

# Support meetings (5.3 R3)

This document describes the Secure Meeting “support meeting” feature available in the 5.3 R3 version of the IVE. This document contains the following information about the support meeting feature:

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## NOTE:

- The information provided here is supplemental to the information provided in the 5.3 standard IVE document set (i.e., the IVE administrator guide, administrator help, end-user help, and meeting help). This document is not intended to describe all aspects of Secure Meeting—only the support meeting feature.
- This separate document will not be maintained past the 5.3 R3 maintenance release. Instead, the information provided here will be incorporated into the 5.4 standard IVE document set. At that time, this document will be discontinued.

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## Overview of instant meetings and support meetings

Instant meetings and support meetings are meeting that users can quickly create without going through the IVE or Microsoft Outlook scheduling pages. Instead, an IVE user simply needs to click the **Instant Meeting** button or **Support Meeting** button in the IVE end-user console and click **Start Meeting**. The IVE then starts the meeting.

When creating instant meetings and support meetings, the IVE expedites the process by skipping certain scheduling steps. For instance, the IVE does not prompt the meeting creator to add the email addresses of other invitees. Instead, the IVE makes the meeting creator the only meeting invitee. The meeting creator can then provide other invitees with the information they need to join the meeting, such as the meeting URL, ID, and password.

The IVE also expedites the scheduling process by making certain assumptions about what the meeting attendees want to do. For instance, in addition to making the meeting creator the only meeting invitee, the IVE also assumes that he wants to run the meeting and therefore makes him the meeting conductor. (In fact, since other attendees are probably joining the meeting through the meeting URL instead of the IVE end-user console, the meeting creator is the only user who *can* conduct the meeting. Additionally, the IVE automatically assigns a meeting name (“Secure Meeting (*MeetingID*)” for instant meetings and “Support Meeting (*MeetingID*)” for support meetings), a meeting start time and date (immediately), a meeting duration (one hour), and a meeting recurrence (one-time meeting).<sup>1</sup>

The IVE also uses default settings that correspond to the meeting type:

- **Instant meeting**—An instant meeting is basically a standard meeting that users can create more quickly. Therefore, when a user chooses to create an instant meeting, the IVE applies all of the user’s role-level settings, such as authentication requirements, remote control, and secure chatting.
- **Support meeting**—A support meeting is a two-person meeting that is primarily intended to allow an IVE user to quickly troubleshoot another user’s problem. Therefore, the IVE does not enable all of the user’s role-level settings. Instead, the IVE automatically enables those options that facilitate quick troubleshooting and disables other settings, as described below:
  - **Desktop sharing enabled**—When the second user joins the meeting, the IVE automatically shares his desktop with the meeting conductor, enabling the conductor to immediately view the user’s problem without having to explain what a meeting presenter is or how to share a desktop.
  - **Remote control initiated**—When the second user joins the meeting, the IVE automatically asks him whether the conductor can remote control his desktop. Assuming the user clicks **Yes**, the meeting creator can immediately start navigating through the user’s computer in order to find and fix the problem. If the user clicks **No**, the conductor can gain remote control later using the standard request mechanisms.
  - **Annotations disabled**—The IVE does not expose the annotations feature during a support meeting, since the meeting only contains two users. If the users need to demonstrate a problem to each other, they can use the remote control feature to directly control the troubled applications.
  - **Secure chatting disabled**—The IVE does not expose the secure chatting feature during a support meeting, since users should not need to send text messages to each other. Instead, the users should talk to each directly over the phone.

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1. The meeting creator can change the default settings for an instant meeting or support meeting by navigating back to the Meeting Details page after creating the meeting.

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## Administrator console: Enabling support meetings

To enable the support meeting feature:

1. In the Web console, navigate to the **Users > User Roles > Select Role > Meetings > Options** tab.
2. Under **Support Meeting**, select the **Allow Support Meeting** checkbox if you want to enable users to create two-person support meetings.



**NOTE:** If you select the **Allow Support Meeting** option, you must also enable remote control so the meeting creator can quickly identify and fix the problem on the other user's computer. We also recommend that you disable the **Require secure gateway authentication** option under **Authentication Requirements** so that meeting conductors can troubleshoot problems for users who do not have IVE credentials.

3. Click **Save Changes**.

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## End-user console: Creating support meetings

The support meeting feature allows you to create and join a two-person meeting in a few simple steps—you do not need to specify a name, time, user list, or other meeting details. Instead, Secure Meeting quickly creates a meeting for you using the default settings.

To create a support meeting:

1. At the top of the secure gateway home page, click the **Meetings** button. (Your administrator may disable this button for your role. If so, you cannot create a meeting.)
2. Click **Support Meeting**.
3. If you want to change the meeting password, modify the default value in the **Password** field. (Your administrator may disable this option.)
4. Click **Start Meeting**.
5. Convey the following information from the **Join Meeting** page to your meeting invitee so he can easily join the meeting:
  - **Meeting URL**—The invitee needs to enter this URL in his Web browser in order to access the meeting.

- **Password**—The invitee needs to enter this password in the meeting sign-in page in order to join the meeting.



**NOTE:**

- If you want to see the default settings for a support meeting once it is created, navigate back to the **Meetings** page and click the **Meeting Details** link for the instant meeting.
- Secure Meeting does not display the **Meeting URL** and **Password** fields if your administrator specifies that meeting users must sign into the secure gateway before joining a meeting. To invite another secure gateway user to your meeting, you must use the **Meeting Details** page to modify the support meeting after creating it.

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For information about running or viewing a meeting once it starts, access the Secure Meeting help from the **Help** menu in the **Secure Meeting** window.

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## Meeting console: Attending support meetings

In the 5.3 R3 release, we have added the **Take Control** button in the Secure Meeting window. Presenters in all types of meetings (including support meetings) can use this button when they want to completely regain control of their shared desktop or applications (instead of sharing them with other users).

Although we have added this new button in the 5.3 R3 release, it is not just for support meetings. Secure Meeting does not expose any additional features to support meeting attendees that are not available to attendees of other meeting types. Instead, Secure Meeting *disables* those options that are not applicable to support meeting attendees. Specifically, Secure Meeting does not hide usernames, display the toolbar, enable annotations, enable the conductor to remove attendees, or enable users to text chat during a support meeting. In addition, the meeting attendee user interface for support meetings is greatly simplified in order to make choosing options easier.