



Productivity Tools

These release notes describe the WebEx Productivity Tools features, supported versions, known issues, and limitations.

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What's New

WBS29.8.1

WebEx ball icon

The WebEx ball icon has been updated with a new design.

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WBS29.8

Mac Version of WebEx Productivity Tools Phase 1

The first Mac version of WebEx Productivity Tools for WebEx centers is available starting with WBS29.8. This version supports Mac OS 10.6 to Mac OS 10.9. It can help you use WebEx with Microsoft Outlook on the Mac. It has the following features:

- Schedule and update one-time and recurring meetings, including Collaboration Meeting Rooms (CMR Cloud) meetings, and one-time and recurring training sessions.
- Schedule and update events.
- WebEx Audio is currently the only supported connection type.

- Start an instant meeting or training session.
- HTML email invitations are supported.

**Note**

The Mac version of Productivity Tools and HTML email invitations do not support WebEx-enabled TelePresence meetings (CMR Hybrid).

Windows version of WebEx Productivity Tools

- The Send Problem Report feature can easily attach all Productivity Tools log files into an email message so you can send it directly to the support team.
- HTML email invitations are supported.
- Similar to Lync 2010, the integration with Lync 2013 allows users to start a WebEx meeting and send the invitation directly through the chat window.
 - The "In a WebEx meeting" status is no longer available.
 - The ability to start a WebEx meeting directly from the Lync right-click menu is no longer supported.
- For sites that support WebEx-enabled TelePresence meetings, some issues about listing those WebEx-enabled TelePresence meetings in My WebEx have been fixed.

WebEx Productivity Tool Support

Microsoft Outlook Support

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1	Mac OS 10.6 to 10.8
Microsoft Outlook 2000 SP3/ Microsoft Exchange Server 2000	Yes	Yes	Yes	No	No	No	No	No

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1	Mac OS 10.6 to 10.8
Microsoft Outlook XP SP2/ Microsoft Exchange Server 2003	Yes	Yes	Yes	Yes	No	No	No	No
Microsoft Outlook XP SP3/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	No	No	No	No
Microsoft Outlook 2003 SP1, SP2/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	No	No	No
Microsoft Outlook 2007/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	Yes	Yes	No

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1	Mac OS 10.6 to 10.8
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Exchange Server 2007 (supported in WBS27.22 and later)	No	Yes	Yes	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Exchange Server 2010	No	Yes	Yes	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Office 365 Hosted Exchange Server	No	Yes	Yes	Yes	Yes	Yes	Yes	No

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1	Mac OS 10.6 to 10.8
Microsoft Outlook 2013 and Microsoft Outlook 2013 SP1 / Microsoft Exchange 2013	No	No	No	No	Yes	Yes	Yes	No
Microsoft Outlook Mac 2011 version 14.1.3	-	-	-	-	-	-	-	Yes

IBM Lotus Notes Support

IBM Lotus Notes Version/ Domino Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1
IBM Lotus Notes/Domino Server 6.5.3, 6.5.4, 6.5.5, 7.0.0, 7.0.1, 7.0.2	Yes	Yes	Yes	No	No	No	No
IBM Lotus Notes/Domino Server 8.0.0, 8.0.1	No	Yes	Yes	Yes	Yes	Yes	Yes

IBM Lotus Notes Version/ Domino Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1
IBM Lotus Notes 8.5 (32 bit, In Notes)/ Domino Server 8.5, 8.5.1, 8.5.2, 8.5.3 (supported in WBS28 and later)	No	Yes	Yes	Yes	Yes	Yes	Yes
IBM Lotus Notes 9.0 (32 bit)/ Domino Server 9.0 (supported in WBS29.3 and later)	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Instant Messenger Support

Instant Messenger Name and Version	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8/ Windows 8.1
Yahoo Messenger 7.0-8.3, 9.0, 10	Yes	Yes	Yes	Yes	No
AIM 5.5-6.9.13.4, 7.0.8.15, 7.3.6.4	Yes	Yes	Yes	Yes	No
Skype 3.1-3.8, 4.0.0.224, 4.2	Yes	Yes	Yes	Yes	No
Google Talk 1.0.0.105, latest version	Yes	Yes	Yes	Yes	No

Instant Messenger Name and Version	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8/ Windows 8.1
IBM Lotus Sametime 7.0, 7.5, 8.0	Yes	Yes	Yes	Yes	Yes
IBM Lotus Sametime 8.0, 8.5.1, 8.5.2 (embedded in Lotus Notes)	Yes	Yes	Yes	Yes	Yes
Microsoft Office Communicator 2005, 2007	Yes	Yes	Yes	Yes	No
Microsoft Office Communicator 2007 R2	Yes	Yes	Yes	Yes	Yes
Windows Messenger 2009	Yes	Yes	Yes	Yes	No
Windows Messenger 4.7	Yes	Yes	No	No	No
MSN Messenger 5.1-8.5	Yes	Yes	Yes	Yes	No
Microsoft Lync Communicator	No	Yes	Yes	Yes	Yes

Microsoft Office Support

Microsoft Office Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1
Microsoft Office 2000	Yes	Yes	Yes	No	No	No	No
Microsoft Office XP, 2003, 2007	Yes	Yes	Yes	Yes	Yes	Yes	No

Microsoft Office Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1
Microsoft Office 2010 (32 bit and 64 bit) (supported in WBS27.22 EP4 and later)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft Office 2013	No	No	No	No	Yes	Yes	Yes

Browser Support

Browser Name and Version	Windows 2000	Windows XP SP2	Windows Vista	Windows 7	Windows 8	Windows 8.1
Microsoft Internet Explorer 6.0	Yes	Yes	No	No	No	No
Microsoft Internet Explorer 7.0	Yes	Yes	Yes	No	No	No
Microsoft Internet Explorer 8.0	Yes	Yes	Yes	Yes	No	No
Microsoft Internet Explorer 9.0	Yes	Yes	Yes	Yes	No	No
Microsoft Internet Explorer 10.0	No	No	No	No	Yes	Yes
Microsoft Internet Explorer 11.0	No	No	No	No	Yes	Yes
Mozilla Firefox 3-10	Yes	Yes	Yes	Yes	-	-

Browser Name and Version	Windows 2000	Windows XP SP2	Windows Vista	Windows 7	Windows 8	Windows 8.1
Mozilla Firefox 17 (supported from WBS28.0)	No	Yes	No	Yes	Yes	Yes

Citrix Support (WBS26.45 to WBS28)

Citrix Version	Integration to Microsoft Outlook 2010	Integration to Lotus Notes 8.5.3
Citrix XenDesktop 5.5	Yes	Yes
Citrix XenDesktop 5.6 (supported from WBS28.4)	Yes	Yes
Citrix XenApp Share Desktop 6.0	Yes	Yes
Citrix XenApp Share Desktop 6.5 (supported from WBS28.4)	Yes	Yes

Known Issues and Limitations for Windows

The issues noted here affect all WebEx services unless indicated otherwise.

Email invitation templates

Since the WebEx Productivity Tools integration with Microsoft Outlook now uses a single email invitation template for both the host and the attendees, the email invitation cannot list information that should be seen only by the host, such as the host key or host access code. However, the host can select a link in the email invitation to view host information on the meeting information page after logging in to their host accounts. Hosts can also select **Change Settings** within the meeting or select the **Preferences** tab in the WebEx Settings dialog box to view their audio information, if required. This information is also available on the WebEx site in the Audio section of the Preferences page.

Lync 2013 support

- Lync 2013 support is limited because it does not allow Productivity Tools to change a user's status and no longer supported embedding WebEx menu item into the Lync right-click menu.
- Lync is not supported for CMR Cloud meetings.

Silent upgrade

In some silent upgrade cases, the version of Productivity Tools on the control panel will be reflected incorrectly. This problem does not impact any Productivity Tools features and should be fixed in a future release.

Links generated by WebEx centers and WebEx recording services

As part of our continuing updates to improve security, Cisco is making changes to improve the management of cryptographic keys used to generate URLs used in WebEx Meeting Center, Training Center, Support Center, Event Center, and WebEx recording services. As a result, existing links that were generated by those services have been updated, and in some cases, users may need to request new links.

Allow people to join using WebEx option is always unchecked

In WBS29 and later, the Allow people to join using WebEx option is unchecked by default for each WebEx meeting—it is not *sticky*. If you want to turn it on, you must turn it on each time you schedule a new meeting. This behavior is a change from the previous WBS28 behavior, where if you had turned on this option for a previous meeting, that setting was preserved for subsequent meetings.

Logging in with a single sign-on account

Users who use Internet Explorer 6 and later and who are required to log in to WebEx Productivity Tools through a single sign-on (SSO) account might experience problems logging in if their single sign-on IdP is not compatible with Internet Explorer 6 and later.

Cross-platform support

Productivity Tools are available only for the Microsoft Windows platform; they are currently not available on the Mac, Linux, Unix, and Solaris platforms.

Integration to Microsoft Outlook

- If a single occurrence of a recurring WebEx meeting is either deleted or rescheduled, the meeting information is not updated on the WebEx service site. In the host and attendee's Outlook calendars, however, the deleted or rescheduled meeting still appears correctly.
- Attendee registration can not be enabled for recurring WebEx meetings scheduled using Outlook integration.
- If a template used during Outlook integration has the Mute on Entry option turned on, you will still hear a sound as attendees join the session.
- If the Outlook software has different time zone settings as compared to the WebEx site, a WebEx meeting that is scheduled using the Outlook integration will not show up correctly on WebEx site. On the host and attendee's Outlook calendars, however, the time zone for the meeting schedule still appears correctly.
- A Training Center meeting that is scheduled using Outlook integration has the following limitations:
 - It is not possible to specify "Listed for authorized users only."
 - It is not possible to reserve Hands-on Lab computers.
 - It is not possible to specify a registration close date and a maximum number of registrations.
 - It is not possible to invite attendees as presenters into the training session.
 - It is not possible to assign attendee privileges.
 - It is not possible to edit the type of email messages you want to send when different events happen.
 - It is not possible to add tests and course material.
 - The option to join a meeting before the host is not available for recurring Training Center sessions.

- An Event Center meeting that is scheduled using Outlook integration has the following limitations:
 - It is not possible to assign a program.
 - It is not possible to assign multiple time zones to an event.
 - It is not possible to add event options such as uploading a host or presenter's image, uploading event material, UCF auto play options, and so forth.
 - It is not possible to add presenters and panelists.
 - It is not possible to edit email template options for an event.
 - The option to join a meeting before the host is not available for recurring Event Center sessions.
- If you schedule a meeting using Microsoft Outlook and then change the meeting information on the WebEx service site, your changes will not appear in Outlook.
- If you select multiple meetings in Outlook and delete or move them at the same time, those changes will not appear on your WebEx service site.
- If you schedule a new meeting in Outlook by copying an existing meeting, a new meeting is not created on the WebEx service site. Instead, the same WebEx meeting link is shown on both the original and the copied meeting.
- The Attendee access code (Listen only) is not displayed for Audio-only meetings scheduled using Outlook integration.
- Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.

Lotus Notes integration

- It is not possible to specify TSP telephony while scheduling a WebEx meeting using Lotus Notes Integration.
- WebEx Lotus Notes Integration requires a script to be inserted on the Domino database for each user. As a result, a Notes user with "Editor" privileges can not install Lotus Notes Integration by just running an MSI available from the Support page. For a Lotus Notes user with "Editor" privileges, a Domino administrator must insert a WebEx script into the Notes database using the WebEx Lotus Notes Integration Admin Tool.
- Using the Lotus Notes Integration MSI file, only a Lotus Notes user with "Manager" and "Designer" privileges can install WebEx Lotus Notes Integration.
- If a single occurrence of a recurring WebEx meeting is either deleted or rescheduled, the meeting information is not updated on WebEx service site. In the host and attendee's Lotus Notes calendars, however, the recurring meeting still appears correctly.
- When a WebEx recurring meeting is scheduled to recur on alternate weeks (Biweekly, Triweekly, etc.) in a Lotus Notes calendar, the recurring meeting appears to be scheduled on the WebEx service site as occurring weekly rather than recurring on alternate weeks. In the host and attendee's Lotus Notes calendars, however, the recurring meeting still appears correctly.
- Attendee registration can not be enabled for recurring WebEx meetings scheduled using Lotus Notes Integration.

- If a template used during Lotus Notes Integration has "Mute on Entry" option enabled, you will still hear a sound as attendees join the session.
- If the Lotus Notes client has different time zone settings as compared to the WebEx service site, a WebEx meeting that is scheduled using Lotus Notes Integration will not show up correctly on WebEx service site. On the host and attendee's Lotus Notes calendars, however, the time zone for the meeting schedule still appears correctly.
- Since Lotus Notes Integration does not use an email template, it is not possible to configure the content of the host's and attendee's email invitations for WebEx meetings that are scheduled using Lotus Notes Integration.
- A Training Center meeting that is scheduled using Lotus Notes Integration has the following limitations:
 - It is not possible to specify "Listed for authorized users only"
 - It is not possible to reserve Hands-on Lab computers.
 - It is not possible to specify a registration close date and a maximum number of registrations.
 - It is not possible to invite attendees as presenters into the training session.
 - It is not possible to assign attendee privileges.
 - It is not possible to edit the type of email messages you want to send when different events happen.
 - It is not possible to add tests and course material.
 - The option to join a meeting before the start time is not available for recurring Training Center sessions.
- An Event Center meeting that is scheduled using Lotus Notes Integration has the following limitations:
 - It is not possible to assign Program.
 - It is not possible to assign multiple time zones to an Event.
 - It is not possible to add event options such as uploading a host or presenter's image, uploading event material, UCF auto play options, and so forth.
 - It is not possible to add presenters and panelists.
 - It is not possible to edit email template options for an event.
 - The option to join a meeting before the start time is not available for recurring Event Center sessions.
- If you schedule a meeting using Lotus Notes and then change the meeting on your WebEx service site, your changes will not appear in Lotus Notes.
- If you select multiple meetings in Lotus Notes and then delete or move them at the same time, those changes will not appear on your WebEx service site.
- If you schedule a new meeting in Lotus Notes by copying an existing meeting, a new meeting is not created on WebEx site. Instead, the same WebEx meeting link is shown on the original and is copied with the meeting.
- The Attendee access code (Listen only) is not displayed for Audio-only meetings scheduled using Outlook integration.

- If host edits a already scheduled Lotus Notes integration meeting and adds an attendee, the attendee information is not posted to WebEx service site. As a result, for such attendees, this meeting will not appear in the My WebEx My Meetings list of meetings to which you are invited.

TelePresence integration

The following issues apply to the WebEx integration with TelePresence:

- **Scheduling joint meetings**—If your administrator has turned on the TelePresence integration for your WebEx site, you can schedule WebEx-enabled TelePresence meetings with Microsoft Outlook for Windows. This option is only available for sites with TelePresence integration turned on.
- **Adding resources**—When you schedule a WebEx meeting with Outlook, if you add either TelePresence rooms or you add extra video call-in participants, a WebEx-enabled TelePresence meeting will automatically be scheduled. If you do not include these resources, the meeting will be WebEx-only meeting. Status indicators (green check mark) will show that you have booked a TelePresence meeting, if you have successfully added those resources.
- **HTML email invitations**—The Windows version of Productivity Tools for WebEx-enabled Telepresence (CMR Hybrid) does not currently support sending HTML email invitations
- **Time zone and Daylight Savings Time**
 - The time zone for the WebEx site must match the time zone for the Cisco TelePresence Management Suite; otherwise the meeting time will not be synchronized.
 - When you make Daylight Savings Time changes between your WebEx site and the Cisco TelePresence Management Suite, it is possible your meeting may be an hour off schedule; if this happens, rescheduling will be required. If this problem occurs with a meeting series where some instances occur before Daylight Savings Times begins and some occur after, it is recommended that you create two meeting series: one meeting series that ends before the Daylight Savings Time begins and a second meeting series that starts after Daylight Savings Time begins.
- **Meeting Recurrence**
 - Meeting recurrence changes follow current WebEx Meeting Center Productivity Tools behavior - that is, one-time exceptions to recurring series are not supported - and in addition, recurrence changes will not updated for the TelePresence systems.
- **Cisco Unified MeetingPlace Audio**-The version of WebEx Productivity Tools that supports the WebEx integration with Cisco TelePresence does not support Cisco Unified MeetingPlace Audio. If you have the Cisco Unified MeetingPlace Productivity Tools version installed and if you occasionally want to schedule a combined WebEx and TelePresence meeting using WebEx or TSP audio, you will need to use the Smart Scheduler in Cisco TelePresence Management Suite (TMS) to schedule it. A user cannot have two versions of WebEx Productivity Tools installed at the same time.

WebEx One-Click/Instant messenger integrations/Microsoft Office integrations

- If you use personalized *join* links to automatically populate attendee names and email addresses on the Join Meeting page, some email gateways may truncate the links. Attendees can still click the links, but the links do not automatically allow them to join the meeting; they will have to enter their name and email address before joining the meeting. There is no known workaround at this time.

- Using the One-Click user interface, it is not possible to invite an attendee as sales team member or as a panelist.
- If the instant messenger integration was installed using a silent installer, the user will need to log out and log back in to their instant messenger to see the WebEx Productivity Tools integration features.

Known Issues and Limitations for Mac

The issues noted here affect all WebEx services unless specifically noted.

New version of Productivity Tools for Mac

- WebEx Productivity Tools for Mac cannot currently support some advanced WebEx settings and features, assigning alternate hosts, scheduling on behalf of others, the option to allow users to join by meeting number, TelePresence integration and so on.
- WebEx Productivity Tools for Mac cannot currently support WebEx-enabled TelePresence meetings (CMR Hybrid).
- The current version of WebEx Productivity Tools for Mac supports only English. Support for other languages will be added in future versions.

Microsoft Outlook support

The Mac version of WebEx Productivity Tools has the following known issues and limitations for Microsoft Outlook support:

- Only version 14.1.3 or later of Microsoft Outlook for Mac is supported.
- Only meetings only scheduled from WBS29.8 or later are supported. Meetings that were scheduled with earlier versions of WebEx centers are not supported.
- Meetings from Cisco WebEx Meetings Server are not supported.
- Scheduling on behalf of another host is not currently supported. In addition, meetings that were scheduled through the Windows version of WebEx Productivity Tools on behalf of another host are not supported.
- Some known issues may occur with WebEx Productivity Tools using Microsoft Exchange Server 2007 and Microsoft Outlook for Mac.
- If user is updating the WebEx meeting on the Outlook calendar view instead of the editing window of the occurrence, some issues will occur because some Outlook behaviors are not under WebEx Productivity Tools' control in the Calendar view.

Sign-in and sign-out process

- For some circumstances, Productivity Tools for Mac might redirect the user to the WebEx site to log in again and change his or her password.
- Productivity Tools for Mac supports enterprise single sign-on users; however, because there is no single sign-out service from the enterprise site, the user can only switch his or her account when the single sign-on token has expired.