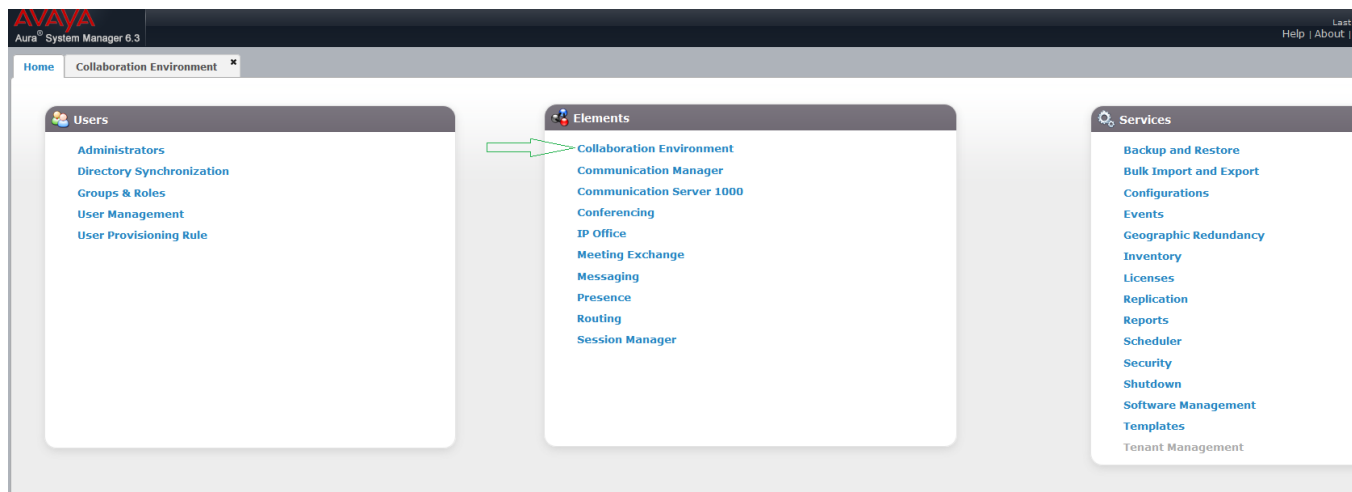
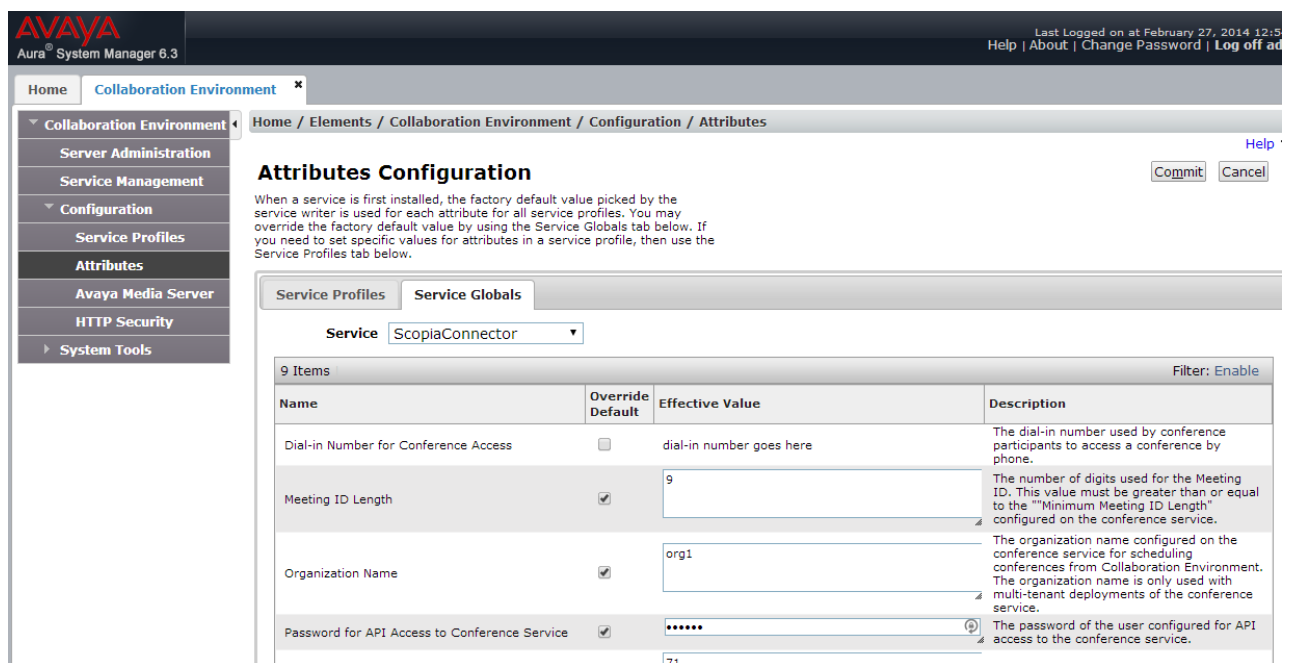


## In CE 2.0, why am I unable to access Scopia conferences with the URL returned from Collaboration Environment's createConf()?

1. Check that your Service Attributes for Scopia are configured correctly. Login to System Manager. From the home page, select Collaboration Environment from the Elements Panel.



2. Collapse Configuration menu item from left pane, select Attributes, Service Globals tab, followed by ScopiaConnector from the service drop down.



3. Validate that the IP/Hostname defined for **URI for Conference Access** is valid. If Scopia is not in service then you will likely encounter Page Not Found or Connection Error when invoking the URL returned from Collaboration Environment.
4. If you are using CE 2.0 SP2 and have Scopia setup with multi-tenancy then you must provide an **"Organization Name."** As illustrated in example below, the **Organization Name** attribute must be populated. The **User Name for API Access to Conference Service** should also be populated

with an organization in the format user-name@org-name. In addition, the **URI for Conference Access** must contain the base URI defining organization name as follows: <https://<scopia-ip>/scopia/mt/<org-name>> . See example below.

Service ScopiaConnector

9 Items		Filter: Enable
Name	Override Default	Effective Value
Dial-in Number for Conference Access	<input type="checkbox"/>	dial-in number goes here
Meeting ID Length	<input checked="" type="checkbox"/>	9
Organization Name	<input checked="" type="checkbox"/>	org1
Password for API Access to Conference Service	<input checked="" type="checkbox"/>	*****
Service Prefix for Scheduling Conferences	<input checked="" type="checkbox"/>	71
Test mode enabled?	<input type="checkbox"/>	false
URI for API Access to Conference Service	<input checked="" type="checkbox"/>	http://10.10.10.13:8080/xmlservice/entry
URI for Conference Access	<input checked="" type="checkbox"/>	https://23.24.152.145/scopia/mt/org1
User Name for API Access to Conference Service	<input checked="" type="checkbox"/>	lab1@org1

- As of CE 2.0 SP2, there is a known issue with **Meeting Id Length** which limits the length of the meeting Identifier to 9 numbers. If your meeting id length is greater than 9 then the length will need to be reduced until a fix is provided in a future CE 3.0 release.