right people
right places
right time

install guide

right now
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meetingmaker® is an electronic, client/server, cross-platform business tool that provides powerful, real-time scheduling and task management.

meetingmaker’s client/server architecture is the foundation of a reliable group scheduling and task management application that supports organizations from small workgroups to large enterprises of hundreds to thousands of users. The real-time network communication architecture provides immediate updates and offers quick response to meeting requests.

meetingmaker Admin, the server-side component of meetingmaker, runs on Windows 95, 98, ME, NT, and 2000; Macintosh OS 8.6.1 or later; and Solaris 2.6. The meetingmaker Client also runs on Windows 95, 98, NT, ME and 2000, Macintosh and Solaris, and on other platforms using the Java Client.

Note: Upcoming versions of meetingmaker will support Macintosh OS X.

In addition, users can publish calendars for online viewing with Netscape (version 4.5 or newer) or Internet Explorer (version 5.0 or newer).
About this Book

This *meetingmaker Installation Guide* provides the basic information you need as an administrator to install meetingmaker on your network.

Topics include:

- Server installation and setup
- Client installation and setup
- Upgrading meetingmaker
# Documentation Conventions

This manual uses the following typographical conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>bold</strong></td>
<td>In a procedure, indicates a button, dialog box item, menu selection, or other item which requires an action from you. Also specifies the exact characters or values that you type into a field.</td>
</tr>
<tr>
<td><strong>Italic</strong></td>
<td>Indicates a placeholder for information or parameters you must provide. Also indicates the name of other manuals in the meetingmaker documentation set.</td>
</tr>
<tr>
<td><strong>Monospace</strong></td>
<td>Indicates fixed names in text, such as filenames and pathnames. Also used in syntax definitions and code fragments.</td>
</tr>
<tr>
<td><strong>UPPERCASE</strong></td>
<td>Indicates a parameter name or acronym.</td>
</tr>
<tr>
<td><strong>&gt;</strong></td>
<td>Indicates a series of selections on cascading menus. For example, from the top menu bar, choose File &gt; New &gt; Folder.</td>
</tr>
<tr>
<td><strong>[]</strong></td>
<td>Indicates optional items in a syntax description.</td>
</tr>
<tr>
<td><strong>&lt;&gt;</strong></td>
<td>Indicates a variable value in a code segment or syntax description.</td>
</tr>
<tr>
<td><strong>...</strong></td>
<td>In a syntax description, indicates you can repeat the preceding items. An ellipsis can be used to indicate that a portion of a file or code has been omitted, because it is not related to the discussion.</td>
</tr>
<tr>
<td><strong>^</strong></td>
<td>Indicates a non-breaking line in lines of code. The line this symbol appears on is part of the previous line. Do not type a return.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>Presents brief, additional information related to the current topic. A note can also be used as a reminder or clarification.</td>
</tr>
<tr>
<td><strong>WARNING:</strong></td>
<td>Indicates a procedure that must be followed carefully or an event that can possibly cause loss of data.</td>
</tr>
</tbody>
</table>
Technical Assistance

You can call the meetingmaker technical support staff for assistance. If you encounter a problem, first make sure you have satisfied the system requirements listed in this guide. If you still need to contact support, gather as much detailed information about the problem as possible.

You can reach meetingmaker Technical Support by:

- Telephone at 781-487-3537. Support hours are Monday through Friday 9:00 a.m. to 5:30 p.m. US Eastern Time. If you contact Meeting Maker Technical Support by phone, it is helpful to be at the computer where the problem occurred, in case it is necessary to assist support in recreating the problem.
- E-mail support at mmhelp@meetingmaker.com
- Support web site at http://support.meetingmaker.com

Before contacting technical support, verify the following information:

- That your workstation meets the hardware and software requirements listed in the meetingmaker documentation.
- That meetingmaker was installed correctly. If necessary, re-install meetingmaker according to the directions in this guide.
- That your problem is not already listed in the Troubleshooting section of the meetingmaker User Guide or in the Technical Support searchable knowledge base, which is available on the meetingmaker support web site at:
  
  http://support.meetingmaker.com
- That your problem is not being caused by a virus. As a precaution, use a virus protection program or extension on a regular basis.

If possible, please have the following information ready when you call:

- A full description of the problem and steps to reproduce it
- The meetingmaker software version number
- The vendor name and model of the server and client system
- The version number of the server’s and clients’ operating systems
- The Macintosh control panels, chooser, and system or network extensions running on the computer, if applicable
- Your customer number
- Your phone and fax numbers, and email address
CHAPTER 1

Server Installation and Setup

This chapter provides instructions on how to install the meetingmaker Server software.
Topics include:
• Server system requirements
• Preparing for installation
• Installing the meetingmaker Admin
• Creating meetingmaker Servers
• Opening the meetingmaker Server
• Uninstalling the meetingmaker software

For information on installing the LDAP/MM Gateway, refer to Chapter 4, LDAP/meetingmaker Environment of the meetingmaker Administration Guide.

Server System Requirements

Hardware and software availability affect the configuration of your meetingmaker environment. The number of users your meetingmaker environment will support affects server requirements; contact meetingmaker technical support for more specific recommendations.

The following specifications are the minimum hardware and software requirements for your meetingmaker Server:
Preparing for the Installation

**Windows 32-bit Server**
The minimum requirements for a Windows 32-bit server are:
- 486 or better processor running Windows 95, 98, Me, NT 4.0 or 2000
- 32MB of free RAM and 40MB of disk space

**Macintosh Server**
The minimum requirements for a Macintosh server are:
- Macintosh PPC running Mac OS 8.6.1 or later
- 16MB of free RAM and 20MB of disk space

*Note:* Upcoming versions of meetingmaker will support Macintosh OS X.

**Solaris 2.6 Server**
The minimum requirements for a Solaris server are:
- Sun Ultra 5/10 or Ultra 30/60 systems running Solaris 2.6
- 64MB of RAM and 20MB of disk space

**Preparing for the Installation**
You must perform all of the steps outlined in this section before starting the installation.

- **To prepare for the installation:**
  1. Ensure that the system meets the minimum system requirements. For more information on system requirements, see Server System Requirements above.
  2. Verify that all workstations that use the meetingmaker Server and Client software are attached to the network.

**Installing the meetingmaker Admin**
The meetingmaker CD includes all of the installation files you need to install the meetingmaker Admin and Server software on Windows 95, 98, Me, Windows NT, Windows 2000, Macintosh, and Solaris. The meetingmaker Admin installation also installs the Server software.
CHAPTER 1: Server Installation and Setup

Note: Do not attempt to uninstall the meetingmaker Admin by deleting files. For more information on deleting the meetingmaker Admin, see “Uninstalling the meetingmaker Admin” on page 25.

Installing the meetingmaker Admin on 32-bit Windows

This section provides instructions for installing the meetingmaker Admin and Server on 32-bit Windows systems.

❖ To install the meetingmaker Admin:

1. Insert the meetingmaker CD into the CD-ROM drive.

2. Run the SETUP.EXE file from the Admin directory. The Installing meetingmaker Admin screen displays.

3. Click Next to continue the installation. The Choose Destination Location dialog box displays.

4. Click Next to select the default directory (C:\Program Files\meetingmaker*) or click Browse to select a different directory. The Admin Installation Options dialog box displays.

   Note: The option to install the meetingmaker Server as a Service displays on Windows NT Server and 2000 Server only, not on NT Workstation or 2000 Professional.

5. On Windows NT Server and 2000 Server, select one of the following options:

   • Install the meetingmaker Server as a Windows NT service. meetingmaker runs automatically in the background each time you start the system.

   • Install the meetingmaker Server as a Windows application that you run as a program file. Install the meetingmaker Admin only. Use this option if you have the meetingmaker Server installed at another location and you only need the Admin.

On Windows 95, 98, and Me, select one of the following options:

   • Install the meetingmaker Server as a Windows application that you run as a program file.

   • Install the meetingmaker Admin only. Use this option if you have the meetingmaker Server installed at another location.
and only need the Admin.

6. Click **Next** to continue the installation.

7. When the installation is complete, you can choose to view the readme file and/or launch the meetingmaker Admin. Click **OK** after selecting among these options.

**Installing the meetingmaker Admin on a Macintosh**

This section provides instructions for installing the meetingmaker Admin and Server on a Macintosh.

You can install meetingmaker Admin software on a Macintosh in one of two ways:

- Use the Easy Install option to install all of the Admin components.
- Use the Custom Install option to install specific Admin components.

**Using the Easy Install Option**

The Easy Install option installs:

- The meetingmaker Admin for Macintosh
- The meetingmaker Server

**To install the meetingmaker Admin program using the Easy Install option:**

1. Insert the meetingmaker CD into the CD-ROM drive.

2. Locate and double-click on the meetingmaker Admin icon from the Macintosh folder. The meetingmaker Administrator installation dialog box displays. Click **Continue** to continue the installation.

3. The meetingmaker version 7.0 README file displays. Click **Continue** to continue the installation.

4. Verify that Easy Install is selected in the upper-left corner. Click **Install** to install meetingmaker Admin in the default location, or select another installation location and click **Install**.

   The installer creates a meetingmaker folder on your startup disk. The meetingmaker folder contains:

   - The meetingmaker Admin application
CHAPTER 1: Server Installation and Setup

• The meetingmaker Server application
• Time zone files for the Admin and Server
• The meetingmaker Admin README file and installer log file

Note: The meetingmaker installer creates one folder called meetingmaker. When running server and user software on the same machine, the installation program places all items in this folder.

Using the Custom Install Option

The Custom Install option lets you select and install the components you want.

❖ To install the meetingmaker Admin using the Custom Install option:

1. Insert the meetingmaker CD into the CD-ROM drive.
2. Locate and double-click the Install meetingmaker Admin icon from the Macintosh folder. The meetingmaker Administrator installation dialog box displays. Click Continue to continue the installation.
3. From the pop-up menu in the upper-left corner, select Custom Install.
4. Select the components you want to install.
5. Click Install to install meetingmaker Admin components in the default location, or select another installation location and then click Install.
Installing the meetingmaker Admin on Solaris

This section provides instructions on installing the meetingmaker Admin on Solaris.

❖ To install the meetingmaker Admin software on Solaris:

1. Log in as root. If you log in as a superuser, do so using the su-command.

2. Create a directory called /users/mmserver for the meetingmaker Admin and Server software by typing:
   cd /users <Enter>
   mkdir mmserver <Enter>
   cd mmserver <Enter>

3. Insert the meetingmaker CD into the CD-ROM drive and extract the files from the CD to the current directory by typing:
   tar -xvf device_file <Enter>

4. Run the meetingmaker installation script by typing:
   ./mmadminstall <Enter>
   The mmadminstall script performs the following functions:
   • Decompresses the extracted files.
   • Prompts you to create executable links to bin paths.
   • Installs two man pages: mmserver and onmuxd to the appropriate man directories.

5. Set the variable MMADMINHOME to current.

6. Start the meetingmaker Admin program by typing:
   ./mmadmin <Enter>

Starting the meetingmaker Server on Solaris

Onmuxd is a meetingmaker IP daemon on Solaris that handles UDP calls for meetingmaker. It maintains a list of meetingmaker Servers attached to the hub and negotiates the UDP ports that meetingmaker will use over IP. (On Windows systems, the service is called ONMUX . EXE. On Macintosh systems, the functionality is included directly in meetingmaker.)
meetingmaker includes a startup script with the Solaris installation of the meetingmaker Admin. This script starts the `/usr/etc/onmuxd` daemon on the computers containing meetingmaker Servers.

## Creating meetingmaker Servers

Once the meetingmaker Admin program is installed, you can create meetingmaker Servers on Windows 32-bit, Macintosh, and Solaris servers.

### Creating a meetingmaker Server on Windows 32-bit, Macintosh, and Solaris

When you create a Server, you must have the meetingmaker Admin program running on the workstation on which the Server is installed.

**To create a meetingmaker Server:**

1. From the workstation on which you want to create a meetingmaker Server, start the meetingmaker Admin application:
   - Windows: select the meetingmaker Admin icon from the meetingmaker program group.
   - Macintosh: double-click the meetingmaker Admin icon in the meetingmaker folder.
   - Solaris: run `mmsserver -cs servername`. For information on Solaris command-line switches, refer to Appendix B, Solaris Reference, of the *meetingmaker Administration Guide*.

2. From the **File** menu, choose **New Server/Hub**. The New Server/Hub dialog box displays:
3. Choose Server from the Server/Hub list.

4. Enter a server name. The server name must be unique among other servers on the network, and can have a maximum of 31 characters.

5. Enter a server password. (This step is optional.) A series of asterisks (*****) displays on the screen instead of the actual password. The password is case-sensitive, and can have a maximum of 31 characters.

   **WARNING:** Do not lose this password. There is no way to recover the server password if it becomes lost.

6. Select a startup disk. If the startup disk shown is not the one you want to contain the server software, select the desired disk from the Startup Disk list.

   In Solaris, enter the path to the desired location in the Server Directory field; this will be the same as the environment variable $MMSERVERDIR.

7. Click OK.

8. Close the meetingmaker Admin application.

9. Start the meetingmaker Server application by double-clicking the meetingmaker Server icon. (In Solaris, use the mmsserver command.) If the Server is installed as a Windows NT or 2000 service, either open the Services Control Panel and manually start the meetingmaker service, or restart the machine.
CHAPTER 1: Server Installation and Setup

The new meetingmaker Server is now running on the chosen startup disk.

Opening the meetingmaker Server

Once the meetingmaker Server is created, you can run the meetingmaker Admin and complete the administration tasks from any workstation on the network, if it’s more convenient.

To open the meetingmaker Server:

1. Double-click the meetingmaker Admin icon. (In Solaris, use the mmadmin command.)
2. From the File menu, choose Open Server/Hub. The Open Server/Hub dialog box appears:

3. From the Select Server/Hub list, choose Server.
4. Select the appropriate protocol. For information about network protocols, refer to Chapter 2 of the meetingmaker Administration Guide.
5. Click the Configure button. The Configure dialog box appears.
6. Type the DNS name or the IP address of the host running the meetingmaker Server and click OK. meetingmaker stores the addresses in the comparam.ini file. You can edit this file later to add or delete addresses. For more information about modifying the comparam.ini file, refer to the Modifying the Comparam.ini File section in Chapter 3 of the meetingmaker Administration Guide.
Opening the meetingmaker Server

Note: When administering multiple Servers via IP, entering IP addresses may be more efficient than entering DNS host names.

7. Select the Server you just created from the Select Server list.

8. Type the server password.

9. Click Open. The Admin’s General panel appears and displays meetingmaker information about the selected Server.

Before you can create user and resource accounts on your new Server, you will need to add and authorize registrations. See Chapter 3: System Administration in the meetingmaker Administration Guide for more information on adding registrations to your Server.

Server Settings

Once you install the Server software, you must define server settings. For more information on server settings, see the Setting Server Options section of Chapter 6, in the meetingmaker Administration Guide.
CHAPTER 1: Server Installation and Setup

Uninstalling the meetingmaker Admin

This section provides instructions on how to uninstall meetingmaker Admin. Uninstalling the meetingmaker Admin does not uninstall the meetingmaker Server.

Note: You do not have to uninstall meetingmaker before upgrading the meetingmaker software.

Uninstalling the meetingmaker Admin on Windows

Do not uninstall the meetingmaker Admin by deleting files manually. Use one of the following methods:

- To uninstall the meetingmaker Admin from the Control Panel:
  1. Run Add/Remove programs from the Control Panel.
  2. Select meetingmaker Admin Uninstall and click Add/Remove. The system deletes the Admin program and associated files.

- To uninstall the meetingmaker Admin from the meetingmaker program group:
  1. From the meetingmaker program group, run meetingmaker Admin Uninstall. meetingmaker deletes the Admin program and associated files.

  Note: Uninstalling the meetingmaker Admin as described above does not uninstall meetingmaker Servers.

Uninstalling meetingmaker on Macintosh

Use the Uninstall option in the meetingmaker installation program to remove a meetingmaker component. This feature also finds and removes all preferences associated with the component. Do not attempt to uninstall components by deleting files.

- To uninstall meetingmaker or one of its components:
  1. Insert the meetingmaker CD into the CD-ROM drive.
2. Locate and double-click the Install meetingmaker Admin icon in the Macintosh folder. The meetingmaker Administrator installation dialog box displays. Click **Continue** to continue the installation.

3. From the pop-up menu in the upper-left, select **Uninstall**.

4. From the list of components that appears, select the ones you want to remove.

5. Click **Remove**. A message displays indicating a successful removal.

**Uninstalling meetingmaker Admin on Solaris**

To uninstall the meetingmaker Admin software on Solaris, delete the meetingmaker Admin directory.
CHAPTER 2

Client Installation and Setup

This chapter provides instructions on how to install the meetingmaker Client software.

Topics include:

• Client system requirements
• Preparing for the installation
• Installing the meetingmaker Client
• Installing the meetingmaker Java Client
• Installing and setting up Palm organizer synchronization
• Launching meetingmaker at startup
• Uninstalling the meetingmaker Client
Client System Requirements

Hardware and software availability affect the configuration of your meetingmaker environment. Check the following system requirements before you start planning your configuration.

The following specifications are the minimum hardware and software requirements for a meetingmaker client workstation:

**Windows 32-bit Client**

The minimum requirements for a Windows 32-bit Client are:
- 486 or better processor running Windows 95, 98, Me, NT (3.51 or 4.0), or 2000
- 16MB of RAM and 5MB of disk space

**Macintosh Client**

The minimum requirements for a Macintosh Client are:
- Macintosh PPC with Mac OS 8.6.1 or later
- 8MB of RAM and 6MB of disk space

Note: Upcoming versions of meetingmaker will support Macintosh OS X.

**Solaris 2.6 Client**

The minimum requirements for a Solaris Client are:
- SUN SPARC systems, or Solaris
- Solaris 2.6 or above
- X11R5/Motif 1.2 or OpenWindows 3.0
- 8MB of RAM and 10MB of disk space

**Synchronizing Palm OS Platform Handheld Devices**

The minimum requirements for synchronizing with a Palm OS platform handheld device are:
- Windows 95, 98, Me, NT, and 2000, or Macintosh PPC with MacOS 9.0 or above
- meetingmaker Client version 7.0
• A Palm OS platform handheld (e.g., PalmPilot, Handspring Visor)
• Palm Desktop 2.0 or above. For Macintosh, this is part of the Palm MacPac 2.0 or higher.
• TCP or IP communication protocol

**Internet Publisher**

The following specifications are the minimum client system requirements to publish calendars for viewing from a web browser.

• 486 or better processor running Windows 95, 98, Me, NT (3.51 or 4.0), or 2000
• 16MB of RAM and 5MB of disk space
• meetingmaker Client version 7.0
  
  or
• Macintosh PPC with System 9.0 or above
• 8MB of free RAM and 6MB of disk space
• meetingmaker Client version 7.0
• Netscape (version 4.5 or newer) or Internet Explorer (version 5.0 or newer)

Note: You can view calendars on any system that can run the specified web browser. The system does not have to have meetingmaker installed. Published calendars are in HTML format.

**Preparing for the Installation**

You must perform all of the steps outlined in this section before starting the installation.

❖ **To prepare for the installation:**

1. Ensure that the system meets the minimum system requirements. For more information on system requirements, see Client System Requirements above.
2. Verify that all workstations that use the meetingmaker Server and Client software are attached to the network.
3. Ensure that the date and time are set correctly on the server system. Synchronize the date and time on the hub and server machines.

Note: If you do not synchronize the date and time on all systems, shutdowns occur at the wrong time.

Before users can begin using meetingmaker, the Client software must be installed on their workstations. They should have copies of the meetingmaker user documentation. They should also have the information needed to sign in to meetingmaker the first time.

❖ To prepare users to use meetingmaker:

1. Make sure all users’ workstations meet the hardware and software requirements.

2. Distribute the meetingmaker User Guide and Quick Reference Card to users. The User Guide contains instructions on installing Client software which users can follow to install meetingmaker themselves.

3. Provide users with the following information:
   • Their sign-in names and (optionally) passwords.
   • The correct network protocol (TCP or IP). See Chapter 2 of the meetingmaker Administration Guide for more information on protocols.
   • The name of the Server on which their accounts reside.
   • The DNS name or IP address of the host running the meetingmaker Server.
CHAPTER 2: Client Installation and Setup

Installing the meetingmaker Client

These instructions are also included in the meetingmaker User Guide so users can install the software themselves.

Installing the meetingmaker Client on Windows

Use the following instructions to install the meetingmaker Client on Windows 95, 98, Me, NT and Windows 2000.

1. Insert the meetingmaker CD into the CD-ROM drive.
2. Run the SETUP.EXE file from the CD. The Installing meetingmaker screen displays.
3. Click Next to continue the installation. The Choose Destination Location dialog box displays.
4. Click Next to select the default directory (C:\Program Files\meetingmaker®) or click Browse to select a different directory, and then click Finish.

Note: If you are upgrading from a previously installed meetingmaker Client, the setup application will prompt you to decide whether to move (for backup/archival purposes) or delete local meetingmaker data.

5. If you have the Palm desktop software installed, setup will prompt you to choose whether to install the Palm hotsync conduits. Choose Yes to install the conduits or No to continue without installing the conduits.

Note: If you install the Palm hotsync conduits, you will be prompted to choose whether you want to start the Palm HotSync application to enable the new conduits. Choose Yes to enable the new conduits or No to continue without enabling the new conduits.

6. When the Client installation is complete, you will be prompted to choose whether to create a desktop shortcut to the meetingmaker Client and whether you want to launch the Client when the installation completes. Click OK after making the appropriate selections.
Installing and Running meetingmaker from a File Server

Users can install and run meetingmaker Clients from a file server. For users to access meetingmaker files on the file server, they must have read/write access to the directories that contain the meetingmaker files.

To install and run meetingmaker from a file server, administrators must:

1. Insert the meetingmaker CD into the CD-ROM drive.
2. Run the SETUP.EXE file from the CD. The Installing meetingmaker Admin screen displays.
3. Click Next to continue the installation. The Choose Destination Location dialog box displays.
4. In the Setup dialog box, type the pathname of the directory on the file server where you want to install meetingmaker.
5. Click OK when notified that installation is complete.
6. After the install, copy SETUP.EXE from the meetingmaker CD to the meetingmaker directory you have defined.

To install and run meetingmaker from a network file server, users must:

1. Run the Setup program from the Run program dialog box by typing in the network pathname of the directory containing the meetingmaker Client software followed by setup and then click OK.
2. In the Setup dialog box, type the pathname of the directory where you want to store meetingmaker data files and click OK.
3. Click OK when notified that installation is complete.

Once meetingmaker is installed on user workstations, users can sign in and begin using meetingmaker.
CHAPTER 2: Client Installation and Setup

Signing in to meetingmaker for Windows

✔ To sign in to meetingmaker:

1. Launch meetingmaker. The meetingmaker Sign In dialog box appears:

Note: Your sign-in name might appear in the box. If another name appears, replace it by selecting the existing name and typing your sign-in name.

2. Click the Server button in the Sign In dialog box. The Select Server dialog box appears:

3. Select the correct protocol. Your administrator can tell you which protocol to choose.

4. Click the Configure button. The Configure IP dialog box displays.

5. Enter the DNS host or the meetingmaker Server’s IP address. You can get this information from your meetingmaker administrator.

6. Click OK.

7. Select the Server and click Select. Your administrator can tell you which Server to choose.

8. Click the time zone Select button. The Select a Time Zone dialog box displays.

9. Select the correct time zone. Click OK.

10. Enter your sign-in name and password. If you do not know your sign-in name or password, ask your meetingmaker administrator.

11. Click Sign in.

Installing meetingmaker on a Macintosh

Users can install meetingmaker using either of the options below:

❖ Easy Install installs the meetingmaker application and help, Exporters and Print Layouts, and Palm Conduits (if the Palm desktop software is installed.

❖ Custom Install lets you select and install one or several of the above items.
Installing the meetingmaker Client

Note: If you install the Palm hotsync conduits, you will be prompted to choose whether you want to start the Palm HotSync application to enable the new conduits. Choose Yes to enable the new conduits or No to continue the installation without enabling the new conduits.

❖ To use the Easy Install option:

1. Insert the meetingmaker CD into the CD-ROM drive.
2. Locate and double-click the Installer icon in the Macintosh folder.
3. Click Continue. The Installer dialog box displays.
4. If you want to specify an installation location other than the default folder, select Choose Folder.
5. Click Install after you have selected an install location.

Note: If you are upgrading from a previously installed meetingmaker Client, the install application will prompt you to choose whether to move (for backup/archival purposes) or delete local meetingmaker data.

6. When the Client installation is complete, you will be prompted to choose whether to create a desktop alias to the meetingmaker Client and whether you want to launch the Client when the installation completes. Click OK after making the appropriate selections.

❖ To use the Custom Install option:

1. Insert the meetingmaker CD into the CD-ROM drive.
2. Locate and double-click the Installer icon in the Macintosh folder.
3. Click Continue. The Installer dialog box displays.
4. In the Installer dialog box, select Custom Install from the drop-down menu.
5. Select items to install.
6. If you want to specify an installation location other than the default folder, select Choose Folder.
7. Click Install after you have selected an install location.

Note: If you are upgrading from a previously installed meetingmaker Client, the install application will prompt you to choose whether to move (for backup/archival purposes) or delete local meetingmaker data.
8. When the Client installation is complete, you will be prompted to choose whether to create a desktop alias to the meetingmaker Client and whether you want to launch the Client when the installation completes. Click OK after making the appropriate selections.

**Signing in to meetingmaker on a Macintosh**

Once meetingmaker is installed, you can sign in and begin proposing meetings with other meetingmaker users.

**To sign in to meetingmaker on a Macintosh:**

1. Double-click the meetingmaker icon. The meetingmaker Sign In dialog box appears.
2. Click Server in the Sign In dialog box. The Select Server dialog box displays.
3. Select the correct protocol. Your administrator can tell you which protocol to choose.
4. Click the Configure button. The Configure dialog box displays.
5. Type the DNS host name or IP address of the host. You can get this information from your meetingmaker administrator.
6. Click OK.
7. Select the Server and click Select. Your administrator can tell you which Server to choose.
8. Click the time zone Select button. The Select a Time Zone dialog box displays.
9. Select the correct time zone. Click OK.
10. Enter your sign-in name and password. If you do not know your sign-in name or password, ask your meetingmaker administrator.
11. Click Sign in.

**Installing meetingmaker Client on Solaris**

Use the following instructions to install the meetingmaker Client on Solaris.
Installing the meetingmaker Client

To install meetingmaker:

1. Log in as root. If you log in as a superuser, do so using the su-command.

2. Create a directory called /users/mmxp for the meetingmaker Admin and Server software by typing:
   
   ```
   cd /usr <Enter>
   mkdir mmxp <Enter>
   cd mmxp <Enter>
   ```
   
   Note: LD_LIBRARY_PATH includes the directory containing the Motif 1.2.2 shared libraries.

3. Extract the files from the Configuration disk by inserting it into the disk drive and typing:

   ```
   tar -xvf floppy_device_file <Enter>
   ```
   
   The files are extracted to the current (/usr/mmxp) directory.

4. Run the install script:

   ```
   ./mminstall <Enter>
   ```

   The mminstall script:
   - Verifies your operating system version and configuration.
   - Installs X-specific resource files.
   - Installs printer configuration files.
   - Prompts you to create a link to /usr/local/bin or other executable directories if desired.

5. Set the variable MMHOME to /usr/mmxp for all users.

6. Set the variable XPPATH to /usr/mmxp/xprinter for all users requiring printing capability.

7. Start meetingmaker by typing /usr/mmxp/mmxp <Enter>

   The meetingmaker Sign In dialog box displays.

Signing in to meetingmaker on Solaris

To sign in to meetingmaker:

1. Launch meetingmaker by typing /usr/mmxp. The Sign In dialog box displays.
2. Click the **Server** button in the Sign In dialog box. The Select Server dialog box displays.

3. Click the **Configure** button. The Configure IP dialog box displays.

4. Enter the DNS host or the meetingmaker Server’s IP address. You can get this information from your meetingmaker administrator.

5. Click **OK**.

6. Select the Server and click **Select**. Your administrator can tell you which Server to choose.

7. Click the time zone **Select** button. The Select a Time Zone dialog box displays.

8. Select the correct time zone. Click **OK**.

9. Enter your sign-in name and password. If you do not know your sign-in name or password, ask your meetingmaker administrator.

10. Click **Sign in**.
Installing the meetingmaker Java Client

The meetingmaker Java Client works with your web server to download files to each Client. When a user signs in to the meetingmaker Java Client, the web server downloads the Java files to the Client. The client machine reads the hosts file that you create and locates the meetingmaker Server.

System Requirements

The following are the web server system requirements to enable the meetingmaker Java Client for your users.

Windows

- Windows 95, 98, Me, NT, or 2000
- 32MB of RAM (48MB RAM recommended)
- Internet Explorer 5.0 or above, Netscape 4.5 or above, or HotJava 1.5 or above

Macintosh

- Macintosh PPC with Mac OS 8.6.1 or later
- 48MB of RAM
- Internet Explorer 5.0 or above or Netscape 4.5 or above

Note: Upcoming versions of meetingmaker will support Macintosh OS X.

meetingmaker

- meetingmaker 7.0

Virtual Machine

- Version 5.0.0.2922 or above

If you are running a lower version than this, it is recommended that you upgrade for Y2K compliance.

For more information, refer to the following website:
http://www.microsoft.com/windows/ie/download/jvm.htm
CHAPTER 2: Client Installation and Setup

Setup and Installation

Before you can run the meetingmaker Java Client you must:

1. Install the Java Client
2. Create a Hosts file
3. Tell users the URL needed to access the Java Client

Installing the meetingmaker Java on Windows

Follow these steps to install the Java Client on Window 95/98/Me or Windows NT/2000.

- To install meetingmaker Java software on a Windows web server:
  1. From the meetingmaker CD, double-click the setup.exe icon in the jdiskcd folder.
  2. Click Next to select the default directory or click Browse to define your own directory. The directory needs to be the root directory of your web server.
  3. Follow the on-screen instructions.

The Java Client files are installed to your web server root directory in a folder called meetingmaker.

Installing meetingmaker Java on Macintosh

Follow these steps to install the Java Client on Macintosh PPC. Before starting, be sure to add the server to your Trusted Sites list and set the permissions on that site to Unrestricted.

- To install meetingmaker Java software on a Macintosh web server:
  1. From the meetingmaker CD, double-click the Installer icon in the Macintosh folder.
  2. Click Continue. The Installer dialog box displays.
  3. If you want to specify an installation location other than the default folder, select Choose Folder.
  4. Click Install after you have selected an install location.
  5. Follow the on-screen instructions. When installation is complete, click Restart when you are prompted.

The Java Client files are installed to your web server root directory in a folder called mm.
Installing the meetingmaker Java Client

Creating a Host File

The hosts file that you create lets Java Clients know the location of the meetingmaker Server.

❖ To create a Hosts file:

1. Create a text file named hosts. Save it to the root directory of your web server.

2. Enter the following information in the hosts file:

   <"meetingmaker server name"> <IP address> <port #>

   The default meetingmaker port is 417. The server name must be enclosed in double quotes. For example:

   "MMJava" 255.255.255.0 417

   Note: List each meetingmaker Server in the Hosts file on a separate line.

Getting Users Connected to the Java Client

Inform all meetingmaker users of the URL where the Java Client resides. The URL address for users to access the meetingmaker Java Client is <server name>/meetingmaker/default.html.
CHAPTER 2: Client Installation and Setup

Configuring Palm Organizer Synchronization

Check *Synchronizing Palm OS Platform Handheld Devices* on page to ensure that your client workstation and Palm OS Platform Handheld meet the necessary hardware and software requirements.

The Palm OS Platform hotsync conduits are installed during the meetingmaker Client installation provided that you have the Palm desktop software installed on your client workstation. See the section above titled *Installing the meetingmaker Client* for more information about installing the Palm hotsync conduits.

**Windows Configuration**

- **To configure meetingmaker synchronization with your Palm organizer for Windows:**
  1. Double-click the HotSync icon in your Windows system tray (in the lower-right corner of your screen).
  2. Click **Custom**. The Custom dialog box displays.
  3. From the drop-down menu, select your user name.
  4. Select a meetingmaker Conduit from the Conduit list, and click **Change**.

     See Chapter10, in the *meetingmaker User Guide* for a detailed description of how to configure your selection

     or

     Click **Done** if the Actions are correct and no changes are necessary. The Actions are the actions the conduit will perform when a HotSync update is done.

**Macintosh Configuration**

- **To configure meetingmaker synchronization with your Palm organizer for Macintosh:**
  1. Double-click the HotSync icon from the Palm directory.
  2. Select **Configure** from the HotSync menu item. The Conduit Settings dialog box appears.
  3. Double-click the **meetingmaker Conduit** to change the Next HotSync Action.
Launching meetingmaker at Startup


or

Close the window to keep the current Next HotSync Action.

Launching meetingmaker at Startup

You can receive notifications and reminders whenever you are working at your computer if you set meetingmaker to launch when you start your computer.

- On Windows, place the meetingmaker application (or a shortcut to the meetingmaker application) in your Startup folder.
- On Macintosh, place the meetingmaker application (or an alias of the meetingmaker application) in the Startup Items folder in the System folder.
- For Solaris, consult your operating system’s documentation.

Uninstalling the meetingmaker Client

This section provides instructions on how to uninstall the meetingmaker Client. Do not uninstall the meetingmaker Client by deleting files manually.

Note: You do not have to uninstall meetingmaker before upgrading your meetingmaker software.

Uninstalling the meetingmaker Client on Windows

Use one of the following methods to uninstall the meetingmaker Client on Windows:

❖ To uninstall the meetingmaker Client from the Control Panel:

1. Run Add/Remove Programs from the Control Panel.
2. Select meetingmaker and click Add/Remove. Select meetingmaker Client from the list and click Uninstall. Windows deletes the meetingmaker Client and associated files.
To uninstall the meetingmaker Client from the meetingmaker program group:

1. From the meetingmaker program group, run meetingmaker Uninstall. meetingmaker deletes the meetingmaker Client and associated files.

Uninstalling the meetingmaker Client on Macintosh

To uninstall meetingmaker or one of its components:

1. Insert the meetingmaker CD into the CD-ROM drive.
2. Locate and double-click the Installer icon in the Macintosh folder.
3. Click Continue to proceed with the uninstall.
4. From the drop-down menu in the upper-left, select Uninstall.
5. Click Uninstall. A message displays indicating a successful removal.

Uninstalling meetingmaker Client on Solaris

To uninstall the meetingmaker Client from Solaris delete the meetingmaker Client directory.
Uninstalling the meetingmaker Client
CHAPTER 3

Upgrading meetingmaker

This chapter describes how to upgrade the meetingmaker client software.

Topics include:

• Planning the upgrade
• Upgrading meetingmaker
Planning the Upgrade

Meeting Maker, Inc. recommends the following tasks when planning your upgrade:

- Assessing the systems
- Assessing the system administration
- Creating an upgrade checklist
- Setting up a test environment

Assessing the Systems

Check all server and client systems prior to performing an upgrade. You might want to analyze work groups and patterns as well as consolidate servers.

Note: When consolidating servers, only meetings that are cross-server and busy time updates go from the server to the hub. By changing the grouping on the servers, it is possible to decrease the load on the network and maximize the work flow of each particular group.

To assess the systems prior to an upgrade:

1. Evaluate client machines for possible upgrade impacts. For example, clients on machines with low memory may no longer be able to have as many open applications.
2. Check the server machines to ensure that they are in satisfactory condition one month prior to the upgrade. This can be an appropriate time to upgrade the memory or the CPU.
3. Check the topology of the network. This can be an appropriate time to streamline or build in redundancies.
4. Develop a project plan to assign personnel to specific responsibilities for the upgrade. Assign someone to the following areas:
   - Server upgrades
   - Client upgrades
   - On-site support after upgrade to resolve concerns
   - Telephone support
5. Send e-mail announcements at least one month before the upgrade.
6. Notify users how the meetingmaker software can be obtained and when it will be installed.
7. Incorporate meetingmaker feature bullets so that users know what is new.
8. Have a helpdesk plan in place.
9. Have contact information available in case you need assistance.

**Assessing the System Administration**

Check and back up server and client administration information prior to an upgrade.

- **To assess the server administration:**
  1. Two weeks before an upgrade, verify the integrity of the nightly backups to ensure that you have a viable backup in case of possible data corruption.
  2. One week prior to the upgrade, create a spreadsheet of the new registration numbers listed by server. Ensure that the registrations are sufficient for the total number of users.
  3. Print out the user lists by server.
  4. Install upgrades if you are pre-installing.

- **To check the client administration information:**
  1. Three weeks before the upgrade, notify the clients of the proposed upgrade, including any changes to the look and feel of the client application.
  2. Two weeks prior to the upgrade, users should be reminded of the upgrade and the impact that it may have on off-line data. Users should be instructed to work online whenever possible. They should also write down their preferences and proxies so they can verify them after the upgrade.
  3. Two days prior to the upgrade, users should be reminded to always work online and to print out their calendars. Inform them of the helpdesk procedures to have their concerns addressed after the upgrade.
  4. Collect sample data of key personnel for verification after the upgrade.
5. For pre-meetingmaker 3.5 upgrades, provisions should be made for the upgrading of laptops or off-site machines.

**Creating an Upgrade Checklist**

Create an upgrade checklist to ensure that you perform all of the following tasks:

- Notify clients that servers are being upgraded and that off-line data might be lost.
- Bring down the hub and the individual servers.
- Copy databases and delete unnecessary temporary files.
- Set up a RAM disk and export the imported server data. This is an optional step. For more information, see the *meetingmaker Administration Guide*.
- Run the MMRX utility on each database. If there are errors reported, contact meetingmaker technical support for problem tracking and resolution. If a fix is applied, make a copy of the fixed data. For more information about running MMRX, refer to Appendix F, *meetingmaker Utilities*, in the *meetingmaker Administration Guide*.
- Back up all data.
- Run export on each database using the appropriate exporter. The size of the data file should be approximately 30% to 40% of the size of the database.
- Install the meetingmaker version 7.0 server software and the meetingmaker version 7.0 Admin software. Verify memory settings and any modifications that might have been done to earlier versions of meetingmaker.
- Create new server and hub databases. Server names must be the same as the former names, including the same case, in order to make use of the retained user preferences.
- Add new registrations, passwords, and time zones.
- Import the file with remote information, limiting the dates appropriately. Run the MMRX utility on each database. If there are errors reported, contact Technical Support for problem tracking and resolution. If a fix is applied, make a copy of the fixed data. For more information on running the MMRX utility, refer to Appendix F, *meetingmaker Utilities*, in the *meetingmaker Administration Guide*. 
• Attach the servers to the new hub one at a time. Bring down the server after a successful attach with Attached-Online states seen on both hub and server with recent updates.

• Bring up the servers one at a time, but leave each server attached as the next is brought up. Allow the server network to update and exchange busy times and stabilize.

• Bring down the servers and run MMRX. For instructions on how to run the MMRX utility, refer to Appendix F, meetingmaker Utilities, in the meetingmaker Administration Guide.

• If you are running a version prior to meetingmaker 3.5, upgrade the desktops. Verify connection of key personnel. User preferences will retain sign-in name, password, and server name.

Setting up a Test Environment

Creating a test environment prior to the live upgrade is highly recommended. When creating your test environment it is crucial that you be on an isolated network environment so that your testing and broadcasting of servers does not interfere with your production environment (the server global ID’s will remain the same and will conflict with the production servers).

To set up a test environment:

1. Run through the entire upgrade process at least once before upgrading with live data.

2. After successfully bringing up your newly upgraded test environment, set your server logging level to **Operation**.

3. Select two power users’ calendars from each server and sign-in.

4. Create and delete some meetings and check the server logs for unusual errors.

Environment health check

Every mission critical application, including meetingmaker, should have regularly scheduled maintenance. Use the MMRX utility on a regular basis to help you assess and maintain system performance. For instructions on how to use the MMRX utility refer to Appendix F, meetingmaker Utilities, in the meetingmaker Administration Guide.
Upgrading meetingmaker

Meeting Maker, Inc. recommends using the meetingmaker Auto-Client Upgrade feature to automatically upgrade all network users to the latest version of meetingmaker. Auto-Client Upgrade lets you avoid manually installing meetingmaker client software at each user workstation. Upgrades are defined as either of the following:

- A major meetingmaker release, which has a version number ending with .0 or .5. For example: 4.0 or 3.5.
- A minor meetingmaker release, which has a version number with any number other than .0 or .5. For example: 5.1 or 2.1.2.

Upgrading to a Major Release Using the Auto-Client Feature

There are two ways to perform an Auto-Client upgrade to a major release:

- A pre-install upgrade (the default and recommended option) copies the meetingmaker client software to the users’ workstations, in the background, before the server upgrade. With this method, you can upgrade the meetingmaker server software at your convenience. This method reduces network traffic and server load.

- A non-pre-install upgrade upgrades the meetingmaker servers, forcing users to upgrade the client software at their next sign-in. This method is quicker than the pre-install upgrade but it can increase network traffic and server load.

To perform a pre-install upgrade to upgrade a major release:

1. Install the new meetingmaker server software on any server that requires the upgrade.
2. Install the new meetingmaker Admin on every client workstation that is supported by the Server.
3. Click Options on the Upgrades panel. The Options dialog box displays.
CHAPTER 3: Upgrading meetingmaker

The following options are available from this dialog box:

- **Enable background pre-installations** (not checked by default)

  When checked, minor release client software files copy to users’ workstations as a background task. This option enables the system administrator to prepare the client workstations prior to upgrading the server. The files for the new version are copied to the users’ workstations the next time users sign in to meetingmaker. This process takes place in the background. The files are now in place on the users’ workstation. Once the server is upgraded, the clients will be prompted to install the new version.

  Note: Once the server is upgraded and you have determined that the Installer is available to clients locally, this option should be un-checked.

- **Enable foreground upgrades and pre-installations** (checked by default)

  If checked, the Auto-Upgrade feature is enabled.

- **Limit concurrent upgrades and pre-installations to** (not checked by default)

  Use this option to limit the number of concurrent upgrades so that when many users try upgrading at the same time they do not overburden your network or server.

4. Check the **Enable background pre-installations** checkbox and click **OK**.

5. Allow sufficient time for the meetingmaker client software to copy to all users’ workstations in the background. This typically takes two to three days for a 300-person organization.

6. Install the new meetingmaker Admin and server release on every server that will receive the upgrade.

7. Click **Options** on the Upgrades panel.
8. Check the **Treat minor releases as pre-installations** checkbox. Users are automatically prompted to install meetingmaker locally.

🌟 **To perform a non-pre-install upgrade to upgrade to a major release:**

1. Install the new meetingmaker server release on every server that will receive the upgrade.

2. Install new meetingmaker Admin release on each client machine supported by the server.

3. Click **Options** on the Upgrades panel. The Upgrade Options dialog box displays.

4. Make sure that the **Enable background pre-installations** checkbox is not checked.

5. If applicable, install the new meetingmaker server release on servers.

6. If applicable, install the new meetingmaker Admin program release on one machine for each client platform supported by the Server.

   Note: Users are automatically prompted to copy and install the meetingmaker upgrade.

---

**Upgrading to a Minor Release Using the Auto-Client Feature**

There are two ways to perform an Auto-Client upgrade to a minor release:

- A pre-install upgrade (the default and recommended option) copies the meetingmaker client software to the users’ workstations, in the background, before the server upgrade. With this method, you can upgrade the meetingmaker server software at your convenience.

- A non-pre-install upgrade upgrades the meetingmaker servers, forcing users to upgrade the client software at their next sign-in.

---

**Installing Upgrades**

Perform the following procedure on one workstation for each platform requiring a user upgrade. For example, to support an upgrade for
Windows, Macintosh, and Solaris 2.6, install the client upgrade three times (once per platform).

**To upgrade users:**

1. Launch the meetingmaker Admin on the appropriate workstation. For example, if you are installing a Windows upgrade, start the meetingmaker Admin on a Windows workstation.
2. Insert the *meetingmaker client* CD into the CD-ROM drive.
3. Click **Upgrades** on the meetingmaker Admin panel. The Upgrades screen appears showing any installed upgrades.
4. Click **Add**. A navigation screen displays.
5. Select the **upgrade.lst** file from the CD.
6. Click **OK**. meetingmaker copies the new version of the meetingmaker client software to the meetingmaker server. A message displays that the copy is finished.
7. Click **OK**. Auto-client Upgrade is complete. The user can upgrade their software at their next sign-in (unless an Upgrade Option is set otherwise).
8. Repeat the procedure for each platform and server.

**Upgrading the User at Sign-in**

After an upgrade, the users sees the following message at sign-in:

*The server and client versions are no longer compatible. Do you wish to upgrade?*

The user has the following two options:

- Selecting **Yes** will upgrade the meetingmaker client software. The new meetingmaker installation begins.
- Selecting **No** will allow the client to work off-line until it is convenient to install the meetingmaker client software.

When the user selects **Yes**, the files are first copied to the workstation (if they have not already been copied by the pre-installation option). Then, the installation process takes place. When the installation is complete the user will be able to sign in to the upgraded meetingmaker server.

If the number of users attempting to upgrade at one time equals the number of users set with the “Limit concurrent upgrades and pre-
installations to x” option in the Upgrade Options dialog box, subsequent users attempting to install will receive a message to try again later.

**Adding Client Upgrade Options**

Select the new version of the meetingmaker client software files that are needed to upgrade the client workstations. All platforms can be installed on any one server. However, in order to add the client upgrade options for different platforms the server must be opened from each separate platform, after which the client files can either be selected from a network or from disk.

For example, given a server that supports Solaris, Macintosh, and Windows clients, the auto-upgrade steps would be as follows:

1. From a Macintosh workstation which has meetingmaker Admin installed, open the server. Select **Upgrades > Add**, and select the Macintosh client files from the list.

2. From a Windows workstation which has meetingmaker Admin installed, open the same server, double-click **Upgrades > Add**, and select the Windows client files from the list.

3. The same server will need to be opened once again from a Solaris Admin workstation in order to select Solaris client files.
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