



Software Installation Considerations Whitepaper



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SECURITY POLICY

WebConference.com™ is strongly committed in delivering collaboration products that utilize reliable and secure technology.

WebConference.com™ has gone to great lengths to ensure that the security features built into all of our web conferencing products are designed to meet the needs of our customers and their partners' IT network and security infrastructure.

INSTALLATION CONSIDERATIONS

Web conference has evolved into a business critical tool and there is a great demand for performance and reliability. In order to deliver quality to our customers *WebConference.com*™ has created a simple installation process.

The *WebConference.com*™ software automatically downloads, installs and configures itself, the first time you start or join a meeting. However, some locked-down systems restrict this automated setup, so you may need to download and run the software installer manually. The installer is useful only if your system does not allow you to automatically install software directly from the *WebConference.com*™ web site.



THE AUTOMATED INSTALLER FOR WINDOWS™ 98, NT, 2000, XP, 2003.

The automated web installer prompts you to install *WebConference.com*™ right from the website. It is known as an "ActiveX" control. Depending on your Windows™ operating system, you will need to approve the installation either by clicking "YES" to a security warning window or by selecting "Install". The automated installer creates a "WebConference.com" folder in your system's "Program Files." A subfolder will also be created with the current version of the software. Example: "Version51239." Inside this folder, the installer will place a "WebConference.exe" file that is self-contained and has everything it needs to have you use our service. However, this file needs to be registered with your system so you need to have "Administrative Rights". Nonetheless, **no system files are ever changed, deleted or overwritten.** This ensures *WebConference.com*™ to be one of the safest software applications installed your system and it will not interfere with any other components that are already installed.

THE MANUAL INSTALLER FOR WINDOWS™ 98, NT, 2000, XP, 2003

The manual installer is required when a user has Administrative Rights, but "ActiveX" installations are prohibited. The user is prompted to download a "Setup.Exe" file and the user is asked to "save to disk" or "run" the file. Preferably, the user will choose "Run" and as soon as the entire file is downloaded, the installation process will begin. The manual installer does the same as the automated installer. It creates a "WebConference.com" folder in your system's "Program Files." A subfolder will also be created with the current version of the software. Example: "Version51239." Inside this folder, the installer will place a "WebConference.exe" file that is self-contained and has everything it needs to have you participate in the service. However, this file needs to be registered with your system so you need to have "Administrative Rights". **No system files are ever changed, deleted or overwritten.** This ensures *WebConference.com*™ to be one of the safest software applications installed your system and it will not interfere with any other components that are already installed.



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THE “RESTRICTED USER VERSION” FOR WINDOWS™ 2000, XP & 2003

The “Restricted User Version” has been specifically designed for those users who have their computers completely locked down. A situation where the user does not have Administrative Rights and therefore no software can be installed nor any “ActiveX” control can be registered. Since, this type of environment can not be detected automatically, the user will have to manually download this special version from the *WebConference.com*™ website. It is located at <https://www.webconference.com/downloads/v5install/webcbrowser.exe>



During the download, the user will be prompted to “Save to disk” or to “Run” this installer. Preferably, the user will choose “Save to Disk” and choose to save this file on the user’s desktop. After the download completes, the user simply double clicks on “WebcBrowser” and the program will immediately launch. **This version does not create any folders in the users “program files”. Additionally, no ActiveX components are registered. Nothing in your system files are ever changed, deleted or overwritten.** This ensures *WebConference.com*™ to be one of the safest software applications installed your system and it will not interfere with any other components that are already installed. Not as soon as the entire file is downloaded, the installation process will begin. The manual installer does the same as the automated installer.

Future versions of *WebConference.com*™ will automatically anticipate this type of environment. Look forward to having this issue completely resolved in our standard installer.

HOW TO UNINSTALL WEBCONFERENCE.COM FOR WINDOWS 98, NT, 2000, XP, 2003

- The automated installer is easily uninstalled by going to this website: <https://www.webconference.com/setup/v5/uninstall>
- The manual installer is easily uninstalled by going to your systems’s “control panel”, “add/remove programs” and selecting “uninstall WebConference.com”
- There is no uninstaller for the “Restricted User Version” since nothing is really installed. Simply, delete the “WebcBrowser.exe” file from your computer.

MACINTOSH USERS DO NOT NEED ANY SOFTWARE DOWNLOAD

Macintosh users are not required to download any software in order to use *WebConference.com*™. This is because the MAC Operating System already comes with the necessary files needed to participate in the service. There is however, one small disadvantage. A Mac user will not be able to show or share their desktops with other meeting participants. In other words, Mac users will be able to view a PC user’s desktop but PC users will not be able to see a Mac user’s desktop. If this limitation is a necessity for your company, *WebConference.com*™ does offer an alternative method. Please contact your *WebConference.com*™ sales representative for more information.

SOLARIS (X86) & UNIX (X86) USERS ONLY NEED MACROMEDIA’S FLASH PLAYER

Solaris and Unix users are not required to download any *WebConference.com*™ software. However, they do need to have the latest Flash Player from Macromedia installed in order to use the service. There is however, one small disadvantage. A Solaris or Unix user will not be able to show or share their desktops with other meeting participants. In other words, Solaris or Unix users will be able to view a PC user’s desktop but PC users will not be able to see a Mac user’s desktop.