

Brainshark Live Meeting Gateway™

The Live Meeting Gateway™ makes it possible to easily convert your Microsoft Office Live Meeting™ recordings into Brainshark presentations. If you see **Import Live Meeting** on the *Things you can do* menu when you log in, your site has this capability enabled; if you do not see this option, contact your [Brainshark Support](#) for assistance.

This document covers the required settings and process steps to import Microsoft Office Live Meeting™ recordings into Brainshark using the Live Meeting Gateway™, as well as meeting Best Practices and Troubleshooting assistance.

The following links take you directly to the available sections:

- [Microsoft Office Live Meeting™ Settings](#)
- [Best Practices for a Successful Meeting](#)
- [Using the Brainshark Live Meeting Gateway™](#)
- [Troubleshooting](#)

Microsoft Office Live Meeting™ Settings

There are a few meeting and recording options that must be set correctly in your Live Meeting™ account in order to ensure that the import of your recorded meeting to Brainshark will be successful. **NOTE:** The .WMV file that is available for download from the Live Meeting™ View Recording Info page cannot be uploaded directly into Brainshark. Meetings created in any live meeting account other than your own Microsoft Live Meeting™ account cannot be imported to your Brainshark site using the Live Meeting Gateway™.

Adjust Your Meeting Settings

1. Go to <http://www.livemeeting.com/cc/yourcompanyname>.
 - a. Enter your username and password.
 - b. Click **Sign In**.
2. Click **Meetings** in the left navigation menu under *Manage*.
 1. Search for or browse to the meeting which you recorded, or plan to record.
 2. Click the **Meeting Title** in the *Subject* column.
 3. Click **Meeting Options** on the *Meeting Details* page in the *Actions* menu on the right of the screen.
4. Select **Do not request e-mail address and company name** in the *Extended Registration* section.

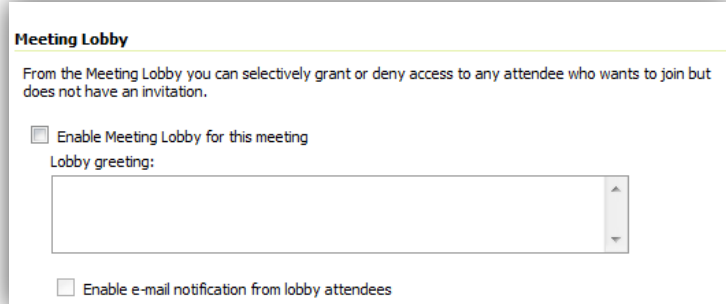
NOTE: Request e-mail address and company name can be selected during the recording of the event but be sure to deselect it before attempting to import the recording into Brainshark.

Extended Registration

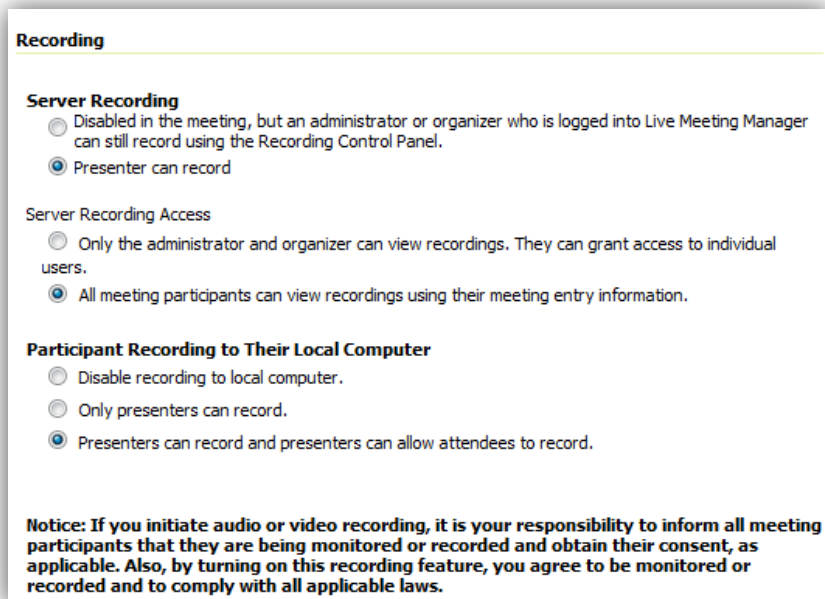
- Request e-mail address and company name
- Do not request e-mail address and company name

5. Confirm that **Enable Meeting Lobby for this meeting** is not selected in the *Meeting Lobby* section.

NOTE: **Enable Meeting Lobby for this meeting** can be selected during the recording of the event, but you must deselect it before attempting to import the recording into Brainshark.



6. In the *Recording* section:
 - a. Select **Presenter can record** under *Server Recording*.
 - b. Select **All meeting participants can view recordings using their meeting entry information** under *Server Recording Access*.



7. Click **OK**.

NOTE: To facilitate setup of future meetings, your Microsoft Office Live Meeting™ Administrator can adjust the default meeting settings so that they comply with the specifications needed to prepare recordings for import through the Brainshark-Live Meeting Gateway™. See the [Best Practices](#) and [Troubleshooting](#) sections of this document for additional information.

Adjust Your Recording Settings

1. Click **Recordings** under *Manage* in the left navigation menu.
2. Browse and select the recording you would like to import.
3. Click the **Recording Title** in the *Subject* column.
4. On the *Edit Recording Details* page:
 - a. Select **No recording key required** in the *Change recording access control* section.
 - b. Select **Everyone who can view this recording can also download this recording** in the *Viewers can download recordings* section.

Edit Recording Details

Note that if you change the recording ID or key, you should resend the invitation with the new recording access information.

| | |
|--------------------|---|
| Recording Subject: | <input type="text" value="New Hire Orientation"/> |
| Recording ID : | <input type="text" value="T464KC"/> |
| Recorded On: | Friday, Oct 14, 2011 4:18 PM (EDT) |
| Duration : | 0:01 |
| Total Size: | 517 K Bytes |

Change recording access control

Use access control list
 Require Recording Key:
 Have the server generate a new recording key
 No recording key required: anyone can view recording as a presenter using the recording ID

Viewers can download recordings

Only meeting organizer can download recording
 Everyone who can view this recording can also download this recording

Best Practices for a Successful Meeting

If you are planning to record your Live Meeting™ and import it as a Brainshark presentation, follow these best practice tips for the best result:

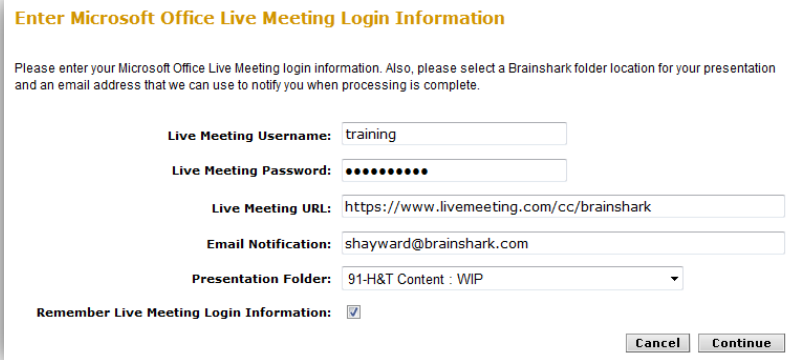
- Use a corded landline telephone with a headset, or good quality USB microphone. Avoid speaker phones and cell phones.
- Mute all participants on the call and turn off entry and exit tones.
- Refrain from speaking during transitions between slides.
- Create an “introductory” slide as slide 1 that is displayed as participants are joining the conference. On it, include basic instructions for joining the session. Plan to use a slide like this even if you will only use Live Meeting™ to record a conference call. After the import from Live Meeting™ to Brainshark, you can delete the slide if it is not needed.
- Application shares that are recorded during the Live Meeting™ will become video slides in Brainshark. For a better viewer experience, it is best to have several shorter application shares than a lengthy one.
- Before you begin your Live Meeting™, use the **Share > Upload File** function to import any PowerPoint slides you plan to present during the meeting. This will allow you to make changes to those slides in Brainshark using the Replace Slides feature once the Live Meeting™ has been imported to Brainshark. Slides displayed as part of an application share will become video slides in Brainshark and cannot be edited.

Using the Brainshark Live Meeting Gateway™

This is the step-by-step process of importing recorded content from your Live Meeting™ site to your Brainshark site.

Importing your Live Meeting™ Recording into Brainshark

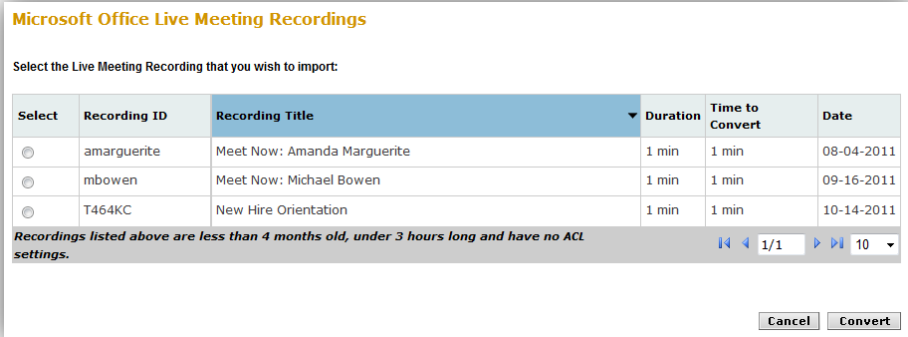
1. Login to Brainshark.
2. Select **Presentations** from the blue navigation bar.
3. Select **Import Live Meeting** from the *Things you can do* Menu.
4. Enter your Microsoft Office Live Meeting™ Login credentials. The Live Meeting™ URL entered should be the URL of the Live Meeting™ Site and not the URL of the recording.



NOTE: Even if you are a Brainshark Administrator, Live Meeting™ recordings will not be available for import unless you are the author or have administrative access to the Live Meeting™ recording itself.

5. Click **Continue**.
6. Select the recording you want to import from the list of available recordings.

NOTE: Only recordings less than 4 months old, less than 3 hours in duration will be available for import.



| Select | Recording ID | Recording Title | Duration | Time to Convert | Date |
|-----------------------|--------------|-----------------------------|----------|-----------------|------------|
| <input type="radio"/> | amarguerite | Meet Now: Amanda Marguerite | 1 min | 1 min | 08-04-2011 |
| <input type="radio"/> | mbowen | Meet Now: Michael Bowen | 1 min | 1 min | 09-16-2011 |
| <input type="radio"/> | T464KC | New Hire Orientation | 1 min | 1 min | 10-14-2011 |

Recordings listed above are less than 4 months old, under 3 hours long and have no ACL settings.

Also, if you have any application shares in the recordings, they must finish processing before you import into Brainshark. To verify this, login to your Live Meeting™ site to view the recording and ensure both file shares and application shares are available. If application shares have not fully processed, the import to Brainshark will show incomplete slides. As a rule of thumb, we recommend waiting twice the duration of the recording itself to allow for complete processing before attempting to import the meeting to Brainshark. See the [Best Practices](#) and [Troubleshooting](#) sections of this document for additional information.

7. Click **Continue** to submit your import request.
8. Click **Continue** to exit.

NOTE: Brainshark will send you an email when the conversion is complete.

Troubleshooting

- The .WMV file that is available for download from the Live Meeting™ View Recording Info page cannot be uploaded directly into Brainshark.
- Meetings created in any live meeting account other than your own Microsoft Live Meeting™ account cannot be imported to your Brainshark site using the Live Meeting Gateway™.
- A Meeting Lobby can be enabled during the recording of your Live Meeting™, but before attempting the import, locate the Meeting in Manage Meetings > Meeting Options > Meeting Lobby and deselect **Enable Meeting Lobby for this meeting**.
- You may choose to **Request e-mail address and company name** during the recording of your Live Meeting™, but before attempting the import, locate the Meeting in Manage Meetings > Meeting Options > Extended Registration and change the setting to **Do not request e-mail address and company name**.
- Only recordings less than 4 months old, and less than 3 hours in duration will be available for import.
- You may have required a recording key and/or indicated invitees for your Live Meeting™, but before attempting the import, locate the Recording in Manage Recordings > Edit Recording Details:
 - a. In the *Change recording access control* section, select the **No recording key required** radio button
 - b. Delete any Invitees that may have been added
- If you receive this error message: “Invalid Live Meeting URL. Please check the value and try again,” it indicates that the Microsoft Office Live Meeting™ URL may have been entered incorrectly when the Live Meeting Gateway™ was initially configured in Brainshark. The URL should be in the following format: www.livemeeting.com/cc/companyname. There should not be any numbers after the “www” or anything after the company name. Recheck the URL to be sure it conforms to the above format.
- If you receive this error message: “The file cannot be imported because of an ACL,” check the original recording to make sure it does not have a recording key set, an Access Control List enabled or invitees added. Adjust the settings to remove the recording key, disable the access control list, and/or delete any invitees and retry the import.
- If you receive this error message: “The selected recording is missing assets required for the conversion and cannot be processed at this time, please choose another recording,” it indicates that the Live Meeting™ has not finished processing in the Live Meeting™ system. Allow ample time for processing and retry the import.
- If you import your Live Meeting™ to Brainshark and the resulting presentation shows blank or gray slides, this indicates that the application share portion of the Live Meeting™ did not finish processing in the Live Meeting™ system when you initiated the import into Brainshark. Application shares tend to process after file shares; as a rule of thumb, we recommend waiting twice the duration of the recording itself to allow for complete processing through the Live Meeting™ System before attempting to import the meeting to Brainshark. Allow ample time for processing and retry the import.