



Memorandum

To: FNEC Representatives and Technicians
From: Tim Whiteduck
Date: February 7, 2011
Re: Pilot deployment of CMA videoconference application.

All member communities were previously informed of the FNEC deployment of CMA videoconference desktop application. This deployment has been delayed due to unforeseen technical issues encountered during initial test trials (September to November, 2010). Since this time, the FNEC has been working with the manufacturer (Polycom) to resolve the technical issues caused by the CMA server. These problems have now been resolved and we are prepared to reinitiate the pilot deployment.

Users of the CMA need to keep in mind that local technical issues, may or can still apply in terms of application requirements. It is for this reason that the FNEC will deploy to community technicians first so that we can work with them to resolve these technical problems. This pilot deployment is to run until February 18th, 2011 and member communities with technicians are to be engaged in this process to ensure local support is available. Also, one web camera per community is being provided in this deployment so that all pilot sites are able to engage in this process.

Upon completion, the FNEC is to compile the results of this pilot deployment so that we can properly assess the technical issues and to help us align our support to communities in receiving this technology. Igor Aleks is the technician responsible for CMA issues, and can be reached at the FNEC office.

Support documentation has been provided to assist your technician with the installation process. The first step is to have your technician complete and return the following information to Igor Aleks at the FNEC office in order to create your CMA profile;

CMA Registration Information for the Technician;

User Name: [REDACTED] Password : [REDACTED]

Technician : [REDACTED] Community : [REDACTED]

Email: [REDACTED]

*Note: The FNEC will create the CMA account and return by email to the address specified.

If you have any questions, please do not hesitate to contact the Igor Aleks.

TW/jh

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