

# Oracle® Web Conferencing

Frequently-Asked Questions and Troubleshooting

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This document answers frequently-asked questions about Oracle Web Conferencing, and helps an administrator troubleshoot the Web Conferencing system.

- Frequently-Asked Questions on page 1
- Troubleshooting Web Conferencing on page 8

## Frequently-Asked Questions

The following sections answer questions users frequently ask as they use Oracle Web Conferencing. Questions are grouped into the following general categories:

- Installing the Web Conferencing Client on page 1
- Logging In on page 2
- Running Web Conferences on page 3
- Voice Streaming on page 6
- Playing Back Conferences or Demos on page 7

## Installing the Web Conferencing Client

To view web conferences, users must load the client that displays the Web Conferencing Console on their machines. This section describes system requirements for running the client, and answers questions about downloading clients.

- Web Conferencing Client System Requirements on page 1
- Loading the Web Conferencing Console Resulted in a Crash or a Blue Screen on page 2

## Web Conferencing Client System Requirements

Each Web Conferencing user's system must meet the following requirements:

- Windows 98 or higher
- Internet Explorer 5.5 or higher\*
- 1024 x 768 screen resolution
- Java Virtual Machine (JVM) or Sun Virtual Machine installed and enabled

\*Other browsers – Netscape 4.75 or above, Mozilla, Firefox, or Safari – may be used to join conferences from a Windows machine using Oracle Web Conferencing release 2.0.4.3 (Oracle Collaboration Suite release 9.0.4.2 patch set), but they cannot use all conference features and they cannot use the Web Conferencing application pages to schedule conferences.

Each user must have Java Virtual Machine (JVM) installed and Java enabled in Internet Explorer in order to browse websites in co-browse mode, to share documents in document presentation mode, to stream voice data, or to play back a conference. To check whether you have a Virtual Machine installed and enabled, do the following:

1. Open Internet Explorer.
2. Select **Tools > Internet Options**.
3. Click the **Advanced** tab.
4. Scroll down to Java (Sun) or Microsoft VM and make sure all boxes under the heading you find are checked ON.

If you do not see any references to Java or VM, you need to download and install a Java Virtual Machine. Please contact your system administrator for information about what JVM your company uses and supports. After you've installed a JVM, verify that it is enabled by repeating the steps above.

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**Note:** In addition to the software requirements noted here, you must turn off any pop-up blockers while using Oracle Web Conferencing. Pop-up dialogs appear as you enter a web conference or play back a recording. If you have pop-up blockers turned on, you will not be able to use the dialogs to enter the conference or play the recording. For example, Windows XP Service Pack 2 and recent versions of Internet Explorer have automatic pop-up blockers that you must disable.

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### **Loading the Web Conferencing Console Resulted in a Crash or a Blue Screen**

If you install the console and your machine reboots and/or you see a blue screen, then you likely have an out-of-date video driver, Intel 82815 (Compaq), or an nVidia video card (Toshiba). Do the following:

1. Download one of the following from <http://www.video-drivers.com>:
  - Compaq: `Win2K_xpe67.exe`
  - Toshiba: `z610vdx.exe`
2. Run `imtfix.exe` from the host machine where you installed Web Conferencing. For example, if your Web Conferencing host is `conference.mycompany.com`, you would enter:  
`http://conference.mycompany.com/intapp/res/jar/imtfix.exe`
3. Reboot your computer.

### **Logging In**

If you have difficulty logging in to Web Conferencing, you may see the following error messages:

- OID connection misconfigured or other error detected. Please notify the system administrator.
- System error User id can not be null(9)

If these messages appear, it is likely there is a synchronization problem between the Oracle Internet Directory (OID) and Oracle Web Conferencing. For performance reasons, Oracle Web Conferencing maintains a local copy of some of your user information that also appears in the OID. If the information in the OID has changed, for example you were assigned a new user name or changed your e-mail address, but the OID information has not been synchronized with Oracle Web Conferencing, then you cannot log in with the new or changed information. Contact your system administrator and advise him of the problem.

## Running Web Conferences

The following sections describe how to resolve problems when participating in a conference.

- Cannot Find a Registered User to Invite to a Conference on page 3
- The Console Initialization Bar Stops at 90% on page 3
- A Message Says "Digital ID is Expired" on page 4
- A Message Says "Your Session is Expired" on page 4
- Dialogs To Enter the Web Conference Don't Appear on page 4
- No Host Privileges for Meeting Host on page 5
- I Can't Co-Browse or Present Documents on page 5
- I Want to Share My Whole Screen and Hide the Console Bar on page 5
- I See Multiple Console Toolbars on page 5
- During a Conference, the Shift Key "Stuck" on page 5
- Attendees Cannot View Java/Oracle Forms Applications on page 6
- Screens Take a Long Time to Render on page 6

### Cannot Find a Registered User to Invite to a Conference

Oracle Web Conferencing keeps a local repository of user information for users from the Oracle Internet Directory (OID). By default, users are loaded into the database as they sign in to Web Conferencing. If you try to invite an attendee who has not yet logged into the system, then the attendee will not be listed as a registered user. Enter the attendee as a guest, or ask the attendee to log into Web Conferencing once.

### The Console Initialization Bar Stops at 90%

As you enter a conference, the Web Conferencing system checks to see whether you have the latest Web Conferencing client. If your client is older, the system will try to download a new version to your machine. If this download times out, click **New User** on the Web Conferencing home page, then click the **Download** button to manually download the client.

### **A Message Says "Digital ID is Expired"**

If you see this message as you enter a conference, you must download a new version of the Web Conferencing client. Click **New User** on the Web Conferencing home page, then click the **Download** button to manually download the client.

### **A Message Says "Your Session is Expired"**

If you schedule a conference or start an instant conference and see a message similar to "Your session has expired. Please login," most likely your machine's time clock is incorrect and the meeting start time is more than 10 hours different than the time shown on your computer. To solve this problem:

1. Right-click on the time shown in the lower right corner of your screen.
2. Choose **Adjust Date/Time**.
3. Choose the correct date and time, and click **OK**.

Now you can schedule and enter meetings.

### **Dialogs To Enter the Web Conference Don't Appear**

If you try to enter a conference, but do not receive the appropriate dialogs to let you enter, then one of two things may be occurring:

- You have a pop-up blocker turned on.

Some Oracle Web Conferencing tasks, such as entering a conference or playing back recorded conferences, display pop-up dialogs. If you have pop-up window blockers, the pop-up window is suppressed and so you cannot perform the task. For example, Windows XP Service Pack 2 and recent versions of Internet Explorer include automatic pop-up blockers that you must disable during web conferencing.

You must allow display of pop-up windows while you are using Oracle Web Conferencing.

- Your browser security settings are too strict.

Browser security settings should be set to Medium or lower. Do the following to reset them:

1. Open an Internet Explorer window.
2. Select **Tools > Internet Options**.
3. Click the **Security** tab.
4. Set Security to Medium or lower.
5. Click the **Custom** button.
6. Set the following:
  - Download signed ActiveX controls: Prompt
  - Run ActiveX controls and plug-ins: Enable
  - Script ActiveX controls marked safe for scripting: Enable
7. Close the browser window.

### **No Host Privileges for Meeting Host**

If you schedule a meeting as host, then enter the meeting and find that you do not have host privileges, it is likely that you did not log into Web Conferencing before joining the meeting through the Join Conference bin. You must be logged in to Web Conferencing to host the meeting.

If you have other problems with meeting privileges or Web Conferencing features that you cannot access, ask your system administrator whether any Web Conferencing system properties have been set to prevent access to features.

### **I Can't Co-Browse or Present Documents**

You must have Java enabled and a Java Virtual Machine (JVM) installed in order to co-browse or share documents using document presentation mode. See "Web Conferencing Client System Requirements" on page 1.

### **I Want to Share My Whole Screen and Hide the Console Bar**

To share your full screen and hide the Web Conferencing console bar, you can "unpin" the console. Click on the pin icon in the console tool bar:



The toolbar will disappear. To make the toolbar visible again, move your mouse to the top of your screen and the toolbar will reappear, then click on the pin icon again.

To set your system so that the toolbar is always hidden by default in your future conferences, do the following:

1. Log in to Web Conferencing.
2. Click **Preferences**.
3. Choose **Oracle Web Conferencing Console** in the tab list.
4. Check **Autohide** ON.
5. Click **Apply**.

### **I See Multiple Console Toolbars**

If you accidentally enter the same conference twice, you will see multiple or replicating Web Conferencing console toolbars. Click to exit from the second conference (the second console toolbar on your screen).

### **During a Conference, the Shift Key "Stuck"**

If, during a conference, it appeared that the Shift Caps Lock key had been pressed, making everything uppercase, your keyboard and your attendee's keyboard were out-of-synch.

To synchronize the keyboards, press the Shift or Control key a few times together with your attendee.

If this does not fix the issue, you may have Microsoft's *sticky-key* feature turned on. To turn off the sticky-key feature, press the Shift key five times to display the settings pop-up window. If this does not display the settings pop-up window,

press and hold down the Shift key until the pop-up window appears. Then turn the sticky-key feature off.

### **Attendees Cannot View Java/Oracle Forms Applications**

If attendees cannot view your Oracle Forms applications, your system is likely running Windows 2000, DirectX 8.1, and Sun Java Virtual Machine 1.2+. This configuration could cause DirectX applications to be shared incorrectly in Desktop Sharing mode. You can do either of the following:

- Upgrade DirectX version 8 to version 9. Please contact your system administrator for assistance.
- If you do not want to upgrade your version of DirectX, follow the next steps to download a patch to disable DirectX hardware acceleration to allow sharing of DirectX applications.
  1. Run `imtfix.exe` from the Web Conferencing host machine. For example, if your Web Conferencing host is `conference.mycompany.com`, you would enter:  

```
http://conference.mycompany.com/intapp/res/jar/imtfix.exe
```
  2. Click the **Enable** button.
  3. Reboot your computer.

### **Screens Take a Long Time to Render**

If screen rendering/refreshing is slow, you may have an out-of-date video driver, Intel 82815 (Compaq) or an nVidia video card (Toshiba). Do the following:

1. Download one of the following from <http://www.video-drivers.com>:
  - Compaq: `Win2K_xpe67.exe`
  - Toshiba: `z610vdx.exe`
2. Run `imtfix.exe` from the host machine where you installed Web Conferencing. For example, if your Web Conferencing host is `conference.mycompany.com`, you would enter:  

```
http://conference.mycompany.com/intapp/res/jar/imtfix.exe
```
3. Reboot your computer.

### **Voice Streaming**

Oracle Web Conferencing lets you hold conferences with listen-only voice streaming; you can also record these conferences and play back the voice streaming data. To use voice streaming, you connect to any telephone number, including a Raindance or MeetingPlace teleconference number. The audio from the telephone is captured, converted to digital, and streamed to Oracle Web Conferencing participants who can listen through their computer speakers.

Because this is listen-only voice streaming, attendees cannot speak through the computer microphone to broadcast to other attendees.

The following sections answer voice streaming questions.

- How Do I Enter a Dialing Sequence? on page 7
- Cannot Dial Out for Voice Streaming on page 7

- Voice Streaming Does Not Work on page 7

### How Do I Enter a Dialing Sequence?

For dialing in the US, dialing sequences follow these rules:

- To dial numbers inside the US, the dialing sequence includes 1 plus the area code and phone number
- To dial numbers outside the US from the US, the dialing sequence includes 011, the country code, area code (if applicable), and the number.
- To dial a conference service such as MeetingPlace or Raindance, you need to include commas for pauses (each comma is a pause of one second), and the ID numbers and acknowledgement codes required by that vendor. For example:

To dial a Raindance number:

If the "attendee join" announcement is off: 18773028255,,,,ID-number#

If "attendee join" is on: 18773028255,,,,ID-number#,,,,,,,,,,,,,,#

To dial a MeetingPlace number:

18889672253,,,,,,,,Profile-number,,,,#,,,,,,,,,1,,,,,,,,Password,,,,#,,,,,,,,,,#

- Make sure the wave volume on your computer is turned all the way up. With the volume up, you should hear the dial-in sounds through your computer speakers as Oracle Web Conferencing connects.

The steps to dial are as follows:

1. Start your conference.
2. Click the Voice Streaming icon.
3. Select and modify a pre-set dialin, or select **New Dialin** and enter your dialing sequence as outlined above.
4. Click **Connect**.
5. When the call has gone through, click **Enable**.

### Cannot Dial Out for Voice Streaming

If you cannot dial out to a phone number, your system administrator may need to set up the dial-in prefix for calls made to numbers outside your company site. For example, many company phone systems require users to dial 9 before dialing an outside line. Ask your system administrator to check the current value for the `VoiceDialInPrefix` property.

### Voice Streaming Does Not Work

You must have a Java Virtual Machine installed and enabled in order to hear voice streaming data. See "Web Conferencing Client System Requirements" on page 1.

### Playing Back Conferences or Demos

The following sections describe solutions to problems playing back recorded conferences.

- Cannot Play Back Recorded Conferences on page 8
- Cannot Play Back Demo Conferences on page 8

### **Cannot Play Back Recorded Conferences**

If you cannot play back a recorded conference from the archive pages, there are two possibilities:

- You must have a Java Virtual Machine installed and enabled in order to play back conferences. To install and enable a JVM, see "Web Conferencing Client System Requirements" on page 1.
- Some Oracle Web Conferencing tasks, such as entering a conference or playing back recorded conferences, display pop-up dialogs. If you have pop-up window blockers, the pop-up window is suppressed and so you cannot perform the task. For example, Windows XP Service Pack 2 and recent versions of Internet Explorer include automatic pop-up blockers that you must disable during web conferencing.

### **Cannot Play Back Demo Conferences**

The QuickLinks area on the Web Conferencing home page includes links to an Application Demo and a Conference Demo. If these links do not work, then these conferences were not loaded in the database during installation.

Please contact your system administrator to correct this problem. See "Application and Conference Demos Do Not Play" on page 14.

## **Troubleshooting Web Conferencing**

The following sections outline issues and questions system administrators may have regarding the Oracle Web Conferencing system. It is an addendum to the *Oracle Web Conferencing Administrator's Guide* and should not be used as a substitute for it.

- Starting and Stopping Web Conferencing Processes on page 8
- Installing Web Conferencing on page 10
- User IDs and Logging In on page 11
- Running Web Conferences on page 14
- Web Conferencing Web Pages on page 15
- Diagnostic Reports and Log Files on page 15
- Reporting System Crash Issues to Oracle on page 19

### **Starting and Stopping Web Conferencing Processes**

The following sections outline some key points administrators need to know about starting and stopping Web Conferencing components and processes.

- Commands to Use With Caution on page 9
- Starting All Processes on page 9
- Order in Which to Stop and Restart ('Bounce') Processes on page 9

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**Note:** For an overview of stopping Oracle Real-Time Collaboration processes, see the *Oracle Web Conferencing Administrator's Guide*, Chapter 4, "Post-Installation Tasks." For details about `imctl`, see Chapter 10, "imctl Command Line Utility."

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### Commands to Use With Caution

The following commands should be used only with great caution. They stop *all* processes listed below on an instance.

- `dcmctl shutdown`

This command shuts down *all* of the following processes:

Oracle HTTP Server (OHS)

Oracle Web Conferencing Application for J2EE (OC4J\_imeeting)

Oracle Web Conferencing process monitor (`imtpm`)

All Oracle Real-Time Collaboration processes running on this instance

- `imctl stop`

This command stops every Oracle Real-Time Collaboration process running on the current instance.

### Starting All Processes

The `dcmctl start` command starts all processes on an instance, including all Oracle Real-Time Collaboration processes.

There is no problem with entering a second start command after a process is already started. For example, there is no problem if you enter `imctl start` on an instance after you have already entered `dcmctl start`.

### Order in Which to Stop and Restart ('Bounce') Processes

The following list shows the order in which you can stop and restart ('bounce') Oracle Real-Time Collaboration processes. Note that most of the examples below demonstrate using the `getState` command after bouncing a process, to make sure that it has come back up cleanly.

1. Bounce the Oracle HTTP Server:

```
$ORACLE_HOME/dcm/bin/dcmctl stop -ct ohs
$ORACLE_HOME/dcm/bin/dcmctl start -ct ohs -t 180
```

2. Bounce OC4J\_imeeting (Oracle Web Conferencing Application for J2EE):

```
$ORACLE_HOME/dcm/bin/dcmctl stop -co OC4J_imeeting
$ORACLE_HOME/dcm/bin/dcmctl start -co OC4J_imeeting -t 180
$ORACLE_HOME/dcm/bin/dcmctl getState -t 180
```

3. Bounce the Oracle Web Conferencing middle-tier (you will not need to do this very often):

```
$ORACLE_HOME/imeeting/bin/imctl
imctl> stop
imctl> start
imctl> getState
```

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**Note:** Stopping and restarting a Web Conferencing middle-tier halts *all* active conferences. Do not stop and restart without giving your users sufficient warning to end their current conferences.

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4. Bounce the Oracle Web Conferencing Document Conversion server (installed on a Windows machine):

```
%ORACLE_HOME%\imeeting\bin\imtctl  
imtctl> stop -ct doconv  
imtctl> start -ct doconv  
imtctl> getState
```

5. Bounce the Oracle Web Conferencing Voice Conversion server (installed on a Windows machine):

```
%ORACLE_HOME%\imeeting\bin\imtctl  
imtctl> stop -ct voiceconv  
imtctl> start -ct voiceconv  
imtctl> getState
```

## Installing Web Conferencing

Following are some questions that may arise during installation of Oracle Web Conferencing, and their solutions.

- Web Cache is Enabled on the Web Conferencing Middle-Tier on page 10
- Exception Appears in the Installation Log on page 10
- Update OC4J\_imeeting Tool Fails During Installation on page 10

### Web Cache is Enabled on the Web Conferencing Middle-Tier

If Oracle 9iAS Web Cache is enabled on the middle-tier where you install the Web Conferencing server, a second IP address is required for the host and additional configuration steps must be done. Without a second IP address and with Web Cache enabled, users coming through the Internet cannot join or create conferences.

Read Chapter 4, "Post-Installation Tasks," in the *Oracle Web Conferencing Administrator's Guide* for details about setting up a system with Web Cache turned on.

### Exception Appears in the Installation Log

During installation, you may see one of these messages:

```
oracle.imt.sysmgmt.instkey.InstanceKeyException: Failed reading key file  
Could not read instance key from file, using dummy key.
```

You may ignore this message. It is a valid warning, but there is no problem using the dummy key.

### Update OC4J\_imeeting Tool Fails During Installation

During installation, the **Update OC4J\_imeeting application configuration** tool may fail or time out during installation with the message:

ADMN-705024 This command requires communication with DCM daemon, the communication failed

Follow these steps:

1. Enter the following command:

```
$ORACLE_HOME/dcm/bin/dcmctl shutdown -v -t 360
```

(You may increase the timeout of 360 seconds shown above if you wish.)

2. Use the `ps` command (on UNIX) to find any remaining `dcm` processes and kill them. Check your operating system documentation for the appropriate version of the command to display the full command line for each process. For example, on UCB UNIX, you can enter:

```
/usr/ucb/ps auxww
```

This displays the full command line for each process currently running. Look for the process containing the following text:

```
dcm.jar DcmCtl "daemon"
```

If you find such a process, use the `kill` command to kill it.

3. Restart the `dcm` daemon:

```
$ORACLE_HOME/dcm/bin/dcmctl start -v -t 360
```

Ignore any timeout errors.

4. Retry the **Update OC4J\_imeeting application configuration** tool from the Oracle Universal Installer.

If the tool fails again due to a `dcm` time out, ignore the errors. Complete the installation and before starting Oracle Web Conferencing, enter the following command:

```
$ORACLE_HOME/imeeting/install/oui/updateAppXML.sh
```

## User IDs and Logging In

The following sections answer questions about logging into Oracle Web Conferencing.

- Correct Login for Proxy Authentication on page 11
- Oracle Internet Directory and User ID Errors on page 11
- Users Coming Through the Internet Cannot Join Conferences on page 13

### Correct Login for Proxy Authentication

If users access your Oracle Web Conferencing system through your company proxy server, they should log in using the login name and password they use for Internet/network access.

### Oracle Internet Directory and User ID Errors

Users may report the following error messages when logging in:

- OID connection misconfigured or other error detected. Please notify the system administrator.

- System error User id can not be null(9)

If users see these messages, there is a synchronization problem between the Oracle Internet Directory (OID) and Oracle Web Conferencing. For performance reasons, Oracle Web Conferencing maintains a local copy of the following user attributes:

- User Name: The name the user types when logging in. This attribute is set by the Oracle Internet Directory administrator.
- User GUID: Global Unique Identifier. This is an internal field not visible to users
- First Name
- Middle Name
- Last Name
- E-mail Address

In the Oracle Collaboration Suite release 9.0.4.1 (Oracle Web Conferencing release 2.0.4.2) and earlier, there was no synchronization between the user data in Oracle Internet Directory and the RTC Repository. In the Oracle Collaboration Suite 9.0.4.2 patch set (Oracle Web Conferencing 2.0.4.3), this issue is resolved. Table 1, "Synchronize the Oracle Internet Directory with Oracle Real-Time Collaboration" lists solutions to possible synchronization problems if you do not install the 9.0.4.2 patch set.

**Table 1 Synchronize the Oracle Internet Directory with Oracle Real-Time Collaboration**

Issue	Cause	Example with Workaround
User gets an error when logging in to Oracle Web Conferencing	User's User Name (login name) was updated in the Oracle Internet Directory; Oracle Real-Time Collaboration contains user's old GUID	<p>Old User Name: JANE.DOE@ORACLE.COM            New User Name: JANE.YOUNG@ORACLE.COM</p> <p>Fix: Log in to the RTC Repository as <code>rtc_app</code> and run the following SQL statements :</p> <pre>SQL&gt; update rtc_users set user_name = 'JANE.YOUNG@ORACLE.COM'       where user_name = 'JANE.DOE@ORACLE.COM'; SQL&gt; commit;</pre>
User's first name appears incorrectly	User's first name was updated in the Oracle Internet Directory; Oracle Real-Time Collaboration contains user's old first name	<p>Old First Name: Jane            New First Name: Jane2</p> <p>Fix: Log in to the RTC Repository as <code>rtc_app</code> and run the following SQL statements :</p> <pre>SQL&gt; update rtc_persons set first_name = 'Jane2'       where person_id in (select person_id from rtc_users where       user_name = 'JANE.DOE@ORACLE.COM'); SQL&gt; commit;</pre>

**Table 1 (Cont.) Synchronize the Oracle Internet Directory with Oracle Real-Time Collaboration**

Issue	Cause	Example with Workaround
User's last name appears incorrectly	User's last name was updated in the Oracle Internet Directory; Oracle RTC Messenger contains user's old first name	<p>Old Last Name: Doe</p> <p>New First Name: Young</p> <p>Fix: Log in to the RTC Repository as <code>rtc_app</code> and run the following SQL statements :</p> <pre>SQL&gt; update rtc_persons set last_name = 'Young'       where person_id in (select person_id from rtc_users where       user_name = 'JANE.DOE@ORACLE.COM'); SQL&gt; commit;</pre>
User does not receive conference invitations through email	User's e-mail address was updated in the Oracle Internet Directory; Oracle Real-Time Collaboration contains user's old first name	<p>Old E-mail: JANE.DOE@ORACLE.COM</p> <p>New E-mail: JANE.YOUNG@ORACLE.COM</p> <p>Fix: Log in to the RTC Repository as <code>rtc_app</code> and run the following SQL statements :</p> <pre>SQL&gt; update rtc_persons       set email_address = 'JANE.YOUNG@ORACLE.COM'       where person_id in (select person_id from rtc_users where       user_name = 'JANE.DOE@ORACLE.COM'); SQL&gt; commit;</pre>
User previously logged in to Oracle Web Conferencing, but can no longer do so.	Existing user account was deleted and then recreated in the Oracle Internet Directory; Oracle Real-Time Collaboration contains the user's original GUID from his earlier login	<p>Fix: Log in to the RTC Repository as <code>rtc_app</code> and run the following SQL statements :</p> <pre>SQL&gt; delete from rtc_persons       where person_id in (select person_id from rtc_users where       user_name = 'JANE.DOE@ORACLE.COM'); SQL&gt; delete from rtc_users       Where user_name = 'JANE.DOE@ORACLE.COM'; SQL&gt; commit;</pre>

### A User Does Not Appear as Registered

As explained in the previous section, Oracle Web Conferencing keeps a local repository of user information for users from the Oracle Internet Directory (OID). By default, users are loaded into the database as they sign in to Web Conferencing. If a user tries to invite an attendee who has not yet logged into the system, then the attendee will not be listed as a registered user. To load all OID users into the Oracle Web Conferencing repository, run the following script on your Web Conferencing server:

```
$ORACLE_HOME/imeeting/bin/imtloaderusers.sh
```

### Users Coming Through the Internet Cannot Join Conferences

If Oracle 9iAS Web Cache is enabled on the middle-tier where you install the Web Conferencing server, a second IP address is required for the host and additional configuration steps must be done. Without a second IP address and with Web Cache enabled, users coming through the Internet cannot join or create conferences.

Read Chapter 4, "Post-Installation Tasks," in the *Oracle Web Conferencing Administrator's Guide* for details about setting up a system with Web Cache turned on.

## Running Web Conferences

The following sections describe how to solve difficulties users may have while running web conferences.

- Hosts or Attendees Cannot Access Features on page 14
- Cannot Dial Out for Voice Streaming on page 14
- Application and Conference Demos Do Not Play on page 14

For information about monitoring the Web Conferencing components as conferences are running, please read Chapter 7, "Monitoring," in the *Oracle Web Conferencing Administrator's Guide*.

### Hosts or Attendees Cannot Access Features

If meeting hosts or attendees have problems with meeting privileges or Web Conferencing features that they cannot access, check whether any properties have been set to prevent access to features. To display current system properties, enter the following on your Web Conferencing server:

```
$ORACLE_HOME/imeeting/bin/imtctl getProperties
```

You can also display properties for a specific instance or component. See the *Oracle Web Conferencing Administrator's Guide* for more details about the `getProperties` command.

### Cannot Dial Out for Voice Streaming

If users cannot dial out to a phone number for voice streaming, you may need to set up the dial-in prefix for calls made to numbers outside your company site. For example, many company phone systems require users to dial 9 before dialing an outside line. To set up the prefix, set the `VoiceDialInPrefix` property using `imtctl`:

```
$ORACLE_HOME/imeeting/bin/imtctl setProperty -i instance_name -pname  
"VoiceDialInPrefix" -pvalue "9"
```

For more details or to set up default dial-ins, see Chapter 4, "Post-Installation Tasks," of the *Oracle Web Conferencing Administrator's Guide* release 2.0.4.3.

### Application and Conference Demos Do Not Play

The QuickLinks area on the Web Conferencing home page includes links to an Application Demo and a Conference Demo. If these links do not work, then these conferences were not loaded in the database during installation.

This most likely happened because the `imp` database utility was not in the Oracle 9iAS path. Do the following to import the conferences into the database.

1. On the machine where your database is installed, find the following file:

```
$ORACLE_HOME/bin/imp
```

2. If the `imp` utility is present on the database server, then FTP the `imtseed.dmp` file from your Oracle Web Conferencing instance to the database server.

The file is located at `$IMT_HOME/install/db/imtseed.dmp`.

3. On the database server, enter the following commands (in the following example, > represents the shell prompt):

```
> ORACLE_HOME=your_Oracle_home_dir; export ORACLE_HOME
> PATH=$PATH:$ORACLE_HOME/bin; export PATH
> imp $RTC_ACCT_NAME/$RTC_ACCT_PASSWD@$DB_NAME file=imtseed.dmp ignore=y
commit=y buffer=40960000 grants=n indexes=n show=n touser=$RTC_ACCT_NAME
fromuser=rtc
```

Typically, the value for \$RTC\_ACCT\_NAME is *rtc*. The DB\_NAME is the *tnsname* for the database containing the Real-Time Collaboration data.

## Web Conferencing Web Pages

The Oracle Web Conferencing application web pages let you schedule conferences, maintain a repository of materials to share during conferences, monitor system performance, and manage the Web Conferencing system. The following sections describe solutions to questions regarding these pages.

- User Interface Buttons Appear as Links on page 15
- The Usage Report Shows No Data on page 15

### User Interface Buttons Appear as Links

Oracle Web Conferencing uses oval images for buttons. If your buttons appear as links or square HTML default button shapes, the Xvfb server process is not running. To resolve this problem, do the following:

1. Log in as root on each middle-tier running the Web Conferencing server.
2. Enter the following command:

```
/usr/openwin/bin/Xvfb :1 -screen 0 1x1x24 -ac &
```

### The Usage Report Shows No Data

The data displayed in the Usage reports (under the **Reports** tab) is generated by a script named *imtreport* on UNIX and Linux, and *imtreport.cmd* on Microsoft Windows system. You must schedule a cron job (on UNIX or Linux) or Scheduled Task (on Windows) to run the script on a regular basis. You should also edit the script so the report shows the data for your company and site(s).

See Chapter 4, "Post-Installation Tasks," of the *Oracle Web Conferencing Administrator's Guide* release 2.0.4.3 for details.

Running the weekly Usage report forces a refresh of the materialized views data. Check to make sure that the database job *RTC\_MVIEW.REFRESH\_ALL* is running nightly. This job is created under the *rtc\_app* account and is set to run every night by default.

## Diagnostic Reports and Log Files

A number of diagnostic tests are available for Oracle Real-Time Collaboration. You can run these tests on the entire system, or on a specific instance. You can run the tests from your operating system using **imctl runttests**, or view test results by choosing **Instances** under the **System** tab in the Oracle Real-Time Collaboration application.

In addition, Oracle Real-Time Collaboration saves log files recording system events and behavior.

The following sections describe the content of the log files, and explain what to do if any diagnostic tests fail.

- Web Conferencing Log Files on page 16
- Database Connection Test Failure on page 17
- Document Conversion Server Test Failure on page 17
- Voice Conversion Server Test Failure on page 17
- Meeting Test Failure on page 18

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**Note:** For an overview of diagnostic reports, see Chapter 7, "Monitoring," in the *Oracle Web Conferencing Administrator's Guide*. For details about setting user privileges to let you view the System tab, see "Setting User Roles" in Chapter 10, "imtctl Command Line Utility."

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### Web Conferencing Log Files

Oracle Web Conferencing saves the log files shown in the following table. Within this table:

- All directories shown are stored under `$ORACLE_HOME/imeeting`.
- `MM.DD.YYYY` represents month, day, and year.
- `HH_MM_SS` represents hours, minutes, and seconds.

**Table 2 Web Conferencing Log Files**

Directory	File Name (Where Appropriate)	Content
/application		Log files from OC4J_imeeting (Oracle Web Conferencing Application for J2EE).
/application	app-MM.DD.YYYY-HH_MM_SS.xml	XML application log files with events not belonging to any user sessions.
/application/app_sessions/MM.DD.YYYY	SESSIONID-HH_MM_SS.xml	XML log file for a particular application session.
/clients		Log files from clients received outside of the context of a conference. If a meeting has ended but the client sends a log, it will be saved here.
/clients/MM.DD.YYYY	EVENT_NAME.UNIQUEID	XML log file with missing event information
/dcm		Log files with the output from a dcm API run during installation.
/imtcontrol		Logs from every time imtctl is run.
/imtcontrol	starter-MM.DD.YYYY-HH_MM_SS.xml	XML log file for imtctl sessions.
/servers/MM.DD.YYYY	clbsvr_ INSTANCENAME.imt-collab.SERVERINDEX-HH_MM_SS.xml	XML log file from a server process with events that do not belong to any meeting.
/mx		Multiplexer log files.

**Table 2 (Cont.) Web Conferencing Log Files**

Directory	File Name (Where Appropriate)	Content
/mx	mx_PORT-MM.DD.YYYY-HH_MM_SS.log.N	Text log files from the multiplexer.
/sessions		Log files for a conference.
/sessions/MM.DD.YYYY	MEETINGID-clbsver_ INSTANCENAME.imt-collab.SERVERINDE X-HH_MM_SS.sml	XML log file for a particular meeting.
/usertest		Log files for tests run from the <b>New User</b> button.
/usertest/MM.DD.YYYY	usertest-MACHINE_NAME-HH_MM_SS.xml	XML log file for New User tests.

### Database Connection Test Failure

If the Database Connection test fails, use `sqlplus` to log into the database from the middle-tier. If that connection is successful, then stop and restart the OC4J\_imeeting process:

```
$ORACLE_HOME/dcm/bin/dcmctl stop -co OC4J_imeeting
$ORACLE_HOME/dcm/bin/dcmctl start -co OC4J_imeeting -t 180
$ORACLE_HOME/dcm/bin/dcmctl getState -t 180
```

### Document Conversion Server Test Failure

If the Document Conversion Server test fails, do the following on the Web Conferencing middle-tier:

```
$ORACLE_HOME/imeeting/bin/imtctl
imtctl> getState
```

If `getState` shows that the middle-tier is up, stop and restart the Document Conversion server (installed on a Windows machine):

```
%ORACLE_HOME%\imeeting\bin\imtctl
imtctl> stop -ct doconv
imtctl> start -ct doconv
imtctl> getState
```

If the test still fails, stop and restart the OC4J\_imeeting process:

```
$ORACLE_HOME/dcm/bin/dcmctl stop -co OC4J_imeeting
$ORACLE_HOME/dcm/bin/dcmctl start -co OC4J_imeeting -t 180
$ORACLE_HOME/dcm/bin/dcmctl getState -t 180
```

### Voice Conversion Server Test Failure

If the Voice Conversion Server test fails, do the following on the middle-tier where the Voice Conversion server instance is running:

```
%ORACLE_HOME%\imeeting\bin\imtctl
imtctl> stop -ct voiceconv
imtctl> start -ct voiceconv
imtctl> getState
```

If the test still fails, stop and restart the Web Conferencing middle-tier:

```
$ORACLE_HOME/imeeting/bin/imtctl
imtctl> stop
imtctl> start
imtctl> getState
```

If the test still fails, make sure that the InstanceLocation property for both the Oracle Web Conferencing instance and the Voice Conversion server are the same. You set this location using the **imtctl setProperty** command. The syntax is:

```
$ORACLE_HOME/imeeting/bin/imtctl
imtctl> setProperty -pname InstanceLocation -pvalue "location_value"
```

### Meeting Test Failure

If the Meeting test fails, do the following:

1. Go to the login page for your Web Conferencing application, for example, <http://yourcompany.com/imtapp/app/prelogin.uix>. What you do next depends on the error message you see in the browser:

- If you see a DNS server error, stop and restart the Oracle HTTP Server:

```
$ORACLE_HOME/dcm/bin/dcmctl stop -ct ohs
$ORACLE_HOME/dcm/bin/dcmctl start -ct ohs -t 180
```

- If you see a 500 Internal Server error, stop and restart both OC4J and the Oracle HTTP server:

```
$ORACLE_HOME/dcm/bin/dcmctl stop -ct ohs
$ORACLE_HOME/dcm/bin/dcmctl start -ct ohs -t 180
$ORACLE_HOME/dcm/bin/dcmctl stop -co OC4J_imeeting
$ORACLE_HOME/dcm/bin/dcmctl start -co OC4J_imeeting -t 180
$ORACLE_HOME/dcm/bin/dcmctl getState -t 180
```

- If you see the login page, log in.

If you can't log in, then there is a Single Server Sign-On problem. Check the problems listed under "User IDs and Logging In" on page 11.

After resolving any issues or restarting processes described above, log in and go on to step 2.

2. On the Oracle Web Conferencing home page, try to start an instant conference.

If you see the message, Cannot find suitable collaboration server, stop and restart OC4J\_imeeting:

```
$ORACLE_HOME/dcm/bin/dcmctl stop -co OC4J_imeeting
$ORACLE_HOME/dcm/bin/dcmctl start -co OC4J_imeeting -t 180
$ORACLE_HOME/dcm/bin/dcmctl getState -t 180
```

3. If the Meeting test still fails, enter the following on the Web Conferencing middle-tier:

```
$ORACLE_HOME/imeeting/bin/imtctl getMonitorStats
```

If no results are shown, stop and restart the Web Conferencing middle-tier:

```
$ORACLE_HOME/imeeting/bin/imtctl
imtctl> stop
imtctl> start
imtctl> getState
```

## Reporting System Crash Issues to Oracle

If one of your users has experienced any difficulties with crashes during Oracle Web Conferencing, have them set their system to record crash dump files, as follows:

- Windows NT 4.0
  1. Select **System > Control Panel**.
  2. Double-click **System**.
  3. Select the **Startup/Shutdown** tab.
  4. Set "Write debugging information" ON.
- Windows 2000 / XP
  1. Select **System > Control Panel**.
  2. Click the **Advanced** tab.
  3. Click **Startup and Recovery**.
  4. Set "Automatically reboot" OFF.
  5. Under "Write Debugging Information" select "Kernel memory dump."

If the computer crashes again, crash dump information will be written to the disk. After rebooting the system, find the MEMORY.DMP file in the C:\WINNT or C:\WINDOWS directory, and e-mail this file to Oracle support with a description of events leading up to the crash.

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