Client Help Desk
Overview and Installation Issues
CET250

Agenda

• Help Desk Overview and Curriculum
• Good Rules for Tech Support
• The Checkin Session
• Client Installation Methods
• SmartClient Pathway
• Browser Settings
• Troubleshooting scenarios
Where to Get Help?

- Centra Support site at [http://support.centra.com](http://support.centra.com)
  - Site contains: Technical Bulletins, FAQs, product documentation, Troubleshooting guides, Technical specifications
- Centra documentation
- Centra Technical Support
  - 781-994-1110 or support@centra.com
  - +44 (0) 870 241 1391 or emeasupport@centra.com
- Centra online Education classes

Types of Issues

### Product Related
- Provide product training
- Answer "How do I..." type questions
- Problem is result of misuse of product

### Problem Related
- Requires problem isolation skills and ability to diagnose
- Know common problems
- Know when to escalate (not a client issue)
- Create the smallest reproducible case
Centra Client Help Desk Training

Product Related
- Leader / Participant
  - CET001, CET120 A & B, CET200 A & B, CET201
- Agenda Builder
  - CET101, CET105 A & B
- Event Manager
  - CET110 A & B, CET210

Problem Related
- CET250 Overview & Installation
- CET251 Connectivity Issues
- CET252 Audio Issues

Good Rules for Tech Support

- Users lie (they may not mean to, but...)
- Look at the facts
- Get users talking
  - The one asking questions is the one in control – ask lots of questions
- Document, document, document! Share, share, share!
- Instead of “Does your screen say ...”,
  - Tell users, “Read me your screen” (remember rule #1)
- Assume nothing. Check everything.
- If possible, create a small, contained, reproducible case
The Checkin Session

• Special Centra Event for first-timers run by help desk 2 days before attending first event
• Used to verify installation, ability to connect, audio, ability to see content and use tools, and basic interface training
• If problems arise, help desk and troubleshoot before “real” event

Example Checkin Session

Suppose a training event is schedule for Thursday.

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thurs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run System</td>
<td>Run Checkin</td>
<td>(troubleshoot</td>
<td>Production event</td>
</tr>
<tr>
<td>Check</td>
<td>event; Troubleshoot</td>
<td>problems if necessary)</td>
<td></td>
</tr>
<tr>
<td>Report errors</td>
<td>problems</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
What to Check?

- Headset configured properly
  - Hear OK?
  - Speak OK?
- Client is installed OK?
- Attend event OK (connectivity good)?
- See content OK?
- Click Yes, No, Raise Hand? Use Chat?
- See Application Sharing and/or Web Safari OK?

Checklist at a Glance

- Verify browser settings / adjust
- Verify JVM / upgrade
- Verify user granted install permission
- Verify workstation is not locked down
- Reboot the machine and try again
- Uninstall and reinstall with SetupJ.exe
- Verify proper ports are open to Server
- Check connectivity issues
- Close browser / clear cache
- Close all open applications
Client/Server Architecture

- Centra is a Client/Server application
- Client software **must** be installed to attend live events
- Server software must be installed and accessible

Client Installation Methods

- SmartClient: Installs base client. Installs additional components as needed.
- Setup.exe: Installs entire client.
- SetupJ.exe With JVM: Installs entire client and JVM if needed.

Default Install Folder: C:\Program Files\CentraOne
Setup.exe and SetupJ.exe

- Download from the Centra Server and run

![Image]

Centra Server

SmartClient

- Core times when SmartClient will install:
  - Run System Check
  - Click Attend, Lead, Playback, Record, Remote Host
  - Enroll in an event with Client-side content
  - Check in or Check out a Subject
SmartClient Technology

- SmartClient uses ActiveX (IE) and Plugins (Netscape) to do the automatic install
- Your browser and Firewall needs to allow these or you need to use SetupJ.exe
- SmartClient requires supported JVM

SmartClient Pathway - Overview
SmartClient Pathway

1. Check to see if cookie has been installed for server
2. If Yes, assume the client has been installed and attempt to launch client
3. If No, check to see if ActiveX allowed to run on PC (browser setting)
4. If Yes, download the ActiveX
5. Check if ActiveX downloaded successfully (possibly filtered by firewall)
SmartClient Pathway

6. If Yes, install the client and attempt to launch client
7. If No, redirect to the download Setupj.exe page

8. Determine what link user clicked
9. If Install CentraOne, then download and install Setupj.exe and return to this page to launch client

10. If launch client clicked, then set cookie on machine and then attempt to launch client
Install Log

• Ask Centra Server administrator to check server-side install log
  ▪ Folder:
    • <CENTRA SERVER ROOT>/CMS/run/logs
  ▪ Log file:
    • Install_<domain>_mm_dd_yyyy_hh_mm_ss.log

IE Browser Settings

• Tools ➔ Internet Options…
IE Browser Settings

• Security Tab
  - In Download signed ActiveX controls, select Prompt or enable.
  - In Run ActiveX controls and plug-ins, select Enable
  - In Script ActiveX controls marked safe for scripting, select Enable

• Advanced Tab
  - Select JIT compiler for virtual machine enabled (Required)
  - Select Java console enabled (Recommended)
  - Select Java logging enabled (Recommended)

Netscape Browser Settings

• Edit ➔ Preferences …
Netscape Browser Settings

- Enable Java
- Enable JavaScript
- Accept all cookies
- Enable SmartUpdate

Locked-down Workstations

- If registry, C:\, or C:\Program Files is locked down attempt to install in user’s Temp folder
  - TIP: Type %temp% or %tmp% in address of Windows Explorer to see if installed in temp folder
- Install folder is configurable on the server
- Setup/SetupJ must be able to write to registry to access MIME types

Solution: Have IT person (or user) log onto machine with Admin rights and install with SetupJ.exe
Scenario #1

“I click attend and nothing happens”

Questions to Ask

Grant permissions?

See Preparing CentraOne window (or did it flash and disappear)?

- User must grant install permissions
- Check the JVM with Jview / upgrade
- Check browser settings

System Check
Click Attend

[Optional]

(ActiveX/JVM)

Prepared CentraOne

Internet

Security Warnings

1. Write to default install folder
2. Write to Registry

Steps

1. Open a command prompt
2. Type jview
3. Press Enter

Example

C:\\jview
Microsoft (R) Command-Line Debugger for Java Version 1.3.0.3160
Copyright (C) Microsoft Corp. 1996-2000. All rights reserved.
Usage: jview [options] [classname] [arguments]
Options:

- /h displays usage text
- /cp<classname> net.classpath
- /classpath appended path to classpath
- /ad<classname> append path to classpath
- /r<classname> rewrite class name if an error occurs
- /w<classname> write all classes
- /alluniform<classname> store class property
- /k execute Application
- /n craft version stack trace (requires debug class)
- /profi[optional] enable profiling (type ? for help)

Results

Install new JVM at www.microsoft.com/java if the version is prior to ...

a. 5.00.3229 for Windows 2000, or
b. 5.00.3809 for Windows XP

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Scenario #2

“I have already installed the client but keep getting the CentraOne Setup page”

Cookie Format

- Cookie Format
  - `<username>@<CMS-server>.txt`
- Example
  - `mbucceri@205.247.223.txt`
Scenario #3

“I click attend and I am asked what to do with attend.jhtml”

1. The cookie is set but the client has been uninstalled
   - Install the client with Setupj.exe (or delete the cookie)

2. The Centra Server has been changed to not load ActiveX controls and the client is not installed
   - Install the client with Setupj.exe
Scenario #4

“I click attend and get a blank page that is the same size as the Preparing CentraOne window”

Unknown firewall / filtering software to Centra.
1. Right-click on the window
2. Select “View Source”.
3. Copy this to a text file
4. Send to Centra Tech Support

Scenario #5

“I click attend and get an error, ‘Permission denied. Could not write to specified directory’”

1. System Check / Click Attend
2. (Optional) Security Warnings
3. Preparing CentraOne (ActiveX/JVM)
4. Write to default install folder
5. Write to Registry
Scenario #6

“I received the following error”

Delete all instances of launcher.exe
1. Open Windows Task Manager (Ctrl+Alt+Del)
2. Click the Processes Tab
3. Select launcher.exe and click End Process
4. Repeat

Scenario #6 Continued
Other Considerations

- Turn off anti-virus software during install and turn back on
- Turn off popup stoppers
- Turn off personal firewalls
- Close all browser windows, re-open and re-try
- Use Internet Explorer or Netscape browsers only
- Check connectivity issues (CET251)
- Escalate to Centra Tech Support

What's Next?

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