



Cisco WebEx Event Center Release Notes (version WBS29.8)

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CONTENTS

CHAPTER 1

Event Center 1

What's New 1

Known Issues and Limitations 8

CHAPTER 2

Caveats 13

Resolved Caveats 13

CHAPTER 3

System Requirements and Feature Support 15

Language Support 15

Operating System and Browser Support 16

Windows XP and Internet Explorer 6 End-of-Support Announcement 18

Citrix XenDesktop and XenApp Support 18

Cross-platform Features 18

Cross-platform Known Issues and Limitations 28

CHAPTER 4

Productivity Tools 31

What's New 31

WebEx Productivity Tool Support 32

Known Issues and Limitations for Windows 39

Known Issues and Limitations for Mac 44

CHAPTER 5

WebEx Audio 45

Features 45

Frequently Asked Questions 46

Audio Options 46

Audio Feature Comparisons 49

CHAPTER 6

Video 51

- What's New? 51
- High-Definition Video Features 52
- Cisco Medianet Integration—Performance Monitoring Support with Network Management Systems 54
- Requirements 54
- High-Quality Video Supported Cameras 55
- High-Definition Video Supported Cameras 56
- Known Issues and Limitations 56

CHAPTER 7

- Site Administration 59**
 - What's New 59
 - Features 60
 - Known Issues and Limitations 61



CHAPTER

1

Event Center

Use Event Center to conduct webinars, all-hands meetings, sales kick-offs, earnings calls, or press events online so that you can share documents and applications, and collaborate with others.

These release notes describe the Event Center new features. For instructions on using Event Center, see the Support page of your Event Center service site.



Note

Event Center no longer supports Windows Me and NT. For more information about the operating systems and browsers that you can use with Event Center, see the WebEx [System Requirements and Feature Support](#).

- [What's New](#), page 1
- [Known Issues and Limitations](#), page 8

What's New

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

WBS29.11

Simplified in-meeting user experience

Cisco WebEx continues to improve the look and feel of meetings and consolidate some functions for ease of use. The following changes are included in this release:

- The following audio dialog boxes now have a modern look and feel:
 - Call me at a different number
 - All Global Call-in Numbers
 - Test Computer Audio
 - Manage Phone Numbers
 - Telephony service provider (TSP) audio dialog box for Mac

- More appropriate terminology for common functions:
 - "**Share Desktop**" has been changed to "**Share Screen**"
 - "**Audio Conference**" has been changed to "**Audio Connection**"
- To avoid confusion with the Lock icon in Personal Room meetings, the lock icon that indicated SSL connection at bottom of meeting window has been removed and has been replaced with tool tip text indicating when there is a Secure Connection with SSL
- A vertical annotation bar is now available when viewing shared content in full screen on the Mac platform.

Content viewing enhancements

Improved content view options have been added that allow attendees to easily pan and zoom in and out on content that the presenter shares during a meeting.

- New icons for "Zoom in," "Zoom out," and "Fit to width" now appear at the top of the content area.
- Zoom in and out of shared content easily by just selecting the **Zoom in** or **Zoom out** icons.
- There is a new **Pan** tool for screen sharing (formerly called "desktop sharing") and application sharing, which allows users to move content horizontally or vertically in the content area.
- Content is now centered in the content area, with "Fit to Width" selected as the default view option.

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

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.

WBS29.9

Collaboration Meeting Rooms (CMR Cloud) Personal Room link

Mobile users no longer need to enter their name and email address to join CMR Cloud meetings. They will simply be connected to the meeting after clicking on a link in an email invitation or from the personal room page.

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 > 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.

Simplified and modern in-meeting experience

The in-meeting experience has been simplified and updated with a new, modern look and feel and a clean layout, including the following key changes:

- New icons, fonts, and colors are being used for various functions throughout the meeting window
- Functions on the Quick Start page have been consolidated.
- A liquid and flexible meeting window layout has been added that allows users to change proportion of content view and panels. This layout includes a new 50/50 view for content and panels.
- The Info tab content is cleaner and has been improved. Additionally, individual fields in the Info tab can now be copied one at a time.
- There is an improved layout for the Video view in the video panel.
- More intuitive Audio interface and more contextual audio options.
- The Sharing and Invite and Remind interface has been improved.
- When the presenter shares his or her desktop or application, the shared content shows up in a tab in the meeting window by default. This reduces transitions for participants when sharing starts. Participants can also select full-screen view as before with a single click.
- Easy-to-access annotation tools have been added in a new, vertical Annotation bar with updated icons.
- Quick access to view options has been added so users can control viewing preference.
- New icons have been added to the meeting control panel that appears when a presenter shares content or when an attendee goes to full screen view to view shared content.
- Dialog boxes and notifications have been improved.

Screen saver when sharing

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

Mobile device support for Event Center

Event Center WBS29.8 and later will be supported in the Cisco WebEx Meetings mobile app version 7.0 for iPhone and iPad and version 6.0 for Android.

Cleaner and faster join experience

We have been working on improving our join meeting time and are happy to announce that in our testing, users can join up to 30% faster. In addition, the join experience has been cleaned up by removing connection pop-up messages and cleanly presenting the join status within the meeting window. Users must be joining by URL using ActiveX, a plugin, or an extension and using Meeting Center (Windows and Mac) or Event Center (Windows only).

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

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.

WBS29.7**WebEx Productivity Tools**

Updates were made to WebEx Productivity Tools support. For more information, see the "WebEx Productivity Tools Support" tables in [Productivity Tools](#).

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**WebEx Productivity Tools**

Updates were made to WebEx Productivity Tools support. For more information, see the "WebEx Productivity Tools Support" tables in [Productivity Tools](#).

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 participants' 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.

WBS29

Microsoft Office 2013 Support

The telephony entry and exit tone option for event center has been separated from other centers and will be turned off by default. Now whenever an attendee joins or leaves the Event Center audio conference there will not be an audio tone unless you change your setting.

Document loading indicator

Sharing multiple documents during file sharing has become easier with the following features:

- Users now have the ability to select multiple documents to upload at the same time.
- All selected files show up in tabs above the content area.
- Files get uploaded one at a time and become available for sharing as soon as they are uploaded.
- Progress indicators in the content area and document tabs provide an immediate upload status for all selected documents.
- Users can cancel uploading for a file by selecting the close (x) icon on the tab of the file that is currently being uploaded. Users cannot cancel uploading for multiple files in the queue, but those files can be removed after they have been uploaded.

Multiple monitor support enhancements

- If a user has multiple monitors and goes to full-screen video when sharing, the user is presented with an option to move video to another monitor. Sharing is paused if video is not moved, and controls switch to video controls.
- Windows users can also share secondary monitors. In this case, the meeting controls and video panel also move to the secondary monitor to enable easy access when sharing.

Known Issues and Limitations

For more information about issues that affect specific operating systems, browsers, and other WebEx services, see [System Requirements and Feature Support](#).

In-meeting experience

- Keyboard navigation and screen reader support:
 - Video thumbnail items in the Participant panel don't support navigation using the Tab key.
 - Some items in file sharing and in the Polling panel don't support navigation using the Tab key.
 - Items within the video full-screen view don't support navigation using the Tab key.
 - Elements inside the video user interface don't support screen readers.
 - Video thumbnail items don't support screen readers.
 - The participant list within the Participant panel doesn't support screen readers.
 - Some elements for file sharing and in the Polling panel don't support screen readers.
- The Pan tool is not available when viewing a file that is shared using file sharing..
- The new interface is not available for Linux users
- On Mac, when the presenter annotates during application sharing or screen sharing (formerly called "desktop sharing") and also takes notes or creates a poll, the Notes and Poll information cannot be saved.
- On Mac, when using annotation during sharing, if user moves from tab view to full-screen view, the annotation option that as last used is not remembered
- On some Windows machines as well as on Linux machines, if attendee screen saver comes on and then the presenter starts file sharing, the screen saver automatically quits
- Some custom Quick Start templates, created using older releases of Meeting Center, may not work after upgrading to this release
- In a few cases, uploading a very large Microsoft PowerPoint file to share in the meeting may cause the meeting to get disconnected for the presenter

Attendee invitations

Starting in WBS29.6, if a host removes any attendees for an event, the link to the event from the invitation will no longer be valid for those removed attendees. If you are planning to invite people for a mass-mailing list, we recommend that you use a third-party mailing service, and then link to the event address for attendees.

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.

Joining a WebEx meeting on Chrome and Firefox

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

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.

Mobile device support

Event Center is not currently supported on multiple devices.

Streaming media sharing

Attendee video resolution is optimized to 480p. Video files with higher resolution are resized to fit (640 X 480) resolution. The following media file formats are currently supported: WMV, WMA, WAV, MP3, ASF, AVI, MPG, MPEG, MOV, FLV, F4V, QT, and MP4.

- MP4 and MOV video files cannot be shared in a WebEx Meeting if they cannot be played by the installed QuickTime player
- Recommended System requirements for video file sharing on Presenter side:
 - Core2-Duo E6750 @ 2.66GHz for VGA file is required
 - AMD 9650 2.3GHz (4 core) 8GB is preferred
 - Intel® Core™ 2 Duo -E7400 2.8GHz 2.79GHz is preferred

HTML email content

The content of the default HTML email and its corresponding iCalendar (.ics) template are not the same [295149]

Description in iCalendar attachment

Due to an Outlook calendar limitation, the event description will not display in the iCalendar attachment if description exceeds a certain length. The description does not display if the field length exceeds these limits:

- In Microsoft Outlook 2000 the field length limit is 8KB.
- In Microsoft Outlook 2003 the field length limit is 4KB.
- In Microsoft Outlook 2007 there is no limit for field length. [271477]

Attention indicator

When Web content is shared during an event, the attention indicator will stop tracking and will consider everyone as paying attention.

Play button in Flash files

When a presenter is sharing a Flash (.swf) file, clicking the Play button will "pause" the file instead of playing it. The Presenter needs to press the Play button twice in order to play the file. [289318]

Deleting meetings from My Meetings list

When the Delete from My Meetings when completed option is selected, an event will still appear on the My WebEx My Meetings list if the host completes the event before the end time of event. The event will be deleted from the My Meetings list after the schedule end time has elapsed. For example, if an event is scheduled for 10:00 to 11:00 a.m. and the host ends the event at 10.45 a.m., the event will still display under My Meetings and the Event Center Calendar until 11.01 a.m., after the scheduled end of the meeting. The event will always display when you turn on Show past events

Participants Panel on Solaris

Some non-English characters do not display correctly in the Participants Panel on Solaris machines. [276651]

Flash client

The Event Center Flash client has the following known issues:

- The total number of attendees is not displayed to a Flash attendee
- A Flash attendee cannot automatically view in full screen when Presenter is performing Desktop or Application sharing
- The mouse scroll button does not work in the Country and Region list of Global Call-in number
- A Flash attendee cannot view the laser pen used during Presentation sharing
- Flash Attendees are not included in Attendee Statistics when the Presenter shares an Audio or Video file
- Panelist names are listed chronologically and not alphabetically
- No tool tip appears for the recording indicator
- In full screen mode, the Global Call-in number is not displayed
- The Feedback page will not be displayed if a pop-up blocker is enabled
- In the Attendance report, a Flash attendee's real IP address will not be displayed; instead "127.0.0.1" will be displayed

Switching poll coordinator role

During polling, if you switch the polling coordinator role, the Save Polling Result window will display.

Adding attendees to address book

From the event scheduler, if you select the option to add an attendee to your address book, an error message displays when you click Add Attendee

iCalendar attachment

When WebEx sends the first and second event reminder to attendees, the iCalendar attachment that attendees use to automatically add the event to their calendar application is missing.

Email messages with iCalendar content

Due to an .ics limitation (iCalendar attachment), HTML email messages can not display content of .ics calendars properly. As a result, for HTML email messages, we will pull in the content from plain text email messages. This means if a user has customized an HTML email message, the customization can not be reflected in the iCalendar attachment.

Importing a CSV file when Creating an invitation list

When creating an invitation list, the option to import a CSV file is not supported for MAC. As a result, the Import CSV files button is unavailable for MAC and Safari.

Past events

The past event identification criteria is not consistent between the Event Center page and Welcome pages. According to Event Center logic, an event belongs to past events after the scheduled start time is passed. However, if the scheduled start time has passed, the event is still listed on the Welcome page, even when Show past meetings is not selected. [244342]

Past events status shows on the Event Center calendar for attendee's view. When an attendee looks the Event Center calendar and selects Show past events, all past events are displayed with Register and/or Not started status; however, no status should appear for past events on an attendee's view. [244153]

Event templates

When a host saves the event as a template, the list of attendees and panelists is not saved; however, the panelist information and the panelist password are saved. [180534]

Money symbol

The money symbol is missing for the budget field on the program information page. [183019]

Panelist information as search criteria

Panelist information can not be used as a search criteria on the Event Center search page. However, the search can be done from the Welcome page [177716]

Saving user information when using Firefox

If a user is using Firefox, user information always is saved, regardless of whether Remember me on this computer is selected. [228112]

Calendar display of daily audio-only events

Since Event Center does not have a concept of a recurring event, if a daily audio-only event is scheduled, the Event Center calendar can not display it properly [161351]



CHAPTER 2

Caveats

- [Resolved Caveats, page 13](#)

Resolved Caveats

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

Table 1: Resolved Caveats in Release 29.8

Identifier	Severity	Headline
CSCuo96488	2	TSP site: Host cannot rename a "call in user" in PL and propagate
CSCuo01790	3	Page Need mechanism to load (SMAC) security key file every period
CSCup73390	3	Delorean-R1: End meeting should not launch PowerPoint process
CSCup74769	3	T29.8:In front of each link are "[CDATA".
CSCun70156	3	sql performance issue in xml api LstmeetingattendeeHistory
CSCuo79636	3	T29.8_PT:Dot is able to use as password
CSCup43739 (EP1)	2	Cannot share ppt file with 2007 after installing Microsoft kb2878233 patch

Identifier	Severity	Headline
CSCuq34336 (EP2)	3	Characters not be converted well in disclaimer pages
CSCuq25743 (EP2)	3	NullPointer error when start MC meeting
CSCuq48834 (EP3)	3	User always require login to access site
CSCuq48850 (EP3)	3	Unable to Schedule Meeting
CSCuq48877 (EP3)	2	Width on banner changed after T29.8 upgrade
CSCuq49134 (EP4)	2	Inconsistent meeting information from ICS files in T29.8 from Gmail
CSCuq48845 (EP4)	2	"Start" button does not change to "Schedule Meeting" button



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 of 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, page 15](#)
- [Operating System and Browser Support, page 16](#)
- [Windows XP and Internet Explorer 6 End-of-Support Announcement, page 18](#)
- [Citrix XenDesktop and XenApp Support, page 18](#)
- [Cross-platform Features, page 18](#)
- [Cross-platform Known Issues and Limitations, page 28](#)

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
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
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 ²	Latest	Latest	Latest
Safari		5, 6, 7, 8	
Chrome ²	Latest 32-bit/64-bit	Latest 32-bit/64-bit	

¹Joining 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.

²Using 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
Medianet features supported	yes	no	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
Medianet features supported	no	no	no
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no

	Windows	Mac OS X	Linux
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
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

	Windows	Mac OS X	Linux
Record sessions	yes	no	no
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
Medianet features supported	no	no	no
WebEx Audio	yes	yes	yes

	Windows	Mac OS X	Linux
Cisco Unified MeetingPlace version 8.x Audio	no	no	no
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

	Windows	Mac OS X	Linux
Hands-on Lab sessions	yes	yes	no
Q&A	yes	yes	yes
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

	Windows	Mac OS X	Linux
Active-speaker switched video	yes	yes	yes
Offload video processing to GPU	no	no	no
Self view when sending video	yes	yes	no
Medianet features supported	no	no	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.



Productivity Tools

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

- [What's New](#), page 31
- [WebEx Productivity Tool Support](#), page 32
- [Known Issues and Limitations for Windows](#), page 39
- [Known Issues and Limitations for Mac](#), page 44

What's New

WBS29.8.1

WebEx ball icon

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

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.

WebEx Productivity Tool Support

Microsoft Outlook Support

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

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

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

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

IBM Lotus Notes Support

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

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

Instant Messenger Support

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

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

Microsoft Office Support

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

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

Browser Support

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

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

Citrix Support (WBS26.45 to WBS28)

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

Known Issues and Limitations for Windows

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

Email invitation templates

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

Lync 2013 support

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

Silent upgrade

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

Links generated by WebEx centers and WebEx recording services

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

Allow people to join using WebEx option is always unchecked

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

Logging in with a single sign-on account

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

Cross-platform support

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

Integration to Microsoft Outlook

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

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

Lotus Notes integration

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

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

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

TelePresence integration

The following issues apply to the WebEx integration with TelePresence:

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

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

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

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

Known Issues and Limitations for Mac

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

New version of Productivity Tools for Mac

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

Microsoft Outlook support

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

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

Sign-in and sign-out process

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



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.

- [Features, page 45](#)
- [Frequently Asked Questions, page 46](#)
- [Audio Options, page 46](#)
- [Audio Feature Comparisons, page 49](#)

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 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.)

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	<p>This audio option is integrated into your WebEx online session. Choose from these options:</p> <ul style="list-style-type: none"> • 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	<p>Personal Conferencing allows you to start an audio conference and then optionally expand the meeting to include an online meeting including video conferencing.</p> <p>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.</p>	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.



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?](#), page 51
- [High-Definition Video Features](#), page 52
- [Cisco Medianet Integration—Performance Monitoring Support with Network Management Systems](#), page 54
- [Requirements](#), page 54
- [High-Quality Video Supported Cameras](#), page 55
- [High-Definition Video Supported Cameras](#), page 56
- [Known Issues and Limitations](#), page 56

What's New?

WBS28.8

High-definition video support in full-screen views

Starting with WBS28.4, WebEx Meeting Center and WebEx Training Center users can send and receive high-definition (HD) 720p video in both expanded full-screen view and full-screen view. Previously, high-definition video was available only in expanded full-screen view. Both views now support high-definition video. For additional details on bandwidth consumption, high-definition video system requirements and administrator options for allowing and not allowing HD video for your site, see the Cisco WebEx Network Bandwidth white paper at http://www.cisco.com/en/US/prod/collateral/ps10352/ps10362/ps10409/white_paper_c11-691351.pdf.

Increased USB camera compatibility

WBS28.7 adds increased support for one existing MJPEG color-space (I420) and adds support for another (YUV422) with corresponding increases to the number of USB video cameras that WebEx Meeting Center, Events Center, and Training Center support.

High-definition video decode offloading to GPU

Starting with WBS28.4, supported GPU chipsets can offload decode processing from the host CPU.

Cisco Medianet integration

Starting with WBS28.4, metadata support was added for making the network aware of the five WebEx media flows.

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

Cisco Medianet Integration—Performance Monitoring Support with Network Management Systems

Starting with WBS28.4, when on a Cisco network, Cisco Medianet supports real-time, end-to-end data collection and monitoring of performance on delay- and loss-sensitive WebEx video media streams and VoIP audio streams, by using a Cisco partner Network Management System (provided the Network Management System supports the Medianet MSI 3.1.1 REST API), directly from users' machines that have the WebEx Meeting Center application installed. See <http://www.cisco.com/go/medianet> for more information.

Using the Cisco Medianet Performance Monitoring functionality with WebEx on a Cisco network, a network administrator can easily see, understand, and report whether individual users are having acceptable media experiences or not; for example, whether their sessions are experiencing latency, jitter, or packet loss, even before they call in to report issues. With Performance Monitoring using Medianet, network administrators can gain greater visibility into what is going on in their Medianet-enabled network, and the rich-media experience it is providing their users. Cisco Medianet makes your network smarter and more media aware.

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 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.

Medianet and IPv6 support

Although the WebEx application supports IPv6, Medianet and metadata support only IPv4 addresses at this time. Support for IPv6 will be added in a future release.

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.



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 59
- [Features](#), page 60
- [Known Issues and Limitations](#), page 61

What's New

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.

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 [System Requirements and Feature Support](#), on page 15.

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 than 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.

