

The Notes pane contains the following features:

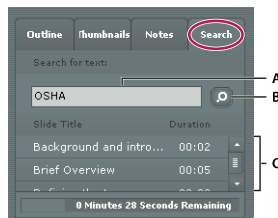
- The complete notes text is displayed. (The text is unformatted and cannot be edited directly on the pane.)

### Search for text in a presentation

Users can use the Search pane (if you have included it in your theme) to find specific text in a presentation. For example, in a presentation that serves as a company human resources handbook, a user might search for the word *vacation* to find text about vacation leave policies.

- 1 Click the Search pane in the sidebar on the right side.
- 2 Type the text to search for directly into the text box. (Search is not case-sensitive.)
- 3 Click the Search button.

Search results are displayed below the text box. Click any slide title in the results list to display that slide.

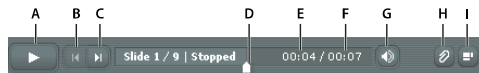


Using the Search pane

A. Text box B. Search button C. Results

### Use the presentation toolbar

You can control the presentation appearance and playback by using the toolbar located at the bottom of the presentation.



The toolbar that appears in the published presentation contains useful buttons, controls, and messages.

A. Play B. Back C. Forward D. Position marker in slide progress bar E. Current slide time F. Total slide time G. Audio volume H. Attachments I. Show/Hide sidebar

- ❖ Click any of the following buttons and features on the toolbar.

**Play/Pause button** Pauses and then resumes play of the current slide.

**Back button** Moves to the previous slide in the presentation.

**Forward button** Moves to the next slide in the presentation.

**Slide progress bar** Shows and controls the playback location within the current slide. The position marker moves as the slide plays. You can drag the marker arrow forward or back in the current slide to change your location within the slide playback. You can also click a specific location on the progress bar to move the slide marker position and slide playback to that position. (If you added a video file, such as a “talking head” video file of a person speaking, the slide progress bar also controls the video.)

**Current slide number** Shows the number of the currently displayed slide and the total number of slides (for example, Slide 2 out of 10).

**Status** Shows the status of the current slide, such as Playing, Stopped, No audio, or Presentation complete.

**Time** Shows the current slide time and the total slide time as the slide plays (for example, 00.02/00.05).

**Audio volume** Shows the volume level that is set for the slide.

**Attachments** Displays a small window showing any attachments (for example, documents, spreadsheets, images, URL addresses, and so on) that have been added.

**Show/Hide sidebar and toolbar** Shows or hides the sidebar and toolbar.

*Note: The behavior of the Forward button, Back button, and slide outline can be affected by settings in the Quiz Manager. For example, if a learner must pass a quiz before continuing, clicking the forward button or a slide in the outline that is beyond the quiz slide will have no effect unless the learner has passed the quiz.*

### Switch between viewing modes

You can view Presentations in two modes:

**Normal** The default viewing mode. It includes the presentation toolbar at the bottom of the browser window and the presentation sidebar.

**Full-screen** An optional viewing mode in which the presentation toolbar is removed and the size of the presentation slides increases to fill your browser window.

1 Click the Full Screen button at the bottom (lower right) of the Presenter viewer.

If the presentation outline was originally visible, the Presentation switches to full-screen mode without a presentation sidebar. If a presentation outline is not originally visible, the Presentation switches to full-screen mode with no toolbar.

2 Click the Full Screen button again to change viewing modes.

If presentation controls are originally visible, the presentation switches to full-screen mode without a presentation outline or presentation toolbar. If a presentation toolbar is not originally visible, the presentation switches to normal viewing mode with or without a presentation outline.

### Navigate between slides

You can navigate between slides during playback by using the search pane, the presentation toolbar, or the presentation Outline or Thumb pane.

*Note: The Outline pane and Thumb pane are optional. Set panes for presentations using the Theme Editor in Presenter.*

❖ Do one or more of the following:

- Click the Previous slide button  in the presentation toolbar to move to the previous slide.
- Click the Next slide button  in the presentation toolbar to move to the next slide.
- Click the title of a slide in the presentation Outline or Thumb pane to move to any individual slide in the presentation.
- Use the Search pane to find specific slides.

### Navigate within the current slide

❖ Do one or more of the following:

- Click the Pause button  on the presentation toolbar to pause slide playback.
- Click the Play button  on the presentation toolbar to resume slide playback.
- Drag the position marker arrow on the slide progress bar forward or backward to change your location within the slide's playback.

### Adjust the presentation audio

You can turn the presentation audio on and off or control the volume by using the audio button on the presentation toolbar. Examples of presentation audio that the audio button can control include audio imported into a slide and audio in an embedded SWF file (for example, a “talking head video”).

**Note:** *Not all slides or presentations contain audio.*

If a slide does not have any audio, the text *No audio* appears as the slide status on the slide progress bar. The slide still has an audio length and appears for that period of time before the next slide appears. This time is set by the presentation speaker.

❖ To change the audio level, click the Audio button  in the presentation toolbar and move the volume bar up or down. Moving the volume bar all the way to the bottom mutes the audio completely.

### Viewing a presentation in Connect Training

You can use Presenter presentations within Connect Training courses. This enables you to quickly create e-Learning courses for formal assessments, compliance training, or information sharing. The new curriculum feature allows you to make your presentations part of a learning path. Quiz and survey results are tracked on a user-by-user and question-by-question basis. The results data can be viewed in Connect Training reports.

### Using presentations with Connect Events

Connect Events is a new application that provides tools to manage the full cycle of an event, from registration and qualification of users to post event follow-up. The Connect Event dashboard and reports include user demographic information, registration, and tracking at the individual user level. Connect Enterprise generates exportable files in CSV format for import into CRM and other systems.

**Note:** *If you want to use an existing Presenter presentation as an event, it is important to rename the presentation and republish the presentation to a different location and different folder in the Connect Enterprise Content library. This ensures that reporting information for the event does not include reporting information from prior events.*

### Using presentations with third-party learning management systems

Presenter lets you use presentations with any SCORM or AICC compliant learning management system (LMS). Use the Reporting tab in the Presenter Quiz Manager to choose the correct reporting settings for the LMS and to create a content package that can be uploaded to the LMS.

## Troubleshooting presentations

### Optimizing Flash (SWF) files

Each slide in a presentation is loaded as an individual external Flash asset and can be augmented with any SWF file. When working with embedded SWF files, follow these guidelines:

- Author the Flash SWF file at 30 frames per second. Presenter presentations are created at 30 frames per second, so Flash files with the same setting can be integrated into the presentation smoothly.
- In Flash, set the maximum canvas size to 720 x 540 pixels.
- Don't use `_root` or absolute movie clip references. Use relative paths in the MovieClip object references, not `_root`.

- The SWF file you want to embed must not attempt to make any changes outside its own file. Therefore, the code cannot refer to the following variables: `_level#`, `_global`, or `stage`.

### Control inserted SWF files

If you added a SWF file to a presentation, but are having trouble using the Presenter playbar (Stop, Pause, Play, or other buttons) to control the SWF file in the viewer, you may need to change a setting.

*Note: SWF files authored at 30fps work best in presentations.*

#### Specify how an inserted SWF file is controlled

- 1 In PowerPoint, open a presentation (PPT file) that contains an added SWF file.
- 2 From the Adobe Presenter menu, select Presentation Settings.
- 3 Click the Flash Files tab.
- 4 Select one of the Flash files in the list.
- 5 Select the Controlled by Presentation Playbar option.

You will now be able to control the selected Flash file by using the Presenter playbar in the published presentation.

- 6 Click OK.

# Chapter 8: Managing the Adobe Connect Enterprise Account

## The Adobe Connect Enterprise account

### About account administration

Adobe Connect Enterprise Server 6 administrators are users who manage the Connect Enterprise Server application for their entire organization. Typically, administrators control all aspects of accounts and perform such tasks as creating custom user groups and assigning users to groups. If you are an administrator, use the following links at the top of the Administration tab in Connect Enterprise Manager to do your work:

**Account** Manage the account settings that are unique to your organization and generate reports using the Report link.

**Users And Groups** Manage new and existing users, groups, and guests.

**Customization** Customize Connect Enterprise Server for your organization. This link is available only if your organization purchased Customization features.

**Service Plan** Access more information, if your organization signed up for its Adobe Connect Enterprise account on the web.

**Administration Dashboard** Monitor quota usage of your organization's Adobe Connect Enterprise account.

### About the administration workflow

To get the best results when administering your account, follow this workflow:

#### 1. Define parameters for Connect Enterprise Server users and customize the look of Connect Enterprise Server.

First, use the account management features to specify information about your Connect Enterprise Server account such as a default language and time zone. If your organization purchased Customization features, you can also use the account management features to change the look of the Connect Enterprise Server user interface.

#### 2. Define attributes of user profiles.

Define the attributes, such as custom fields, of your organization's Connect Enterprise Server account user profiles, as well as the login and password rules that Connect Enterprise Server users must follow.

#### 3. Add users and groups.

After you define the user profile, login, and password attributes and rules, you can add users and groups to the Connect Enterprise account.

#### 4. Use the Connect Enterprise account maintenance tools.

After Connect Enterprise is operational and you have set up users and groups in your organization's account, you can use the Account Summary, Reports, and Administration Dashboard features to monitor system usage.

## About your organization's Connect Enterprise Server account

The Account Summary page appears when you click the Administration tab. It gives information about your organization's Connect Enterprise Server account, and it provides feature information, such as descriptions of the applications and products that are enabled for this account.

### General account information

The Account Information section shows profile details for the entire Connect Enterprise Server account. It contains the following information:

**Name** The name of your Connect Enterprise Server account.

**Domain** The domain where your Connect Enterprise Server account resides.

**Default Language** The language in which you manage your account.

**Default Time Zone** The time zone set for your account.

**Event User Policy** (If Events is part of your Connect Enterprise Server account.) The rules you follow when registering guests and full users for Events.

**Expiry Date** The expiration date for your account.

**Primary Contact** The individual who was named as the primary contact when the Connect Enterprise Server account was established for your organization.

**Primary Contact E-mail** The primary contact's e-mail address.

### System and application feature information

Under the Features heading, you see information about your organization's Connect Enterprise Server account. The check mark by the application name means it is enabled. The information displayed relates to the pricing model and quotas that your organization uses for this application.

**System Features** In Bandwidth Per Month shows the amount of data transmitted to or from your Connect Enterprise Server account monthly compared to the amount of bandwidth you are allowed to use. Disk Usage (MB) shows the amount of hard disk space consumed by your Connect Enterprise Server account compared to the amount of disk space you are allowed to use.

**Presentation** The number of authors in your installation compared to the number that is permitted.

**Training** The pricing model that your organization uses for training. Training managers lists the number of managers in your installation compared to the number that is permitted. Named Training Learners lists the number of learners that have been added to the learners group compared to the number that is permitted. (Only members of this group can view training content.) Training Concurrent Learner License Limit lists the number of users who can simultaneously view training content.

**Meeting** The pricing model that your organization uses for attendees. Meeting Administrators lists the number of administrators in your installation compared to the number that is permitted. Meeting Peak Concurrent Users lists the number of users who can simultaneously attend meetings. (The Soft Limit is the amount of quota that was purchased and the Hard Limit is the amount of quota that is enforced.) The Concurrent Users Per Meeting is the number of users who can simultaneously attend a single meeting.

**Seminar Rooms** The number of administrators in your installation compared to the number that is permitted.

**Event Management** The number of administrators in your installation compared to the number that is permitted.

Under the Advanced Features heading, you see advanced features that your organization has purchased, such as the following:

**FlashPaper** An Adobe product that enables you to convert HTML, Microsoft Word, and PowerPoint files into Flash documents for the web.

**Customization and Rebranding** A feature that allows you to customize and brand your Connect Enterprise Server installation for your organization.

**Secure Connection/Non-secure Connection** A feature that determines whether your Connect Enterprise Server installation uses SSL to encrypt all communication between the server and connected users.

## Connect Enterprise pricing models and quotas

When you click the Administration tab and the Account Summary page appears, the information under the Features heading shows which Connect Enterprise applications are enabled for your organization's Connect Enterprise account, as well as the pricing model, quota, and usage information for each. The pricing model determines how your organization pays for its Connect Enterprise usage and is associated with the quota and usage information that you see under System Features. There are different models for training and meetings.

### Training pricing models

There are two pricing models for training, the concurrent learner model and the named learner model:

**Named learners** This applies a limit, which is based on how many users can have a valid user account on the system. Only users with valid accounts may be active in courses or curriculums.

**Concurrent learners** This limits how many learners can be active in all courses or curriculums at the same time.

### Meeting pricing models

As with training, there are two pricing models for meetings; you see the information appropriate for the model that your organization purchased:

**Concurrent attendee** This model applies a limit that determines how many participants can be active in a meeting at the same time. Attendees in a seminar are not affected by this limit.

**Named organizer** This model applies a limit that determines how many users can initiate meetings. Each named organizer can initiate only one active meeting at a time, and each meeting is limited to the number of participants specified in the license file. A named organizer must be present to start a meeting, and a meeting ends if all named organizers leave the meeting.

### Pricing model rules

Concurrent and named users cannot mix. That is, you cannot have quotas for named organizers and concurrent users in the Meeting application at the same time, nor can you have named learners and concurrent learners in the Training application.

However, you can have named organizers in the Meeting application and concurrent learners in the Training application at the same time, or you can have concurrent users in the Meeting application and named learners in the Training application at the same time. In other words, the Meeting and Training applications are treated separately.

### Seminar room quotas

Seminar rooms are treated individually and do not affect any other quotas. There is a seminar attendee limit, which determines how many participants can be active in a particular seminar at the same time. The limits apply to each seminar room independently.

At least one Connect Enterprise user with presenter or host rights for the seminar must be in the room in order for others to enter, even if the seminar is a public meeting. A seminar ends if all meeting users with presenter or host rights leave the meeting.

**See also**

“About seminars” on page 116

**Edit Connect Enterprise Server account information**

Most of the account information on the Account Summary page derives from your organization's Connect Enterprise Server installation and cannot be changed through Connect Enterprise Manager. As the administrator, you can modify the following for your Connect Enterprise Server account: the default time zone, the default language, the Event user policy (if Events is part of your Connect Enterprise Server account), and the primary contact information.

The information that you modify here applies to the entire Connect Enterprise Server account. (To change your own user account profile information, click My Profile in the upper-right corner and use the Edit My Preferences option.)

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Edit Information.
- 3 Do any of the following, as appropriate:
  - To change the default language, select a language (English, French, German, Korean, or Japanese) from the Default Language pop-up menu.
  - To change the default time zone, select a time zone from the Default Time Zone pop-up menu.
  - To change the rule for event registrants, select an option from the Event User Policy pop-up menu.

***Note:** The Event user policy can be set account-wide here on the Account Information page or set on a per-Event basis. If the two settings conflict, the account-wide setting takes precedence over the individual Event setting (this gives Administrators control over what options are available to Event managers). If you want to give Event managers the flexibility to change the setting for individual Events, on the Account Information page select the option to allow Event manager to choose whether registrants are guests or full users.*

- To change the contact information, enter a first name, last name, and e-mail address in the Primary Contact text boxes.
- 4 Click Save.

**Viewing the Administration Dashboard**

The Administration Dashboard link on the Administration tab lets you see a graphical representation of your usage information. Five bar graphs display the following information:

- Authors quota (the number of authors your Connect Enterprise Server account allows)
- Learners quota
- Meeting administrators (hosts) quota
- Monthly bandwidth (in kilobytes)
- Disk space per month (in kilobytes)

The grey bar represents your current usage, and the dark green bar represents your limit. You can use both these bars to obtain the following information:

- The height of each bar falls within a specific range, but you can move the pointer over either bar to see the precise maximum figure for that bar.
- If you click either bar in a group quota graph, a group information page appears. The page lists the name and a description of the group and contains a View Group Members button that you can click to view current members and add new members.
- The monthly bandwidth and disk space graphs reflect the information shown under the Features header on the Account Summary page.

## Customize Connect Enterprise

If your organization purchased the Connect Enterprise Customization features, the Customization link is enabled on the Administration tab. The Customization features let you adapt the appearance of your Connect Enterprise Server installation to match your organization's identity.

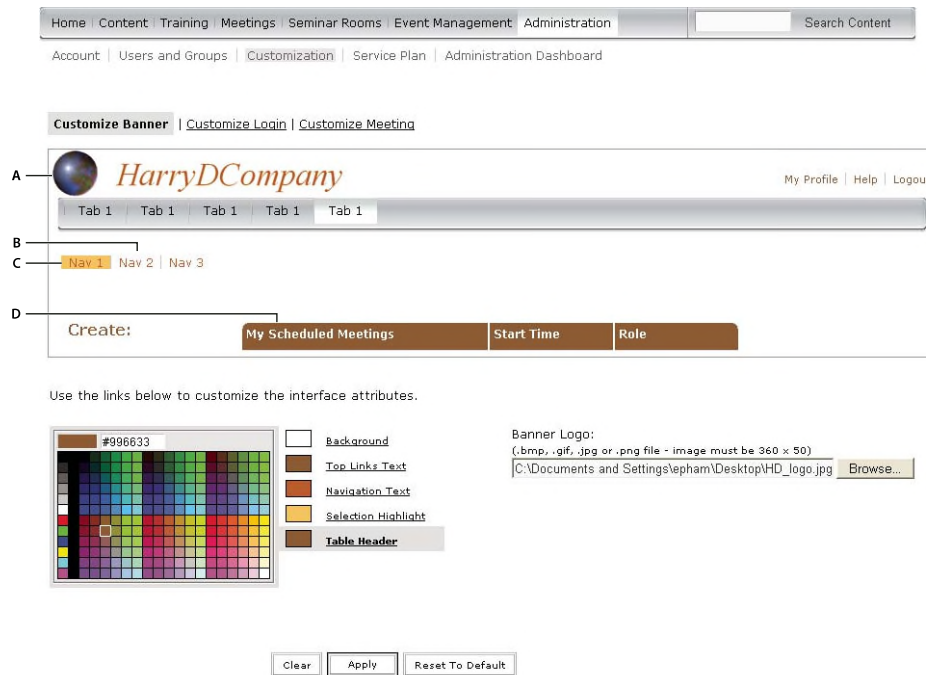
### See also

"About Acrobat Connect Professional meetings" on page 29

### Customize the Connect Enterprise Manager UI

Use the Customize Banner link to customize the following elements of the Connect Enterprise Manager user interface (UI):

- Background color.
- Top links text color (for the My Profile, Help, and Logout links in the upper-right corner).
- Navigation text color (for the links below the tab bar).
- Selection highlight color.
- Table header color (for the bars that identify page titles or columns on list pages).
- Banner logo, the image that appears in the upper-left corner of Connect Enterprise Manager. This image is clickable, and takes the user to the web address you specify. The image must be a JPEG, PNG, GIF, or BMP file and must be 275 x 50 pixels.



Customize Banner settings

A. Banner logo B. Navigation text C. Selection highlight D. Table header

1 Click the Administration tab.

2 Click Customization.

3 To change the color of the background, top links text, navigation text, selection highlight, or table header, click the item name in the list to the right of the color grid; then click a color in the grid or type a color code, such as #33CC66, directly into the text field. The color swatch at the top of the grid changes to the color you clicked in the grid or specified in the text field.

To change the color swatch to the previous setting, click Clear. To restore all colors and the banner logo to the Connect Enterprise Server defaults, click Reset To Default.

4 To select a banner logo, click Browse below the Banner Logo heading and browse for the logo image (JPEG, PNG, GIF, or BMP file). If you don't select a logo, the Connect Enterprise logo appears in the banner.

5 Click Apply to save your changes.

Your changes appear in five to ten seconds; alternatively, you can refresh the page.

**Note:** After selecting a new banner logo, the logo is displayed in the preview area. When you click Apply to save your changes, the banner preview area may change and once again display the default banner. This behavior is a result of cache settings, particularly how the cache is set to check for and update new items, in your web browser. Users, however, will see the new banner logo.

**Customize the Connect Enterprise login page**

Use the Customize Login link to customize the Connect Enterprise login page. You can modify any of the following attributes:

- Meeting title color
- Login text color
- Background color (login area color)
- Main logo image, which must be a 410 x 310 pixel JPEG, PNG, GIF, or BMP file

Customize Login settings

A. Main logo B. Meeting title C. Login text D. Background

- 1 Click the Administration tab.
  - 2 Click Customization.
  - 3 Click Customize Login.
  - 4 To change the color of the meeting title text, login text color, or background color, click the item name in the list to the right of the color grid; then click the color in the grid. The color swatch at the top of the grid changes to the color you clicked.
- To change the color swatch to the previous setting, click Clear. To restore the original setting, click Reset To Default.
- 5 To select a main logo, click Browse below the Main Logo heading and browse for the logo image (JPG, PNG, GIF, or BMP file). If you don't select a logo, the Connect Enterprise logo is used as the main logo.
  - 6 Click Apply to save your changes.

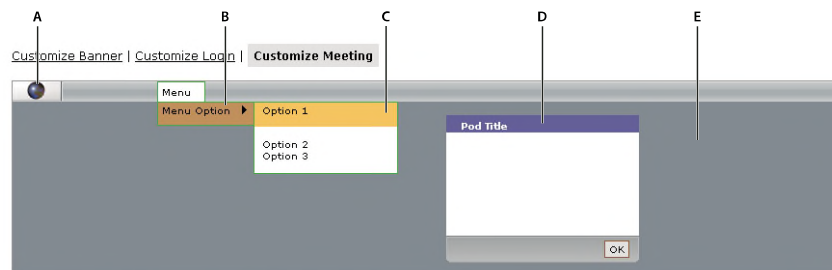
Your changes appear in five to ten seconds; alternatively, you can refresh the page.

**Note:** After selecting a new main logo, the logo is displayed in the preview area. When you click Apply to save your changes, the main logo preview area may change and once again display the default logo. This behavior is a result of cache settings, particularly how the cache is set to check for and update new items, in your web browser. Users, however, will see the new main logo.

### Customize the appearance of an Acrobat Connect Professional Meeting

You can use the Customize Meeting option to modify the appearance of Acrobat Connect Professional Meeting. The settings you apply here appear in every meeting created in your organization's account. (However, these settings do not affect the meeting layout, which the host designs to accommodate the meeting's function.) The Customize Meeting option allows you to change the following:

- Highlight color of the item selected in a primary menu
- Highlight color of the item selected in a secondary menu (the cascading menu that appears after the user selects an item in the primary menu)
- Button rollover color (the color outline that appears around a button when you move the pointer over it)
- Background color
- Title bar color (the color of the pod title)
- Meeting logo (a 50 x 20 pixel JPG, PNG, BMP, or GIF file to use for your organization's meetings)
- Meeting URL (a website to which users are directed when they click the meeting logo)



Use the links below to customize the interface attributes.

|                                          |                                           |                                                                                                                                                                                        |
|------------------------------------------|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | <input type="checkbox"/> Menu Highlight 1 | Meeting Logo:<br>(.bmp, .gif, .jpg or .png file - image must be 50 x 20)<br><input type="text" value="C:\Documents and Settings\W_logo.jpg"/> <input type="button" value="Browse..."/> |
|                                          | <input type="checkbox"/> Menu Highlight 2 | Logo URL<br>Enter a URL for a website that will be launched from the meeting logo.<br><input type="text" value="http://www.harrydcompany.com"/>                                        |
| <input type="checkbox"/> Button Rollover |                                           |                                                                                                                                                                                        |
| <input type="checkbox"/> Background      |                                           |                                                                                                                                                                                        |
| <input type="checkbox"/> Title Bar       |                                           |                                                                                                                                                                                        |

Customize Meeting settings

A. Meeting logo B. Menu highlight 1 C. Menu highlight 2 D. Title bar E. Background

- 1 Click the Administration tab.
- 2 Click Customization.
- 3 Click Customize Meeting.

**4** To change the color of the menu highlights, button rollover, background, or title bar, click the item name in the list to the right of the color grid; then click a color in the grid. The color swatch at the top of the grid changes to the color you clicked.

To change the color swatch to the previous setting, click Clear. To restore the original setting, click Reset To Default.

**5** To select a meeting logo, click Browse below the Meeting Logo heading and browse for the logo image (JPEG, PNG, GIF, or BMP file). If you do not select a logo, the Connect Enterprise logo is used.

**6** To specify a URL for the meeting logo, enter the URL in the Logo URL text box. (This is the URL of the website users go to when they click the logo.)

**7** Click Apply to save your changes.

Your changes appear in 5 to 10 seconds; alternatively, you can refresh the page.

## Account reports

### About account reports

When you click the Administration tab, the Account Summary page appears. On this page, you can click the Reports link to access several reports.

#### Training Reports

This feature summarizes learner quota information (number of learners compared with the number allowed). Training reports are not downloadable.

#### Meeting Reports

This feature shows the maximum number of attendees supported by Acrobat Connect Professional at one time (concurrent peak) for the current month compared with the allowable quota, and the number of users currently participating in active meetings, both live and non-live.

This information is followed by a list of active meetings (that is, meetings currently in progress). You can use this list to monitor meetings, and you can click a meeting name to intervene. For example, if you must free up spaces for another meeting, you can enter an active meeting and send the host a message saying that some people must exit from the meeting.

Meeting reports are not downloadable.

#### Event Reports

This feature shows the number of active (current) events for the Connect Enterprise account, and a list of these. For each, the report shows the event name, number of registered users, event start date, and event completion date. You can click the name of a specific event to open the Event Information page for this event and see more information. Some Event reports, such as the attendee/absentee reports, are downloadable.

#### Downloadable Reports

This feature provides the ability to download five different kinds of reports as CSV files that you can export to external systems, such as spreadsheets. You can download the following reports:

- Interactions report
- Users report

- Assets report
- Questions report
- Slide Views report

You can also apply report filters that show data for specified time periods or users.

When you download a CSV file, you have the option of saving or opening the report. If you are running Connect Enterprise Manager in an Internet Explorer browser and choose to open the report, Windows automatically opens it in Excel. In this case, the information is difficult to read because you must double-click each cell to see its information.

Another option is to save the CSV file to your desktop and open the file from Notepad, which makes it easier to read. (To open Notepad, select Start > Accessories > Notepad.)

### See also

“Setting and removing report filters” on page 99

## Download a report

- 1 Click the Administration tab.
- 2 Click Reports.
- 3 Click Downloadable Reports.
- 4 Click one of the Download Report Data buttons.
- 5 Click Open or Save, as appropriate.

**Note:** Each downloaded report that you save is named “data.csv” by default. When you save the file, give it a unique identifying name; for example, “interactionsMarch05.csv.”

Where appropriate, you can further define the information for a particular downloadable report by using report filters.

### See also

“Setting and removing report filters” on page 99

## About the Interactions report

This report summarizes user access. A unique transaction ID is generated each time a user attends a meeting, attends a seminar, views content, takes a course, or accesses a curriculum. The Interactions report presents the following data:

| Column name    | Description                                                                                              |
|----------------|----------------------------------------------------------------------------------------------------------|
| transaction-id | Unique ID for this transaction                                                                           |
| sco-id         | Unique ID used by Learning Management System (LMS) to identify different Shareable Content Objects (SCO) |
| type           | Type of object accessed, such as content, meeting, or event                                              |
| name           | Object name as it appears in the content listing                                                         |
| url            | Object that the user accessed                                                                            |

| Column name  | Description                                                     |
|--------------|-----------------------------------------------------------------|
| principal-id | Unique ID for the user                                          |
| login        | Name of user who accessed this transaction                      |
| user-name    | Unique user name                                                |
| score        | The user's score                                                |
| status       | Status of transaction: passed, failed, complete, or in-progress |
| date-created | Date this transaction occurred                                  |
| date-closed  | Date this transaction ended                                     |

The Interaction report excludes certification numbers and max scores.

### About the Users report

This downloadable report lists users and associated profile attributes using data listed in the following table:

| Column name  | Description                                                      |
|--------------|------------------------------------------------------------------|
| principal-id | Unique ID for the user                                           |
| login        | Unique user identifier                                           |
| name         | Unique user name                                                 |
| email        | User's e-mail address.                                           |
| manager      | The login of the user's manager (manager is always set to NULL.) |
| type         | User or guest (type is always set to user.)                      |

Data is generated in this view whenever a user creates, updates, or deletes a user.

If you select the Include Custom Fields option, custom information from user profiles is added to the report. When customizing user profiles, there are three mandatory fields (first name, last name, and e-mail) and you may include up to 8 additional custom fields to be included in the Users report.

The Users report excludes the following information:

- Password, which is not stored in plain text.
- Time zone and language, which are not available in human readable form; for example, PST is 323.

**Note:** Deleted users do not appear in the Users report. Deleted users continue to exist in the Interactions report.

### About the Assets report

Data is generated in an Assets report whenever a user creates a meeting, event, seminar, curriculum, or course, or uploads content. The report lists the following data on system objects (such as meetings, content, courses, and so on):

| Column name   | Description                                                                                              |
|---------------|----------------------------------------------------------------------------------------------------------|
| sco-id        | Unique ID used by Learning Management System (LMS) to identify different Shareable Content Objects (SCO) |
| url           | Unique identifier for the object                                                                         |
| type          | Either a presentation, course, FLV file, SWF file, image, archive, meeting, curriculum, folder, or event |
| name          | Object name as it appears in the content listing                                                         |
| date-created  | Date on which the object is scheduled to begin                                                           |
| date-end      | Date on which the object is scheduled to end                                                             |
| date-modified | Date this object was modified                                                                            |
| description   | Object summary information entered when a new meeting, content, course, or other object type is created  |

### About the Questions report

The Questions report lists responses to questions and quizzes from all the Connect Enterprise applications. Data is generated in this report whenever a user answers a quiz question in a course or curriculum, answers a registration question, responds to a poll in a meeting or seminar, or adds a custom form to a meeting, seminar, course, or curriculum. The report provides the following information:

| Column name    | Description                               |
|----------------|-------------------------------------------|
| transaction-id | Unique ID for this transaction            |
| question       | Text of the question                      |
| response       | User's response to the question           |
| score          | Number of points awarded for the response |
| principal-id   | Unique ID for the user                    |
| date-created   | Date the record was created               |

If a question has multiple answers, each answer is presented in its own row.

The Question report excludes the following information:

- Correct or Incorrect, which can be determined by checking for a non-zero score
- Date answered, which does not exist in the version 410 schema

### About the Slide Views report

The Slide Views report describes the slides or pages viewed by Connect Enterprise users. Report data is generated whenever a user views content, a course, or a curriculum. The report provides the following data:

| Column name    | Description                                 |
|----------------|---------------------------------------------|
| transaction-id | Unique ID for this transaction              |
| page           | Number of the slide or page that was viewed |
| date-created   | Date of the viewing                         |
| principal-id   | Unique ID for the user                      |

## Generate a Custom URL Management report

Connect Enterprise lets you create custom URLs for meetings, training, events, or seminars. A custom URL is a name that is easy to remember, and it is appended to the domain name of your Connect Enterprise server. Users can create a custom URL when they set up a Connect Enterprise function (a meeting, an event, and so on). If the function to which the custom URL was initially assigned is subsequently deleted, the custom URL can be used for another Connect Enterprise function by another user.

You can use the Custom URL Management report to obtain information about the owner and attributes of a specific custom URL.

- 1 Click the Administration tab.
- 2 Click Reports.
- 3 Click Custom URL Management.
- 4 In the Search For text box, enter the custom URL you are searching for, and click Search. You must type in the exact custom URL text for the report to display. (The text is not case-sensitive, though, so typing in “meeting123” is the same as “Meeting123.”)

The page displays the Content Information report, which provides the following information:

**Title** The title of the meeting, content, course, curriculum, seminar, or event that is using this URL.

**Type** The type of function this URL is being used for (meeting, content, training, and so on).

**User** The individual who is using the URL.

**URL** The full path of this custom URL.

**Date Created** The date and time the function using this custom URL was created.

**Date Modified** The date and time the function using this custom URL was modified. If it was never modified, the creation date is shown.

## Connect Enterprise permissions

### About Connect Enterprise permissions

The permissions structure of Connect Enterprise protects the integrity of data. In Connect Enterprise, every user account has specific access permissions to the application's information repositories and features. The Connect Enterprise administrator's job is to create, add, remove, and manage user accounts and their permissions, for both individual users and groups. The administrator performs these tasks using the Administration tab, which is not available to other Connect Enterprise users.

To manage user accounts and permissions for users and groups, click the Administration tab at the top of the Connect Enterprise Manager window, and then click the Users And Groups link below the tab names.

Connect Enterprise information is stored in libraries, each of which is associated with a different activity and application, and each application is represented by its own tab in Connect Enterprise Manager. The libraries are Content, Training, Meetings, Seminar, and Event but you see only the tabs for the applications that your organization purchased.

Each file and folder in the Connect Enterprise libraries has different access permissions for different users. These folder and file permissions are set in one of the following ways:

- By the creator of the folder or file
- By the Connect Enterprise administrator
- According to membership in a Built-in group (for example, the Administrators group, the Authors group, and so on)

The permissions associated with a specific file or folder are called its *permission profile*.

Although there are four permission settings (Manage, Publish, View, Denied) that apply across all the Connect Enterprise libraries, not all the libraries have the same combination of these permissions, so you must be aware of the permissions that apply to each library.

In addition, there is another set of permissions that can be assigned to a file or folder: attendance permissions, which designate the access permissions and the role of each attendee in a meeting, training, event, or seminar. Whereas Connect Enterprise library permission types address who can manage library files, attendance permissions designate what role an attendee plays in a specific meeting, training, event, or seminar, and who can view Connect Enterprise library content. (For example, the Meetings application provides the attendance roles Host, Participant, and Presenter.) Attendance roles are defined by the user who creates the meeting, training, event, seminar, or content. As an administrator, you might be less involved with attendance permissions.

### See also

“About Built-in groups” on page 233

“About library permissions” on page 14

## Multiple permissions precedence

If a user belongs to one or more groups, it is possible that multiple permissions apply to a single file or folder. In such a case, the user's permissions are resolved as follows (higher numbered levels take precedence):

**Level 1** If the user has View, Publish, or Manage permissions through group-acquired permissions, the permission granting the greatest access to features applies. These three group permissions are additive.

**Level 2** If the user has any Denied permission through group-acquired permissions, all group-acquired View, Publish, or Manage permissions are removed and the user is not allowed access.

**Level 3** If the user has View, Publish, or Manage permissions through user-specific permissions, these are additive to the corresponding group-acquired permissions. In addition, these override any group-acquired Denied permission.

**Level 4** If the user is specifically assigned the Denied permission setting through user-specific permissions, the user is denied access regardless of any group-acquired permissions.

**Level 5** If the user is a member of the Administrator group, the administrator permission applies, regardless of any other individual or group setting.

**Level 6** If there are no permissions applied by either user or group (and none is inherited from a parent folder), the user cannot access or perform any actions on the folder or file.

The following table illustrates the way that group and user permissions apply:

| Group G1 permissions | Group G2 permissions | Union (G1, G2) permissions | User permissions | Resulting permissions |
|----------------------|----------------------|----------------------------|------------------|-----------------------|
| View                 | Publish              | Publish                    | Manage           | Publish+Manage        |
| Manage               | None                 | Manage                     | Publish          | Publish+Manage        |
| Denied               | Publish              | Denied                     | Manage           | Manage                |
| View                 | Manage               | Manage                     | View             | Manage                |
| Manage               | None                 | Manage                     | Denied           | Denied                |
| None                 | None                 | None                       | None             | None                  |

Here are some facts to keep in mind about permission precedence:

**Setting user permissions** Keep in mind that user-specific permissions are additive to the corresponding group-acquired permissions and override any group-acquired Denied permissions. Individual Denied permissions also override any group-acquired permissions.

User permissions take precedence over all group-acquired permissions. For example, to ensure that a specific user gets Manage permission for a content presentation, you can set the Manage permission for that specific user. This permission always applies, regardless of any other group permissions that are set.

**Setting group permissions** Use group permissions to set rules for groups of users.

**Ensuring that access is denied** To ensure that access is denied, set the Denied permission for the specific user. This permission overrides any group-acquired permissions.

**Ensuring that access is allowed** To ensure that a specific user is given at least Publish permission for a given content presentation, set their user-specific permission to Publish. Any group-acquired permissions are only additive; they cannot deny access.

## Tips on working with permissions

By assigning groups or users certain permission types for a file or folder, you can control which users or groups can access certain features for that folder. For example, you can set a folder's permissions so that only certain users or groups can publish content to the folder. You can also set a folder to have the same permission as its parent folder. If the parent folder's permissions change, all folder contents inherit those permissions. To create or assign permissions for a file or folder, you must first navigate to the library's tab and open the file or folder from there.

To avoid listing and managing large numbers of users on the permission profile for a file or folder, use a group-based permission system. Create your system as follows:

**Design a folder and group system** You can give certain groups access to parts of the system as appropriate.

**Create folders using descriptive names** Use names that describe the folder's contents—for example, Human Resource Content, Product Support Content, and so on.

**Create custom groups using descriptive names** Use names that describe the group's permissions—for example, Human Resource Content Managers, Shared Content Viewers, and so on.

**Assign permission types for your groups to specific folders or files** For example, assign the Human Resource Content Managers group permission to manage the Human Resources folder in the Shared Content folder.

**Create users after you create groups** It's easier to create groups first, then add users to the group.

**Add users to groups** Add users to whichever groups are necessary for them to obtain appropriate permissions.

If you must set up exceptions such as denying a user access to certain folders, you can assign a user-based permission setting that takes precedence over the group permission, ensuring that access is prevented. User-assigned permissions always take precedence over group-assigned permissions (except for members of the administrators group).

## Connect Enterprise attendance permissions

In each Connect Enterprise library there are separate roles for the individuals who are presenting information and for those who are receiving it. Attendance permissions are associated with these roles, and are different for each application.

### Meetings application attendance permissions

The following attendance permissions are associated with the Meetings application:

**Host** A host sets up meetings, invites guests, adds content from the Content library, customizes the meeting room layout, and assigns presenter and participant roles to the appropriate attendees. The host can also perform all the tasks that presenters can. (Administrators have host permissions for all meetings by default.)

**Presenter** A presenter can share the desktop, windows, and applications, use text chat, broadcast live audio and video, and show content to the participants. However, the presenter does not have access to the Content library.

**Participant** A participant can view the content that the presenter is showing or sharing, hear and see the presenter's audio and video broadcast, use text chat, and, if given permission, broadcast audio and video.

### Content application attendance permissions

The Content application does not have a separate set of attendance permissions. For the Content library, permissions are assigned for the file or folder (such as Manage, Publish, View, and Denied).

### Training application attendance permissions

The Training application has two components: courses and curriculums. Both components have two attendance permissions, Enrolled and Denied. Enrolled indicates a learner whom a training manager placed in a course or curriculum; Denied indicates a user who is denied access to that course or curriculum. Usually a training manager uses the Denied permission to exclude one user from a group course (for example, if that user already took the course).

### Seminars application attendance permissions

Attendance permissions are the same as those for meetings.

### Events application attendance permissions

Attendance permissions are the same as those for meetings. Because events require registration, events also have status permissions, which apply to the status of the registration:

**Invited** Applies to an individual who was invited by the event manager but who has not yet registered.

**Denied** Applies to an individual whose registration was denied by the event manager.

**Pending Approval** Applies to an individual whose registration is not yet approved by the event manager.

**See also**

“About library permissions” on page 14

“Multiple permissions precedence” on page 230

## Group permissions

**About groups**

As an administrator, you are responsible for setting up users with Connect Enterprise user accounts, and assigning them to groups.

Whenever possible, assign users to groups, and then assign permissions at the group level instead of the individual level. This means that you must create groups, but user account administration is simpler when you are managing groups rather than individuals.

You can use groups to do the following:

- Assign groups of users Manage permissions for various folders in the Content, Training, Meetings, Event, and Seminar libraries.
- Assign groups of users View permissions for folders in the Content library.
- Assign groups of users, who are also authors, Publish permissions for folders in the Content library.

There are two kinds of groups: Built-in and custom groups.

**See also**

“About custom groups” on page 237

**About Built-in groups**

Connect Enterprise is installed with seven Built-in groups: administrators, authors, learners, training managers, event managers, meeting hosts, and seminar hosts. (The exact groups that are installed is determined by the purchased account features. For example, the Event Manager group only exists if Events is part of the Connect Enterprise account.) Each group reflects a specific set of access needs across all the Connect Enterprise libraries.

The administrator, at the company level, assigns users and groups to the appropriate Built-in groups. Membership in a specific Built-in group enables you to create new instances of the function associated with that library; that is, new files. For example, if you are a meeting host, you can create new meetings.

The permissions set for Built-in groups cannot be changed. If the administrator assigns users to more than one of these groups, a conflict between permission types might arise. For example, a user might be assigned to a group that has no access to a specific folder, and that same user might be assigned to another group that has Manage permissions for that folder. To address this conflict, there are rules for permission precedence.

Built-in group members cannot access the Shared folder directory of the library they’re associated with unless you assign them Manage permissions. If you do, they can also create new instances of their associated function: meetings, courses, events, and so on, depending on the group they belong to. You can also assign Manage permissions for a folder in the Shared folder directory to other users who are not part of that library’s Built-in group. But whereas they can manage folders, they cannot create anything in that library, because they are not part of that library’s Built-in group.

The following table summarizes the permissions for each group's access to each of the Connect Enterprise libraries:

| Group               | Content library                          | Training library | Meetings library | Seminar library | Events library | Additional permissions                                                                           |
|---------------------|------------------------------------------|------------------|------------------|-----------------|----------------|--------------------------------------------------------------------------------------------------|
| Adminis-<br>trator  | Everything<br>but Publish                | Manage           | Manage           | Manage          | Manage         | Manage<br>users,<br>groups, and<br>user<br>accounts;<br>view all<br>users'<br>content<br>folders |
| Author              | Publish/<br>Manage                       | None             | None             | None            | None           | None                                                                                             |
| Learner             | None                                     | None             | None             | None            | None           | None                                                                                             |
| Training<br>Manager | Publish/<br>Manage<br>personal<br>folder | Manage           | None             | None            | None           | None                                                                                             |
| Meeting Host        | Publish/<br>Manage<br>personal<br>folder | None             | Manage           | None            | None           | None                                                                                             |
| Event<br>Manager    | None                                     | None             | None             | None            | Manage         | None                                                                                             |
| Seminar Host        | None                                     | None             | None             | Manage          | None           | None                                                                                             |

### See also

“About custom groups” on page 237

“Add or remove group members” on page 249

## Administrators group

Administrators have complete control of the entire Connect Enterprise system. You can make any user an administrator by adding them to the Administrator group.

Administrators can perform the following actions:

- Manage the users and groups in the Connect Enterprise account, including creating, deleting, and editing them.
- Manage the Content library, including viewing, deleting, moving, and editing files or folders; viewing reports for files; setting permissions for files or folders; and creating new subfolders.
- Manage the Training library, including viewing, deleting, moving, and editing files or folders; viewing reports for files; setting permissions for files or folders; and creating new subfolders, as well as enrolling users, sending enrollee notifications, and setting up course and curriculum reminders.
- Manage the Meetings library, including viewing, deleting, moving, and editing files or folders; viewing reports for files; setting permissions for files or folders; and creating new subfolders, as well as adding participants.

- Manage the Event library, including viewing, deleting, moving, and editing files or folders; viewing reports for files; setting permissions for files or folders; and creating new subfolders within folders, as well as adding participants, sending invitations, and changing content and e-mail options.
- Manage the Seminar library, including viewing, deleting, moving, and editing files or folders; viewing reports for files; setting permissions for files or folders; and creating new subfolders, as well as adding participants.
- View account information, account features, account quotas, and account reports, and, if your organization has purchased this option, customize the look of Connect Enterprise for your organization.

In addition, the administrator has Host permissions for every meeting.

Members of the Administrator group have permission to do everything. Permissions for members of the Administrator group cannot be overridden by individual or other group permissions.

### Authors group

To publish or upload content (including presentations) to the Content library, a user must be a member of the Authors group. To publish presentations to a specific folder, a user must be a member of the Authors group and have Publish permissions for that folder.

If you assign a user to this group, Connect Enterprise creates a folder for this user in the User folder of the Content library. (The shortcut called My Content points to this folder.) By default, a member of the Authors group has Publish and Manage permissions only for his or her own My Content folder.

Your Connect Enterprise account limits the number of users that you can add to the Authors group.

Members of the Authors group can perform all of the following actions if they have Publish permissions on the specified folder:

- View content and content folders.
- Publish and update content.
- Send e-mail messages containing links that send a notification to the author as soon as the recipient accesses the link.

### Training Managers group

Members of the Training Managers group are users who are responsible for organizing and coordinating training.

If you assign a user to this group, Connect Enterprise creates a folder for this user in the User folder of the Training library. (The shortcut My Training points to this folder.) By default, a training manager can manage only his or her folder in the User Training folder.

A training manager can perform the following actions:

- Manage his or her own user folder in the Training library, performing all file-management functions, as well as create and manage courses and curriculums, enroll users, send enrollee notifications, and set up reminders.
- Have access to folders in the Content library.
- View training reports for the courses or curriculums that he or she created.

If you don't want to give a user all the permissions associated with the Training Managers group, you can assign more restrictive permissions to the user or to a group to which the user belongs.

### Event Managers group

Members of the Event Managers group can create events and manage their own folders in the Event library.

If you assign a user to this group, Connect Enterprise creates a folder for this user in the User folder of the Event library. Event managers can manage only their individual My Events folders in the User Events folder. They also can manage events in the Shared folders of the Events library, if they are hosting the event and have Manage permissions for the folder that contains the event.

An event manager can perform the following actions:

- Manage his or her own Event library user folder, performing all file-management functions, and create and manage all aspects of an event in this folder.
- View event reports.

If you don't want to give a user all the permissions associated with the Event Managers group, you can assign more restrictive permissions to the user or to a group to which the user belongs.

## Meeting Hosts group

Members of the Meeting Hosts group create meetings.

If you assign a user to this group, Connect Enterprise creates a folder for this user in the User folder of the Meetings library. Meeting hosts can manage only their individual My Meetings folders in the User Meetings folder. In addition, they can manage meetings in the Shared folders of the Meetings library, if they are hosting the meeting and have Manage permissions for the folder that contains the meeting.

A meeting host can perform the following actions:

- Manage his or her User Meetings folder, performing all file-management functions, and create and manage meetings, which involves adding, deleting, and assigning attendance permissions to presenters and participants; creating and organizing meeting rooms; and editing a meeting or changing its participant list.
- View meeting reports.
- Create content.
- View content files and folders for which they have access permissions.
- Publish and update content.

If you don't want to give a user all the permissions associated with the Meeting Hosts group, you can assign more restrictive permissions to the user or to a group to which the user belongs.

## Seminar Hosts group

Because of the way seminars are licensed, the permissions for seminar hosts are different from those of other groups.

Unlike other libraries, the Seminar library does not have a high-level User folder prepopulated with folders for the individual hosts. Instead, the Seminar library consists only of the Shared folder directory, and each folder in this directory corresponds to a seminar license that your organization purchased. Only seminar hosts and administrators can manage these folders. This is different from other libraries' Shared folder permissions, where the administrator can assign Manage permissions to users who are not part of the Built-in group associated with the library. Another difference is that a seminar host can manage all the folders in the Seminar library.

Seminar hosts can perform the following actions:

- Manage all Seminar library folders, performing all file-management functions, and create and manage seminars, which involves adding, deleting, and assigning attendance permissions to presenters and participants; creating and organizing seminar rooms; and editing a seminar or changing its participant list.
- View seminar reports.

## About custom groups

Custom groups are groups that you create yourself. You can define specific folder and file permissions for the group in the different Connect Enterprise libraries. In addition, because a group can contain both users and other groups, you can assign permissions to a custom group by assigning it to the appropriate Built-in groups.

For example, suppose you create a custom group called Global that contains a group for each country in which your company has an office (for instance, United States, Germany, and so on). Each country group could contain a group for each office in that country (for example, San Francisco, Boston, and so on). Within each of these offices, you could define more groups by job function, and then assign each of these groups the appropriate Built-in group designations.

In this example, you created a hierarchical set of groups called nested groups, because each group is contained by the one above it in the hierarchy. By default, the nested groups have the permissions of the parent group, but you can expand or restrict these permissions by setting custom permissions for these groups in the relevant libraries.

### See also

“About Built-in groups” on page 233

# Creating and managing users and groups

## Creating users and groups

To set up new user accounts, you must already be familiar with the permissions system. Then you can set up various user account parameters, create groups, and add users. The following overview summarizes the workflow involved in setting up user accounts.

### 1. Customize user profile fields, if necessary.

A user profile is an attribute of your organization's Connect Enterprise user profile. The fields for First Name, Last Name, and E-mail are required and cannot be modified. However, you can add other predefined fields, create new fields, and change their order in the user profile.

### 2. Customize login and password policies, if necessary.

You can set login and password policies, password expiration, password format, and password length.

### 3. Add users and groups.

You can add users and groups to Connect Enterprise by using the Lightweight Directory Access Protocol (LDAP), by using comma-separated values (CSV) files, or by creating users and groups manually.

**Working with LDAP-acquired users and groups** In LDAP-enabled organizations, Connect Enterprise acquires all its user data directly from the company's user directory. This includes information such as login, name, and phone number. You would probably not be involved in adding new users or groups to the system, because this occurs outside Connect Enterprise Manager. However, you must still manually assign LDAP-acquired users or groups to the Built-in group appropriate for their job functions.

**Importing users and groups through CSV files** You can import large numbers of users and groups through a CSV file. Your organization's directory may have a utility for exporting users and groups to CSV files, or you can create CSV files yourself. Your CSV files must be in a specific format. You can modify the imported users and groups in exactly the same way you would any user or group that was manually created.

**Adding users and groups manually** You can assign new users to a Built-in group, or you can create custom groups that are specific to your organization. It is best to create these groups before creating users manually.

#### 4. Set permissions.

Once you have imported or created users and groups, you must set permissions. If you add users to the Built-in groups, those groups already have default permissions, which apply specifically to the folders and files within each library.

### Customize user profile fields

When you customize user profile fields, you can add basic fields, add other predefined fields, create custom fields, and remove fields. When you modify fields, you can change any of its attributes; you can also designate a field as required, or add a comment describing a field.

The information in the user profile fields is used to create the downloadable Custom Fields User Report. This report displays the three mandatory fields (first name, last name, and e-mail) and the next 8 fields listed under the mandatory fields in the Customize User Profile screen. Use the Shift Up and Shift Down buttons to move fields into the correct position so they will or will not display in the Custom Fields User Report.

#### Add basic user profile fields

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click the Customize User Profile link above the Users And Groups list.

The list of the user profile fields appears; First Name, Last Name, and E-mail are flagged with red asterisks (\*) to indicate that they are required.

- 4 Select the check box for any field on this page that you want to include as part of the Connect Enterprise user account profile.
- 5 To move an item up or down in the list, select its check box and click the Shift Up or Shift Down button.

#### Add other predefined fields

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click the Customize User Profile link above the Users And Groups list.
- 4 Click the Add Predefined Field button.
- 5 Click the check box for any fields that you want to add.
- 6 Click Save.
- 7 To move an item up or down in the list, select its check box and click the Shift Up or Shift Down button.

#### Create a custom field

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click the Customize User Profile link above the Users And Groups list.
- 4 Click the New Field button.

- 5 Type a name for this field.

If you want, you can type a comment in the Comment text input box. You can also select the Required check box for the Field Type if you want this field to be required.

- 6 Click Save.

- 7 To move an item up or down in the list, select its check box and click the Shift Up or Shift Down button.

#### **Modify a user profile field**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.

- 2 Click Users And Groups.

- 3 Click the Customize User Profile link above the Users And Groups list.

- 4 Click the name of the field that you want to modify to open it.

- 5 Do any of the following:

- Change the field name. (Although you can change it, you cannot delete it.)
- Type, change, or delete a comment in the Comment text input box.
- Select or deselect the Required check box for the Field Type.

- 6 Click Save.

#### **Remove a user profile field**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.

- 2 Click Users And Groups.

- 3 Click the Customize User Profile link above the Users And Groups list.

- 4 Select the check boxes for the fields that you want to remove.

- 5 Click Remove.

- 6 On the remove confirmation page, click Remove to delete these fields, or click Cancel to cancel the operation.

#### **Convert guests to full Connect Enterprise users or full users to guests**

You can convert guests to full Connect Enterprise users or full users to guests. This is helpful if, for example, you held a Connect Event in which many guests registered that you would now like to turn into full users.

The distinction between guests and full users can be important because only full users, not guests, can log into the Connect Enterprise administration site. Full users also appear on enrollment and permission lists.

***Note:** Previously in Connect Enterprise, guests could be added by simply entering an e-mail address. Now, guests must enter a first name, last name, and e-mail address. Also, when importing a list of guests (usually using a CSV file), a first name, last name, and e-mail address must now be included.*

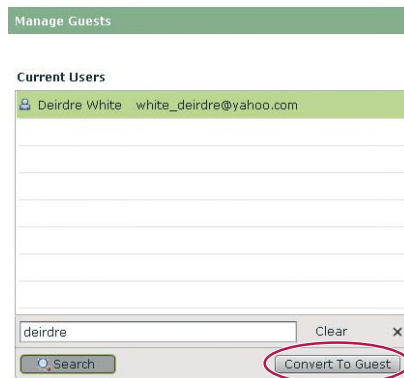
- 1 Select the Administration tab in Connect Enterprise Manager.

- 2 Select Users and Groups.

- 3 Click Manage Guests.

- 4 In the Current Guests list select a guest or in the Current Users list select a user.

- 5 Click Convert to User or Convert to Guest.



You can convert guests to full Connect Enterprise users or convert users to guests.

## Manage login and password parameters

The Edit Login and Password Policies link on the Administration tab lets you customize your login and password policies to conform to those of your company. Any policies you establish are unique across the entire Connect Enterprise application.

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click Edit Login And Password Policies.
- 4 Type your changes.

**Login policy** (Optional) Specify whether the Connect Enterprise login should be the same as the user's e-mail address. The login must be unique for each user.

**Password expiration** (Optional) Specify how long a password is valid. If you do not enter a value, passwords do not expire.

**Password character** (Optional) Specify a character that must be included in all passwords.

**Password number** (Optional) Specify whether the password must contain a number.

**Password capital letter** (Optional) Specify whether the password must contain a capital letter.

**Password length** (Required) Specify a minimum and maximum password length. (The lowest minimum that can be selected is 4 and the highest maximum that can be selected is 32.)

- 5 Click Save.

## Using CSV files to add users

You can use CSV files if you have users in your company that you don't want to add to a group, or if you want to manually create a custom group later for these users.

Before you can perform this procedure, you must create a user CSV file for the individual users whom you want to add to your Connect Enterprise system. The CSV file you create must include user information in the following format:

| first-name, | last-name, | login,                 | email,                 | password |
|-------------|------------|------------------------|------------------------|----------|
| Mary,       | Betts,     | mbetts1@mycompany.com, | mbetts1@mycompany.com, | private1 |
| Robert,     | Blatt,     | rblatt2@mycompany.com, | rblatt2@mycompany.com, | private1 |
| Ron,        | Bloom,     | rbloom3@mycompany.com, | rbloom3@mycompany.com, | private1 |
| Charles,    | Bond,      | cbond4,@mycompany.com, | cbond4@mycompany.com,  | private1 |
| Jennifer,   | Cau,       | jcau5@mycompany.com,   | jcau5@mycompany.com,   | private1 |

Here are some additional tips for using CSV files:

- Because of browser limitations, Adobe recommends that if you have a large number of users to add, that you create several smaller CSV files instead of one large CSV file.
- The file should not contain empty lines. If the CSV file contains empty lines, the import operation fails.
- Names that contain a comma need to be in quotes. For example, the name John Doe, Jr., must appear in the CSV file as "John Doe, Jr." for the file to import correctly.
- If you want to specify a custom field, the header format in the CSV file is x-<field-id> (for example, x-45704960). You can obtain the field ID from the CXML API calls `custom-fields` or `acl-field-list`, or you can click the Custom User field in Enterprise Manager and check the ID in the URL.
- The user information in the CSV file needs to take login and password policies into consideration. For example, if login is set as e-mail, the CSV file should have the login and e-mail columns set the same. Or, if there are password policies (certain length, format, special characters, etc.) these policies should also be applied in the CSV file. If policies are not followed, an error may appear that prevents the CSV file from importing properly.

### Import a user CSV file

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click the Import link above the list of users and groups.
- 4 Select Create New Users.
- 5 Under the Select File To Import bar, browse to the CSV file you want to import.
- 6 Click the Upload button.

If any errors occur, the first 10 errors are displayed in red text. (Note that errors on duplicate user login/email are not reported.) Make any necessary corrections and re-import the file; then repeat steps 3-6.

- 7 Set permissions for these users.

### See also

"Create a custom group manually" on page 244

"Setting custom permissions for the Connect Enterprise libraries" on page 246

### Import a user CSV file using non UTF-8 encoded files

You can import a user CSV file using non UTF-8 encoded files. When importing a non UTF-8 encoded file, append the appropriate encoding parameter to the import URL.

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click the Import link above the list of users and groups.
- 4 Check the URL in the browser address line. It should look similar to `http://<Connect Server>/admin/administration/user/import`.
- 5 Click at the end of the URL in the browser address line and add `?encoding=<encode>` to the address. It should look similar to `http://<Connect Server>/admin/administration/user/import?encoding=<encode>`. Specific examples include the following:
  - `http://<Connect Server>/admin/administration/user/import?encoding=sjis`
  - `http://<Connect Server>/admin/administration/user/import?encoding=euc_kr`
- 6 After modifying the URL address, click Enter.
- 7 Select Create New Users.
- 8 Under the Select File To Import bar, browse to the CSV file you want to import.
- 9 Click the Upload button.

If any errors occur, the first 10 errors are displayed in red text. (Note that errors on duplicate user login/e-mail are not reported.) Make any necessary corrections and re-import the file.

- 10 Set permissions for these users. For more information, see "Setting custom permissions for the Connect Enterprise libraries" on page 246.

### Import a group CSV file

Use the group import option to import groups into the Connect Enterprise database. After you import the group CSV file, you can assign new users to the groups. You do not have to import any of the Built-in groups, because these are pre-installed and automatically appear in the list.

When you create the CSV file, ensure that it is in a format that Connect Enterprise can use. The required column headers in the CSV file are name and description. The following is an example of a group CSV file that is adaptable for Connect Enterprise:

```
name, description
group1, test1
group2, test2
```

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click the Import link above the list.
- 4 Under the Select Import Type bar, select the Create New Groups option.
- 5 Under the Select File To Import bar, browse to the CSV file that you want to import.
- 6 Click the Upload button.

If any errors occur, the first 10 errors are displayed in red text. Make any necessary corrections and re-import the file; then repeat steps 3-6.

- 7 Proceed to “Import a user CSV file” on page 241 or “Add or remove group members” on page 249.
- 8 After you add groups and assign users to the groups, you must set permissions for the groups for the Connect Enterprise libraries. For more information, see “Setting custom permissions for the Connect Enterprise libraries” on page 246.

### Import a user CSV file and add users to groups

Use this option to import new users and add them to a Built-in or previously created group. The Built-in group names appear in the menu for group selection as default groups. After you create a group manually, its name also appears in the menu, so you can use the import option to assign large numbers of users to multiple groups. However, you can select only one group for the users whom you imported from one CSV file. This means that you should create a different CSV file for each set of users that you want to add to a specific group.

After you import these users, you can do the following:

- Assign these users to additional groups, or assign the whole group to another group. Since you can add groups, as well as users, to an existing group, you can use this procedure to assign the group with the newly imported users to another group. For example, you may import new users in a single department in your organization and assign them to the Sales and Promotion group. If you now also want to give them Publish permissions for the Content library, you can assign the entire Sales and Promotion group to the Authors group.
- To expand or restrict permissions for the group or any of the people within it, you can set the appropriate permissions in the specific libraries. For example, if you do not want to grant certain people in the Sales and Promotion department Publish permissions for a specific set of folders the Content library, you can assign these individuals Denied permissions for these folders.

The following example shows the minimum user information required for the CSV file. You can add other information in the CSV file to prepopulate other user properties. The CSV file you create must include user information in the following format:

| first-name, | last-name, | login,                 | email,                 | password |
|-------------|------------|------------------------|------------------------|----------|
| Mary,       | Betts,     | mbetts1@mycompany.com, | mbetts1@mycompany.com, | private1 |
| Robert,     | Blatt,     | rblatt2@mycompany.com, | rblatt2@mycompany.com, | private1 |
| Ron,        | Bloom,     | rbloom3@mycompany.com, | rbloom3@mycompany.com, | private1 |
| Charles,    | Bond,      | cbond4@mycompany.com,  | cbond4@mycompany.com,  | private1 |
| Jennifer,   | Cau,       | jcau5@mycompany.com,   | jcau5@mycompany.com,   | private1 |

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click the Import link above the list of users and groups.
- 4 Under the Select Import Type bar, select Create New Users And Add Them To A Group.
- 5 Under the Select File To Import bar, browse to the CSV file that you want to import.
- 6 Click the Upload button.

If the CSV file contains the names of groups that are already in the system, the system ignores them but logs a message stating that duplicate groups were encountered.

- 7 Add the new users to a group. For more information, see “Add or remove group members” on page 249.

**8** Set permissions for these users. For more information, see “Setting custom permissions for the Connect Enterprise libraries” on page 246.

### **Create a custom group manually**

Groups that you create manually are referred to as custom groups.

A group can contain both users and other groups. This means that you can add Built-in groups and other custom groups, as well as users, to the custom group.

After you create a custom group, you can simply add users to them as you set up each new user account, or use the CSV import option to import large numbers of users into the group.

- 1** Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2** Click Users And Groups.
- 3** (Optional) To check that this group does not already exist, enter its name in the Search text input box at the bottom of the list.

If such a group does exist, it will appear; otherwise a blank list appears. Click Clear to return to the list page.

- 4** Click the New Group button at the bottom of the list.
- 5** Enter the new group's name and description.
- 6** To add members, click Next.

To add this group without adding members, go to step 10.

- 7** In the Possible Groups list, select each user and group that you want to assign to this group, as follows:
  - To select multiple users or groups, press Control-click or Shift-click.
  - To expand a group so you can select individual names, double-click the group name; when you are done, double-click Up One Level in the list to return to the original list.
  - To search for a name in the list, click Search at the bottom of the list and enter the name to display it in the list, and then select it in the window.
- 8** Click Add.

To remove a name that you have added, select it and click Remove.

- 9** Repeat step 3 through step 8 for each group to be added.
- 10** Click Finish.
- 11** Click the View Group Membership button to review the group members and make any adjustments.

### **See also**

“Import a user CSV file” on page 241

### **Create a user manually**

When you add new users, you must enter a new password that they will use to log in to Connect Enterprise. This password is sent to the user by e-mail. (There is an option you can select to prompt the user to change the password after they login in for the first time.) You can also add audio conference settings for users.

After you create a user, you can select a manager for the user. (A user can have only one manager.) If the user you created is a manager, you can assign team members to him or her. The manager can view report data for team members using the Manager Reports option on the Home tab.

**See also**

“Import a user CSV file” on page 241

**Create a new user**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Click the New User button at the bottom of the list.
- 4 Enter the new user's last name, first name, and e-mail address. Add any optional information, such as company name or address.
- 5 In the New Password text box, type a new password to mail to this user, and then retype it for confirmation. If the user has an e-mail address, leave the E-mail The New User Account Information, Login And Password box selected. If the user does not have e-mail, deselect it.
- 6 (Optional) In step 5 you provide a password for users to login for the first time. To require users to change their password after their first login, select the Prompt user to change password after next login option.
- 7 (Optional) Enter any audio conference settings in the appropriate text boxes.
- 8 To assign this user to one or more groups, click Next.

If you don't want to assign this user to any groups, go to step 11.

- 9 In the Possible Groups list, select each group to which you want to assign this user as follows:
  - To select multiple groups, press Control-click or Shift-click.
  - To expand a group so you can select individual names, double-click the group name; when you are done, double-click Up One Level in the list to return to the original list.
  - To search for a name in the list, click Search at the bottom of the window and enter the name to display it in the list, and then select it.
- 10 Click Add.
- 11 Click Finish.

**Add team members for a user**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
  - 2 Click Users And Groups.
  - 3 Select the user's name and click Information at the bottom of the list.
- If necessary, click Search and enter the user's name in the Search text box to locate the name in the list.
- 4 Click the Edit Team Members link to select team members for this user.
  - 5 In the Possible Users list, select each team member you want to assign to this user as follows:
    - To select multiple users, press Control-click or Shift-click.
    - To search for a name in the list, click Search at the bottom of the window and enter the name to display it in the list, and then select it.

**6 Click Add.**

To remove a team member you have added, select it and click Remove; to add more team members, repeat step 5 and step 6.

**Setting custom permissions for the Connect Enterprise libraries**

After creating or importing users in a custom group, the administrator assigns the group's permissions. If you create the users manually or use the CSV import function, you can do this by assigning the users to one or more of the Built-in groups.

Regardless of how you add these users to Built-in groups, you might also want to add or restrict access for this group to a specific library. You do this by going to the tab where you want to add the group (Content, Meetings, Training, Event Management, or Seminar Rooms) and adding the group to the appropriate folders on that tab.

Whereas individuals with Manage permissions in the Connect Enterprise libraries can assign permissions for their own folders or files, the administrator is responsible for assigning permissions to the Shared folder.

**See also**

"About library permissions" on page 14

"About Built-in groups" on page 233

## Account modification

**Modifying users and groups**

It is the administrator's responsibility to maintain all aspects of Connect Enterprise user accounts. This involves changing user details, manager, team members, and group memberships. Administrators also delete user accounts.

You can also modify information for existing groups. You can change a group's name, description, permissions, and membership, and you can delete groups.

In addition, you can change the names of Built-in groups; however, this makes support more difficult, and Adobe does not recommend this practice. You can also change the descriptions and the group membership of Built-in groups, but you cannot change permissions for these groups.

To change permissions for an existing user or group, you must be in the library for which these permissions exist. In addition, because permissions are assigned to files and folders, if related files are in different libraries, you must change the permissions for all the relevant folders in those libraries. For example, if you are changing a group's permissions for a specific meeting folder in the Meetings library, and the meeting uses a presentation in a folder in the Content library, you must also change the group's permissions for that Content library folder.

You can set individual permissions for every folder in Connect Enterprise Manager. To view or change permissions for a file or folder, you must open it. To do so, click the tab for the library whose file or folder permissions you want to change.

**Edit user information**

If you are an administrator, you can modify the components of a Connect Enterprise user's account. You can change a user's e-mail address, name, login, audio conferencing information, group membership, manager, team members, and any other information you added in custom user profile fields.

However, you *cannot* change this user's password. Although you can assign a temporary password to a new user when you create this user's account, you cannot subsequently change this password. This is true even if a user forgets the password; the user must click the "Forgot your password? Click here" link when logging in to Connect Enterprise. No one can change another user's password; you can only change your own password.

**Change user information**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Select the user's name and click Information at the bottom of the list.

If necessary, click Search and enter the user's name in the Search text box to locate the name in the list.

- 4 In the Login and Password area, you can use these options:

- To send a link to the user so that they can reset their password, click Send a link to reset this user's password. A message appears informing you that the e-mail was sent. Click OK to return to the User Information page.
- To set a temporary password for this user that you can provide directly (for example, by telephone), click the Set a Temporary Password for this user. The temporary password page appears with a system-generated password for this user. Click Save to return to the User Information page.

- 5 Click the Edit Information link.
- 6 Edit any of the fields that you want to change.
- 7 Click Save.

**Change a user's manager**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Select the user's name and click Information at the bottom of the list.

If necessary, click Search and enter the user's name in the Search text box to locate the name in the list.

- 4 Click the Select Manager link.

- 5 In the Possible Managers list, select the manager to whom you want to assign this user.

To search for a name in the list, click Search at the bottom of the window and enter the name to display it in the list, and then select it.

- 6 Click the Set Manager button.

To remove this manager from list, select the name and click Remove Manager; to replace the manager, repeat step 5 and step 6.

**Assign a user to a group**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Select the user's name and click Information at the bottom of the list.

If necessary, click Search and enter the user's name in the Search text box to locate the name in the list.

- 4 Click the Edit Group Membership link.

5 In the Possible Groups list, select each group to which you want to assign this user as follows:

- To select multiple groups, press Control-click or Shift-click.
- To expand a group so you can select individual names, double-click the group name; when you finish, double-click Up One Level in the list to return to the original list.
- To search for a name in the list, click Search at the bottom of the window and enter the name to display it in the list, and then select it.

6 Click Add.

To remove a group from this window, select it and click Remove.

### Remove a user from a group

1 Click the Administration tab at the top of the Connect Enterprise Manager window.

2 Click Users And Groups.

3 Select the user's name and click Information at the bottom of the list.

If necessary, click Search and enter the user's name in the Search text box to locate the name in the list.

4 Click the Edit Group Membership link.

5 In the Current Group Membership window, select the group from which you want to remove this user as follows:

- To select multiple groups, press Control-click or Shift-click.
- To search for a name in the list, click Search at the bottom of the window and enter the name to display it in the list, and then select it.

6 Click Remove.

### Delete a user account

If you are an administrator, you can delete any Connect Enterprise user account. Once the user account has been deleted, this user is permanently deleted from the system and the following occurs:

- The user is removed from all group lists.
- The user is removed from the enrollee lists for all courses.
- Reports for the user are no longer available.
- All users for whom the user being deleted was listed as their manager will now have a blank manager field.
- If the user being deleted created any content, another user should be assigned to manage the content.

If the user is a member of a built-in group, then the group is credited back one member. For example, if User A is a member of the Authors group and then User A is deleted, the Authors group receives credit for one more member and can add a new user.

1 Click the Administration tab at the top of the Connect Enterprise Manager window.

2 Click Users And Groups.

3 If necessary, click Search and enter the user's name in the Search text box to locate the name in the list.

4 Select the user's name. (You can select multiple users by pressing Control-click or Shift-click to delete more than one user simultaneously.)

5 Click Delete at the bottom of the list.

6 On the confirmation page, click Delete to delete the user, or click Cancel to cancel the operation.

**See also**

“Delete a group” on page 250

**View group information**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Select the group's name and click Information at the bottom of the list.  
If necessary, click Search and enter the group's name in the Search text box to locate the name in the list.
- 4 To view the group's membership, click the View Group Members button.

**See also**

“Change a group name or description” on page 249

“Add or remove group members” on page 249

**Change a group name or description**

If you are an administrator, you can edit the name or description for any group, even Built-in groups, although Adobe does not recommend this practice. If necessary, you can also use this procedure to change the name of a particular seminar license group to associate it with a group in your organization.

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Select the group's name and click Information at the bottom of the list.

If necessary, click Search and enter the group's name in the Search text box to locate the group's name and click Info at the bottom of the list.

- 4 Click the Edit Information link.
- 5 Edit the fields you want to change.
- 6 Click the Save button.

**Add or remove group members**

If you are an administrator, you can add both users and groups to a group. You can also remove them.

**Add members to a group**

- 1 Click the Administration tab at the top of the Connect Enterprise Manager window.
- 2 Click Users And Groups.
- 3 Select the group's name and click Information at the bottom of the list.  
If necessary, click Search and enter the group's name in the Search text box to locate the name in the list.
- 4 Click the View Group Members button.
- 5 In the Possible Group Members list, select each user or group that you want to add to this group as follows:
  - To select multiple groups, press Control-click or Shift-click.

- To expand a group so that you can select individual names, double-click the group name; when you finish, double-click Up One Level in the list to return to the original list.
- To search for a name in the list, click Search at the bottom of the window and enter the name to display it in the list, and then select it.

**6** Click Add.

To remove a user or group from this window, select it and click Remove.

### **Remove members from a group**

**1** Click the Administration tab at the top of the Connect Enterprise Manager window.

**2** Click Users And Groups.

**3** Select the group's name and click Information at the bottom of the list.

If necessary, click Search and enter the group's name in the Search text box to locate the name in the list.

**4** Click the View Group Members button.

**5** In the Current Group Membership window, select each user and group that you want to remove from this group, as follows:

- To select multiple users or groups, press Control-click or Shift-click.
- To search for a name in the list, click Search at the bottom of the window and enter the name to display it in the list, and then select it.

**6** Click Remove.

### **Delete a group**

If you are an administrator, you can delete any group except a Built-in group. Note that deleting a group does not delete individual members of the group.

Before deleting a group, consider the impact on the permissions of the members and other groups. If the group was added to the permissions profile for any file or folder in any library, deleting the group affects the permissions of its members because they no longer have permissions for those files or folders (unless the members also belong to other groups with permissions for those files or folders).

**1** Click the Administration tab at the top of the Connect Enterprise Manager window.

**2** Click Users And Groups.

**3** Select the group's name. (You can select multiple groups by pressing Control-click or Shift-click to delete more than one group simultaneously.)

If necessary, click Search and enter the group's name in the Search text box to locate the name in the list.

**4** Click Delete at the bottom of the list.

**5** On the confirmation page, click Delete to delete the group; click Cancel to cancel the operation.

### **See also**

"Delete a user account" on page 248

# Index

## A

account reports 225  
     *See also* reports  
 Account Summary page 218  
 accounts  
     Adobe Acrobat Connect Enterprise 220  
     user 248  
 Administration Dashboard 220  
 administrators 217  
 Administrators group 234  
 Adobe Acrobat Connect Enterprise  
     about 5, 12  
     Account Summary page 218  
     accounts, administering 217  
     customizing 220, 221  
     permissions 229  
     pricing models 219  
     terminology 6  
 Adobe Acrobat Connect Enterprise Manager  
     customizing 221  
     finding version number of 8  
     managing seminars with 116, 125  
     profile 12  
     starting 8  
     workspace 9  
 Adobe Captivate 90  
 Adobe Contribute 130, 132  
 Adobe Presenter  
     *See also* presentations  
     about 147  
     audio 164  
     best practices 151  
     creating presentations with 148, 151  
     installing 148  
     learning management systems 195, 196, 215  
     panes 211  
     planning presentations for 149  
     playbar 163  
     themes 197  
     upgrading 148

    using video in 155  
     workspace 149  
 AICC content  
     compliance in presentations 147  
     in courses 90  
     in learning management systems 174, 192  
     uploading to Content library 22  
 AICC course structure files 195  
 animation 161, 162  
 Assets report 227  
 attachments to presentations 158  
 Attendee List pod  
     about 63  
     status indicators in 64  
 attendees  
     audio conference, status of 67  
     blocking 37  
     changing status of 64  
     clearing status of 64  
     names of in Attendee List pod 64  
     removing from meeting 65  
     roles of 30  
     seminar 118  
     status indicators of 64  
     viewing or changing roles of 65  
 audio  
     *See also* broadcasting audio and video, voice  
     broadcasting 81, 85  
     editing 170, 171, 172  
     input source 167  
     microphone 167  
     presentations 215  
     quality 173  
     recording 165, 166, 168  
     scripts 170  
     testing 174  
     timing 162  
     using in Presenter 164  
     volume 171  
 audio conference  
     calling out from 67  
     calling participant from meeting room 67

    creating wait list for 67  
     including attendees in 67  
     joining 69  
     merging caller ID with attendee ID 68  
     Mute control 68  
     muting phone 69  
     On Hold control 68  
     recording 70  
     saving moderator code and other information 66  
     starting and stopping 66  
     Volume control 68  
 Audio Editor 172  
 Authors group 235

## B

bandwidth, and meeting performance 32  
 branching, in quizzes 174  
 broadcasting audio and video  
     *See also* audio, voice  
     aspect ratio of display 84  
     attendee roles 81  
     changing settings 84  
     controls for 85  
     enabling participants 85  
     live video and voice 85  
     preventing attendees from 85  
     selecting what to receive 86  
     setup 81, 83  
     unblocking 86  
 built-in groups  
     about 233  
     permissions 15

## C

Camera And Voice pod 81  
 campaign tracking in Adobe Events 142  
 Captivate 90  
 Chat pod 75, 77  
 Clear tool 61  
 client-side training review mode 94, 95  
 colors of presentation themes 199

- comma separated values files. *See* CSV files
  - conferencing, audio 2
  - Connect Enterprise Manager. *See* Adobe Acrobat Connect Enterprise Manager
  - Connect Enterprise servers, publishing to in Presenter 206
  - Connect Enterprise. *See* Adobe Acrobat Connect Enterprise
  - connection speed, choosing 45
  - connection status indicator, in Attendee List pod 64
  - content
    - about training 88
    - AICC 22
    - changing training 94
    - customizing permissions for 16
    - event 137, 144
    - reports 25
    - training course 96
    - viewing 15
  - Content Dashboard 25
  - content files, URLs of 24
  - Content library 13
  - Contribute 130, 132
  - course notifications 93, 97
  - course reports 98
  - course summary graphs 90
  - courses in Connect Training
    - about 88, 91
    - adding content to 96
    - AICC content in 90
    - changing content of 94
    - choosing content for 91
    - creating 91
    - deleting 97
    - editing 95
    - enrolling users in 91
    - including in curriculums 104
    - notifying enrollees by e-mail 92
    - notifying new enrollees 96
    - registering guests 89
    - sending reminders 93, 97
    - tips for creating 90
    - viewing enrollee list 92
    - viewing information about 92
  - CSV files, importing 141, 242
  - curriculum notifications 110
  - curriculum reports 111
  - curriculum summary graphs 90
  - curriculums in Connect Training
    - about 88, 99
    - adding content to 104
    - adding courses to 104
    - adding enrollees to 109
    - adding external content to 105
    - adding folders to 103
    - adding items to 103
    - adding meetings to 104
    - creating 100
    - deleting 106
    - deleting items in 103
    - editing 105, 106
    - editing external content in 106
    - including test-outs 108
    - notifying enrollees 110
    - permissions of enrollees in 109
    - prerequisites 107
    - registering guests 89
    - removing enrollees 109
    - sending reminders 110
    - setting completion requirements 108
    - tips for creating 90
    - viewing details of 102
    - viewing status information of 102
  - Custom URL Management
    - report 229
  - custom URLs 23
  - customizing, Connect Enterprise 221
- D**
- documents, attaching 158
- E**
- Ellipse tool 61
  - End Meeting message 38
  - enhanced participant rights 66
  - Event Managers group 235
  - event notifications 134
  - event pages 130
  - event reports 145
  - event statistics 144
  - events
    - about 126
    - acquiring licenses before 127
    - adding guests to 139
    - adding participants to 139
  - assigning permissions for 127, 140
  - attending 145, 146
  - best practices 128
  - campaign tracking 142
  - creating 129
  - creating mailing lists for 138, 139
  - designating registrant group for 140
  - editing 133
  - editing in Contribute 130, 132
  - e-mail messages for 137
  - follow-up tasks 128
  - importing CSV participant file 141
  - planning 127
  - previewing 130
  - public 131
  - publishing 133
  - registering users 128, 135
  - removing participants from 139
  - replacing content of 137
  - sending invitations to 141
  - viewing content of 144
- F**
- feedback messages for questions 191
  - File Share pod 53, 61
  - file sharing 53
  - files
    - library 17
    - uploading to library 22
  - fill-in-the-blank questions 182
  - filters, report 26
  - Flash files 158, 161, 162, 215
  - FlashPaper 158
  - full-screen presentations 205
- G**
- graphics in presentations 161
  - groups
    - about 233
    - adding members to 249
    - Administrators group 234
    - Authors group 235
    - built-in 233
    - creating 237
    - creating manually 244
    - custom 237
    - deleting 250
    - Event Managers group 235

- importing with CSV files 242
- Meeting Hosts group 236
- modifying 246
- removing members from 249
- Seminar Hosts group 236
- Training Managers group 235
- user 247
- viewing 249
- guests
  - converting to users 239
  - event 139
  - seminar 117, 119
- H**
  - Help menu 37
  - Home tab 43, 45
  - host role 30
- I**
  - images 161
  - installing Adobe Presenter 148
  - integrated audio conferencing 2
  - Interactions report 226
  - Internet broadcasting (VoIP) 2
  - invitations
    - event 141
    - seminar 119
- L**
  - Layout menu 37
  - layouts 35
  - learning management systems 195, 196, 215
  - libraries
    - about 13
    - downloading files from 19
    - downloading presentations from 19
    - files 17
    - folder structure 13
    - folders 17
    - permissions 14, 16, 246
    - uploading files to 22
    - viewing content files in 24
  - licenses
    - event 127
    - seminar 117, 122
  - Likert questions 189
  - Line tool 60
  - logins, user 240
  - logos in presentations 202
  - looping presentations 204
  - M**
    - mailing lists, event 138, 139
    - Marker tool 60
    - matching questions 187
    - Meeting Hosts group 236
    - Meeting Information page 43, 49
    - Meeting menu 36
    - meeting room menu bar 36
    - meeting room status indicator 36, 37
    - meeting rooms
      - about 30
      - converting to templates 40
      - creating from templates 40
      - ending meetings from 38
      - leaving 32
      - registering guests for 32
      - setting up 37
    - meetings
      - about 29
      - creating 42
      - customizing 224
      - ending 38
      - inviting attendees to 37
      - pricing models 219
      - putting on hold 38
      - recording 69, 70
      - restarting 38
      - sending invitations to 50
      - setting room bandwidth 44
      - viewing and updating information 46
      - viewing attendees 46
      - viewing recordings 49
    - messages, text 77
    - microphones 167
    - multiple-choice questions 178
    - Mute control for audio conference 68
    - My Scheduled Meetings link 43, 45
    - N**
      - Note pod 73
        - adding notes 74
        - creating multiple notes 74
        - creating new pods 73
        - deleting notes 75
      - editing notes 74
      - email notes 75
      - renaming notes 74
    - notifications
      - course 92, 93, 97
      - curriculum 110
      - event 134
    - O**
      - On Hold control for audio conference 68
      - Outlook invitations, for meetings 45
    - P**
      - panes in Presenter 211
      - participants
        - about 30
        - event 139, 144
        - polling 86
        - seminar 117, 121, 123
      - passwords, user 240
      - PDF files 158
      - Pencil tool 60
      - permissions
        - attendance 232
        - built-in group 15
        - Connect Enterprise account 229
        - content file and folder 16
        - event 127, 140
        - library 14, 246
        - meeting participant 47
        - precedence of 230
        - seminar 120
        - tips 231
        - Training library 89
      - playbar, in Presenter 163
      - pods
        - about 34
        - adding 39
        - Attendee List pod 63
        - Camera And Voice pod 81
        - Chat pod 75
        - displaying 39
        - File Share pod 53, 61
        - moving 39
        - Note pod 73
        - organizing 39
        - Poll pod 86
        - Share pod 61

- showing and hiding 39
- Web Links pod 62
- working with 39
- Pods menu 37
- Poll pod 86
  - navigating 87
  - options 87
- polls, editing 86
- PowerPoint templates 201
- Present menu 37
- presentation logos 202
- presentation slide notes 203, 212
- presentation summaries 153
- presentation themes 197
- presentation toolbar 57
- presentations
  - See also* Adobe Presenter
  - adding to meetings 209, 211
  - automatically starting 204
  - changing theme colors of 199
  - Connect Events 215
  - Connect Training 215
  - creating 148, 151
  - downloading from library 19
  - downloading source files 20
  - editing 153
  - elements of 149
  - full-screen 205
  - image quality 163
  - including attachments 158
  - learning management systems 195, 196, 215
  - looping 204
  - planning 150
  - previewing 152
  - publishing 207
  - replaying continuously 204
  - settings 203
  - SWF files 158, 162, 215
  - Thumb tab 56
  - timing slides in 205
  - viewing 214
  - zipping 152, 210
- Presenter Only area 35
- Presenter. *See* Adobe Presenter
- presenters 156
- pricing models for Connect
  - Enterprise 219
- Print tool 61
- profiles
  - customizing user 238
  - Enterprise Manager 12
  - seminar 120
- public events 131
- publishing
  - events 133
  - presentations 206, 207
- Q**
- Q & A pod 75
- questions in Adobe Presenter
  - about 174
  - adding feedback messages to 191
  - default labels 192
  - editing 190
  - fill-in-the-blank 182
  - matching 187
  - multiple-choice 178
  - rating scale 189
  - reporting options 192
  - short answer 185
  - survey 189
  - tips for creating 176
  - true-or-false 180
  - types of 178
- Questions report 228
- quizzes in Adobe Presenter
  - about 174
  - creating 176
  - displaying scores 194
  - editing 190
  - editing feedback messages 191
  - reporting options 192
  - reports for 175
  - setting pass rate 194
  - tips for creating 176
- quizzes, branching 174
- R**
- rating scale questions 189
- recording meetings 69, 70
- recordings
  - filtering meeting events 72
  - finding meeting events 73
  - navigating meeting 71
  - playing back meeting 71
  - seminar 121
- starting for meetings 70
- stopping for meetings 70
- Rectangle tool 60
- Redo tool 61
- registration
  - event 128, 130, 135, 140
  - training courses 89
  - training curriculums 89
- reminders
  - course 93, 97
  - curriculum 110
- reports
  - account 225
  - Assets report 227
  - content 25
  - course 98
  - curriculum 111
  - Custom URL Management
    - report 229
  - downloading 28, 225
  - event 145, 225
  - filtering 26
  - generating 27
  - Interactions report 226
  - meeting 225
  - Questions report 228
  - quiz 175
  - seminar 125
  - Slide Views report 228
  - training 225
  - Users report 227
- review modes in Connect Training
  - client-side 94
  - server-side 94
- roles, changing
  - of meeting attendees 65
  - of seminar participants 124
- S**
- SCORM 147, 192, 195, 196
- SCORM compliance 174
- screen sharing 53
  - full screen mode 55
  - previewing 54
  - redisplaying closed content 55
  - requesting control 54
  - selecting content to share 55
  - sharing control of screen 53
  - sharing documents 57, 58

- starting 54
  - using pointer 55
  - using whiteboards 58
  - scripts, audio 170
  - Seminar Dashboard 124
  - Seminar Hosts group 236
  - Seminar library 117
  - seminar licenses 117, 122
  - seminar recordings list 121
  - seminar reports 125
  - seminars
    - about 116
    - adding and removing participants 123
    - creating 118
    - editing 122
    - joining 125
    - permissions 120
    - planning 117
    - pricing models 219
    - registering guests for 118
    - sending invitations to 119
    - statistics about 124
    - templates 122
    - viewing participants 121
    - viewing profiles of 120
  - servers, publishing to in Presenter 206
  - Share pod 55, 61
  - sharing. *See* screen sharing
  - short-answer questions 185
  - slide notes 169, 203
  - Slide Views report 228
  - slides
    - changing properties of 154
    - customizing background of 201
    - editing 154
    - timing 205
  - source files, downloading 20
  - spreadsheets 158
  - Stage 33
  - Stamper tool 61
  - survey questions 189
  - SWF files 158, 161, 162, 163, 215
- T**
- talking head video 155
  - telephony 44
  - templates 39
    - content in 40
    - converting meeting rooms to 41
    - default event 40
    - default meeting 40
    - default training 40
    - PowerPoint 201
    - selecting for a new meeting 41
    - seminar 122
  - test-outs in curriculums 108
  - text messages 77
  - Text tool 61
  - themes in presentations 197
  - timing slides in presentations 205
  - training
    - content 88
    - courses 88, 90, 91
    - curriculums 88, 90, 99
    - pricing models 219
    - review modes 94
  - Training Dashboard 90
  - Training library 88, 89
  - Training Managers group 235
  - true-or-false questions 180
- U**
- unblocking broadcasts 86
  - Undo tool 61
  - upgrading Adobe Presenter 148
  - URLs
    - content 24
    - creating custom 23
  - user accounts, administering 233
  - user logins 240
  - user passwords 240
  - users
    - adding team members for 245
    - assigning to groups 247
    - converting to guests 239
    - creating 237
    - creating manually 244
    - customizing profiles of 238
    - deleting 248
    - modifying 246
  - Users report 227
- V**
- version number of Connect Enterprise Manager 8
  - video
    - broadcasting live 85
    - of speaker 155
    - using SWF files in 162, 215
  - voice, broadcasting live 85
    - See also* audio, broadcasting audio and video
  - VoIP, Internet broadcasting 2
  - Volume control for audio conference 68
- W**
- Web Links pod 62
  - whiteboard tools
    - Clear 61
    - Ellipse 61
    - Line 60
    - Marker 60
    - Pencil 60
    - Print 61
    - Rectangle 60
    - Redo 61
    - Stamper 61
    - Text 61
    - Undo 61
  - whiteboards 58
    - adding as overlay 59
    - creating 59
    - displaying 60
    - navigating 60