spent in the environment.	**View statistics** > **Visitors**
25 most valuable users (conversions)	Within the context of web.alive, these are the users who caused the highest total conversion value. This value could be result of large numbers of conversions that have a small monetary value or a fewer number of conversions that have a large monetary value.	**View statistics** > **Goals**
Visitor Duration Distribution	The average length of time users spend in the environment, while speaking and while silent.	**View statistics** > **Visitors**
Visitor History	The number of new and existing users entering the environment over the past 90 days.	**View statistics** > **Dashboard** **View statistics** > **Visitors**
Visitor Loyalty	Percentage of users who return to the environment.	**View statistics** > **Visitors**
Visitor Origin	A geographical view of user location.	**View statistics** > **Visitors**
Visitor Overview	Summary of user data, such as the number of users and the amount of time they spent in the environment.	**View statistics** > **Dashboard**

Heading name	Description	Location
Visit Time Distribution	Busiest day of the week and busiest time of the day.	**View statistics** > **Visitors**
Volumes Overview	Room by room comparison showing the number of users entering each room and logging out from the environment while in each room.	**View statistics** > **Dashboard**
Volume Usage	Room by room comparison of the user activity in each room.	**View statistics** > **Content**
Which groups converse with other groups	Details of the discussions between different user groups. User groups include, meeting room speakers, auditorium speakers, laser pointer users, and statistics viewers.	**View statistics** > **Collaboration**

Related topics:

Examples of statistics in use

You can use the web.alive statistics for a variety of purposes. Avaya has designed the statistics module to cater for a number of different audiences, including sales managers, trainers, and content developers.

Role	Example of a potential use
Content developers	Content developers can use statistics to optimize their content. For example, if a content developer notices that users are not going into a certain part of the environment or interacting with certain triggers, they can update the environment to better suit the users.
Sales managers	Sales managers can use the **Goals** section to identify the best performing sales agents and the top users. Sales managers can use this information to improve their sales tactics.
Trainers	Trainers, moderators, or facilitators can use the statistics to monitor whether certain users are dominating a meeting or other users are not participating during a class. Trainers can adjust the session accordingly.

Viewing statistics

Statistics provide a valuable insight into the performance of web.alive for the purposes of ongoing monitoring or troubleshooting.

Prerequisites

Before you view statistics, you must have an active web.alive account.

The purpose of this task is to look at the recent web.alive server activity.

1. Log on to the administration panel of web.alive.

   Alternatively, you may have received a direct link to the statistics output. You can click this link to proceed directly to the statistics output. web.alive may request your log on details when you click the link.

   This direct link is available to administrators on the **Publish** page.

2. On the web.alive navigation toolbar at the top of the page, click **Main**.
   web.alive displays a small preview of the current environment.

3. In the **Statistics** panel, click **view statistics**.
   web.alive displays the statistics interface.

4. Navigate through the statistics interface by clicking any of the menu options on the left.

Related topics:
Linking to web.alive statistics on page 44
What statistics are available? on page 48

Viewing the upload log

The log file displays the progress of the environment upload process. If you upload an environment, you can view a progress log in this file.

Prerequisites

Before you view logs, you must have an active web.alive account.

The purpose of this task is to look at the recent web.alive environment upload activity.

1. Log on to the administration panel of web.alive.

2. On the web.alive navigation toolbar at the top of the page, click **Main**.
   web.alive displays a small preview of the current environment.

3. In the **Current Environment** panel, click **view log**.

web.alive displays the log file.

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Example

Typically, these logs provide valuable troubleshooting information.

Related topics:

Chapter 9: Distributing web.alive

Software management systems (SMS)

If you do not want your users to have to download the web.alive software, you can use a silent installation method. If you use this method, your users do not see the installation of web.alive. Instead, web.alive installs in the background and the process is transparent to the end user.

You can distribute web.alive using a distribution method called software management systems (SMS). The web.alive client software does not install an icon, does not require a restart, and does not have any optional components or tasks.

The basic command is:

```
> setup-web.alive-client-2.5beta.6.0_b681.exe/VERYSILENT/SUPPRESSMSGBOXES
```

This example is for release 2.5.6. With this code, the web.alive installer runs entirely in the background. If you run web.alive installer in the foreground in order to extract a return code, you can use this code:

```
> start /wait setup-web.alive-client-2.5beta.6.0_b681.exe/VERYSILENT/
SUPPRESSMSGBOXES echo %ERRORLEVEL%
```

For more information, see http://unattended.sourceforge.net/InnoSetup_Switches_ExitCodes.html.

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