IT Administrator Guide for Mass Deployment of WebEx Productivity Tools

Installation Guide for Administrators
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1.0 INTRODUCTION

This document is designed to help your organization understand the tasks involved in installing WebEx Productivity Tools (PT). It is a comprehensive guide that covers various types of installations, including a single-computer installation and large-scale installations via Microsoft Systems Management Server 2003 (SMS).

WebEx Productivity Tools features list

- WebEx Integration to Outlook
- WebEx Integration to Lotus Notes
- WebEx Productivity Tools panel
  - Microsoft Windows right-click menus
  - WebEx toolbar for Microsoft Office
  - Microsoft Excel
  - Microsoft PowerPoint
  - Microsoft Word
  - WebEx button for Internet Explorer
  - WebEx button for Firefox
- WebEx instant messenger Integration
  - Microsoft Office Communicator, MSN, Windows Messenger
  - Lotus Sametime
  - Yahoo! Messenger
  - Google Talk
  - AOL
  - Skype

Packages of WebEx Productivity Tools

For Microsoft Outlook users:

- **ptools.msi** This package contains all components of WebEx Productivity Tools.

For IBM Lotus Notes users:

For IT mass deployment:

WebEx Productivity Tools for Lotus Notes consists of two parts, the WebEx script on the Domino server in the user’s mail database, and the WebEx binary files in the Notes folder on the user’s PC:

- **ptdomtl.msi** This installation package contains the WebEx Admin Tool for Integration to Lotus Notes. It inserts the WebEx script into the mail template. This installer is for use by the Domino administrator. See 5.0 Installing WebEx Notes scripts using the Admin Tool on page 26.
- **ptoolsniclient.msi** This installation package contains all binary components of WebEx Productivity Tools.
For individual installation:

- **ptoolsni.msi** This installation package contains all components of WebEx Productivity Tools and can insert the WebEx script if the user has Manager or Designer privileges for Notes. The drawback to using this installation package is that part of the user’s email template will be locked, and cannot be refreshed by the Domino administrator.

Your WebEx site administrator can determine which package to use. If the **Do not allow user to update the mail template on Domino server** option is selected in the WebEx site administration options, the WebEx download page will use **ptoolsniclient.msi**; if that option is not selected, the WebEx download page will use **ptoolsni.msi**. The following figure shows this option, which is available on the Productivity Tools page of the site administration options:

**Integrations**

Select the programs with which you want to install WebEx Productivity Tools:

- Microsoft Outlook
- IBM Lotus Notes
- Do not allow user to update mail template on Domino server

Normal installation

Every domain user can install WebEx Productivity Tools on his or her desktop by running the MSI package directly.

**2.0 SILENT INSTALLATION BY ADMINISTRATOR**

If you are the domain administrator, you can log on to a user’s computer and help a normal user install or uninstall WebEx Productivity Tools using silent mode.

**Note:** For customers who have performed a mass installation of WebEx Productivity Tools for an earlier version and are planning to upgrade to later version, we recommend that you first perform a silent uninstallation, and then perform a mass installation of the new version.

Silent installation by using the command line

If you are the domain administrator, follow these steps to install WebEx Productivity Tools by using the command line:

- Log on to user’s computer.

- Download the MSI package to some location and then opens the Window Command Prompt. (On Windows Vista, you must use “run as administrator” to open it.)

- Run the MSI command to install WebEx Productivity Tools silently. Restart computer after installation is recommended.

This sample command shows how to install all components with the MSI package **ptoolsniclient.msi**.
msiexec.exe /q /i "ptoolsniclient.msi" SITEURL="https://sample.webex.com" OI=1 NI=1 OC=1 OFFICE=1 IE=1 FIREFOX=1 RMENU=1 YAHOO=1 SKYPE=1 AOL=1 SAMETIME=1 MSN=1 GTALK=1

This sample command shows how to install all components with the MSI package ptools.msi:

msiexec.exe /qb /i "ptools.msi" SITEURL="https://sample.webex.com" OI=1 OC=1 OFFICE=1 IE=1 FIREFOX=1 RMENU=1 YAHOO=1 SKYPE=1 AOL=1 SAMETIME=1 MSN=1 GTALK=1

If you are using SCCM for mass deployment, you can also use the /qb parameter. Using this parameter during mass deployment allows users to see the installation progress.

This sample command shows how to install all components with the MSI package ptools.msi:

msiexec.exe /qb /i "ptools.msi" SITEURL="https://sample.webex.com" OI=1 OC=1 OFFICE=1 IE=1 FIREFOX=1 RMENU=1 YAHOO=1 SKYPE=1 AOL=1 SAMETIME=1 MSN=1 GTALK=1

Table 1: Table of Productivity Tools Flags

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Value (Default?)</th>
<th>Description.</th>
</tr>
</thead>
<tbody>
<tr>
<td>OI</td>
<td>1 (Default)</td>
<td>Enable Outlook Integration</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable Outlook Integration</td>
</tr>
<tr>
<td>NI</td>
<td>1 (Default)</td>
<td>Enable Lotus Notes Integration</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable Lotus Notes Integration</td>
</tr>
<tr>
<td>OC</td>
<td>1 (Default)</td>
<td>Enable the WebEx Productivity Tools panel (formerly called the &quot;WebEx One-Click panel&quot;) to appear in the Windows desktop and Start menu</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>Remove the WebEx Productivity Tools panel (formerly called the &quot;WebEx One-Click panel&quot;) from the Windows desktop and Start menu.</td>
</tr>
<tr>
<td>AUTOOC</td>
<td>0 (Default)</td>
<td>Suppresses the WebEx Productivity Tools panel (formerly called the &quot;WebEx One-Click panel&quot;) from the Windows taskbar. The panel will still be accessible from the Start Menu</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>Automatically starts the WebEx Productivity Tools panel (formerly called the &quot;WebEx One-Click panel&quot;) from the Windows taskbar</td>
</tr>
<tr>
<td>OFFICE</td>
<td>1 (Default)</td>
<td>Enable WebEx Toolbar for Microsoft Office (Word, Excel, PowerPoint)</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable WebEx Toolbar for Microsoft Office (Word, Excel, PowerPoint)</td>
</tr>
<tr>
<td>IE</td>
<td>1 (Default)</td>
<td>Enable WebEx button for Internet Explorer</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable WebEx button for Internet Explorer</td>
</tr>
<tr>
<td>FIREFOX</td>
<td>1 (Default)</td>
<td>Enable WebEx Firefox button</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable WebEx Firefox button</td>
</tr>
<tr>
<td>Parameter Name</td>
<td>Value (Default?)</td>
<td>Description.</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------</td>
<td>---------------</td>
</tr>
<tr>
<td>RMENU</td>
<td>1 (Default)</td>
<td>Enable right-click menu</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable right-click menu</td>
</tr>
<tr>
<td>YAHOO</td>
<td>1 (Default)</td>
<td>Enable instant messenger integration for Yahoo</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable instant messenger integration for Yahoo</td>
</tr>
<tr>
<td>SKYPE</td>
<td>1 (Default)</td>
<td>Enable instant messenger integration for Skype</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable instant messenger integration for Skype</td>
</tr>
<tr>
<td>AOL</td>
<td>1 (Default)</td>
<td>Enable instant messenger integration for AOL</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable instant messenger integration for AOL</td>
</tr>
<tr>
<td>SAMETIME</td>
<td>1 (Default)</td>
<td>Enable instant messenger integration for Sametime</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable instant messenger integration for Sametime</td>
</tr>
<tr>
<td>MSN</td>
<td>1 (Default)</td>
<td>Enable instant messenger integration for MSN, Microsoft Office Communicator, and Windows Messenger</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable instant messenger integration for MSN, Microsoft Office Communicator, and Windows Messenger</td>
</tr>
<tr>
<td>GTALK</td>
<td>1 (Default)</td>
<td>Enable instant messenger integration for GoogleTalk</td>
</tr>
<tr>
<td></td>
<td>0 (Default)</td>
<td>Disable instant messenger integration for GoogleTalk</td>
</tr>
</tbody>
</table>

Silent uninstallation by using the command line

If you are the domain administrator, follow these steps to uninstall WebEx Productivity Tools by using the command line:

1. Download the MSI package to some location and opens the Windows Command Prompt. (On Windows Vista, you must use “run as administrator” to open it.)

2. Run the MSI command to uninstall WebEx Productivity Tools silently.

   This sample shows how to uninstall all components with the MSI package `ptoolsniclient.msi`:

   msiexec.exe /q /x "ptoolsniclient.msi"

   This sample shows uninstall all components with MSI package `ptools.msi`:

   msiexec.exe /q /x "ptools.msi"
3.0 SILENT INSTALLATION VIA SMS

If WebEx Productivity Tools are installed with silent installation, all options on the **Tools** tab are disabled and site settings cannot be updated, even after a user switches to a different site.

**Note:** For customers who have performed a mass installation of WebEx Productivity Tools for an earlier version and are planning to upgrade to later version, we recommend that you first perform a silent uninstallation, and then perform a mass installation of the new version.

**Limitations for silent installation**

- SMS per-user mode cannot be supported.
- The WebEx Integration to Lotus Notes has these limitations:
  - The WebEx ball does not appear on Lotus Notes toolbar if WebEx Productivity Tools are installed with a silent installer.
  - When the second user logs in the system, that user has to enter his or her account on WebEx Settings dialog box before Lotus Notes Integration can be used.
- If you install WebEx Productivity Tools on a machine where MSN, Sametime, and Lotus Notes are not installed, the corresponding options on the **Tools** tab are turned off and dimmed.
- If the SMS administrator wants to add a feature for WebEx Productivity Tools, the administrator must run the `REMOVE` command first and then run the `ADDSOURCE` command, even though the feature has not been installed before.
- If a user logs on to a computer with remote desktop while their administrator advertises the package, he or she must restart the computer to make sure WebEx Productivity Tools will work normally.
- After silent installation, all of the instant messenger integrations will not be effective until user logs off the computer and logs on back again.
- After an administrator removes the Sametime integration, a user can continue to use it until the user logs off the computer and logs on back again.

**Advertising WebEx Productivity Tools using the SMS per-system unattended program**

### 3.1.1 Pre-installation steps

If you are the SMS administrator, follow these steps to advertise WebEx Productivity Tools using the SMS per-system unattended program:

1. Disable **Auto Install** and **Auto Update** in the WebEx Site Administration options:
   - Log on to the Site Administration page and navigate to Site Settings ➔ Productivity Tools.
   - Turn off the **Automatically install Productivity Tools when hosts log in to the site** option and the **Automatically update Productivity Tools** option when new versions are available options.

2. If the Lotus Notes Integration is enabled, install WebEx scripts for Lotus Notes.
   - If Lotus Notes Integration is included in the installation, and if the **Lotus Notes Integration** option is selected, the Domino administrator must install WebEx Notes Scripts using the Admin Tools for Notes User. Refer to *Installing WebEx Notes scripts using the Admin Tool* on page 26.
3.1.2 Installation steps

If you are the SMS administrator, follow these steps to install WebEx Productivity Tools:

1. Create a package from the definition. Refer to Creating a package from a definition on page 21.

2. Change the program options for “Per-system unattended” before advertisement.

   a. Open the SMS administrator console and navigate to Site Database > Packages > WebEx Communications, Inc WebEx Productivity Tools 1.0.xx English > Programs. The administrator should right-click the Per-system unattended option and then click Properties to open the Per-system unattended Program Properties dialog box.

   b. On the Properties dialog box, click the Environment tab.

   • For the Program can run option, select Only when a user is logged on.

   • For the Run mode option, select Run with administrative rights. (Do not turn on Allow users to interact with this program.)

   ![Per-system unattended Program Properties dialog box]

   c. On the Properties dialog, click the General tab.
d. Append an additional parameter to the **command line** option to specify some options for WebEx Productivity Tools:

- Append `SITEURL="http://sample.webex.com"` to specify the WebEx Site URL used by your company.

- Append Productivity Tools flags to specify which component is enabled for WebEx Productivity Tools. The parameters should be uppercase and the default value is 0 (Disabled).

In the following example, the initial command line is

```
msiexec.exe /q ALLUSERS=2 /m MSIZWPBY /i "ptoolsniclient.msi"
```

- Append Productivity Tools flags and parameters to the command line:

```
msiexec.exe /q ALLUSERS=2 /m MSIZWPBY /i "ptoolsniclient.msi"
SITEURL="https://sample.webex.com" OI=1 NI=1 OC=1
OFFICE=1 IE=1 FIREFOX=1 RMENU=1 YAHOO=1 SKYPE=1 AOL=1
SAMETIME=1 MSN=1 GTALK=1
```

Refer to *Table 1: Table of Productivity Tools Flags* on page 3 for a list of the WebEx Productivity Tools flags.
2. Advertise the program:
   
   - Open the SMS administrator console and navigate to **Site Database > Packages > WebEx Communications, Inc WebEx Productivity Tools 1.0.xx English > Programs**.
   
   - Right-click **Per-system unattended**.
   
   - Choose **All Tasks > Distribute Software**.

   ![Diagram of SMS administrator console]

   - Click **Next** in the **Distribute Program Wizard**.
• Select the SMS Server.
- Select the collection.

- Specify the advertisement name.
Specify whether the advertisement should apply to subcollections.

- Advertise the program to members of subcollections as well.
• Specify when the program will be advertised.

- Advertisement Schedule
  - Specify when the program will be advertised.
  - Advertise the program after: 8/27/2008 1:23 PM
  - This advertisement can be set to expire and therefore no longer be available after a specified date and time, even if the program has not yet run on the client. Do you want this advertisement to expire?
    - No. This advertisement never expires.
    - Yes. This advertisement should expire.
  - Expiration date and time: 8/27/2008 1:23 PM

• Specify whether to assign the program.
Select Finish on the Completing the Distribute Program Wizard page.
• Navigate to the \Site Database\System Status\Advertisement Status directory and check the advertisement status.

• If you enable notification, the user will see the following message after the program has been advertised. The assigned program will run silently.
Removing Productivity Tools components by using the SMS per-system unattended program.

3.1.3 Pre-installation steps

If you are the Domino administrator, and if Lotus Notes Integration is included in this installation, you must remove Notes Scripts using Admin Tools for Notes User before installing. Refer to Installing WebEx Notes scripts using the Admin Tool on page 26.

3.1.4 Installation steps

If you are the SMS administrator, follow these steps to remove Productivity Tools components:

1. Create a new program and copy all the options from the “per-system unattended program” created in section 4.1, and then update the command line:
   a. Open the SMS administrator console and navigate to Site Database > Packages > WebEx Communications, Inc WebEx Productivity Tools 1.0.xx English > Programs.
   b. Right-click the blank area and then choose New > Program.
   c. Input the program name and default command line.
d. In the Properties dialog box, select the Environment tab.

- For the Program can run option, select Only when a user is logged on.

- For the Run mode option, select Run with administrative rights. (Do not turn on Allow users to interact with this program).

e. Update the command-line on the General tab.

- Append REMOVE to the command line and specify the features that need be removed.

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>REMOVE</td>
<td>OI,NI,OFFICE,IE, FIREFOX,REMEN,PTIM, SAMETIME</td>
<td>Specify features of Productivity Tools to be removed. (Separated by commas. Quotes are required)</td>
</tr>
</tbody>
</table>

If you want to remove RMENU and OFFICE, you should use the following sample command line:

```
msiexec.exe /q ALLUSERS=2 /m MSII5HK3 /i "ptools.msi" REMOVE="OFFICE,RMENU"
```

The PTIM value is for the WebEx integration to instant messengers. You can use PTIM as shown in the following sample command line:

```
msiexec.exe /q ALLUSERS=2 /m MSII5HK3 /i "ptools.msi" REMOVE="PTIM"
```

2. Advertise the program to the specified collection of work machines in the domain. WebEx Productivity Tools will be updated on these machines silently. Refer to the steps in Silent installation via SMS on page 5.
3. WebEx Productivity Tools will be updated on these machines silently.

Adding Productivity Tools components by using the SMS per-system unattended program.

You are the SMS administrator and you want to add a component for Productivity Tools, you must run REMOVE first and then run ADDSOURCE, even though the component has not been installed before.

3.1.5 Pre-installation steps

If you are the Domino Administrator and if Lotus Notes Integration is included in this installation, you must install Notes Scripts using Admin Tools for Notes User. Refer to Install WebEx Notes Scripts using the Admin Tool on page 26.

3.1.6 Installation steps

If you are the SMS administrator, follow these steps to install WebEx Productivity Tools:

1. Create a new program named “Add-phase1” and copy all the options from “per-system unattended program” created in section 4.1, and then update the command line:

   a) Open the SMS administrator console and navigate to Site Database > Packages > WebEx Communications, Inc WebEx Productivity Tools 1.0.xx English > Programs.

   b) Right-click the blank area and then choose New > Program.

   c) Enter the program name and default command line.
d) On the properties dialog, select the Environment tab.

- For the Program can run option, select Only when a user is logged on.

- For the Run mode option, select Run with administrative rights. (Do not turn on Allow users to interact with this program).

e) Update the command line on the General tab:

- Append REMOVE to the command line and specify the features that need be added.

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>REMOVE</td>
<td>OI,NI,OFFICE,IE, FIREFOX,RMENU,PTIM, SAMETIME</td>
<td>Specify features of Productivity Tools to be removed. (Separated by commas)</td>
</tr>
</tbody>
</table>

If you want to add RMENU, OFFICE, and PTIM, (the PTIM value is for the WebEx integration to instant messengers), you must REMOVE them first, even if they are not already installed. See the following sample command line:

```cmd
msiexec.exe /q ALLUSERS=2 /m MSII5HK3 /i "ptools.msi"
REMOVE="OFFICE,RMENU,PTIM"
```

2. Advertises the program to the specified collection of work machines in the domain. Refer to Advertising WebEx Productivity Tools using the SMS per-system unattended program on page 5.

3. Create a second program name “Add-phrase2” and copy all the options from “per-system unattended program,” which was created in section 4.1, and then update the command line:
a) Open the SMS administrator console, navigate to Site Database > Packages > WebEx Communications, Inc WebEx Productivity Tools 1.0.xx English > Programs.

b) Right click the blank area and then select New > Program.

c) Enter the program name and default command line.

d) On the Properties dialog, select the Environment tab.

   • For the Program can run option, select Only when a user is logged on.

   • For the Run mode option, select Run with administrative rights. (Do not turn on Allow users to interact with this program.)

e) On the Properties dialog, select the Advanced tab.

   • Turn on Run another program first and select program Add-phase1.

f) Update the command line on the General tab.

   • Append ADDSOURCE to the command line and specify the features that need be added.
### Parameter Name | Value | Description
--- | --- | ---
ADDSOURCE | OI,NI,OFFICE,IE, FIREFOX,RMENU,PTIM, SAMETIME | Specify features of Productivity Tools to be removed. (Separated by commas. Quotes are required)

If you want to add `RMENU`, `OFFICE`, and `YAHOO`, use the following sample command line:

```bash
msiexec.exe /q ALLUSERS=2 /m MSII5HK3 /i "ptools.msi"
ADDSOURCE="OFFICE,RMENU,PTIM" OFFICE=1 RMENU=1 YAHOO=1
```

4. Advertise the program to the specified collection of work machines in the domain. Refer to the steps in *Advertising WebEx Productivity Tools using the SMS per-system unattended program* on page 3.

5. WebEx Productivity Tools will be updated on these machines silently.

### Uninstalling Productivity Tools using the SMS per-system uninstall program

#### 3.1.7 Pre-installation Steps

If you are the domino administrator and if Lotus Notes Integration is included in this installation, you must uninstall Notes Scripts using Admin Tools for Notes Users. Refer to *Installing WebEx Notes scripts using the Admin Tool* on page 26.

#### 3.1.8 Installation steps

If you are the SMS administrator, follow these steps to uninstall WebEx Productivity Tools using the SMS per-system uninstall program:

1. Use the SMS Installation package created in section 4.1.

2. Advertise the **per-system uninstall program** to uninstall WebEx Productivity Tools.

3. WebEx Productivity Tools will be uninstalled on these machines silently.

### Advertising the program to update the new version of WebEx Productivity Tools

#### 3.1.9 Pre-installation steps

If you are the WebEx site administrator, follow these steps before advertising the program to update the new version of WebEx Productivity Tools:

1. Disable automatic installation and automatic update on the WebEx service Web site.

Log on to the Site Administration page, navigate to **Site Settings > Productivity Tools**, and turn off the **Automatically install Productivity Tools when hosts log in to the site** and **Automatically update Productivity Tools when new versions are available** options.
2. If you are the Domino administrator and if Lotus Notes Integration is included in this installation, you must update Notes Scripts using Admin Tools for Notes Users. Refer to Installing WebEx Notes scripts using the Admin Tool on page 26.

### 3.1.10 Installation steps

If you are the SMS administrator, follow these steps to advertise the program to update the new version of WebEx Productivity Tools:

2. The SMS administrator changes the program options for Per-system unattended before advertisement. Refer to Adding Productivity Tools components by using the SMS per-system unattended program. on page 5.
3. The SMS Administrator advertises the program. Refer to Adding Productivity Tools components by using the SMS per-system unattended program. on page 5.
4. The old WebEx Productivity Tools will be removed and the new WebEx Productivity Tools will be installed silently.

### 4.0 CREATING A PACKAGE FROM A DEFINITION

If you are the SMS administrator, follow these steps to create a package from a definition:

1. Open the SMS Administrator Console and navigate to Site Database > Package.
2. Right-click Package.
3. Choose New > Package From Definition.
4. On the **Create Package from Definition** wizard, select **Next**.
5. Select **Browse** to locate and select the WebEx Productivity Tools MSI package.
6. Select **Always obtain files from a source directory**.

![Create Package from Definition Wizard](image)

Source Files
Specify how SMS should manage source files.

Source files are data files or executables that must be made available to clients. If this package contains source files, specify whether SMS should obtain them from a directory whenever the package is distributed, or whether SMS should compress them and store the compressed data for distribution.

- **This package does not contain any files**
- **Always obtain files from a source directory**
- **Create a compressed version of the source**

7. Select **Source directory location**. The directory path is the folder where contains the install package.
8. Click **Finish**.
9. Navigate to Site Database > Packages > WebEx Communications, Inc WebEx Productivity Tools 1.0.xx English > Programs. There are six default programs available.

5.0 INSTALLING WEBEX NOTES SCRIPTS USING THE ADMIN TOOL

The following steps describe how to deploy WebEx scripts for Lotus Notes Integration on a Domino Server.

Installing the WebEx Lotus Notes Integration Admin Tool

To deploy WebEx Lotus Notes Integration on a Domino Server, you must be a Domino Administrator. As a Domino Administrator, you should use the ptdomtl.msi file, which is available on Download section of the Support page.

Use the ptdomtl.msi installer to install the WebEx Admin Tool for Integration to Lotus Notes on a Windows PC that has Lotus Notes Admin installed.

After the Admin Tool is installed, a shortcut is also automatically added to the Windows Start menu (Start > Programs > WebEx > WebEx NI Admin Tool).

The WebEx Lotus Notes Integration Admin Tool is a command-line application. At the Windows command prompt, run the Admin Tool from the directory where the Lotus Notes Client is installed. For example, if the Lotus Notes Client is installed under D:\Program Files\lotus\notes, run the Admin Tool from that directory.

To begin using this tool, you can type nwinstall -? at the command prompt to view Help, as shown in the following figure:
Creating a new mail template

Once the WebEx Lotus Notes Integration Admin Tool is installed, use the Admin Tool to create a new template to use with the WebEx Lotus Notes Integration.

On the Lotus Notes administrator Notes client machine, remotely create a new WebEx mail template based on an existing Notes mail template on the Domino server. To create a WebEx mail template based on the mail6.ntf file, type the following command:

```
nwinstall -c [path]mail6.ntf
```

The [path] variable is the relative path to the directory that is specified for the Directory parameter in the notes.ini file on the Domino Server. You need to include the [path] variable only if the path for the mail template file is not the same as the path specified for the Directory parameter. For example, if the mail template file is located in the D:\Lotus\Domino\Data directory, and the Directory parameter is...
specified as `Directory=D:\Lotus\Domino\Data`, the directory paths are the same, and you do not need to include additional path information. In this case, the command should be

```
nwinstal -c mail6.ntf
```

If, however, the mail template file is located in the `D:\Lotus\Domino\Data\silver` directory, and the `Directory` parameter is specified as `Directory=D:\Lotus\Domino\Data`, the directory paths are not the same, and you need to include additional path information. In this case, the command should be

```
nwinstal -c silver\mail6.ntf
```

The following figure shows the output of the `nwinstal -c mail6.ntf` command:

After the command has run successfully, a new template file named `wbxmail.ntf` is created on the Domino Server. The `wbxmail.ntf` template file is created in the directory that is defined in the notes.ini file on the Domino Server. In the previous example, the `wbxmail.ntf` file is created in the `D:\Lotus\Domino\Data` directory. See the following figure:
Assigning the newly created WebEx mail template to one user or multiple users

The following sections explain how to assign a newly created WebEx template to a single user or to multiple users.

Notes:

- It is strongly recommended that you back up all mail templates before replacing the WebEx Mail template file.
- The –r and –l commands cannot be used on non-Windows versions of Domino, such as Unix or Linux. To use these two commands, you must also install the WebEx Lotus Notes Integration Admin Tool on the Windows Domino server.

When using the commands to assign WebEx mail template to users, you must type the commands from the Domino Server machine

5.1.1 Assigning a new WebEx template to a single user

If you are assigning a new WebEx template to a single user, on the Domino Server machine, switch to the Domino Administrator Server Console, and then type the following command:

```
load nwindstal -r [path]\[user].nsf [mail template file].ntf
```
The \texttt{[path]} variable is the relative path to the directory that is specified for the Directory parameter in the \texttt{notes.ini} file on the Domino Server. You need to include the \texttt{[path]} variable only if the path for the mail template file is not the same as the path specified for the Directory parameter.

Example:

Suppose you want to insert a script for user \texttt{test1}. The user's mail file name is \texttt{test1.nsf}, The user's original template is \texttt{mail6.ntf}. To replace the user's original template \texttt{mail6.ntf} with the new WebEx mail template \texttt{wbxmail.ntf}, you would type the following command:

\texttt{load nwinstal -r \texttt{[path]}test1.nsf wbxmail.ntf}

The following figure shows the output of this command:

In the event that there is an issue with the new WebEx mail template, and you need to revert back to original mail template \texttt{mail6.ntf}, you can revert back to it by typing the following command:

\texttt{load nwinstal -r \texttt{[path]}test1.nsf mail6.ntf}

5.1.2 Assigning the WebEx Lotus Notes Integration template to multiple users

Follow these steps to assign multiple users to the newly created WebEx template:

1. **Generate a user list.** In the Domino Server Console, type the following command:

\texttt{load convert -l c:temp\maillist.txt}
This command creates a text file that lists all of the mail databases in the `c:\temp` directory as `maillist.txt`. You can edit the file to remove those users you don’t want to install the WebEx script at this time. The following figure shows the `maillist.txt` file.

2. After you have created the `maillist.txt` text file with the user database list, you can use the `-l` command to install or uninstall the WebEx Lotus Notes Integration script for all users in the list.

For example, to install the WebEx mail template file `wbxmail.ntf` for all users in the list, type the following command:

```
load nwindstal -l c:\temp\maillist.txt wbxmail.ntf
```

The following figure shows the output of this command:
If you run into any issues with WebEx template, you can restore the original `mail6.ntf` template. Type the following command to restore the original template:

```
load nwinstall -l c:\temp\maillist.txt mail6.ntf
```

The following figure shows the output of this command:
APPENDIX A: LOTUS NOTES INTEGRATION TOOL AND TEMPLATES

WebEx Lotus Notes Integration Admin Tool—using the nwinstal command

The WebEx Lotus Notes Integration Admin Tool has been created with a purpose:

1. To install or remove the WebEx Lotus Notes Integration script for an individual user’s mail database.

2. To create a new WebEx mail template based on a specific template.

After you have run the Admin Tool, deploy the Lotus Notes Integration client installer to the user’s Lotus Notes client either by pushing MSI, using the Software Distribution tool, or asking users to run MSI by themselves.

Note: To run this tool, you must be a Lotus Notes Domino Administrator. In addition, the installed Lotus Notes software must be version 6.5.3 or later.

The following text explains the options that are available with the nwinstal Admin Tool. You can also view information about these options by typing nwinstal -? at the command prompt to view Help.
Syntax:

- **Commands available to be run on a Lotus Administrator computer:**
  
  nwindal -?
  nwindal -c [path]filename
  nwindal -i [path]filename
  nwindal -u [path]filename

- **Commands available to be run on a Domino Server computer running on the Windows operating system:**
  
  nwindal -r [path]destination-filename source-filename
  nwindal -l [path]user-list-filename source-filename

Where:

[<path>] The relative path to the directory that is specified for the Directory parameter in the notes.ini file on the Domino Server. You need to include the [path] variable only if the path for the mail template file is not the same as the path specified for the Directory parameter.

For example, suppose the Directory parameter in the notes.ini file is Directory=D:\Lotus\Domino\Data. If the user’s mail file is joe.nsf and it is located in the D:\Lotus\Domino\Data\mail directory, you should type the following command:

nwindal -i mail\joe.nsf

If the company mail template file is named mail6.ntf, and it is located in the D:\Lotus\Domino\Data\mail directory, you should type the following command:

nwindal -c mail6.ntf

-? Displays Help.

-c Creates a WebEx Lotus Notes Integration mail template file based on the mail template you choose.

For example, if you are creating a WebEx mail template based on the mail6.ntf file, you should type the following command:

nwindal -c [path]mail6.ntf

- Note: The new template file is named wbxmail.ntf. This newly created file is stored in the same location as defined in the Directory parameter of the notes.ini file on the Domino server (in the previous example, it is D:\Lotus\Domino\Data).

You can use a Lotus Notes Domino command to refresh the user mail database with the WebEx Lotus Notes Integration template (see the Lotus Notes Help for details). For example, the following command inserts the WebEx Lotus Notes Integration script into a user’s mail database from the WebEx mail template:

load convert [path]user.nsf * wbxmail.ntf

-r Inserts the WebEx Lotus Notes Integration script from a WebEx mail template into a user mail database. For example, the following command inserts a Lotus Notes Integration script on the
user Joe’s mail database joe.nsf from the wbxmail.ntf WebEx mail template file, type the following command:

```
nwinstal -r [path]joe.nsf  wbxmail.ntf
```

- **l** Inserts the WebEx Lotus Notes Integration script from a WebEx mail template into the mail databases of the users who are listed in the maillist.txt mail user list file.

For example, to insert the Lotus Notes Integration script for the users on the file c:\temp\maillist.txt from wbxmail.ntf WebEx mail template file, type the following command:

```
nwinstal -l c:\temp\maillist.txt  wbxmail.ntf
```

**Note:** To generate a user list, in Domino Server Console, type the following command:

```
load convert -l c:\temp\maillist.txt
```

If necessary, edit the maillist.txt file to include only the users you want.

- **i** Inserts the WebEx Lotus Notes Integration script into a user’s mail database without creating a WebEx mail template file.

**Note:** This command can be used only for users with Notes Editor access level.

For example, to insert the WebEx Lotus Notes Integration script into the user Joe’s mail database file joe.nsf, type the following command:

```
nwinstal -i [path]joe.nsf
```

- **u** Removes the WebEx Lotus Notes Integration script from a user mail database file.

**Note:** This command can be used only for user with Notes Editor access level.

For example, to remove the Lotus Notes Integration script from the user Joe’s mail database file joe.nsf, type the following command:

```
nwinstal -u [path]joe.nsf
```

**Deleting the WebEx Lotus Notes Integration mail template file**

If your company is no longer using Lotus Notes Integration and you need to delete the WebEx Lotus Notes Integration template, you can locate it on the Domino Server, make sure it is not being used, and then delete it.
APPENDIX B: KNOWN ISSUES

After you install the WebEx Lotus Notes Integration, the user may see the following security warning dialog when opening the calendar:

![Execution Security Alert dialog box]

**Note:** In the previous figure, the signer is listed as "admin/webex," but the name of the signer will be different for your company. The signer name usually appears in the format "<name of administrator>/<company name>.”

The security warning appears because WebEx Lotus Notes Integration inserts a script or program that is signed by the Domino administrator.

To prevent this warning from appearing, you can allow users to select the **Start trusting the signer to execute this action** option to accept the signer.

The administrator can also modify the security settings on the **Execution Control List** to prevent this security warning from appearing. The administrator should select the following options under **Allow** on the **Security Settings > Execution Control List** dialog box:

- Access the current database
- Access the environment variables
- Access to external programs
The following figure shows the settings the administrator should make on the **Execution Control List**:

![Security Settings: admin setting - Domain Administrator](image)

### APPENDIX C: REGISTRY AND FILES INSTALLED

Registry Keys are stored under HKEY_CURRENT_USER\Software\WebEx\ProdTools.

This table shows files that are installed; however, the list may vary according to the version you have installed.

<table>
<thead>
<tr>
<th>Folder</th>
<th>File list</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Files\WebEx\Productivity Tools</td>
<td>ptwbxoni.exe, ptoniui.dll, ptoi3res.dll, ptwbxurl.dll</td>
<td>Files for user interface of WebEx Integration to Outlook and WebEx Integration to Lotus Notes.</td>
</tr>
<tr>
<td>Folder</td>
<td>File list</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-----------</td>
<td>-------------</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>ndwbxpt.dll, ptwninto.dll, ptwninct.dll, ptniadapt.dll, ptwnitctrl.dll, ptwnir.cfg, ptnires.dll, lcppn30.dll</td>
<td>Files for WebEx Integration to Lotus Notes.</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>ptonres.dll, ptoneclk.exe, ptoRes.dll, ptoextend.dll, ptoNote.dll, ptexmeet.dll, install.rdf, lcppn30.dll, ptinst.exe, ptsrv.exe, ptupdate.exe, ptgpcdec.dll, ptgpcext.dll, ptiepc.dll, ptmgr.dll, ptsknmgr.dll, ptres.dll, libeay32.dll</td>
<td>Files for the WebEx Productivity Tools panel (formerly called the “WebEx One-Click panel”). ptSrv.exe is shared by all components of WebEx Productivity Tools.</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>ptntres.dll, ptwbxms.dll, ptwbxst.dll, ptwbxr.dll</td>
<td>Microsoft Windows right-click menu</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>ptntres.dll, ptwbxms.dll, ptwbxst.dll, ptwbxr.dll</td>
<td>WebEx toolbar for Microsoft Office Smart Tag</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>ptntres.dll, ptonecli.dll</td>
<td>WebEx button for Internet Explorer</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>PTIM.exe, PTIMHook.dll, PTIMRes.dll, com.wbx.realtime.meeting_1.0.1.jar, feature.xml, ptwbxjni.dll, ptntres.dll, chrome.manifest, Install.rdf, Chrome\ocplugin.jar, Components\OCFF.dll, Components\OcFf.xpt, WebExStatus.xml</td>
<td>WebEx integration to instant messengers.</td>
</tr>
<tr>
<td>Folder</td>
<td>File list</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-----------</td>
<td>-------------</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>ripa.dll, ripatrc.dll, ripaurl.dll</td>
<td>WebEx Integration to Cisco Unified IP Phone</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>msvcr90.dll, msvcp90.dll, msvcp60.dll, Microsoft.VC90.CRT.manifest, Microsoft.VC90.ATL.manifest, atl90.dll</td>
<td>Dependency runtime library</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>wbxtrace.dll</td>
<td>Trace function</td>
</tr>
<tr>
<td>Program Files \WebEx\Productivity Tools</td>
<td>ptSSO.dll</td>
<td>Single Sign-On</td>
</tr>
<tr>
<td>Lotus Sametime installed directory</td>
<td>com.wbx.realtime.meeting_1.0.1.jar, feature.xml, ptwbxjni.dll</td>
<td>WebEx Integration to Lotus Sametime.</td>
</tr>
</tbody>
</table>