Cisco WebEx Support Center Release Notes (version WBS29.13)

First Published: April 17, 2015

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C O N T E N T S

C H A P T E R 1

Support Center

WebEx Support Center provides a variety of tools that you can use to provide remote support to customers.

> **Note** Support Center no longer supports Windows Me and NT. For more information about the operating systems and browsers that you can use with Support Center, see System Requirements and Feature Support.

Remote Support—Remotely diagnose problems, transfer files, and resolve issues for customers. Show customers how to use applications or control their computers. Transfer files to and from a customer computers to analyze them or install updates or patches. See Remote Support, on page 1.

Remote Access—Use this optional module outside support sessions to access, diagnose, and work with computers remotely. Troubleshoot and maintain remote equipment even when the customer is not at the computer. See Remote Access, on page 9.

WebACD—Give your customers anytime, anywhere access to your agents by adding a "click-to-connect" link on your web site, desktop, product, or email signature. You can even customize the request form to collect information you need and make it look like your Website. Use the WebACD Inbox and Monitor to manage customer requests and CSRs. See WebACD, on page 14.

System Management—This optional module is a Web-based console that you can use to remotely manage network assets such as computers, servers, printers, and routers. Distribute software packages and patches, view asset details, send messages to assets, manage software licenses, and generate reports about asset information and status. See System Management, on page 21.

Remote Support

These release notes describe the Remote Support features and what's new in this release.

What's New

The following list shows recent features and enhancements for Remote Support, listed by release version number. Versions that did not include major updates are not listed.

WBS29.13

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools. For more information, see Productivity Tools.

Content view enhancements

- The content viewing icon at the top of the content area in the meeting window has changed from **Fit to width** to **Fit to viewer** for easy access to one of the most common viewing options for screen sharing (formerly "desktop sharing"), file sharing, and application sharing. The default view is also now **Fit to viewer**. The option remains **Fit to width** for sharing the whiteboard.

- Full-screen view has the same defaults for content viewing, unless user manually chooses another option before going to that view.

In-meeting audio prompts

English language audio prompts have been updated to improve consistency of prompt tone and voice quality.

Updates for operating system and browser support

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  - When two or more people send video, the video panel automatically changes to video thumbnail view.

  - If a web camera is detected, users are asked whether they want to start their video. In the same prompt, users can also choose to start their video in all meetings. This setting can be changed in video settings by selecting the gear-shaped **Settings** icon on top of the video window.

- The starting frame rate for thumbnails and active video has increased to 15 fps, improving the video experience in good bandwidth environments.

- In case of low bandwidth when video cannot be sent, the user receives a descriptive error message after 5 seconds that indicates that the user has bandwidth or local computer issues that may affect video display.

> • In case video stops due to the above low bandwidth error in CMR Hybrid meetings, it starts sending video again automatically when the bandwidth improves or the local computer issues are remedied.

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- A more advanced image uploader has been added, which allows you to either upload an image or take a picture with your webcam

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- New collapsible categories

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- The following settings have been moved from the Profile page to the Preferences Page:

  - • My Personal Room

    • Scheduling Templates

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    • Support Center

- **My Phone Numbers** (from the Profile Page) and the **Personal Conferencing Page** have been merged under **Audio Settings**

- The **One-Click Setup** page has been moved to the Preferences page and renamed to **Meet Now Settings**

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Updates were made to the Site Administration tool. For more information, see Site Administration.

WBS29.10

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- The column header for Session Time field has changed from "Session Time (mins)" to "Session Time (mins)."

WBS29.8.1

WebEx ball icon

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

WBS29.8

WebEx page redesign and accessibility updates

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Wideband Audio Codec (OPUS) is now the default codec for WebEx VoIP attendees. The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.

It has a better noise-suppression algorithm that provides a much better experience when using audio through a computer, even without headset. It includes enhanced jitter buffer for UDP-based VoIP traffic. Reduced delay and data loss with smaller packet sampling size of 20 ms.

Computers operating on Solaris, Windows mobile devices, and Blackberry devices will continue to use narrowband audio for VoIP audio. If a user joins a meeting from any of those devices, the narrowband audio is used for the whole meeting.

Company Address Book and Personal Address Book in Site Administration and My WebEx

In the Company Address Book, which is available in Site Administration and in My WebEx, and the user's Personal Address Book, which is available in My WebEx, multiple contacts can be imported only by using a comma- or tab-delimited values file (.csv). To upload a comma- or tab-delimited .csv file, select the file to upload, select the type of delimiter your file uses (Tab or Comma), and then select Import. The WebEx Address Book format can also be exported from Site Administration and from My WebEx.

WBS29.6

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- *.verisign.com
- *.thawte.com
- *.geotrust.com
- *.rapidssl.com
- *.digitalcertvalidation.com
- *.ws.symantec.com

This security enhancement has also been made to remote access agents that are installed on a remote computer in all WebEx services. This includes the following services:

- remote computer sharing feature in WebEx meetings
- Hands-on Labs in Training Center
- Support Center
- WebACD

The enhancement requires the remote access agent to validate the security certificate from VeriSign. If using these services, make sure your firewall is configured to allow access to the URLs listed above in order for the remote agent to stay online and accessible for your users.

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Cross-platform support

Updates were made for browser support. See the "OS and Browser Support" section in System Requirements and Feature Support for more information.

Known Issues and Limitations

Windows 8 and 8.1

- If a presenter using Windows 8 or 8.1 shares his or her application or screen (formerly called "desktop sharing"), other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.

- When connecting to remote computer with Windows 8 or 8.1, the local screen will not be able to be blacked out.

- File sharing Word documents for the 32-bit version of Microsoft Office 2010 is not supported for Windows 8.1. We recommend that you use application sharing or screen sharing instead.

Microsoft Office 2013 Support

- If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files:

  ◦ Animations and transitions

  ◦ Embedded video or audio files

  ◦ PowerPoint notes in a dedicated panel

  ◦ UCF Toolkit

- If you have customized your Info Tab, some custom elements may not be supported. We recommend that you validate it to make sure it continues to display properly in a WebEx meeting.

- In a few cases, the following problems may occur:

  ◦ Text and fill colors may be slightly different from the actual colors in a slide.

  ◦ Some graphic elements may be missing from a slide.

  ◦ Fonts may appear blurry on a slide or may be different from the original.

  ◦ The size of shapes may be different from the original.

- If an object in a PowerPoint presentation does not display correctly in edit mode, it is automatically removed in Slide Show view; however, the object may continue to display when the file is shared in a WebEx meeting.

- You cannot share password-protected PowerPoint 2013 files using the file sharing feature. Use the application sharing or desktop sharing features instead.

- You cannot share Excel 2013 files on Windows 8 using the file sharing feature. Use the application sharing or screen sharing (formerly called "desktop sharing") features instead.

- You cannot share Word 2013 (64-bit) documents on Windows 8 (64-bit) using the file sharing feature. Use the application sharing or screen sharing features instead.

Operating system support

To run Remote Support:

- For Customer Support Representatives (CSRs) using Linux, Solaris, or Macintosh, some product features may not be supported. For more information, please refer to Support Center section in System Requirements and Feature Support.

- Customers can use Linux, Solaris, or Macintosh, but they will not be able to connect to a remote session from behind a Microsoft ISA proxy server with user authentication enabled. This is a known Java issue document by Sun at http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4636657.

For more information about the computers, operating systems, and browsers supported by Remote Support, see System Requirements and Feature Support.

Crashing while logged in to customer computers

If you log in to a customer computer as a different user and the Remote Support browser crashes, you will remain logged in on customer's computer. When this happens, ask your customer to log off and then log back in again.

Applications show while recording session

When you record a Remote Support session while showing an application to a customer, all other browser windows that are open on you computer will be visible to your customer.

Disk space during file transfers

During file transfers, if the receiving party runs out of disk space, the session will end.

Moving file transfer window during desktop sharing

If you start a file transfer while sharing desktops, you cannot move the transfer window.

Disable system information

Site administrators cannot disable the System Information feature in custom session types.

Lotus Notes email invitation limitation

If you use the Lotus Notes email application, the "send email invitation using local mail client" feature may not work. This happens because Lotus Notes limits the size of email messages that you initiate from Web pages. To resolve this, change your invitation email template to reduce the message size.

Basic file transfer doesn't show up on event log

Files transferred using the basic file transfer method do not show in the event log.

Joining an inbound support session on slow network connection

When client download method is set to TFS (Temporary Folder Solution) for the site, and a customer attempts to join an inbound support session using a slow network connection, a customer may receive the error message "Join Conference confirmation failed" after the customer fills out the entry form and clicks Submit

Scrolling while using Remote Support web chat

When using the Remote Support web chat, after the scrollbars have appeared, quickly scrolling up and down may cause the chat window to flash in quick succession.

Remote Access

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Known Issues and Limitations

Known Issues/Limitations This section contains known issues that only affect Sales Center. For more information about the browsers, operating systems, supported by WebEx, and known issues that effect other WebEx services, see Cross-platform Features and Known Issues.

Joining a WebEx meeting on Chrome and Firefox

Because of Google and Mozilla policy changes, users will need to manually enable the WebEx plug-in when using Chrome and Firefox.

Remote Access site upgraded but not agents on desktops

After a Remote Access site has been upgraded but associated agents on desktops haven't, two menu items, Make Screen Blank and Send CNTRL-ALT-DEL are disabled for the agents that have not been upgraded.

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Updates for operating system and browser support

Support was updated for operating systems and browsers. See System Requirements and Feature Support for more information.

WBS29.9

Session Query Tool report

- The Wait Time field in the Support Center Session Query Tool Report is moving from a value rounded to minutes to a value rounded to the closest second and displayed as hours, minutes, seconds. The column header for Wait Time has changed from "Wait Time (mins)" to "Wait Time (hh:mm:ss)"

- The column header for Session Time field has changed from "Session Time (mins)" to "Session Time (mins)."

WBS29.8.1

WebEx ball icon

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

WBS29.8

WebEx page redesign and accessibility updates

There have been improvements to the user experience for web pages in WebEx centers. The WebEx pages now have a modern design, but the interaction has not changed, so all the functionality remains the same.

Accessibility features have also been added to increase our current level of accessibility.

The redesign is a phased approach, beginning with core pages and flows. (We will continue to redesign other pages and centers in subsequent releases.)

- Global elements (such as the header, top navigation, and the left menu bar) and core pages (such as the log in page, the **My WebEx** > **My Meetings** > page, and the **My WebEx** > **My Training** page) have been redesigned and have improved accessibility

- The "Welcome" page has been optimized and has been renamed to "Home."

- The join by number page can now be used to look up a Personal Room by the host's username.

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- New HTML email templates have been added for most Meeting Center use cases.

Screen saver when sharing

When a user is sharing content in a meeting, the screen saver is disabled for all participants.

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools. For more information, see Productivity Tools.

Using WebEx on Chrome

Because Chrome will be removing support for NPAPI, a new joining method using a Chrome extension has been provided for using WebEx starting with Chrome 38. When using WebEx for the first time on Chrome, users will be guided through a one-time process to add the extension and update the WebEx application. After the first time, users can join without the extra steps.

Site Administration updates

Updates were made to the Site Administration tool. For more information, see Site Administration.

Enhanced audio experience with wideband audio on WebEx VoIP and WebEx Audio

WebEx Audio meetings and VoIP-only meetings now have a superior meeting experience with wideband audio when users are connecting to audio using their computers (VoIP).

Wideband audio also refers to high-definition voice. Wideband audio captures wider frequency range and therefore provides clearer audio connections.

Windows, Mac, and Linux desktop applications, Apple iPad and iPhone devices, and Android mobile devices are supported. Wideband audio is also supported for network-based recording of VoIP only and WebEx Audio meetings.

Wideband Audio Codec (OPUS) is now the default codec for WebEx VoIP attendees. The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.

It has a better noise-suppression algorithm that provides a much better experience when using audio through a computer, even without headset. It includes enhanced jitter buffer for UDP-based VoIP traffic. Reduced delay and data loss with smaller packet sampling size of 20 ms.

Computers operating on Solaris, Windows mobile devices, and Blackberry devices will continue to use narrowband audio for VoIP audio. If a user joins a meeting from any of those devices, the narrowband audio is used for the whole meeting.

Company Address Book and Personal Address Book in Site Administration and My WebEx

In the Company Address Book, which is available in Site Administration and in My WebEx, and the user's Personal Address Book, which is available in My WebEx, multiple contacts can be imported only by using a comma- or tab-delimited values file (.csv). To upload a comma- or tab-delimited .csv file, select the file to upload, select the type of delimiter your file uses (Tab or Comma), and then select Import. The WebEx Address Book format can also be exported from Site Administration and from My WebEx.

WBS29.6

Updates for operating system and browser support

Support was updated for operating systems and browsers. See System Requirements and Feature Support for more information.

WBS29.5

Updates for operating system and browser support

Support was updated for operating systems and browsers. See System Requirements and Feature Support for more information.

WBS29.4

New range for reuse of last passwords

The Do not allow reuse of last passwords option site administration option now allows site administrators to select a range from 3 to 8 last passwords. The new default is 3.

Updates for operating system support

Support was updated for operating systems and browsers. See System Requirements and Feature Support for more information.

WBS29.3

Security enhancement for VeriSign security servers

A security enhancement made in WBS29 requires the meeting application on a participant's computer to connect with the VeriSign security servers for security certificate validation when a participant joins the meeting. Administrators should make sure your firewall is configured to allow participant computers to complete the validation and easily join meetings. To do this, ensure that VeriSign CRL servers at https://www.verisign.com/repository/crl.html are included in the approved URL list (or "white list") in your firewall. It is also recommended that you add the following URLs to the approved URL list to avoid any issues in the future:

- *.verisign.com
- *.thawte.com
- *.geotrust.com
- *.rapidssl.com
- *.digitalcertvalidation.com
- *.ws.symantec.com

This security enhancement has also been made to remote access agents that are installed on a remote computer in all WebEx services. This includes the following services:

- remote computer sharing feature in WebEx meetings
- Hands-on Labs in Training Center
- Support Center
- WebACD

The enhancement requires the remote access agent to validate the security certificate from VeriSign. If using these services, make sure your firewall is configured to allow access to the URLs listed above in order for the remote agent to stay online and accessible for your users.

WBS29.1

Cross-platform support

Updates were made for browser support. See the "OS and Browser Support" section in System Requirements and Feature Support for more information.

Features

The WebACD Inbox

Auto-start

To start working quickly and easily, you can configure WebACD to automatically start when you start your computer.

Hide queues

To help you focus on the right queues, the WebACD Inbox can hide empty customer queues.

Unavailable status

If you are idle for a specified period of time, WebACD Inbox can automatically change your status to "unavailable".

Auto alerts

WebACD can blink your window, bring it to the foreground, or play a sound when a customer joins your queue.

Customized queue views

You can set up your WebACD Inbox to check traffic in other queues and to display certain customer details and the queues you want to monitor.

Automatically accept requests

You can configure your Inbox to automatically accept the next request. WebACD detects that you are available and displays a message to let you know that a customer is waiting in one of your queues. This way you don't need to check your queue; your new session starts automatically.

Invite other CSRs to sessions

If you need assistance from other agents, you can invite all agents assigned to a queue or select agents to join your session. During the session you can chat privately with them and transfer the session to the other agent if necessary.

Customers can request assistance from your Web site

You can place a help link or button on your website. For details, see the Site Administrator guide on the Support page of your Support Center service site.

The WebACD Monitor

Track customer requests

Check traffic in the queues that you monitor and see the number of agents assigned to each queue and the status of each agent. You can also view details about customers being helped.

Flexible case assignment

WebEx site administrators can assign a pool of agents to handle requests for specific features.

Known Issues and Limitations

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.

Windows 8 and 8.1

- If a presenter using Windows 8 or 8.1 shares his or her application or screen (formerly called "desktop sharing"), other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.

- When connecting to remote computer with Windows 8 or 8.1, the local screen will not be able to be blacked out.

- File sharing Word documents for the 32-bit version of Microsoft Office 2010 is not supported for Windows 8.1. We recommend that you use application sharing or screen sharing instead.

System Management

These release notes describe the WebEx System Management features and what's new in this release.

What's New

The following list shows recent features and enhancements for System Management, listed by release version number. Versions that did not include major updates are not listed.

WBS29.13

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools. For more information, see Productivity Tools.

Content view enhancements

- The content viewing icon at the top of the content area in the meeting window has changed from **Fit to width** to **Fit to viewer** for easy access to one of the most common viewing options for screen sharing (formerly "desktop sharing"), file sharing, and application sharing. The default view is also now **Fit to viewer**. The option remains **Fit to width** for sharing the whiteboard.

- Full-screen view has the same defaults for content viewing, unless user manually chooses another option before going to that view.

In-meeting audio prompts

English language audio prompts have been updated to improve consistency of prompt tone and voice quality.

Updates for operating system and browser support

Support was updated for operating systems and browsers. See System Requirements and Feature Support for more information.

WBS29.11

Video enhancements

- New Video panel layout default settings and consolidated controls allow users to view video and switch between layouts more easily:

    - New video layout options at top of video window on the participant list when a video is being sent.

    - When one user sends video, the default meeting window view changes to 50% video view (unless sharing is going on).

    - When two or more people send video, the video panel automatically changes to video thumbnail view.

    - If a web camera is detected, users are asked whether they want to start their video. In the same prompt, users can also choose to start their video in all meetings. This setting can be changed in video settings by selecting the gear-shaped **Settings** icon on top of the video window.

- The starting frame rate for thumbnails and active video has increased to 15 fps, improving the video experience in good bandwidth environments.

- In case of low bandwidth when video cannot be sent, the user receives a descriptive error message after 5 seconds that indicates that the user has bandwidth or local computer issues that may affect video display.

- In case video stops due to the above low bandwidth error in CMR Hybrid meetings, it starts sending video again automatically when the bandwidth improves or the local computer issues are remedied.

Profile page enhancements

The Profile page has been reduced to contain key profile information.

- A more advanced image uploader has been added, which allows you to either upload an image or take a picture with your webcam

- You can now access the profile page by clicking on your username in the upper right corner

- It has been given a more modern look and feel, and made fully accessible

Preferences page

The Preferences page is now the centralized location for all user settings.

- New collapsible categories

- **Webpage Preferences** and **Default Page Settings** have been moved under the General section

- The following settings have been moved from the Profile page to the Preferences Page:

- - My Personal Room

    - Scheduling Templates

    - **Session Options** has been renamed to **Scheduling Options**

    - Support Center

- **My Phone Numbers** (from the Profile Page) and the **Personal Conferencing Page** have been merged under **Audio Settings**

> • The **One-Click Setup** page has been moved to the Preferences page and renamed to **Meet Now Settings**

> • It has been given a more modern look and feel, and made fully accessible.

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools support. For more information, see the "WebEx Productivity Tools Support" tables in Productivity Tools.

Updates for operating system and browser support

Support was updated for operating systems and browsers. See System Requirements and Feature Support for more information.

Site Administration updates

Updates were made to the Site Administration tool. For more information, see Site Administration.

WBS29.10

WebEx Productivity Tools

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Screen saver when sharing

When a user is sharing content in a meeting, the screen saver is disabled for all participants.

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools, including support for the Mac. For more information, see Productivity Tools.

Using WebEx on Chrome

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WBS29.1

Cross-platform support

Updates were made for browser support. See the "OS and Browser Support" section in System Requirements and Feature Support for more information.

Features

Remote access maintenance and management

See a consolidated view of network assets and helps you upgrade one or all assets. If an asset is not connected to the internet, the update will occur as soon as the asset connects to the Internet.

Data backup

Use the Backup Management module to perform automated, secure, off-site backup of business data that is distributed across your enterprise's desktops and laptops. You set the retention policy to determine which data and frequency with which it is backed up. WebEx Backup Management works fast even over the slowest network connection to ensure that your data is constantly protected. With 128-bit AES encrypted transmissions, your data is kept secure.

Virus protection

Use the Virus Protection module to deliver virus protection to network assets and reduce the cost and complexity of managing an enterprise virus protection program. Even if you already have virus protection software, you can use WebEx Virus protection to distribute it.

Centralized policy management

With WebEx Patch Management, you can update policies from a centralized location using our browser-based interface. Easily integrate your existing SUS/WSUS servers to leverage our reporting and administration capabilities.

Optimize large distributions

Manage bandwidth consumption during large distributions with System Management bandwidth policies and download rules. You can set the maximum number of concurrent downloads and schedule distributions to occur during periods of low network usage.

Pay-per-use

System Management is a hosted Web-based application that allows you to pay only for the usage and the functionality you need.

No VPN required

Remote users and assets do not need VPN access for WebEx System Management to work. As long as an asset is connected to the Internet, you can use WebEx System Management to manage it.

Failure recovery

If a lost connection or other problem prevents a download from succeeding, WebEx System Management Software Distribution uses Checkpoint Restart to ensure that the download starts where it ended.

Search

System Management allows you to search your inventory for specific hardware, software, and users by location or office.

Reports

Generate graphical and text-based reports that show a variety of crucial metrics for specific assets, offices, or companies. Run reports in real time or schedule them to run at any time. You can also automatically distribute report data by email.

Data export

Use Integration Web Service (IWS), a WebEx System Management utility, to export asset data and then download it into a Microsoft Access or SQL Server database.

Summary of Differences Since Previous Lockdown Version

The following sections summarize the differences between the lockdown version WBS29.13.10 and the previous lockdown version (WBS28.12.2).

Modern, Simplified Meeting Experience (Meeting and Event Center-Windows)

- New modern design and clean layout

- New icons, fonts, and colors

- Consolidated controls in Quick Start page

- Improved icons for panels

- Intuitive Audio dialog box

- Improved Sharing dialog box

- Improved Invite & Remind dialog box

- Attendee can view screen sharing and application sharing within a tab of the meeting

- Minimize transitions for attendee while providing easy access to video and meeting controls

- Content sharing and video size is adjustable by simply dragging the mouse

- Easy to access Annotation tools and other functions

- Vertical Annotation bar with updated icons (Windows only)

- Easily access View options to control viewing preference

- New and updated Annotation Tool icons

- Improved dialogs

- Improved notifications

- New icons in meeting control panel for the Presenter

Meeting Experience Usability Enhancements

- The presenter role automatically passes to the host when the host joins, even if the first attendee has become a presenter. The only exception is if an attendee is sharing content. (Meeting Center)

- Allows presenter role to automatically pass to the person who has control of the meeting

- The screen saver is disabled during content sharing (all Centers)

- Allows users to focus on the content without interruption

- Sites will automatically have Chat and Notes panels minimized, with these panels showing icons at top that users can select to open (Meeting Center & Event Center)

- Defaults can be changed in Site Administration

Improved Video Experience (Meeting and Event Center-Windows)

- New video control layout options at the top of video display on Participant List

- When one user sends video, the default meeting window view changes to 50% video view (unless sharing is going on)

- When 2 or more people send video, the video panel automatically changes to video thumbnail view

- If a camera is detected, the user will see a message to send Video (Meeting Center only)

- Users can also specify to send video by default in all meetings (can be changed in video settings)

Video Enhancements

- Starting frame rate for thumbnails and active video to be 15 fps, changed from 6 fps

- Provides good video experience at work, where bandwidth is usually good.

- Spinning wheel turns to error message after 5 seconds

- Automatic recovery of video on CMR Hybrid (WebEx-enabled TelePresence) meetings after video has been turned off due to low bandwidth.

Disable Entry and Exit Audio Tone in Meeting (Meeting Center)

- New option to disable entry and exist audio tone at any time during the meeting (beeps or announces name)

• Can be turned back on if needed

• Prevents disruption in meetings when large number of participants or leave the meeting

Host Can Leave Meeting Without Ending It (Meeting Center)

• The host role automatically transfers to another participant if the host leaves the meeting from the WebEx application without ending it (does not apply when host is on TelePresence system or has joined by audio only).

• Allows meetings to continue when the host forgets to manually assign a host before leaving the meeting

Anyone Can Share (Meeting Center)

Allows participants to start sharing content immediately without being made presenter first. This option is enabled by default for new sites. The host can disable the option during the meeting.

WebEx Page Redesign and Accessibility Updates

• Improved accessibility and simplified user experience

　◦ Log in page

　◦ Meeting Calendar ("Browse Meetings")

• Meeting Scheduler (Comparison)

• Advanced Scheduler

• "Welcome" page renamed to "Home"

• One-Click meeting changes:

　◦ "One-Click" command renamed to "Meet Now"

　◦ Starts a meeting in your Personal Room by default

　◦ Message to let the user know that "Meet Now" starts a meeting in your Personal Room

　◦ Users can change back to the old dynamic link in Preferences

• Consolidated Calendar views

• Scheduler

• Meeting registration option change

• Introducing HTML email templates for Meeting Center

• Join Page (Meeting Detail Page)

• Non-refreshing Join pages given minimal changes for consistency

• Join meeting experience

　◦ A faster and cleaner join experience

　◦ Join meetings faster

- Reduced connection time

- Optimized APIs

- Join up to *30% faster (speed depends on network and computer speed)

- Clean Join experience

  - Shows the meeting window faster

  - Simple join pages

  - Removed connection pop-up messages

  - Loading status cleanly presented in the meeting

- Usability enhancements

- Access technical support during a meeting (available only to WebEx Cloud-Connected Audio (CCA) customers and the support is only for audio)

Event Center Event Experience Redesign (Windows)

Modern, simplified event experience

- New modern skin and clean layout

- New icons, fonts, and colors

- Consolidated controls in Quick Start

- Improved icons for panels

- Q & A update

  - Answered questions in blue

  - Unanswered questions in orange

- Updated audio broadcast dialog box

- New icons, fonts, and colors

Personal Rooms (Meeting Center Only)

- Dedicated Personal Room for Meeting Center

- Permanent personalized video conferencing space

- What are Personal Rooms and CMR Cloud? Your Personal Room provides an easy-to-remember destination for meetings.

  - Each WebEx Meeting Center host has a Personal Room

  - Persistent

  - Vanity URL

  - Host lobby management (room lock)

  - Personal Room with CMR Cloud includes all the capabilities of a Personal Room plus:

◦ WebEx Video Bridge - Cloud-based video bridging that enables users to join from any standards-based video endpoin

◦ Video ID

◦ Add-on service subscription required

◦ Home Page Becomes Your Personal Room Page

◦ Host Lobby Management

◦ Notification while sharing (you can select this message to view your entire lobby)

Quickly Schedule Meetings from Outlook with Mac Productivity Tools

Go to your site Support section for downloading the Mac version of WebEx Productivity Tools:

- Go to the Support section of your site and select **Downloads**.

- As long as your operating system is Mac, you'll be guided to the downloading of Productivity Tools for Mac. (Productivity Tools are also available with Windows.)

- You don't have to enter a site URL, because the site URL is pre-filled when you download it from your WebEx site

- Sign in by entering email address and password

- Switching sites is easy -- you can sign out and enter another site URL. The new site URL will be remembered

- The Mac version of Productivity Tools has a convenient menu on the Mac toolbar, which you can easily access by selecting the WebEx ball on the toolbar

  ◦ Meet Now and Schedule Meeting as the major features are listed at top

  ◦ Start an instant meeting with **Meet Now**

  ◦ Select Schedule Meeting to schedule an Outlook appointment

  ◦ Can send log files to the WebEx technical support team

- WebEx Integration to Microsoft Outlook for Mac

  ◦ Select **Meet Now** within Outlook to start an instant meeting

  ◦ Convenient meeting scheduling with Outlook. When you select **Schedule Meeting**, a new appointment message or calendar entry appears

  ◦ Enter your meeting subject, date and time, and invite attendees as you normally would.

  ◦ You can also start with a normal calendar entry and add WebEx to it Schedule different WebEx meetings by selecting **Change WebEx Setting**

    ◦ You can save a personal meeting template with the options you always use for quick scheduling

    ◦ You can also change the options in the advanced settings

    ◦ You can now create exceptions to a recurring meeting series, except for CMR Hybrid (WebEx-enabled TelePresence) meetings

Profile and Preferences Optimization

The My WebEx and My WebEx Profile sections have been optimized into the new sections:

- Profile

- Preferences

- Preferences: General

- Preferences: Meet Now

- Preferences: Audio Settings

- Preferences: Personal Room, Scheduling Templates, Scheduling Options, Support Center

Wideband Audio and Audio Prompts

Enhanced audio experience with wideband audio on WebEx VOIP

- Both VOIP Only meetings as well as WebEx Audio meetings support wideband audio

- Windows, MAC and Linux desktop applications, Apple iPhone and iPad, and Android mobile device apps are supported

- Network-based recording for VOIP only meetings

- Wideband Audio Codec (OPUS) is now default codec for WebEx VOIP attendees

- Not supported on Wideband Codec

- Desktop Solaris applications, Windows mobile app, and Blackberrymobile app will continue to be narrowband. If participant joins from one of those applications, the whole meeting uses narrowband.

- NBR recording and playback is supported for WebEx audio meetings

Why WebEx VOIP is improved

- Superior meeting experience with wideband audio

- Wideband audio also refers to HD voice - Wideband audio captures wider frequency range and therefore provides clearer audio connections

- The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.

- Better Noise Suppression Algorithm - Much better experience when using audio through a computer even without headset

- Enhanced jitter buffer for UDP based VOIP traffic

- Reduced delay and data loss with smaller packet sampling size of 20ms

Audio Prompts: Details of user experience

- Call in:

  ◦ I multiple languages are configured for the country the user is dialing from, user will hear "Welcome to WebEx" in first language, followed by "to continue in <first language>, press 1 followed by #, "to continue in <second language>, press 2 followed by #, and so on.

  ◦ Once the user makes a choice, all subsequent prompts are heard in that language.\

- ◦ If multiple languages are NOT configured, user will hear "Welcome to WebEx" and all subsequent prompts in the bridge default language (which is always either US or UK English.)

- Call Me:

  - ◦ If user selects the Call Me service to a country mapped to a language other than English, the user will hear the mapped language first, then the prompt will be repeated in English.

- Other updates

  - Meeting entry and exit tone changed to avoid accidental interpretation of the tone as a DTMF command

  - Minor updates to prompt scripts to adhere to latest style guidelines; for example, we use the word "meeting" instead of "conference" now.

  - Nonessential prompts on dial-in and call-back removed to shorten the audio join experience

Site Administration Updates

- Existing Branding is preserved Simplified Branding

- HTML email templates With HTML - Sorting

- HTML and Plain Text

- Email Templates - Revert to Default

- Email Templates - What to expect

- Mac Productivity Tools Settings

- Deactivated Host Account -- when a host account is deactivated:

  - Scheduled meetings or events for the deactivated user cannot be started

  - Alternate host cannot start the meeting or event

  - Schedule on behalf of deactivated host cannot be started

  - Message is displayed that the host is no longer active and Join button is disabled

  - No meeting or event reminders, no audio

  - Meeting Center - Browse meetings - Start button removed

  - Event Center - Register link is removed from List of Events

  - Event Center - Register link is removed

  - Training Center - Attendee view displays message that host has been deactivated and Join Now button is removed

  - Applies to Meeting Center, Event Center, and Training Center

- Attendee Privileges - Print or Save Documents

  - Meeting Scheduler

  - Host can Disable or Enable the ability to print or save documents

- When Enabled, if the host shares a document (not desktop), the attendee has the ability to save or print the document being shared

CMR Hybrid (WebEx-enabled TelePresence) Integration

The CMR Hybrid (WebEx-enabled TelePresence) integration with WebEx Productivity Tools allows users to schedule and start CMR Hybrid meetings that use WebEx Meeting Center and Cisco TelePresence.

Email invitation templates for Productivity Tools

Some changes have happened for email invitation templates for Productivity Tools between WBS28.9 and WBS29.13:

- **WBS28.9 to WBS28.12.27—**If CMR Hybrid was not enabled on the site, there were two email invitation templates in the Windows version of WebEx Productivity Tools for WebEx-only, Personal Conference, and Audio-only meetings-one for hosts, which included the host key and host access code, and one for attendees, which did not include host key or host access code information. If CMR Hybrid was enabled on the site, only one email invitation template was available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and it was the attendee version that does not contain the host key and host access code.

- **WBS29.11 to WBS29.13.2—**In the Windows version of WebEx Productivity Tools, only one email invitation template was available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and it was the attendee version that does not contain the host key and host access code.

- **WBS29.13.10—**For WebEx-only, Personal Conference, and Audio-only meetings, two email invitation templates are available in the Windows version of WebEx Productivity Tools again-one for attendees, and one for hosts, which include the host key and host access codes. CMR Hybrid meetings still only support one email invitation template, which is the attendee version that does not contain the host key and host access code.

- **WBS29.8 to WBS29.13.10—**In the Mac version of WebEx Productivity Tools, only one email invitation template is available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and the attendee version that does not contain the host key and host access code.

For more information, see Productivity Tools.

Usability improvements for the CMR Hybrid integration in Productivity Tools

In WBS 29, usability improvements were added for the CMR Hybrid integration in Productivity Tools, including help text and tool tips for first-time users, collapsible meeting option panels, and status indicators to show whether a WebEx meeting has been added and TelePresence resources have been reserved.

Recording support for CMR Hybrid meetings

Starting with WBS29, you can record video, audio, sharing, chat, and polling for CMR Hybrid meetings. Just press Record as you normally would. For more information, see *Recording and Playback FAQs* in http://www.cisco.com/c/en/us/support/conferencing/webex-meeting-center/products-user-guide-list.html.

Allow people to join by using WebEx

Starting in WBS29, the Allow people to join using WebEx option in the Meeting Options dialog box for a CMR Hybrid meeting is no longer "sticky"-that is, it does not stay checked if was checked for a previous meeting. If you want to allow users to join using WebEx, you must check this box again for each CMR Hybrid meeting.

Listing CMR Hybrid meetings in the My Meetings list

Some issues about listing CMR Hybrid meetings in My WebEx > My Meetings list have been fixed.

Other WebEx features

Some features have been added or enhanced for WebEx-only meetings that do not yet have full support in CMR Hybrid meetings:

- Exceptions to recurring meeting series are not supported for CMR Hybrid meetings. For more information, see the *CMR Hybrid (WebEx-enabled TelePresence) Integration Issues* section in Known Issues/Limitations for Collaboration Meeting Rooms (CMR).

- Personal Rooms are not supported for CMR Hybrid meetings.

- Participants on iPads, iPhones, and Android devices cannot share content in CMR Hybrid meetings.

Caveats

- Resolved Caveats, page 37

Resolved Caveats

The caveats listed in the following table describe issues that were resolved in this release.

Table 1: Resolved Caveats in Release 29.13

Bug number	Severity	Description	Affected Product Area
CSCus79914	3	Cannot share desktop on 2nd monitor when using 150 DPI setting	All
CSCus81797	3	Delay in displaying My Meetings page	All
CSCut22150	3	Incorrect Kanji characters on My WebEx page	All
CSCus79887	2	Problems starting meeting with Mac 10.8 and 10.9 OS	All
CSCut20168	3	Unable to playback recording file on Mac OS configured for Japanese language	All
CSCut24045	2	Mac client does not correctly detect default audio device when Airplay is detected	All

CSCut41682	2	Mac client join errors	All
CSCut51432	2	Unable to convert recording to MP4 using NBR Recording Player	All
CSCut13245	3	When relay state's value is blank, will redirect to error page	All
CSCus90729	3	Mute all/unmute all does not work correctly	Event Center
CSCus94228	3	A word is misspelled in the microphone not detected message	Event Center
CSCus64329	3	Personal Room still can be started by host even if session limit is 1	Meeting Center
CSCus67309	3	Join errors for Chrome browser for Windows XP and Vista	Meeting Center
CSCus73944	3	Personal Room email invites do not properly show site names with aliases	Meeting Center
CSCus86557	3	Host cannot start Meet Now session using Personal Room from Jabber	Meeting Center
CSCus88215	3	Users joining with special characters in their name do not have their name displayed correctly	Meeting Center
CSCus80914	3	Incorrect access code in Mac	Meeting Center
CSCut19109	3	WebEx meeting client launch fails	Meeting Center
CSCus66962	3	Active speaker video switches to wrong speaker in CMR Hybrid	Meeting Center

CSCut15094	3	Unable to share MP4 files in meeting	Meeting Center
CSCut34028	3	Android mobile client users cannot hear voice from PC in VOIP only meeting	Meeting Center
CSCut20624	2	Attendees are unable to watch video shared by Presenter	Meeting Center
CSCut38101	3	Start time is not correct in IE9	Meeting Center
CSCut31393	2	Audio is enabled for attendees before the host joins the meeting	Meeting Center
CSCut36892	2	Meeting does not launch on Win 8.1	Meeting Center
CSCut44690	2	Attendees are being prompted for meeting password on mobile client	Meeting Center
CSCut48781	3	Attendee cannot join before host when join before host time reached	Meeting Center
CSCus81699	3	TSP hybrid audio: Keypad button is not enabled on Mac client	Meeting Center
CSCus92716	3	Personal Room should not be enabled for Cisco WebEx Meetings user	Meeting Center
CSCus84382	3	Registration ID showing zeroes in Training Center sessions	Training Center
CSCut42457	3	Incorrect Global Call-in Numbers are displayed with a Mac	Training Center
CSCus92250	2	Productivity Tool SSO login is not working when site URL redirect is used	Productivity Tools

CSCus74677	3	Productivity Tool error message is not clear when network errors occur	Productivity Tools
CSCut06959	2	Mac Productivity Tool SSO sign-in error	Productivity Tools
CSCut19686	3	Customer is unable to use Productivity Tool to setup a support session	Productivity Tools
CSCut26273	2	Cannot schedule a CMR Hybrid meeting in Mac Productivity Tool	Productivity Tools
CSCut28819	3	Mac Productivity Tool is not properly handling deletion of a single occurrence of a recurring meeting	Productivity Tools
CSCut26660	3	Productivity Tool download not following auto-update flag in Site Administration	Productivity Tools
CSCus92171	2	CMR Hybrid menu option is displayed when CMR Hybrid option is disabled	Productivity Tools
CSCut13308	3	PCN button is being displayed when PCN is disabled	Productivity Tools
CSCut26557	3	Unable to join by number in PT	Productivity Tools
CSCut38794	3	Host is unable to start Meet Now meeting	Productivity Tools
CSCut53357, CSCut53220, CSCut47546	3	Scheduling errors for Lotus Notes users	Productivity Tools

CSCut59164	3	When scheduling CMR Hybrid meetings with Mac Productivity Tools, the video pin number is not being created on TMS and the pin is not displayed in the meeting notice	Productivity Tools
CSCus76213	3	Attendee status mismatch between Register report and Attendance report	Productivity Tools
CSCus97521	3	Unable to start a one-click meeting after WBS29.12.3 upgrade	Productivity Tools
CSCut15719	3	WBS29.12 %MeetingNumberNS% does not work with Productivity Tool template	Productivity Tools
CSCus76998	3	Cannot successfully export users	Site Administration
CSCut28493	3	Export user function fails in some cases	Site Administration

System Requirements and Feature Support

This document describes available features, known issues, and any limitations you may experience when using WebEx services with a variety operating systems and Web browsers.

Note   WebEx will support any Linux distribution as long as it meets the following requirements:

- Kernel: 2.6 or later
- X Lib: X11R6 or later compatible
- C++ Lib: libstdc++ 6
- Desktop Environment: XFce 4.0 or later, KDE, Ximian, Gnome
- GDK/GTK+ version: 2.0 or later
- Glib: 2.0 or later
- Java 1.6

Language Support

Language	Meeting Center[1]	Event Center	Training Center	Support Center
Chinese (Simplified)	Yes	Yes	Yes	Yes

Language	Meeting Center[1]	Event Center	Training Center	Support Center
Chinese (Traditional)	Yes	Yes	Yes	Yes
Dutch	Yes	Yes	Yes	Yes
English	Yes	Yes	Yes	Yes
French	Yes	Yes	Yes	Yes
German	Yes	Yes	Yes	Yes
Italian	Yes	Yes	Yes	Yes
Japanese	Yes	Yes	Yes	Yes
Korean	Yes	No	Yes	Yes
Portuguese (Brazil)	Yes	Yes	Yes	Yes
Russian	Yes	Yes	Yes	Yes
Spanish (European)	Yes	Yes	Yes	Yes
Spanish (Latin America)	Yes	Yes	Yes	Yes
Swedish	Yes	No	No	No

1 Mac localized languages are available only for Meeting Center. Training Center, Event Center, and Support Center do not support the localized languages.

Operating System and Browser Support

	Windows	Mac OS X[1]	Linux[2]
Operating Systems	2003 Server, Vista 32-bit/64-bit, Windows 7 32-bit/64-bit, Windows 8 32-bit/64-bit, Windows 8.1 32-bit/64-bit	10.6, 10.7, 10.8, 10.9, 10.10	Ubuntu 10x and 11x (Gnome), Red Hat 5, 6, Open SuSE 11.4 Fedora 15, 16 (all 32-bit)
Available WebEx Services	All services	Meeting Center Training Center Event Center Sales Center Remote Support	Meeting Center Event Center Training Center Remote Support
Minimum System Requirements			

	Windows	**Mac OS X**[1]	**Linux**[2]
Processor	Intel Core2 Duo CPU 2.XX GHz or AMD processor (2 GB of RAM recommended)	Intel (512 MB of RAM or more recommended)	Intel or AMD x86
JavaScript	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
Other	Active X enabled (unblocked for IE is recommended) Java 6 or later		Java 6, libstdc++ 6.0, GNOME/KDE windowing system
Browsers			
Internet Explorer	7, 8 (32-bit/64-bit), 9 (32-bit/64-bit), 10 (32-bit/64-bit), 11 (32-bit/64-bit)		
Mozilla			
Firefox[3]	Latest	Latest	Latest
Safari		5, 6, 7, 8	
Chrome[3]	Latest 32-bit/64-bit	Latest 32-bit/64-bit	

[1]Joining a Meeting on a Mac

- Starting with Mac OS X 10.7, Apple no longer offers Java as part of the Mac operating system. Since WebEx had previously relied on the Java browser plugin to automatically download the meeting application for first-time users, those who did not have Java installed found it difficult to join a meeting. The dependency on Java has been removed. Instead, the user is asked to install a small plugin that, once installed, handles the rest of the meeting application installation and then starts the meeting.

- When you start or join an event using Event Center for the first time on Safari 6.X and Safari 7, a problem occurs. After you have installed WebEx, Safari requires you to trust the plugin for the site you are attempting to join or start the event from. The page will refresh after that, but you will not join the event. In order to join, go back to the link you originally selected and you will be able to join successfully.

[2]Linux is not supported for Personal Rooms.

[3]Using WebEx on Chrome

- Because Chrome will be removing support for NPAPI, a new joining method using a Chrome extension has been provided for using WebEx starting with Chrome 38. When using WebEx for the first time on Chrome, users will be guided through a one-time process to add the extension and update the WebEx application. After the first time, users can join without the extra steps.

Windows XP and Internet Explorer 6 End-of-Support Announcement

As you may be aware, Microsoft has announced that Windows XP will no longer be supported as of April 8, 2014. If you are using Windows XP, we highly recommend that you upgrade to a supported version of Windows. We understand that not everyone will be able to meet the Microsoft time line, so WebEx will continue Windows XP support through the end of 2014, with one exception—if an issue comes up with Windows XP that requires Microsoft changes, WebEx will be unable to fix the issue because Microsoft will no longer be providing updates. Starting in January 2015, WebEx will no longer support Windows XP. We recommend that you upgrade to a supported version of Windows before this date.

To keep up with current web standards, WebEx will no longer support Internet Explorer 6, starting with the WBS29.8 release. We recommend that you upgrade to a more recent version of Internet Explorer or use a different browser before your WebEx site is updated to WBS29.8.

Citrix XenDesktop and XenApp Support

Added support for Citrix XenDesktop 5.0, 5.5, 7.0, and XenApp 6.5 where the host operating system and virtual operating system are both Windows (Windows XP or Windows 7). Host OS is the operating system installed on the end user's local computer. Virtual OS is the operating system delivered by the server.

See Cross-platform Known Issues and Limitations for additional information.

Cross-platform Features

These features are supported in each WebEx service.

Meeting Center

	Windows	Mac OS X	Linux
Host meetings	yes	yes	yes
Attend meetings	yes	yes	yes
Join teleconference before host	yes	yes	yes
Attendee ready indicator	yes	yes	yes
Quick Start tab (for inviting and reminding participants)	yes	yes	no
Send meeting transcript	yes	no	no

	Windows	**Mac OS X**	**Linux**
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes)	yes	yes	no
Application sharing and annotation	yes	yes	yes
Web content browser sharing and annotation	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes
File and whiteboard sharing and annotation	yes	yes	yes
Web content sharing	yes	yes	yes
Remote desktop control	yes	yes	yes
Remote application control	yes	yes	yes
Web browser remote control	yes	yes	yes
Desktop remote control	yes	yes	yes
PowerPoint animations and transitions	yes	view only	view only
Automatically play presentations	yes	yes	yes
Automatically advance presentations	yes	yes	yes
Chat	yes	yes	yes
High-quality video	yes	yes	view only
High-definition video	yes	yes	no
Full-screen video view with high-definition video	yes	yes	no

	Windows	**Mac OS X**	**Linux**
Active-speaker switched video	yes	yes	yes
Offload video processing to GPU	yes	yes	no
Self view when sending video	yes	yes	no
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	yes	yes
Third-Party Audio (TSP)	yes	yes	yes
Personal Conferencing	yes	yes	yes
Integrated Internet phone (VoIP)	yes	yes	yes
Client-side recording (WRF)	yes	no	no
Network-based recording (ARF)	yes	yes	yes
Stand-alone playback (WRF/ARF)	yes	yes	no
Playback in browser (WRF/ARF)	yes	yes	yes
Edit recordings (WRF)	yes	no	no
Polling	yes	yes	yes
Printing	yes	no	no

	Windows	**Mac OS X**	**Linux**
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic
Notes and closed captioning	yes	yes	yes
Customized information tab	yes	no	no
32-bit and 64-bit Microsoft Outlook integration	yes	no	no

Event Center

	Windows	**Mac OS X**	**Linux**
Host events	yes	yes	yes
Attend events	yes	yes	yes
Join teleconference before host	yes	yes	yes
Quick Start tab (for inviting and reminding participants)	yes	yes	no
Attendee ready indicator	no	yes	no
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	yes	no
Panelists	yes	yes	yes
Q&A	yes	yes	yes

	Windows	**Mac OS X**	**Linux**
Application sharing and annotation	yes	yes	yes
Web content browser sharing and annotation	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes
File and whiteboard sharing and annotation	yes	yes	yes
Web content sharing	yes	yes	yes
PowerPoint animations and transitions	yes	view only	view only
Automatically play presentations	yes	yes	yes
Automatically advance presentations	yes	yes	yes
Chat	yes	yes	yes
High-quality video	yes	yes	view only
High-definition video	no	no	no
Full-screen video view with high-quality video	yes	yes	yes
Active-speaker switched video	yes	yes	yes
Offload video processing to GPU	no	no	no
Self view when sending video	yes	yes	no
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no
Third-Party Audio (TSP)	yes	no	no

	Windows	**Mac OS X**	**Linux**
Integrated Internet phone (VoIP)	yes	yes	yes
Client-side recording (WRF)	yes	no	no
Network-based recording (ARF)	yes	yes	yes
Stand-alone playback (WRF/ARF)	yes	yes	no
Playback in browser (WRF/ARF)	yes	yes	yes
Edit recordings (WRF)	yes	no	no
Polling	yes	yes	yes
Printing	yes	no	no
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic
Customized information tab	yes	no	no
32-bit and 64-bit Microsoft Outlook integration	yes	no	no

Support Center

	Windows	**Mac OS X**	**Linux**
Host support session	yes	yes	yes
Attend support session	yes	yes	yes
Record sessions	yes	no	no

	Windows	**Mac OS X**	**Linux**
Remote computer access	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes
File sharing and annotation	yes	no	no
Share web content (customer service representative)	yes	no	no
View web content (customer)	yes	yes	no
Remote print	yes	no	no
Chat	yes	yes	yes
Reboot remote computer and reconnect (safe mode)	yes	no	no
Display user system information	yes	limited	limited
Log on as different user	yes	no	no
High-quality video	yes	no	no
High-definition video	no	no	no
Full-screen video view with high-quality video	yes, but without thumbnails	no	no
Active-speaker switched video	no	no	no
Offload video processing to GPU	no	no	no
Self view when sending video	no	no	no
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	no	no	no

	Windows	Mac OS X	Linux
Third-Party Audio (TSP)	no	no	no
Client-side recording (WRF)	yes	no	no
Network-based recording (ARF)	yes	yes	yes
Stand-alone playback (WRF/ARF)	yes	yes	no
Playback in browser (WRF/ARF)	yes	yes	yes
Edit recordings (WRF)	yes	no	no
Integrated Internet phone (VoIP)	yes	yes	yes
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic

Training Center

	Windows	Mac OS X	Linux
Host training sessions	yes	yes	yes
Attend training sessions	yes	yes	yes
Join teleconference before host	yes	yes	yes
Attendee ready indicator	yes	yes	yes
Breakout sessions	yes	yes	yes
Hands-on Lab sessions	yes	yes	no
Q&A	yes	yes	yes

	Windows	Mac OS X	Linux
Quick Start tab (for inviting and reminding participants)	yes	yes	no
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	yes	no
Application sharing and annotation	yes	yes	yes
Web content browser sharing and annotation	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes
File and whiteboard sharing and annotation	yes	yes	yes
Desktop sharing	yes	yes	yes
Remote application control	yes	yes	yes
File and whiteboard sharing and annotation	yes	yes	yes
PowerPoint animations and transitions	yes	view only	view only
Automatically play presentations	no	no	no
Chat	yes	yes	yes
High-quality video	yes	yes	view only
High-definition video	yes	yes	no
Full-screen video view with high-quality video	yes	yes	no
Active-speaker switched video	yes	yes	yes

	Windows	**Mac OS X**	**Linux**
Offload video processing to GPU	no	no	no
Self view when sending video	yes	yes	no
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no
Third-Party Audio (TSP)	yes	no	no
Integrated Internet phone (VoIP)	yes	yes	yes
Client-side recording (WRF)	yes	no	no
Network-based recording (ARF)	yes	yes	yes
Stand-alone playback (WRF/ARF)	yes	yes	no
Playback in browser (WRF/ARF)	yes	yes	yes
Edit recordings (WRF)	yes	no	no
Polling	yes	yes	yes
Offline polling editor	yes	no	no
Renaming tabs (for file sharing and polls)	yes	yes	no
Printing	yes	no	no

	Windows	**Mac OS X**	**Linux**
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic	basic	basic
Multimedia files	yes	yes (QuickTime)	no
Floating icon tray	yes	yes	no
32-bit and 64-bit Microsoft Outlook integration	yes	no	no

Cross-platform Known Issues and Limitations

This section contains known issues and limitations about the browsers and operating systems supported by WebEx. For information about other known issues, see the individual release notes for each service.

Presentation Studio On Demand

- Presentation Studio does not support OpenSolaris and newer versions of Linux distributions.

Linux 64-bit support

- 64-bit Linux distributions are not officially supported.

- Firefox 64-bit is not supported.

Microsoft Office 2010 support

- UCF Toolkit is not supported with Microsoft Office 2010 64-bit.

- New animations, transitions, and 3D graphics introduced in Microsoft Office 2010 are not supported.

- Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.

Microsoft Office 2013 Support

- If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files:

  - Animations and transitions

  - Embedded video or audio files

- • PowerPoint notes in a dedicated panel

- • UCF Toolkit

- If you have customized your Info Tab, some custom elements may not be supported. We recommend that you validate it to make sure it continues to display properly in a WebEx meeting.

- In a few cases, the following problems might occur:

  - • Text and fill colors might be slightly different from the actual colors in a slide.

  - • Some graphic elements might be missing from a slide.

  - • Fonts might appear blurry on a slide or might be different from the original.

  - • The size of shapes might be different from the original.

- If an object in a PowerPoint presentation does not display correctly in edit mode, it is automatically removed in Slide Show view; however, the object may continue to display when the file is shared in a WebEx meeting.

- You cannot share password-protected PowerPoint 2013 files using the file sharing feature. Use the application sharing or desktop sharing features instead.

- You cannot share Excel 2013 files on Windows 8 and 8.1 using the file sharing feature. Use the application sharing or desktop sharing features instead.

- You cannot share Word 2013 (64-bit) documents on Windows 8 and 8.1 (64-bit) using the file sharing feature. Use the application sharing or desktop sharing features instead.

Windows 2000

Windows 2000 is no longer supported starting in this release. Users of Windows 2000 may still be able to join meetings, but performance is not guaranteed.

Mac OS

- Users of Mac OS X 10.5 or earlier are no longer able to connect to a WebEx meeting.

- Users of the Mac PowerPC platform are no longer able to connect to a WebEx meeting.

- The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Firefox 4.0 or higher

The Windows operating system supports only the 32-bit version Firefox.

Citrix XenDesktop and XenApp

- Due to an architectural limitation of the virtual desktop environment, sending video may not work smoothly. In addition, when sending video in a meeting, the frame rate may be very low. This will result in a less-than-optimal user experience when sending video.

- Some video files cannot be shared in a virtual desktop environment.

- If the host operating system is Mac OS, webcam and microphone (either external or integrated) may not be recognized and cannot be used in a meeting.

- Remote Access and Access Anywhere are not supported because the Remote Access and Access Anywhere agents will be automatically removed by the underlying Citrix platform after the operating system restarts.

- Productivity Tools users cannot start a One Click meeting or start a scheduled meeting from Outlook successfully.

- When using Productivity Tools as a published app on XenApp, a user must log out of the Productivity Tools app before exiting the app. Otherwise, the session ID will not be automatically be cleared from the server.

Mac OS X 10.8 Mountain Lion

When starting or joining a meeting using PAC proxy on Mac OS X 10.8 Mountain Lion, the meeting application crashes. This is an operating system bug that was reported to Apple (Apple bug report # 11844696). The issue was resolved in the Mac OS X 10.8.2 build.

Internet Explorer 10 and 11

The "Enhanced Protected Mode" in Internet Explorer 10 and 11 on the desktop is not supported. Since this mode offers plugin-free browsing experience, the WebEx add-ons are disabled and neither ActiveX nor Java download methods can be used. Users can still use the temporary folder solution (TFS) to join a meeting. Alternatively, users can choose to turn off Enhanced Protected Mode in order to join the meeting normally.

Windows 8 and 8.1

- Users cannot share Excel files on devices running 32-bit and 64-bit versions of Windows 8 and 8.1 using 32-bit and 64-bit versions of Excel.

- For file sharing, you must have Adobe Reader to share PDFs.

- When file sharing Microsoft PowerPoint files in "Print Driver" mode, some content may not appear. We recommend that you use our standard "UCF" mode, application sharing, or desktop sharing instead.

- For file sharing, we recommend that you use a 32-bit version of Microsoft Office because the 64-bit version of Word is not supported.

- If a presenter using Windows 8 or 8.1 shares his or her application or desktop, other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.

- When connecting to remote computer with Windows 8 or 8.1, the local screen will not be able to be blacked out.

Windows 8.1 Only

- File sharing Word documents for the 32-bit version of Microsoft Office 2010 is not supported for Windows 8.1. We recommend that you use application sharing or desktop sharing instead.

C H A P T E R 4

Productivity Tools

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

-
- WebEx Productivity Tool Support, page 63
- Known Issues and Limitations for Windows, page 69
- Known Issues and Limitations for Mac, page 77

What's New

The following list shows recent features and enhancements for Productivity Tools, listed by release version number. Versions that did not include major updates are not listed.

WBS29.13.10

Productivity Tool improvements for CMR Hybrid (WebEx-enabled TelePresence) meetings

The following improvements were added to WebEx Productivity Tools support for CMR Hybrid (WebEx-enabled TelePresence) meetings in WBS29.13.10:

The Windows version of WebEx Productivity Tools restored support for two email templates (one for hosts and one for attendees) for CMR Hybrid meetings, instead of the previous single email template that had been used since WBS29.11.

The Windows version of restored support for the Add Personal Conference Meeting and Add Audio-Only Meeting buttons for CMR Hybrid users.

For more information, see Productivity Tools.

WBS29.13

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools. For more information, see Productivity Tools.

Content view enhancements

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- The content viewing icon at the top of the content area in the meeting window has changed from **Fit to width** to **Fit to viewer** for easy access to one of the most common viewing options for screen sharing (formerly "desktop sharing"), file sharing, and application sharing. The default view is also now **Fit to viewer**. The option remains **Fit to width** for sharing the whiteboard.

- Full-screen view has the same defaults for content viewing, unless user manually chooses another option before going to that view.

In-meeting audio prompts

English language audio prompts have been updated to improve consistency of prompt tone and voice quality.

Updates for operating system and browser support

Support was updated for operating systems and browsers. See System Requirements and Feature Support for more information.

WBS29.11

Mac version of WebEx Productivity Tools

The Mac version of WebEx Productivity Tools has an improved feature set to help you use WebEx with Microsoft Outlook on your Mac:

- The Mac version includes a brand-new user interface

- Users are allowed to schedule recurring meetings and create exceptions to the meeting series. Users cannot add a WebEx meeting to a single occurrence of a recurring meeting series if the recurring meeting series does not have a WebEx meeting added to it. In addition, changes to a single occurrence of a recurring CMR Hybrid (WebEx-enabled TelePresence) meeting series are not supported.

- All audio options are fully supported in WebEx scheduling, including Other Teleconference, Meeting Place audio, and others.

- It is now easy to assign an alternate host when you're scheduling your meeting.

- Assistants are now able to schedule on behalf of other users.

- All WebEx standard 13 languages are supported

- Improvements have been made for screen reader support and keyboard accessibility.

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

Windows version of WebEx Productivity Tools

- Users can now modify individual meetings within a recurring meeting series to create exceptions:

  - The following cases are supported for exceptions to the meeting series:
    - A WebEx meeting can be removed from a single occurrence of a recurring WebEx meeting.

    - Updating a single occurrence of a recurring WebEx meeting is supported.

    - Deleting a single occurrence of a recurring WebEx meeting is supported.

  - The following cases are not supported for exceptions to the meeting series:

- ◦ • Editing is not supported for a single meeting that is either an occurrence of or an exception to a meeting series if the start and end times for that meeting are before the current time.

  - • Updates to a single occurrence of a recurring CMR Hybrid (WebEx-enabled TelePresence) meeting are not supported.

  - • The Cisco Smart Scheduler does not support making changes to a single occurrence of a recurring CMR Hybrid meeting.

  - • Users cannot add a WebEx meeting to a single occurrence of a recurring meeting series if the recurring meeting series does not have a WebEx meeting added to it.

- ◦ The feature that allows a user to schedule WebEx meetings on behalf of another host has been simplified so that the only requirement now is to specify the delegation setting for your WebEx account.

- ◦ Starting in WBS29.11, all email invitation templates that were generated from meetings scheduled with WebEx Productivity Tools used a single email template, with the same information for both host and attendee. This support changed in WBS29.13.10, when the Windows version of WebEx Productivity Tools returned to supporting separate email invitation templates for hosts and attendees for WebEx-only meetings, Personal Conference meetings, and Audio-Only meetings. However, CMR Hybrid meetings continue to support only one email invitation, so the host and the attendee will receive the same invitation.

WBS29.8.1

WebEx ball icon

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

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.

WBS29

TelePresence integration support

The following usability improvements have been made for scheduling and starting WebEx-enabled TelePresence meetings with WebEx Meeting Center and Cisco TelePresence using WebEx Productivity Tools and Microsoft Outlook:

- Help bubbles and tooltips are displayed the first time a user creates an WebEx-enabled TelePresence meeting.

- The WebEx and TelePresence meeting options panels are collapsible.

- If you schedule a WebEx-enabled TelePresence meeting and then open it again, status indicators show whether a WebEx meeting has been added and whether TelePresence rooms have been reserved or video call-in participants have been added for the meeting.

Your system must meet the following requirements to use WebEx Productivity Tools for scheduling WebEx-enabled TelePresence meetings:

- Cisco TelePresence Management Suite (Cisco TMS) version 14.3.2

- Cisco TelePresence Management Suite Extension for Microsoft Exchange (Cisco TMSXE) version 3.1

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 10.10
Microsoft Outlook 2000 SP3/ Microsoft Exchange Server 2000	Yes	Yes	Yes	No	No	No	No	No
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 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 10.10
Microsoft Outlook 2007/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	Yes	Yes	No
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 10.10
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.X	-	-	-	-	-	-	-	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

Changes have been made to the email invitation templates for Productivity Tools between WBS28.12.2 and WBS29.13:

- **WBS28.9 to WBS28.12.27**—If CMR Hybrid was not enabled on the site, there were two email invitation templates in the Windows version of WebEx Productivity Tools for WebEx-only, Personal Conference, and Audio-only meetings-one for hosts, which included the host key and host access code, and one for attendees, which did not include host key or host access code information. If CMR Hybrid was enabled on the site, only one email invitation template was available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and it was the attendee version that does not contain the host key and host access code.

- **WBS29.11 to WBS29.13.2**—In the Windows version of WebEx Productivity Tools, only one email invitation template was available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and it was the attendee version that does not contain the host key and host access code.

- **WBS29.13.10**—For WebEx-only, Personal Conference, and Audio-only meetings, two email invitation templates are available in the Windows version of WebEx Productivity Tools again-one for attendees, and one for hosts, which include the host key and host access codes. CMR Hybrid meetings still only

support one email invitation template, which is the attendee version that does not contain the host key and host access code.

- **WBS29.8 to WBS29.13.10**—In the Mac version of WebEx Productivity Tools, only one email invitation template is available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and the attendee version that does not contain the host key and host access code.

The Mac version of WebEx Productivity Tools still uses a single email template, so if a host edits older meetings with the Mac version of Productivity Tools that were created from the version WBS29.13 or later Windows version of WebEx Productivity Tools, due to the Mac version limitation to one single email template, a new email template will be generated with new content based on the single unified email template for both host and attendees.

In addition, if a host forwards a WebEx meeting by using the **Forward** command in Microsoft Outlook, Windows Productivity Tools will not be able to identify host's forwarding behavior and will send an email for attendee's view in the email invitation instead of host's own email invitation.

In some complex circumstances, if a host cancels an individual meeting that is an exception to a meeting series and then edits a meeting series, the cancellation notice for the meeting that is sent to attendees, which is not supposed to contain WebEx meeting information because the meeting was canceled, would actually contain updated information for the update meeting series.

Recurring meeting support

Users cannot add a WebEx meeting to a single occurrence of a recurring meeting series if the recurring meeting series does not have a WebEx meeting added to it. In addition, changes to a single occurrence of a recurring CMR Hybrid (WebEx-enabled TelePresence) meeting series are not supported. See "CMR Hybrid (WebEx-enabled TelePresence) integration issues" below for additional information about recurring meeting limitations for CMR Hybrid meetings.

Silent installation or mass deployment of Productivity Tools

If the administrator performs a silent installation or mass deployment of Productivity Tools for users at your site, those users will not be able to edit any of the settings on the Tools panel of the WebEx Settings dialog box. In addition, performing a silent installation may cause some settings on the Productivity Tools page of the Site Administration tool to be ignored.

For the customers who have performed a mass-installation of WebEx Productivity Tools and try to upgrade to a new version, we recommend that you perform a silent uninstallation first before performing a mass installation of the new version.

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.

For more information about silent installation or mass deployment of Productivity Tools, see IT Administrator Guide for Mass Deployment of WebEx Productivity Tools.

Address button on WebEx Productivity Tools panel

On the WebEx Productivity Tools panel, the Address button that allows you to select email addresses from your Microsoft Outlook address book is not supported for the 64-bit version of Microsoft Outlook.

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.

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 for CMR Hybrid (WebEx-enabled TelePresence) meetings

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 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.

CMR Hybrid (WebEx-enabled TelePresence) integration issues

The following issues apply to the WebEx integration with TelePresence in the CMR Hybrid solution:

- **Scheduling CMR Hybrid meetings**

    If your administrator has turned on the TelePresence integration for your WebEx site, you can schedule CMR Hybrid (WebEx-enabled TelePresence) meetings with Microsoft Outlook for Windows. This option is only available for sites with TelePresence integration turned on. Once this option has been turned on, you may have to upgrade your Productivity Tools, exit Outlook, and then Outlook again in order to see the new interface.Starting in WBS29, the Allow people to join using WebEx option in the Meeting Options dialog box for a CMR Hybrid meeting is no longer "sticky"-that is, it does not stay checked if was checked for a previous meeting. If you want to allow users to join using WebEx, you must check this box again for each CMR Hybrid meeting.

- **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.

- **Email invitation templates for CMR Hybrid meetings**

    CMR Hybrid meetings still only support one email invitation template, which is the attendee version and that does not contain the host key and host access codes. To view the host key and host access code, CMR Hybrid meeting hosts need to log in to the WebEx site to see the meeting information page, or they need to log in to their WebEx site through WebEx Productivity Tools to view the information in their Advanced WebEx Settings dialog box. See the *Email invitation templates* section earlier in this section for additional information about email template support in Productivity Tools.

    The Windows version of Productivity Tools for CMR Hybrid meetings does not currently support sending HTML email invitations. The email invitations are available only in plain text format.

    The Productivity Tools email templates for CMR Hybrid meetings do not contain the "%ConfCallParticipant%" variable, to allow an audio-only caller to join only the audio portion of the meeting by selecting that option from a mobile device. Instead, mobile device users (assuming they have data and voice connectivity simultaneously) can select the **Join WebEx** meeting link or URL in their invitation, and join the CMR Hybrid meeting using the Cisco WebEx Meetings mobile application for audio as well as two-way video and data and content sharing consumption. Or they can pick up or manually dial the call-in number and meeting ID number or access code in the invitation from their mobile device.

- **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 might 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.

- **Exceptions to a Recurring Meeting Series**

  The following issues exist for exceptions to a recurring meeting series using CMR Hybrid meetings and Productivity Tools:

  - Exceptions to a recurring meeting series for CMR Hybrid meetings are still NOT supported as of WBS29.13, and users are warned accordingly (for example, unsupported editing options are disabled, and error messages are included in email invitations) when they attempt to schedule them using Productivity Tools.

  - WebEx meeting applications and TelePresence devices can join the same CMR Hybrid meeting, even if a normal exception to a meeting series has been created. WebEx does not support creating orphan meeting exceptions, such as adding WebEx to a single occurrence of a meeting series.

  - Hosts can still edit the following items for a CMR meeting series that does not have exceptions: WebEx special properties, such as alternate hosts, audio options, and the WebEx meeting password; Microsoft Outlook common properties, such as subject and attendees; and TelePresence properties.

  - Once an exception has been made to a CMR Hybrid recurring meeting series, the following conditions exist:

    - The Outlook common properties can still be edited for both the exception and the meeting series.

    - The TelePresence properties cannot be edited for either the exception or the meeting series (the panel for editing TelePresence settings is disabled).

    - The WebEx special properties cannot be edited for either the exception or the meeting series.

  - If a WebEx-only meeting series has exceptions, TelePresence cannot be added to it.

  - Unlike prior releases, in WBS 29.11.3 and later, the following features are not available for CMR Hybrid users:

    - CMR Hybrid users do not have the ability to edit the TelePresence properties or WebEx special properties in a CMR Hybrid series that has exceptions.

    - CMR Hybrid users do not have the ability to add or remove TelePresence or WebEx entirely from a series if it has exceptions

  - The Mac version of Productivity Tools, which is new in WBS29.13, is expected to have similar limitations for exceptions to a meeting series.

- **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.

- **Telephony service provider (TSP) audio**

For some telephony service provider (TSP) audio accounts, if a host with a TSP account schedules two adjacent CMR Hybrid or CMR Cloud meetings, with the second one scheduled to start immediately after the first one ends, and if the TelePresence scheduling system automatically extends the first meeting past the scheduled end, the second meeting will end automatically because the host because the same TSP audio account cannot be used for both meetings at the same time.To work around this problem, hosts can set up two different TSP audio accounts with different host access codes, and use one account for the first meeting and the other account for the second meeting. Another option is the administrator to turn off the option for the TelePresence systems to automatically extend the meeting.

- **Support for Microsoft Office 365, Microsoft Outlook 2010, and Windows 8 and 8.1**

WebEx sites that have the CMR Hybrid integration enabled may require the latest versions of Cisco TelePresence Management Suite (Cisco TMS) and Cisco TelePresence Management Suite Extension for Microsoft Exchange (Cisco TMSXE) to support Microsoft Office 365, Microsoft Outlook 2010, or Windows 8 and 8.1. For more information, see *Prerequisites* in the *Cisco WebEx Features and Important Notes* chapter of the *Cisco Collaboration Meeting Rooms (CMR) Hybrid Configuration Guide* on the Cisco TelePresence Management Suite (TMS) Configuration Guides page.

- **Instant Meetings and Personal Room meetings**

You cannot start an instant CMR Hybrid meeting; you can only schedule CMR Hybrid meetings. When CMR Hybrid users start instant meetings, they are WebEx-only meetings and do not include TelePresence integration.

Starting with WBS29.11, instant meetings that you start with the **Meet Now** command (formerly called **One-Click Meeting**) are held in your Personal Room by default. You can change this option in Preferences. CMR Hybrid users also have Personal Rooms, but only users who join from a WebEx meeting application or app can join those Personal Rooms. In order to have a Personal Room meeting that users can join from a video conferencing system or application, the WebEx site and host account must be enabled for CMR Cloud.

A workaround for an instant meeting that uses both WebEx and TelePresence is to start a meeting from a TelePresence system and then the named host has selects **Instant WebEx Meeting** on the meeting detail page to generate a URL that allows external participants to join the TelePresence meeting from a WebEx application or mobile application.

- **Scheduling WebEx-only or TelePresence-only meetings**

WebEx sites that have the CMR Hybrid integration enabled require Cisco TelePresence Management Suite Extension for Microsoft Exchange (Cisco TMSXE) in order for CMR Hybrid users to schedule WebEx-only meetings or TelePresence-only meetings with Productivity Tools.

- **Maximum of two simultaneous meetings per host**

WebEx sites that have the CMR Hybrid integration enabled do not allow a host to have more than two CMR Hybrid meetings started at the same time.

- **Personal Conference and Audio-Only meetings**

Although a CMR Hybrid user can schedule a Personal Conference meeting for sites that have WebEx Audio or an Audio-Only meeting for sites that have telephony service provider (TSP) audio, it is a WebEx-only meeting type and does not include CMR Hybrid integration.

- **No branding or customizing of CMR Hybrid features**

Site administrators cannot change the branding for the CMR Hybrid Meeting Options panel, cannot hide information in the Meeting Options panel or in the TelePresence or WebEx Advanced Settings dialog boxes, and cannot limit the number of video call-in participants the user can enter.

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.

Email invitation templates

In the Mac version of WebEx Productivity Tools, only one email invitation template is available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and the attendee version that does not contain the host key and 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 Preferences within the WebEx Productivity Tools menu to view their audio information, if required. This information is also available on the WebEx site in the Audio section of the Preferences page.

In WBS29.13, the Windows version of WebEx Productivity Tools regained the ability to have two separate email templates, but The Mac version of WebEx Productivity Tools still uses a single email template, so if a host edits older meetings with the Mac version of Productivity Tools that were created from the version WBS29.13 or later Windows version of WebEx Productivity Tools, due to Mac version's limitation to one single email template, a new email template will be generated with new content based on the single unified email template for both host and attendees. In addition, if a host forwards a WebEx meeting through the Forward command in Microsoft Outlook, Windows Productivity Tools will not be able to identify host's forwarding behavior and will send an email invitation with the attendee view instead of the host's own email invitation.

Recurring meeting support

Users cannot add a WebEx meeting to a single occurrence of a recurring meeting series if the recurring meeting series does not have a WebEx meeting added to it. In addition, changes to a single occurrence of a recurring CMR Hybrid (WebEx-enabled TelePresence) meeting series are not supported. See *CMR Hybrid (WebEx-enabled TelePresence) integration issues* below and in Known Issues/Limitations for Windows for additional information about recurring meeting limitations for CMR Hybrid meetings.

Microsoft Office 365 support

Microsoft Office 365 is not yet supported for the Mac version of WebEx Productivity Tools.

Site administration options for Productivity Tools

In the Site Administration tool, on the Productivity Tools page, the options under "Installation Options" and "Integrations" apply only to the Windows version of WebEx Productivity Tools. They do not affect the Mac version Productivity Tools. In addition, the only integration that is available for the Mac version of Productivity Tools is the integration to Microsoft Outlook.

Microsoft Outlook support

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

- Only version 14.x of Microsoft Outlook for Mac is supported. Microsoft Outlook 2015 is not yet 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.

- Before single sign-on users first log in to WebEx Productivity Tools for the Mac, they must go to the WebEx site to accept the site certification manually with Safari.

CMR Hybrid (WebEx-enabled TelePresence) integration issues

The same issues that exist for the WebEx-enabled TelePresence integration (CMR Hybrid) for the Windows version of WebEx Productivity Tools also apply to the Mac version. For more information about these issues, see *CMR Hybrid (WebEx-enabled TelePresence) integration issues* in Known Issues/Limitations for Windows.

The Mac version of WebEx Productivity Tools does not support Microsoft Office 2011 for scheduling CMR Hybrid meetings. Mac users who have this version of Microsoft Office and who want to schedule CMR Hybrid meetings have the following options:

- Schedule the meeting using the Smart Scheduler for the TelePresence Management Suite for any web browser (Mac, iPhone, iPad, and Android devices).

- Schedule the meeting using the "Scheduling Mailbox" for any mail application.

If you use these alternative scheduling methods, the meetings will not appear in your "My Meetings" list on the WebEx site or in your mobile application. In addition, proxy-controlled rooms are not supported.

WebEx Audio

WebEx Integrated Audio provides a high-performance, feature-rich, telephony-based audio conference service. This service can be used in a stand-alone mode or fully integrated within a WebEx meeting.

What's New

WBS29.13

In-meeting audio prompts

English language audio prompts have been updated to improve consistency of prompt tone and voice quality.

Features

WebEx Audio (hybrid audio)

WebEx Audio (hybrid audio) provides flexibility for the attendees to join an audio conference using their computer (VoIP) or a phone. There are no meeting-level options to enable or disable this feature; it is available at all times that the WebEx audio is available within a WebEx meeting. Features such as muting and un-muting, icons, and active-talker notification operate identically for attendees. Attendees may transition at any time from using their computer to phone or vice a versa. Attendee status and the mode that they are using to connect to the conference can be seen in the Participant list.

WebEx Audio (hybrid audio) is supported on the following services and platforms:

Support for WebEx Audio (Hybrid Audio)	Windows	Macintosh	Linux/Solaris
Solaris Meeting Center	Yes	Yes	Yes
Training Center	Yes	Yes	Yes
Event Center	No	No	No
Support Center	No	No	No

Frequently Asked Questions

Q. What's the capacity for WebEx Audio?

A. WebEx Audio capacity is 1000 attendees for all supported WebEx services with 500 attendees on telephony and 500 on WebEx integrated VoIP.

Q. Are there any calling restrictions from certain locations?

A. Yes, this document outlines those restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Q. Does WebEx Audio support a mixed-mode or hybrid audio conference with VoIP attendees?

A. Yes, WebEx Audio supports a hybrid audio in selected services. (Refer to the table above.)

Q. What are the known issues and limitations for CMR Hybrid (WebEx-enabled TelePresence) and CMR Cloud meetings that use telephony service provider (TSP) audio?

A. For some telephony service provider (TSP) audio accounts, if a host with a TSP account schedules two adjacent CMR Hybrid or CMR Cloud meetings, with the second one scheduled to start immediately after the first one ends, and if the TelePresence scheduling system automatically extends the first meeting past the scheduled end, the second meeting will end automatically because the same TSP audio account and host access code cannot be used for both meetings at the same time.

To work around this problem, hosts can set up two different TSP audio accounts with different host access codes, and use one account for the first meeting and the other account for the second meeting. Another option is for the administrator to turn off the option for the TelePresence systems to automatically extend the meeting.

Audio Options

✎

Note   For information about audio options supported for each operating system, see System Requirements and Feature Support.

		Available In			
Feature	**Description**	**Meeting Center**	**Event Center**	**Support Center**	**Training Center**
WebEx Teleconference	This audio option is integrated into your WebEx online session. Choose from these options: • Call in: WebEx provides a toll or toll-free phone number to call when joining a session (global numbers are also available). • Call back: When you join a session, enter your phone number and WebEx calls you.	Yes	Yes	No	Yes
Audio broadcast	One-way audio, for meetings where attendees only listen. A host speaks by using a microphone connected to their computer.	No	Yes	No	No

		Available In			
Feature	**Description**	**Meeting Center**	**Event Center**	**Support Center**	**Training Center**
Integrated Voice-over-IP (VoIP) Audio	Instead of using a telephone, use your computer to send the audio over the Internet.	Yes	Windows only	Yes	Windows only
Personal Conferencing	Personal Conferencing allows you to start an audio conference and then optionally expand the meeting to include an online meeting including video conferencing. A Personal Conferencing account can have up to three sets of access numbers (host and attendee access codes). To sign up for a Personal Conferencing account, go to the My WebEx tab and select **Personal Conferencing**.	Yes	No	No	No
Other Teleconference Service	Use a third-party teleconference service.	Yes	Yes	Yes	Yes

Audio Feature Comparisons

Feature	Description	Audio Broadcast	WebEx Audio[2]	Integrated VoIP	Personal Conferencing
Conference size	When choosing an audio option, consider the size of the group that will attend your session.	3,000 attendees	1000 attendees (500 on telephony and 500 on WebEx VoIP)	500 attendees (1,000 for Training Center)	500 attendees
Multiple speakers	How many active speakers are required in the conference	Only hosts, presenters and panelists can speak by default	No limitations	No limitations	No limitations
Entry and exit tones	WebEx can play to let you know when attendees join and leave the session.	No	Yes	No	Yes
Mute on entry	Automatically mute attendee microphones when they enter the session.	n.a.	Yes	Yes	No
Automatically start the audio conference	Start the audio when an attendee joins the session. If the host has not yet joined, attendees hear a recorded message that informs them that the host has not yet joined.	Yes	Optional	No	Optional

Feature	Description	Audio Broadcast	WebEx Audio[2]	Integrated VoIP	Personal Conferencing
Save default settings	Save default audio settings in your MyWebEx profile to make it easier to start and schedule session with your preferred settings.	Yes	Yes	Yes	Yes
Reports	Run reports that show your WebEx audio usage.	Yes	Yes	Yes	Yes
TCP/UDP support	WebEx supports the UDP and TCP protocols.	Yes	NA	Yes	NA
Support for WebEx Audio (hybrid audio) meeting	WebEx Audio (hybrid audio) meeting where attendees have the flexibility to join a conference through telephone or through desktop-based VoIP.	Yes	Yes	No	NA

2   WebEx Audio includes hybrid audio.

CHAPTER **6**

Video

WebEx Meeting Center, Training Center, and Support Center have high-definition video capability. WebEx Meeting Center, Event Center, Training Center, and Support Center continue to support high-quality video.

For detailed instructions on using WebEx video, see the user guide on the Support page of your WebEx service site.

What's New

WBS29.11

Video enhancements

- New Video panel layout default settings and consolidated controls allow users to view video and switch between layouts more easily:
  - New video layout options at top of video window on the participant list when a video is being sent.
  - When one user sends video, the default meeting window view changes to 50% video view (unless sharing is going on).
  - When two or more people send video, the video panel automatically changes to video thumbnail view.
  - If a web camera is detected, users are asked whether they want to start their video. In the same prompt, users can also choose to start their video in all meetings. This setting can be changed in video settings by selecting the gear-shaped **Settings** icon on top of the video window.

- The starting frame rate for thumbnails and active video has increased to 15 fps, improving the video experience in good bandwidth environments.

- In case of low bandwidth when video cannot be sent, the user receives a descriptive error message after 5 seconds that indicates that the user has bandwidth or local computer issues that may affect video display.

- In case video stops due to the above low bandwidth error in CMR Hybrid meetings, it starts sending video again automatically when the bandwidth improves or the local computer issues are remedied.

High-Definition Video Features

Feature	Description	Meeting Center	Event Center	Training Center	Support Center
Up to high-definition resolution (720p)	Video resolution can go up to high-definition 720p resolution (1280x720).	Yes	No	Yes	No
Up to high-quality resolution (360p)	Video resolution can go up to high-quality 360p resolution (640x360).	Yes	Yes	Yes	Yes
Full-screen video view	Full-screen video view with high-definition or high-quality video display (depending on monitor size) and five video thumbnails.	Yes	Yes	Yes	Yes (but does not include video thumbnails)
Expanded full-screen video view	Expand the active speaker to the whole screen, which also allows high-definition video to be received.	Yes	Yes (Expanded full-screen view without high-definition video)	Yes	No

Feature	Description	Meeting Center	Event Center	Training Center	Support Center
Active speaker video display in full-screen sharing view	Floating active speaker video display when sharing in full-screen view.	Yes	Yes	Yes	In full-screen view, the CSR views video in a separate panel; the customer views video in an embedded area of the customer console.
Video self-view in full-screen sharing view	View self-view video in the main video display when sharing in full-screen view. Start or stop sending video from the self-view video window.	Yes	Yes	Yes	No
Active speaker switching	Automatic video switching to the loudest active speaker.	Yes	Yes	Yes	No
Video thumbnails	Video-based participant list with video thumbnails.	Yes	Yes	Yes	No
Auto-adjust Video	Automatic configuration of participants' video quality according to available network bandwidth.	Yes	Yes	Yes	Yes
Camera hot plug-in	Attendees can connect and switch web cams while in a meeting.	Yes	Yes	Yes	Yes

Feature	Description	Meeting Center	Event Center	Training Center	Support Center
Lock video	Presenter can determine whose video will be displayed to all participants.	Yes	Yes	Yes	No
High-definition video decode offloading to GPU	Supported GPU chipsets can offload decode processing from the host CPU.	Yes	No	No	No

Requirements

WebEx video works with any computer that complies with the standard Meeting Center, Training Center, or Support Center requirements. To be able to reach the video resolution of 360p, PCs must meet the following minimum requirements:

- CPU: Dual-core processor

- RAM: 1 GB RAM

- Camera: a high-quality video supported USB-based web camera (see list in High-Quality Video Supported Cameras.)

To be able to send high-definition video (720p), PCs must meet the following minimum requirements:

- CPU: Quad-core processor (three or more meeting participants), Dual-core processor (two meeting participants).

- RAM: 2 GB RAM

- Camera: a high-definition video supported USB-based web camera (see list in High-Definition Video Supported Cameras.)

To be able to receive high-definition video (720p), PCs must meet the following minimum requirements:

- CPU: Dual-core processor

- RAM: 2 GB RAM

To offload video decoding processing to the client's GPU for 720p, any of the following GPU chipsets are required:

- Windows(DXVA):

    - NVIDIA GeForce 9800GT

    - NVIDIA GeForce GT 430

    - NVIDIA GeForce GTS 450

- NVIDIA GeForce GTX 275

- NVIDIA GeForce GTX460

- NVIDIA GeForce GTX560

- NVIDIA GeForce GTX560Ti

- NVIDIA GeForce GT520

- ATI Radeon HD 6950

- Mac OS X(VDA):

  - NVIDIA GeForce9400M

  - NVIDIA GeForce320M

- NVIDIA GeForce330M

High-Quality Video Supported Cameras

Most PC-compatible cameras should work with WebEx. The following cameras were tested by WebEx for high-quality video:

- Cisco VT Camera II
- Cisco VT Camera III
- Cisco Precision HD
- Logitech HD Webcam C920
- Logitech Quick Cam Pro 9000
- Logitech QuickCam Orbit AF
- Logitech QuickCam C905
- Logitech QuickCam S7500
- Logitech HD Pro Webcam C910
- Microsoft LifeCam HD
- Microsoft LifeCam VX-1000
- Microsoft LifeCam Cinema
- Microsoft LifeCam VX-6000
- Microsoft LifeCam NX-6000
- Microsoft LifeCam VX-3000

High-Definition Video Supported Cameras

The following cameras were tested by WebEx for high-definition video:

- Logitech HD Webcam C310

- Logitech HD Webcam C500

- Logitech HD Webcam C510

- Logitech HD Webcam C905/B905

- Logitech HD Pro Webcam C910/B910

- Logitech HD Webcam C920

- Microsoft LifeCam HD-5000/HD-5001

- Microsoft LifeCam HD-6000

- Microsoft LifeCam Cinema

- Microsoft LifeCam Studio

- Cisco Precision HD

- Cisco TelePresence SX10

- Cisco VT Camera III

- Apple iSight HD

Known Issues and Limitations

This section contains known issues and limitations that affect WebEx integrated video. For more information about the browsers, operating systems, supported by WebEx, and known issues that affect other WebEx services, see System Requirements and Feature Support.

High-definition video

High-definition video is automatically turned off during application, desktop, and streaming media sharing. It is automatically turned on again when those functions end.

Streaming media in Event Center stops presenter's video

In Event Center, playing video from a file and sharing it with all participants requires stopping the presenter's video camera. The presenter can send only one video stream at a time. The presenter's video camera can be turned back on again once he or she has finished streaming the file or media.

This limitation has been added to protect subscribers from bandwidth issues that could result from a spike in video traffic if multiple non-thumbnail video streams are sent to a large group of participants. The limitation is expected to be removed in the future.

Collaboration Meeting Rooms (CMR) common issues

The following issues are common for both CMR Cloud meetings and CMR Hybrid (WebEx-enabled TelePresence) meetings:

- **Sending video from WebEx applications to video conferencing systems or applications**

  A CMR Cloud or CMR Hybrid meeting will always start at the best video resolution between TelePresence (or other video conferencing systems or applications) and WebEx. If high-definition video is available, it will be available to all participants. If any participant on the WebEx side experiences poor network conditions, the resolution between TelePresence and WebEx will downgrade to accommodate that participant. As a result, video resolution will also be poor for all other participants. The minimum bit

rate a WebEx application must process from the WebEx Cloud to be able to receive both video and application or screen sharing (formerly called "desktop sharing") content is 1.2 Mbps. Less than that will result in the WebEx application showing only the shared application or screen.

Starting with WBS29.11, if, for reasons of low network bandwidth or conditions (such as CPU or RAM use) that are local to the WebEx application, the WebEx application is not able to maintain the 1.2 Mbps bit rate per the above, users will see a "low-bandwidth" warning message instead of receiving TelePresence video. In WBS29.11 and later, WebEx application users will automatically periodically retest their connection to the WebEx Cloud to assess whether any network or local conditions have been remedied. If they are able to send and receive video at a bit rate of 1.2 Mbps or greater, they will be able to resume sending and receiving video.

For information about recommended bandwidth configuration settings for CMR Cloud meetings, see *Prerequisites* in Cisco WebEx Meeting Center with Collaboration Meeting Rooms Enterprise Deployment Guide on the Cisco WebEx Meeting Center Configuration Guides page.

For information about recommended bandwidth configuration settings for CMR Hybrid meetings, see *Prerequisites* in the *Cisco WebEx Features and Important Notes* chapter and *Tips for Troubleshooting Low Bandwidth with the WebEx Meeting Center Client on Windows or Mac* in the *Troubleshooting* chapter of the *Cisco Collaboration Meeting Rooms (CMR) Hybrid Configuration Guide* on the Cisco TelePresence Management Suite (TMS) Configuration Guides page. For information about recommended site administration options to reduce bandwidth issues, see What's New.

- **In-meeting video experience**

WebEx users can only see the active speaker or the most recently active speaker's video endpoint in the WebEx application. Video endpoint users who are not talking will not show up in the WebEx application.

Video endpoint users can only see the active speaker or the most recently active speaker from WebEx on their screens. WebEx users who are not talking will not show up on their screens.

If there is background noise in a TelePresence room, it can cause the video for that TelePresence room to appear as the active speaker in the WebEx meeting. If needed, the host can use the **Lock Video** command to lock the video display on another participant's video.

In a CMR Cloud or CMR Hybrid meeting, the participant videos of participants who have joined from Apple iPads or iPhones over 4G LTE will not be visible on TelePresence systems, although audio will still be available. This problem occurs because 180 p video is required to send video to TelePresence systems, but sending 180 p video over mobile networks is not supported due to the Apple iTunes store requirements for applications.

- **Full-screen video view**

When the presenter switches to full-screen video view while sharing his or her screen, application, or document, sharing is paused on the attendee side (the last-shared screen freezes). When the presenter exits full-screen video view, sharing will automatically resume.

Attendees will stay in full-screen video view when the presenter stops sharing and will automatically exit full-screen video view when the presenter starts sharing again.

If the Mac or PC WebEx application has two monitors, users can view full-screen view on one monitor and full-screen or application sharing on the other monitor by dragging the video window to the other monitor and selecting the "View all participants in full-screen view" icon.

Site Administration

These release notes apply only to administrators.

Use the WebEx Site Administration to configure and maintain your WebEx Meeting Center, Event Center, Training Center, or Support Center sites.

- What's New, page 93

- Features, page 95

- Known Issues and Limitations, page 96

What's New

WBS29.12

Content sharing support

The Site Administration tool now provides the ability to manage content sharing integrations, which is currently only available on WebEx Meetings for iPad for the WebEx mobile application for iOS. Android support will be available in a future release.

- Content sharing can be enabled with Dropbox, Box, and Google Drive.

- If content sharing is enabled, you can selectively control whether Dropbox, Box or Google Drive integrations are enabled for mobile users.

- You have the ability to automatically clear files that have been cached in the WebEx mobile application from "Recently Shared Files."

Enable NBR audible announcements

The Enable NBR audible announcements setting will be available after additional upgrades are completed to the WebEx Cloud. The target availability is Q1 2015. When the setting feature is available, the option will appear in WebEx Site Administration and NBR announcements will be disabled by default.

New User Reference link

Administrators can now change the default URL for the **New User Reference** link for each center.

WBS29.11

Deactivated host account

WebEx meetings or events cannot be started if the host has been deactivated.

Disable printing and saving documents during file sharing

WebEx Site Administration provides the ability to control printing and saving documents when sharing a file for all centers.

WBS29.8

Collaboration Meeting Rooms

There is a new site administration section for cloud Collaboration Meeting Room options:

- Video device bandwidth-Enables video device bandwidth control (WebEx VoIP and video connection control). When enabled, WebEx will adjust the session bandwidth capability to lower the bit rate in cases when there is low bandwidth on the WebEx application.

- Use a pilot number-When enabled, the pilot number displays in email invitations and on the host's Personal Room page. Sample text for dial in information is provided and can be modified. It is limited to 256 characters.

- Enable Personal Room-Enables Personal Rooms for hosts. This option is enabled by default.

- Host PIN length-Specifies the PIN length for a host's Personal Room. Possible values are 4, 6, 8, and 12 characters.

For more information about administration for CMR Cloud, see the Collaboration Meeting Rooms (CMR Cloud) Enterprise Deployment Guide on the Configuration Guides page at http://www.cisco.com/c/en/us/support/conferencing/webex-meeting-center/products-installation-and-configuration-guides-list.html.

HTML Email Templates

The Site Administration tool now provides applicable email templates in HTML format.

- Email template list indicates which email templates provide HTML format

- Email templates can be sorted by HTML or text format

Mac Productivity Tools Settings

The Site Administration tool now offers the ability to enable or disable the WebEx Productivity Tools integration with Microsoft Outlook for Mac. The following options are included:

- Enable and disable Productivity Tools integration with Microsoft Outlook for Mac and Windows:

    - Microsoft Outlook for Windows option

    - Microsoft Outlook for Mac option

- One-Click option-Displays the One-Click icon in the taskbar.

Simplified branding to support user interface redesign

The site administration branding tool now has simplified branding options to support the latest user interface redesign. If your site is already branded, no action is required. The user interface redesign provides a flexible structure to continue to support your existing branded elements.

- Existing branding, such as the header menu bar, logo, left-page navigation pane, footers, terms of service, and privacy statements will not be changed.

- Elements and areas that can be branded have been simplified. Elements within the content area cannot be branded; however, global link colors and font style will be consistent for all of the pages. For example, if a font color is changed in left navigation, then the same font color will be reflected in all of the centers.

To make an additional branding request, contact your customer service manager with your branding requirements.

WBS29.4

New range for reuse of last passwords

The **Do not allow reuse of last passwords** option site administration option now allows you to select a range from 3 to 8 last passwords. The new default is 3.

WBS29.1

Support for PayPal

Starting in version WBS29.1, the site administrator will see new selections to the Provider Settings for PayPal Payflow Pro, PayPal Website Payments Pro UK, and PayPal Express Checkout US and Canada for training sessions. End users will see changes in the Payment Information Page for training sessions.

Features

GMT offset display option

The Display GMT offset for time zones in emails and web pages option controls whether the Greenwich Mean Time (GMT) offset, such as "GMT -8:00," is displayed for time zones and times. If you only work with customers in the U.S. and Canada who are not familiar with GMT, you can disable this option.

Time zone configuration

Time zone labels are now brand-able for a site. These labels include the location (for example, "San Francisco") and time zone name (for example, "Pacific Time") and daylight-savings time (DST) label (for example, "Daylight" or "Standard").

Display meetings at actual or scheduled start time

The Display meetings at actual start time, not scheduled time option, which is available for Meeting Center, controls whether a meeting in progress displays on calendars at the scheduled time or the actual start time. To make it easier for attendees to find meetings in progress on calendars, meetings now display at the scheduled time by default. Enabling this option in the site administration options will revert to the previous behavior if desired.

Community button option

The Display Community button on navigation bar option controls whether the Community button appears on the horizontal navigation bar. Both hosts and attendees can use this button to access the WebEx Community.

Importing address books into Microsoft Outlook 2010

Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.

Site administration accounts without session type

Site administration accounts can now be created with no session types assigned, and such accounts do not count toward the Named Host limit on a site. Such accounts cannot start a session themselves, but can schedule for another user if given permission to do so by the other user.

Invite by IM and Remind by IM in Quick Start menu

The Presence integration option controls the appearance of the Invite by IM and Remind by IM options in the Quick Start menu in a meeting, and also controls the download of WebEx Connect on Support pages.

Named Host audio-only users

There is now a separate provisioning count for Named Host users who only have the Personal Conference meeting type enabled, that is, users who can only start Personal Conference meetings. This count appears on the site administration Home page.

Account sign-up confirmation

The Confirmation required for new accounts option requires users who sign up for an account to confirm the request. The user confirms by clicking a link in a follow-up email sent to the address given in the sign-up form. There are also related options to expire the confirmation page (the default is 3 days), and notify site administrators of a successful confirmation, and to include a security check in the sign-up form.

Known Issues and Limitations

This section contains known issues and limitations that affect only Site Administration. For more information about the browsers, operating systems, supported by WebEx, and known issues that affect other WebEx services, see .

Branding and customization

- The new WebEx header does not allow branded headers to be less than 75 px. If a branded site has a header height that is less then 75 px and does not have customized header HTML code, the system will automatically increase header height to 75 px.

- The Log in and Log out links for the Site Administration tool are not visible if the header navigation color is blue or a dark color.

If you want to make branding changes, you should contact your customer support manager (CSM).

Safari browser support

The Safari browser is not supported for Site Administration on the Mac.

CMR Hybrid (WebEx-enabled TelePresence) meetings

The following issues apply for CMR Hybrid (WebEx-enabled TelePresence) meetings:

- To reduce the possibility of bandwidth issues for video, site administrators should make sure the following site administration options are set for CMR Hybrid users:

  - Make sure that for WebEx VoIP and video connection, the Automatically encrypted UDP/TCP SSL option is always selected.

  - Select **Site Settings** > **Site Options** and check the maximum video bandwidth option. This sets the maximum video frame rate for in-meeting video. The default setting is 15 fps.

- Under "OneTouch TelePresence Options," make sure Enable TelePresence bandwidth control is checked unless WebEx Support recommends altering it.

- Under "Meeting Options," make sure that Turn on high-definition video is turned on so that resolutions higher than 360 p can be sent.

For additional information about recommended bandwidth configuration settings for CMR Hybrid meetings, see "Prerequisites" in the Cisco Collaboration Meeting Rooms (CMR) Hybrid Configuration Guide on the Cisco TelePresence Management Suite (TMS) Configuration Guides page.

- Site administrators should also make sure that the Meeting Center PRO TelePresence session type is enabled for your site:

  - The Meeting Center PRO TelePresence session type will give users a different user interface in the WebEx Productivity Tools integration to Microsoft Outlook than the standard WebEx integration with Outlook.

  - If you want existing users on your site to use CMR Hybrid, you need to batch-enable them for the Meeting Center Pro TelePresence session type-it is not enabled for them automatically.

  - When your site is enabled for CMR Hybrid, the Default for New Users checkbox is automatically checked next to the Meeting Center PRO TelePresence session type site administration option. If you do not want new users to be enabled for CMR Hybrid automatically, you should uncheck the Default for New Users checkbox.

  - You can also create additional custom session types based on the Meeting Center TelePresence session type.

- Site administrators cannot make any changes to CMR Hybrid user interface for WebEx Productivity Tools. For example, administrators cannot change the branding for the CMR Hybrid Meeting Options panel within the Outlook integration, cannot hide information in the Meeting Options panel or in the TelePresence or WebEx Advanced Settings dialog boxes, and cannot limit the number of video call-in participants the user can enter.

- Although screen sharing (formerly called "desktop sharing" and application sharing are supported in CMR Hybrid meetings, some standard sharing features, such as file sharing, annotation, and whiteboard sharing, are not supported in CMR Hybrid meetings.

- Starting with WBS29, recording is supported for CMR Hybrid meetings; however, it has the following known issues and limitations:

  - CMR Hybrid meeting recordings will be in MP4 format. Video will be recorded at 360 p.

  - When users play back the recording, they can see screen sharing, application sharing, active speaker video camera feeds, the participant, list, chat, and polling. However, if users download the recordings, the screen sharing, application sharing, and audio portion is in one MP4 file, and does not contain active speaker video camera feeds, the participant list, chat, and polling.

For more information about recording CMR Hybrid meetings, see *Recording and Playback FAQs* in the WebEx Meeting Center Frequently Asked Questions found at http://www.cisco.com/c/en/us/support/conferencing/webex-meeting-center/products-user-guide-list.html.

- If you do not have adequate bandwidth, your presentation and data sharing in CMR Cloud and CMR Hybrid meetings can degrade to XGA (1024 x 768 resolution) and 5 fps. On TelePresence systems, users see a "letterbox" format. As of WBS29.8, up to 720 p resolution is supported as long as all WebEx participants have at least 2 Mbps, and the data sharing can cover the whole TelePresence system screen

on both 4:3 and 16:9 TelePresence systems without cropping. Starting with WBS29.11, with TelePresence Server 4.1 and Conductor XC 3.0, 1080 p resolution is supported as long as all WebEx participants have at least 3 Mbps. If any participants in the meeting do not have the minimum bandwidth, all participants will drop to the next lowest data sharing resolution level. For example, if 720 p resolution was used, but one participant has bandwidth that is below the threshold, the meeting resolution drops to 720 p for all participants. Or, if TelePresence Server 4.1 and Conductor XC 3.0 are used, 1080 p would normally be supported, but if one participant does not have least 3 Mbps, the data sharing resolution drops to 720 p for all participants. The presentation and data sharing quality from TelePresence system to TelePresence system does not change, and the resolution is based on TelePresence Server or Cisco TelePresence MCU series settings. The presentation and data sharing quality from WebEx application to WebEx application is good quality. These presentation and data sharing quality limitations do not apply to WebEx-only meetings, which use a proprietary data rendering format.

- Screen sharing (formerly called "desktop sharing") and application sharing are supported in CMR Hybrid meetings, but some standard content sharing features, such as file sharing, annotation, and whiteboard sharing, are not supported.

- Starting with Cisco TelePresence Management Suite (Cisco TMS) version 14.4, administrators can configure Cisco TMS to allow TelePresence participants to join a CMR Hybrid meeting up to 5 minutes before the scheduled start time. TelePresence doesn't join the meeting until the first TelePresence participant dials in to the meeting. Cisco TMS does not dial out to WebEx until the scheduled start time of the meeting. For more information, see "Configuring Allow Early Join" in the "Configuring Conference Settings in Cisco TMS" section of the Cisco Collaboration Meeting Rooms (CMR) Hybrid Configuration Guide on the Cisco TelePresence Management Suite (TMS) Configuration Guides page.

- CMR Hybrid meetings do not support "VoIP Only" audio.

- Scheduling large CMR Hybrid meetings requires that administrators set capacity limits. To mute everyone except the speaker, participants need to be muted in both WebEx and TelePresence:

    - From the WebEx application, the host can mute WebEx participants.

    - On some TelePresence systems, the host can mute other TelePresence participants; otherwise, the administrator can mute TelePresence participants through TelePresence Server.