Productivity Tools

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

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

- 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 Cross-platform Features and Known Issues 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.