

Netviewer in combination with Microsoft Office Communications Server 2007 (OCS)

This white paper describes how to obtain additional benefits from OCS by using in conjunction with Netviewer Support and Meet.

Microsoft Office Communications Server 2007

Office Communications Server 2007 (OCS) is the expanded successor to Live Communications Server 2005 from Microsoft. It administers all real-time communication within the enterprise: instant messaging, VoIP, audio conferences, and video conferences. Within the server suite, administrative tasks are distributed to individual server roles:

- IM Conferencing Server
- Web Conferencing Server
- Audio / Video Conferencing Server
- Telephony Server

All of the server roles can be installed simultaneously on a single physical server or, in the interest of load distribution and redundancy, distributed among multiple servers. In the base installation, only users within the same company can communicate with each other.

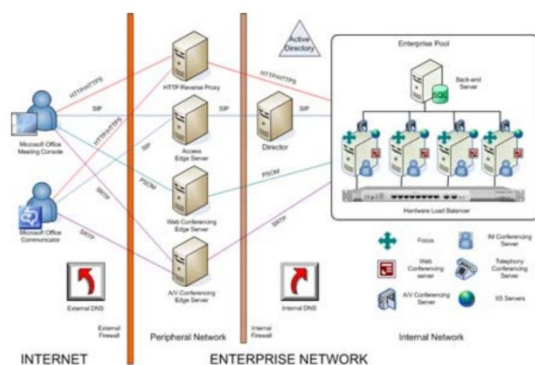


Figure 1: Configuration of Office Communication Server 2007, including connection of external participants.

Connecting external participants

To connect any additional, external participants, the entire infrastructure of four server roles must be installed again in an externally connected server environment (requiring additional hardware investments) and then connected to the internal server structure. These so-called Edge servers are assigned to the "peripheral network" in figure 1.

Critical points for connecting external participants:

- Additional hardware investments for Edge servers
- Higher administrative costs
- Complex firewall configuration required

Using LiveMeeting as a conferencing solution

For use as a conferencing solution, Live Meeting 2007 (LM) is available as client software in the OCS environment.

For those who are not willing to invest in the Edge servers, Microsoft offers a hosted conferencing service for Live Meeting 2007 that enables integration of external participants. The service can be integrated into the OCS environment with only minor limitations.

Critical points for the hosted Live Meeting solution:

- When connecting a hosted service, it is important to keep in mind that combined operations are not possible for individual meetings. In other words: you can use only the internal LM solution or the hosted service.
- There is no uniform reporting because parts of the conferences are running through external servers.



New approaches from Netviewer

Netviewer's Meet (conferencing solution) and Support (support solution) can be used as hosted services or independent in-house solutions.

Both solutions can be integrated into Communicator 2007, the client software for OCS.

When compared to Live Meeting 2007 as a component of OCS, Netviewer presents a number of benefits:

Design-related benefits of Netviewer:

- No installation necessary (Live Meeting is 15 MB in size and must be installed).
- Ad hoc participation possible when the session number is known.
- Netviewer is a complete, integrated solution with chat, audio, video, and data collaboration.
- Netviewer is easier to operate thanks to its integrated and well-organized design.
- No differentiation between internal and external participants.
- No additional hardware required for connection of external participants.
- No Active Directory required for operation.
- Role-based set of functions through the user manager/profile manager.
- Set of functions can be changed even during a meeting.
- Sets of functions can be compiled individually for each contract.
- Complete adaptation to corporate design possible.
- NV seamlessly adds a conferencing solution to Communicator 2007.
- NV plug-in for Communicator does not differentiate between participants from Communicator's address list or external participants.
- The add-in in the Moderator program permits access to Communicator address lists.
- Full integration of the NV solution in the OCS solution. No separate user administration required for Netviewer.

Functional advantages for external participants

- No differentiation between internal and external participant
 - ⇒ A completely transparent solution. Any participant can be invited to an ongoing meeting at any time (assuming that his or her e-mail address is known).
- Even external participants are connected through the company's in-house server
 - ⇒ It is very easy to plan, execute, and administer mixed meetings (with internal and external participants).
- Extremely simple planning, execution, and administration of mixed meetings (internal and external participants).

Functional advantages of the Netviewer solution

- Netviewer's survey function is significantly easier and more flexible.
- Netviewer demands fewer CPU resources.
- A large selection of expressive emoticons.
- Netviewer Monitor shows you at a glance what the participants are able to see.
- Netviewer offers flexible desktop sharing/application sharing.
- Granular configuration of available tools and settings.

Functional benefits of the Netviewer solution over the Java-based Live Meeting client.

- Netviewer is a standalone application.
- Meetings start faster.
- Modules are well-organized in an application.
- Integrated multi-user VoIP and video.
- No limitations on file formats that may be used.
- Multilingual user interface.



Summary

When used as a conferencing solution, Netviewer is an attractive alternative to Live Meeting 2007, the meeting solution available in OCS.

Thanks to its flexible approach, Netviewer Support and Meet are fully integrated into the OCS environment.

The Netviewer solution is clearly superior particularly when there is a need for ad hoc meetings with external participants. The session starts faster and proceeds with greater ease.

In many situations, especially when some participants are located outside the borders of the enterprise firewall, Netviewer makes such meetings possible in the first place.

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Reference to Server- and Client Version: G3 & G3.1*

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