

From: Toni Pennacchia [tpennacchia@gmail.com]
Sent: Thursday, December 23, 2010 2:57 PM
To: Tan, Karen; O'Brien, Kevin; support
Cc: Alan Girelli; Ellen Foust; IT UMB Wimba Support; Toni Pennacchia
Subject: Toni P.'s feedback on testing the Wimba 6.1.3 Release for UMB

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Hey guys,

This is Toni from UMass Boston Wimba Support checking in on my testing of the Wimba server upgrade and comments regarding the potential fixes for this version and I also have mentioned anything else I noticed in testing that basic features worked in my responses. Let me know if you have any questions on this feedback.

I did testing on both Windows Vista/7 and Mac OS X and on IE (Windows), FireFox (Windows and Mac), Safari (Mac). I ran latest updates on the Mac with minor conflicts and tested with Java v6 u21 and u23. Also, note some issues with archiving that I have not experienced in the past on this upgrade as well (Alan has also had some problems with archiving that he can add to this as well).

Wimba Classroom 6.1.3 (Released November 2010 and installed on 12/17/2010)

Note, in IE 8, with Java v6, u21, I initially got the 904 error and had to log out and back in and then got in successfully...no issues on Java v6 u23. Also, Wizard kept playing audio feedback message in a loop on FireFox on Mac OS X but fixed after FireFox was reconfigured...

Also, the App share but is no longer greyed out in testing after going in a breakout room on multiple browsers/Java/OS.

FYI, Java v6 u23 and 21/22 all work fine on this version on Wimba so an upgrade to the latest Java should not have problems.

Note, there is still an issue with application share people when the initiator talks the person with cursor control can no longer type and system freezes which is more of a limitation of the VNC application that Wimba uses. Also, drawing in app share on the Mac OS (FireFox) in testing was a bit sluggish but functional but was fine with Safari so that issue could be local versus a server issue.

Testing Resolved Issues

*URLs of external sites pushed to the content window or loaded in a new window through the Web button or Admin tools now use their originally set protocol (HTTP or HTTPS) instead of the protocol used to access the Classroom. - **OK**

Website URLs containing spaces no longer cause an error when pushed to the content window. - **Says invalid because invalid website?**

Dollar signs placed on the Whiteboard display correctly during archive playback. **OK**

Clicking on a username in the text chat history selects that user for private text chat. - **OK**

MP4 Archives are created properly if application sharing is terminated very shortly after starting the archive recording. **No, this is not working.**

Archiving problems beyond this app share issue? The first time it played only audio and the 2nd time gave the error of "Archiving Error: an Unexpected Error has occurred. If the error persists, please contact technical support. Clicked again and it was stuck in an infinite loop of processing. Had to reset room to clear. The archive never created at all. Tried on a Mac and Windows OS Safari/FireFox. Plain vanilla archive and app-share that is not exited right away does not have these problems. Then received a message that an archive was being saved, please wait when attempting to record a plain archive. Could not stop the archive and had to reset the room twice and then it showed the 5 minutes of started content, nothing, and then the end of the archive (Wimba Staff Training Classroom - 12/21/2010 16:52).

Exited out and in after reset room did not fix and the archive was fine with no app share.

Secure web addresses automatically convert to links when entered into the text chat field. - **OK**

On Macintosh computers with the latest Java updates, the chat window will now load if Classroom has been exited and then re-entered during the same browser session. - **OK on Safari and Firefox (needed rebuild of Java and removing all Java folders and disabling and re-enabling the Java add-ins).**

If archiving fails to start, the presenter who initiated the archive receives an error message. **Yes, the initiator and others in the archive as presenter saw the error.**

Many minor stability and monitoring improvements. **Seem OK in testing other than some archiving problems and some minor Mac issues that were local.**

Spaces, parentheses, and commas are now preserved in filenames when importing new content. **Adds underscore for spaces, parentheses and commas.**

The Classroom Configuration Wizard offers more thorough, up-to-date, and accurate assistance on correcting obstacles to startup. **No, I did not notice any updates here versus last version of 6.1. I actually was running in test in Safe Mode with Networking and audio was disabled because of it and nothing was detected indicating this for example.**

When using Application Sharing and displaying a Screen Area on a Macintosh, the mouse cursor now continues working properly if cursor control is passed to another participant. **Yes, it works now in production.**

When connecting through HTTPS with Internet Explorer 7 or 8, slides that contain content which cannot be viewed within the Classroom now download correctly when pushed to the content window. **Yes, this seems to work fine but I am not sure what content might not be viewable this way through IE. We have had issues with multiple browser where pictures and font translate improperly in Classrooms but that is due to the PowerPoint translation issue.**

Known Issues

On Windows Vista machines running Internet Explorer 7, the Archive Reminder message box will sometimes appear blank at Classroom startup. **OK it appears in testing running in IE 7 mode, apparently an intermittent problem.**

(Stated Workaround: Resize the Classroom window.)

Again, let me know if you have any questions or need anything else.

Happy Holidays!

Cheers,

Toni Pennacchia

UMass Boston Wimba Support