

Integrated Intranet/Extranet Web Portal with Help Desk

Manage Projects, Share Information, Track Issues & Communicate Instantly

Anytime, Anywhere Collaboration & Portal Solution

Assistants/Awareness Tools

- View Executive Dashboard
- 14 People Online in IBN Client now.
- 8 Custom Reports Ready to Run. View
- Change Your Personal Profile
- Help/Documentation

Issue Information

Title: MCSUPPORT - ECF web services IP configuration issue (#1257) (MC_Support-001257-28344)

Type: Support **Severity:** Unknown

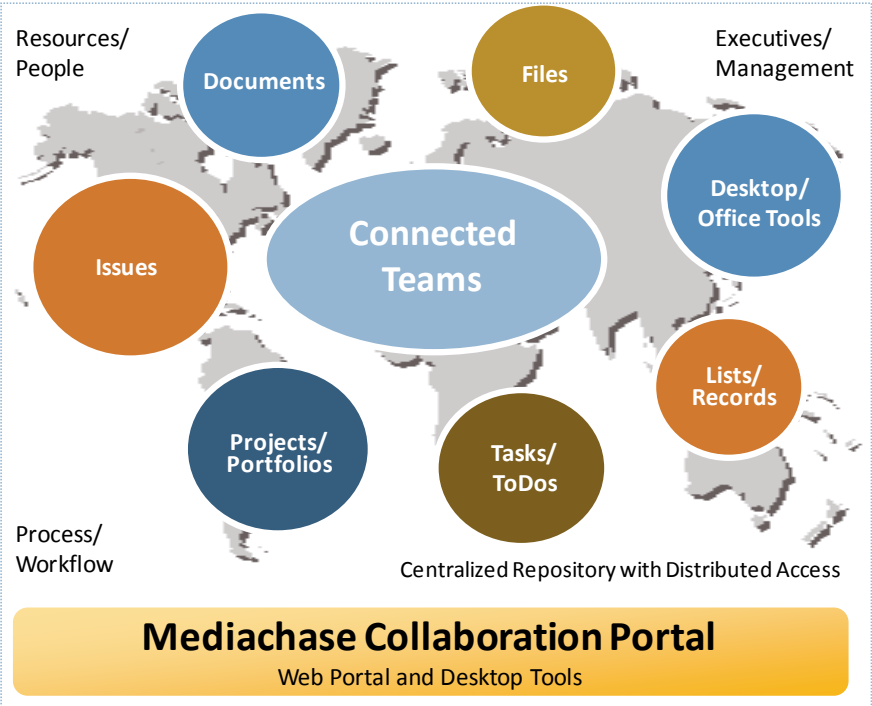
Status: Open

This problem is related to not having properly setup your VS2005 development environment with the latest web services SDK

The Mediachase IBN Collaboration Server (IBN-CS) Software is an industry proven intranet and extranet collaboration portal designed to improve overall communication, collaboration, and information sharing between your employees, external teams and other organizations outside your organization. The Mediachase IBN-CS software provides comprehensive out-of-the-box capabilities that can bring immediate business value to your organization and allow you to grow and adapt as needed.

Key Business Benefits

- Improved productivity and faster access to people and information
- More effective project and team coordination internally and externally
- More secure ways of sharing and automating the flow of information
- True cost and time savings for all aspects of your organization
- Centralized repository of information and data all within a single login
- Instantaneous measurement, tracking and reporting
- Flexible integration with other systems and data sources



Enhance the Capture, Flow and Tracking of Collaborative Information

Strengthen Business Partner, Employee, and Team Productivity While Reducing Costs



Desktop and MS Office Tools

Web Browser (Intranet/Extranet)

Unified Web Portal with Consolidated Information Repository

Help Desk and Issues



Projects and Tasks



Documents and Files



Automated Notifications



Unified Business and Technology Features

WEB PORTAL FEATURES AND CAPABILITIES

- Easy to Use Unified Web User Experiences
- Outlook Style Navigation
- Project/Portfolio Management
- Global Resource Management
- Help Desk/Issues Management and Tracking
- Document Management and Workflow
- Contact and Client Management
- Project Team Calendaring
- Gantt Charting with MS Project Import/Export
- Time Tracking and Management
- File/Asset Library and Versioning
- Document Management with Status
- Virtual Inbound e-Mail Processing
- Shared Lists and Records
- Hierarchical Financial Tracking

WINDOWS DESKTOP AND MICROSOFT OFFICE INTEGRATION

- Microsoft Office Integration—MS PowerPoint, MS Word, MS Excel, MS Outlook, and MS Project
- Secure Business Class Instant Messaging, Presence Management, and File Exchange
- Integrated Screen, Audio, and Video Capture for Routing to Issues and People
- Windows Desktop—Direct access to Portal, File, Issue, and Task Creation

OPERATIONAL/ ADMINISTRATIVE FEATURES

- Lights Out Operation and Management
- Standard Windows Management Capabilities
- Easy Database Maintenance and Operation
- Active Directory and LDAP Synchronization
- Import and Export Tools for Data
- Dynamic Spam, White Listing, & Black Listing for Inbound e-Mail Processing Gateway
- Intelligent Reminders and Notifications
- Support for Multiple Web Browsers

TECHNOLOGY & ARCHITECTURE FEATURES

- Well Designed—Modular/Layered Architecture
- 100% Managed Code/C#/.NET 2.0
- Incorporates Microsoft Best Practices for .NET Applications
- Performance, High Availability, and Tuning
- Web Services/SOA Interfaces for Systems Integration and Automation

The IBN-CS software functions as a day to day, minute by minute infrastructure that constantly generates business value while enabling strong communication, coordination, and information sharing across key business relationships & initiatives.

Practical Business Uses

- Customer/Product Help Desk Support
- Project Management and Coordination
- Supplier and Distributor Communication
- Partner Relationship and Information Exchange
- Intranet/Extranet Web Portal Applications
- Professional Services Engagements



For more information on the Mediachase IBN-CS software, you can use the contact information below.

Mediachase Software—<http://www.mediachase.com>

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System/Software Requirements

- Mediachase - IBN Collaboration Server 4.5
- Microsoft Windows 2003 Server or Windows 2000 Server
- Microsoft SQL Server 2000, SQL Server 2005, SQL Express



<http://www.mediachase.com>